



Community Litter Picking



Jade, our new Estate Co-Ordinator, started in March and she has been busy since then working in our estates. One community initiative that Jade has set up is a monthly community litter pick. The aim of this is to get staff and residents working together to improve our common areas and to promote the new litter picking hub at Glen Oaks.

Turn to **page 7** to find out more and how you could become involved.

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Annual General Meeting 2023

We're delighted to let you know that we'll be holding our 32nd Annual General Meeting (AGM) in our office on **Wednesday 20 September 2023 at 7pm**. We had a really good turn out for last year's meeting which was our first face-to-face AGM since the start of the pandemic and we're really looking forward to welcoming everyone again this year.

All shareholding members are invited to the AGM. Members are eligible to vote in the Board elections and can stand for election to the Board themselves. The main purpose of the AGM is to present the Association's year-end figures and future plans to shareholding members. There's also a question and answer session at the end of the meeting where members can ask staff about our work and pass on their comments or suggestions. The evening ends with the very popular prize draw.

We hope you'll be able to come along to the AGM - we would love to see you there!

Not a shareholding member? It's not too late for you to be invited to the AGM in September - just fill in an application form, pay £1 for your lifetime membership... and you can have your say at this year's AGM!

Application forms are available from our office and can also be downloaded from our website. If you would like us to post a form out to you, please call Tricia on **0141 620 2726**.



Changes to our Gold Service Gift Cards

We had received some feedback, on the gift cards we issue to our Gold Service members, that it would be better if you were able to use them in a larger selection of local shops. We have changed them this year to the Scotland Loves Local Glasgow Gift Card. They will be issued in July to all of our existing Gold Service members who have met the required criteria.

What is the Scotland Loves Local Glasgow Gift Card?

The Scotland Loves Local Glasgow Gift Card is like a regular gift card and can be spent with over 1200 businesses in Glasgow including shops, cafés, services, leisure and more.

Where can I spend the card?

There are plenty of big name retailers where you can spend your Glasgow Gift Card, like Aldi, Morrisons, Lidl, Sainsbury's, One-O-One and Boots. Plus, there are lots of independent businesses too, from grocers to butchers, hairdressers to newsagents. So

whether you want to fill the cupboards with food, get a haircut or top up your gas and electricity at the corner shop, it's all possible with the Glasgow Gift Card.

See a full and up to date list of where and how to spend the Glasgow Gift Card at: <https://scotlandgiftslocal.com/product/glasgow-gift-card/>



Annual Return on the Charter

We have just completed our Annual Return on the Charter (ARC), which provides the Scottish Housing Regulator with information on many

aspects of our performance. In August the Regulator will publish on their website a report about each Registered Social Landlord with key

data from the ARC. In October we will give all our tenants a full report on our performance. An extract from the ARC appears below.



2022-2023

3.11 hours

(2.16 hours last year)

Average time to complete emergency repairs



2022-2023

4.42 days

(3.87 working days last year)

Average time to complete non-emergency repairs



2022-2023

37

(19 last year)

Number of medical adaptations completed



2022-2023

142

(211 last year)

Number of anti-social behaviour cases reported



2022-2023

79

(84 last year)

Number of homes let



2022-2023

47.2

(56.5 days last year)

Average number of days to re-let homes



2022-2023

157

(90 last year)

Number of Stage 1 complaints received



2022-2023

32

(13 last year)

Number of Stage 2 complaints received

2022-2023 year end complaint report

As part of the Complaint Handling Procedure (CHP), we are required to share with you our performance on complaints and the learning outcomes we gained from you raising them.

Every year we produce an Annual Complaint report, which looks back at trends over the last year and our performance on handling complaints. The full report is available on our website at <https://www.glenoaks.org.uk/complaints-performance/>



157

(90 last year)

Stage 1 complaints received

2

(not reported on last year)

Stage 1 escalated

30

(13 last year)

Stage 2 complaints received

Nature of complaints

The main nature of complaints received relates to the standard of the Close Cleaning service. A high percentage of these were upheld and so this is an area we are working on to improve. Our Service Improvement Group are currently carrying out a thorough review and their report will go to the Board to agree on any recommendations. A new cleaning rota has been implemented and we continue to inspect the contractors quality of work.

189

(103 last year)

Total number complaints received received

Compared to last year the number of complaints has increased, Stage 1 increased by 42.7% and Stage 2 increased by 59.4%. We continue to welcome the feedback our tenants provide us. It is so important that tenants are aware of and benefit from the Complaint Handling Process and that they engage with us through other channels such as satisfaction surveys



Business Plan Summary

Every year our Corporate Management Team and Board review and set our Business Plan Objectives for the next five years. This year we have created a Business Plan Summary, which highlights our main future objectives and strategies for achieving them.

The Business Plan Summary is available on our website <https://www.glenoaks.org.uk/business-plan-summary/>. If you have any feedback on our plans for the future, we would love to hear from you. Email go@glenoaks.org.uk.

By joining our Board you can become involved in setting our objectives. Our 'Getting Involved' booklet provides you with information on the many ways you can participate and be involved with the Association and your local community.

Equalities Survey

Why do we need to gather information on equalities?

All social landlords in Scotland, both local authorities and registered social landlords, are required to implement legal and regulatory requirements relating to equality data collection. These requirements flow from the Equality Act 2010, the Scottish Government's Scottish Social Housing Charter and the regulatory requirements issued by the Scottish Housing Regulator.

We must work to understand the individual needs of our tenants and other service users and deliver services that recognise and meet these needs. As part of this we are required to ask you for equalities information, and to use it to inform our decision making. This will include asking you for more detailed information on your protected characteristics such as age, gender, sexual orientation and more.

In order to do this, we will be carrying out an equalities survey in July via a text message or email. This survey will be completely anonymous, and your answers will not be connected to you personally

in any way. The main aim of the survey is for us to gain a more detailed overview and better understanding of our customer base and prevent discrimination from happening.

It is important that we take equalities impacts into account when making decisions that affect our tenants and other service users. We are also expected to carry out more joint working with tenants and other service users to help ensure customer-focused decision making.

We recognise that people with different protected characteristics may have different needs.



What are the protected characteristics?

The Equality Act 2010 identified nine protected characteristics. These are the characteristics where evidence shows there is still significant discrimination in employment, provision of goods and services and access to services such as education and health.

It is against the law to discriminate against anyone because of:

- Age
- Gender reassignment
- Being married or in a civil partnership
- Being pregnant or on maternity leave
- Disability
- Race including colour, nationality, ethnic or national origin
- Religion or belief
- Sex
- Sexual orientation

Consultation on our Customer Service Standards

We are looking to update our Customer Service Standards and want them to reflect your expectations. These standards help to define what you as a customer should expect and allow us to benchmark and measure our performance. They state the minimum acceptable level of service to be provided and relate to our values.

Customer Service Standards are usually defined in terms of:

Timeliness – time taken to deliver our services in terms of hours or working days.

Accuracy – accurate information, advice, delivery of services etc.

Appropriateness – ensuring the right service is offered and is based on customers needs and that expectations are met.

Confidentiality – of personal, business and financial data.

Transparency – in terms of how we operate.



The main area we really want to focus on is the timeliness of our response when you contact us and request a service. This was an area highlighted in our recent Customer Service Excellence assessment.

With the many changes over the last three years to our service, and the fact that the feedback from our recent triannual survey shows your

preference for contacting us has changed to more digital methods, we want to update our targets for response.

It is also important that we can measure and test that the standards are being met and remain challenging.

It would be helpful to know your opinion on what some of those response targets should be.

We have carried out a comparison with several housing associations across the country and these were the main targets for response.

Customer Service Standard	Timescale for response		
When you phone the office we will aim to answer	Promptly	Within 30 seconds	Within 6 rings
If our office is open or closed and you leave a voicemail we will aim to return your call within	1 working day	4 hours	
When you send us an email we will acknowledge it within	3 days	1 day	By the next working day
And aim to respond to your email in full within	10 working days	5 working days	3 working days



We will issue an SMS or email to you at the end of July. The survey deadline will be the end of August. This feedback will ensure our updated standards reflect our customers' expectations.

Service Improvement Group (SIG) - review of the close cleaning service

Our SIG are nearing the end of their review into the close cleaning service. They are currently completing their report which will be presented to our Board. The report will include recommendations on how the service could be improved.

We would like to thank the SIG for all their hard work in this review. The group have carried out estate inspections, staff and

contractor interviews, a bespoke satisfaction survey and a thorough comparison with other housing associations on what their service includes.

In the next newsletter we will include an update on the recommendations they put forward.

The SIG are now considering the next area of our service to review. This is a great time for you to come along and get involved and make a real difference.



Join our Service Improvement Group (SIG)!

- Do you want to help us improve our services?
- Do want to be more involved in your local community & meet like-minded people?
- We want you on our SIG!

It is now the perfect time to come along to our office, get a cuppa and a catch up with our members and see if joining is for you. If you want to chat about how to join you can call Laura on 0141 620 2742 or email laura.strang@glenoaks.org.uk

Close Cleaning Survey

- We want to hear your feedback!

Every 6 months, we issue tenants in Arden who have a close, a Close cleaning survey via SMS or email.

The survey has been recently issued and we really want to hear your

feedback on the standard of the close cleaning. The feedback is used to improve the service and will assist the Service Improvement Group with their review into the close cleaning service.



Community Litter Picking

Continued from Front cover



Taking time to look after your neighbourhood benefits the whole community and helps to create a brighter, cleaner, and greener environment for everyone to enjoy. Glasgow currently has a network of 70 plus Community Litter Picking Hubs which support local communities to tackle local litter issues. These hubs provide free loan kits containing litter pickers, disposable gloves, high visibility

vests, bag hoops, refuse bags and provision of a designated refuse uplift after an event on request. The Hubs allow local business, groups and schools to easily access equipment and keep their neighbourhoods cleaner and safer.

Our new community litter picking programme is based around short, focused sessions each month targeting a different area. After the holidays we also plan to approach the school and have some local children involved. To date we have held 2 sessions of around 1 hour each and it really is amazing how much litter a small group can collect in that time and what a difference it makes to a street. It was originally planned that each session would start at 10am but following feedback from some residents who were not available at that time we will now change the time for different sessions to try and accommodate as many residents who wish to take part as possible. Posters will be put up in each area in advance of the session and we will also issue text messages and facebook posts to promote the events. We have

been delighted to welcome 6 residents along to our first 2 sessions and it would be fabulous to see more residents in the future. You can of course come into our office at any time and collect some kit from the hub and organise your own litter pick, whether it's just you, a small group or to keep the kids busy in the holidays every little bit helps. If you are interested in getting involved in our sessions or want to know more about the Litter Picking Hub please contact Jade Shannon on 0141 620 2228.

Dates for Glen Oaks Community Litter Picking Programme

- **Wednesday 5th July – Darnley**
- **Monday 7th August – Kilmuir Road**
- **Tuesday 5th September – Kyleakin Road**
- **Friday 6th October – Kilvaxter Drive**
- **Wednesday 1st November – Kilmuir Crescent**
- **Thursday 7th December – Lunestone Court, Community Garden and back through snakey**
- **Monday 15th January – Kilmuir Close**

Environmental Task Force

Are you concerned about litter, fly-tipping, graffiti, dog fouling or any other environmental issue? We want to hear from you. Use the **MyGlasgow** app, call **0300 343 7027** or contact us using social media

Report using Twitter @thenvtaskforce

Report using Facebook envtaskforce

Dog Fouling

Through some of our recent surveys including the Estate Action Plan, we have received feedback from tenants that dog fouling is an issue in the estates. Dog fouling is not acceptable and you can be fined if you fail to pick up after your dog. We would encourage tenants to report anyone to Glasgow City Councils Environmental Task force.



Keeping you up to date with activities and all that's happening at Glen Oaks

- Mon:** Weekly IT Class for Beginners 2pm
- Tues:** Mens Chat (1st Tues of every month) 10am
Craft Class - 11 am,
Tai Chi - 1pm
- Wed:** 1st Wed of each month 10am - Womens Wellbeing Hour
- Thurs:** Knit & Crochet 1pm,
Relaxation Chill Time 2.45pm - 3.30pm
- Friday:** 3rd Friday of the month Wow Factor
Over 50's Summer Outings to Largs, Ayr, Falkirk Wheel, 10am - 2.30pm. Remember to bring a packed lunch!

From September its back to WOW Factor Boogie Brunch & Blether

Last Friday of every month: Community Lunch

All classes and groups at Glen Oaks are free except for our Summer Trips which cost £5 per person.

Tel Erin on **0141 620 2732** for further information or to book your place at any classes or events.

Buddies can be arranged to accompany you.

How we are Helping You!

In December, goConnect were successful in securing funding from Scottish Federation of Housing Associations, and Glasgow Communities Anchor Fund. This funding totalled £43,286 and was spent on fuel and food vouchers for tenants, a discretionary fund, and warm fleece hoodies and bedding, to support households during the ongoing Cost of Living crisis.

goConnect were also successful in securing **£3400** in funding from Cash For Kids, to distribute more shopping and fuel vouchers to our families.

We know that this is a difficult time for our tenants and we will continue to apply for grants and funding to support you, particularly those who are working, on zero hour contracts or fixed hours with no benefit entitlements.

Through these funds, we have been able to support:

- **314** households with fuel vouchers
- **172** households with food vouchers
- **20** households with discretionary payments
- **126** households with fleece hoodies and bedding
- **37** families with Cash For Kids vouchers

Many tenants told us that this support has helped them avoid choosing between heating and eating, and helped prevent

them from getting into financial difficulty. Tenants were also offered appointments with our Welfare Rights and Energy Advisors, for budgeting, debt and benefits advice. If you are struggling at any time, please contact our goConnect staff - we no longer have vouchers available but can get you budgeting advice and signpost you to other services that can help.

Some of the quotes we have received:

I really appreciate that out of all the families you have, you are always looking out for me and helping me.

I'm so grateful that you know my financial circumstances and that I am genuinely struggling to pay all my bills, even though I'm working and that you are able to help me with budgeting advice and vouchers.

I learned so much about my spending habits from my budgeting appointment and am now managing my money so much better, instead of borrowing constantly. I'm recommending the service to all my friends.

Wish you were here...

Postcard of our tenants on one of our Summer Trips enjoying the sunshine in Largs. Do you fancy joining us the next time on a trip to Edzel House in Ayrshire or to the Falkirk Wheel or The Kelpies?

If so contact Erin on 01416202732. Only requirements are that you must be aged 50 or over.



Lifelink On-line Courses - Helping you Cope!

Building Confidence

11 July 1pm &

31 July 1pm

Reassess Stress

3 July 10am

Improving Motivation

6 July 10am & 24 July
10am

Coping with Change

4 July 10am

Relaxation

3 July 1.30pm

Building Resilience

26 July 5pm

Self Esteem

19 July 5pm

Menopause and Me

10 July 10am

Financial Wellbeing

20 July 1pm



Womens Wellbeing Chat...
Take a Mindfulness Moment on Us



2nd Wednesday of each month
10am @ Glen Oaks HA Office



Low Mood

Womens Health

Menopause

For Discussion

Bereavement

Relationships

Anxiety



Presented in partnership with Thornliebank Health Centre, Community Link Workers

For further information or to register your interest contact Erin on 0141 620 2732

All classes
are free to
attend.

Book your
place on the
Lifelink website:
www.lifelink.org.uk

No device? Contact our goConnect
team on 0141 638 0999 and select
option 3 and we can provide you
with a tablet or you can use a
computer in our office.

Garden Safety

Summer has arrived and lots of us are out enjoying the garden again. Whilst we are all determined to make the most of the good weather, we must remember that during the Summer one in five accidents happen in the garden! Many of these involve children. To make sure that we all remain safe while working in the garden this Summer please take a minute to read these safety tips:

Do...

- Wear appropriate footwear, steel toe cap boots, gardening gloves, ear defenders and goggles when using the lawnmower, strimmer, hedge trimmer or similar.
- Always place the cable of electrical equipment over your shoulder and keep it behind you at all times. Make sure electrical switches on all garden equipment are switched OFF before plugging them in.
- Wear a face mask if you are using compost and you have a lowered immune system, chest problems etc.
- Work a safe distance away from people and pets when using garden equipment and always watch out for any children in the area.
- Make sure that any electrical equipment or extension cords are designed for outdoor use and are in good condition.
- Make sure ladders are placed on a level surface and are held or secured in place.
- Protect yourself while using electrical equipment outdoors by installing a special socket or a plug-in adaptor if your electricity supply does not have an RCD trip box.
- Cover up, wear a hat and use sunblock.
- Watch out when using adhesives, solvents, weedkiller or

pesticides when children or pets are around. Always follow the instructions on the label and store carefully.

- Make sure you know which plants in your garden are poisonous and keep children and pets away from them. To find out more on poisonous plants check the Real Gardeners website www.realgardeners.co.uk
- Have safety nets and pads fitted to trampolines and keep them away from walls, washing lines and hard surfaces.
- Empty paddling pools when not in use.

Don't...

- Use a barbecue or a fire pit on your veranda. Also make sure you keep barbecues away from trees, buildings, washing lines and fences.
- Use electrical tools in wet or damp conditions or when you are barefoot or wearing sandals.
- Set bonfires - these can quickly get out of hand.
- Leave tools, lawnmowers or other electrical items unattended.
- Try and fix any faulty electrical equipment yourself.
- Overreach when on a ladder or while using a hedge-trimmer. You should never work higher than shoulder level.
- Transfer any substances to alternative containers that could confuse people and lead to poisoning.
- Leave small children unattended. A child can drown in 4cm of water - that is the same as a puddle or a bucket which has filled with rainwater.

We are always delighted when out and about to see how well a number of gardens and verandas are kept, and the effort that many of you put into your gardens and verandas throughout the year.

Don't Get Stung!

It's that time of year when wasps and bees become more noticeable in our gardens and open areas. Most of the time they don't pose any particular concern, but if you discover a wasp or bee nest in your garden this may pose a danger, especially if you have young children.

Glasgow City Council Environmental Health Department usually offers a service for the removal of any wasp nests which are causing a nuisance within your garden or near your property. At present the Council is still offering restricted services and may not attend to remove nests quickly. If you have a particularly problematic or dangerous nest please call the Council on 0141 287 1059 and choose option 4 who will be able to confirm the cost and whether or not they can attend.

The presence of bees within a garden can actually be beneficial for the pollination of plants, but if a nest is present and this is causing a nuisance they can be removed. However, as bees are a protected species only a qualified beekeeper can remove the nest

and transport the bees. Although the Council do not offer a service to remove bees, they will be able to provide you with the name and contact details for a qualified beekeeper in your area.

Do Not Try To Set Nests on Fire!

This is dangerous for you, your family and neighbours. Please contact the Council for help instead. Should you require a wasps nest to be removed at any point over the summer, please contact the Council's Environmental Health Department on 0141 287 1059 and choose option 4.



Reporting your Repairs



Remember if you need to report a repair please telephone us on 0141 638 0999 and select Option 1 for the Repairs Team. You can also email us at repairs@glenoaks.org.uk, use our 'Report a repair tool' on our website <https://www.glenoaks.org.uk/report-a-repair/> or pop into the office to speak to someone in person.

When you are reporting a repair, either by telephone, email or in person at the office, we will require the following information:-

- Your name
- Your address (including flat position if applicable)

- Your telephone number
- Details of the repair
- When you will be available for the repair to be carried out

We will try to accommodate a morning or afternoon appointment, although this is not always possible. Please be aware that we will not be able to give you a specific time when the contractor will call at your home.

Please ensure that you also sign the contractor's completion slip. The signature that you provide is the proof that the contractor has completed the job.

Emergencies can and do arise which will take precedence over standard repairs and we ask for your understanding in this matter.

EMERGENCY REPAIRS

Our telephone system gives tenants the option to report emergency repairs when our office is closed by calling the usual office number (0141 638 0999) and choosing the option which transfers your call to Gas Sure (for gas and heating) or City Building (for all other repairs).

This ensures you only ever need to pay for one local call to the office. It also avoids the need to find a pen quickly to note down the number in our recorded message!

Alternatively, you can call the contractors directly on the following numbers:

Gas Central Heating/Hot Water Emergencies (GasSure) 01294 468113

All Other Emergency Repairs (City Building) 0800 595595

Please only use the emergency repair service for genuine emergencies. If you call out a contractor to carry out a repair that is not an emergency, we will charge you for the cost of the repair.

RIGHT TO REPAIR

As a tenant you have the right to have small urgent repairs carried out by your landlord within a certain time. The Right to Repair scheme covers some repairs up to the value of £350. If the repairs are not carried out within the time limit you **may** be entitled to compensation.

These repairs include (maximum time in working days from notification shown in brackets).

- Blocked flue to open fire or boiler (1)
- Blocked or leaking foul drains, soil stacks or toilets where there is no other toilet in the house (1)
- Blocked sink, bath or basin (1)
- Electric power - loss of power (1) and partial loss of electric power (3)
- Insecure external door, window or lock (1)
- Unsafe access to a path or step (1)
- Leaks or flooding from water or heating pipes, tanks & cisterns (1)
- Loss or partial loss of gas supply (1)
- Loss or partial loss of heating, where no other is available (1)
- Toilet not flushing where there is no other toilet in the house (1)
- Unsafe electrical fittings (1)
- Water supply - loss of water supply (1) and partial loss of water supply (3)
- Loose or detached banister or handrail (3)
- Unsafe flooring or stair treads (3)
- Extractor fan in internal (i.e. no windows) kitchen or bathroom not working (7)

For further information, please refer to the Government leaflet "Right to Repair" available from our office or our website - www.glenoaks.org.uk

Thank you for your feedback!



We would like to thank everyone who completed the survey about the Spring newsletter. It is important that we share and communicate content you want to hear about.

Only 4% of tenants who responded were dissatisfied with the content of the newsletter and this mostly related to a preference for receiving a paper copy rather than a digital version.

When we send an SMS message or an

email to you with the link to the digital newsletter, a survey is attached. If you would prefer to receive a paper copy just fill in the survey and we will post a copy to you.

83% of our tenants receive the newsletter digitally now.

The survey also asked for recommendations on what we should include in future newsletters.

'I would like more information on what is being done to clean up the streets and prevent dog fouling'

Turn to page 7 to read an article on the great work Jade, our Estate Coordinator, is doing to help clean up the streets and how you could become involved in the community and help make it a cleaner and better place. There is also information on how you report dog fouling.

'It would be good to see some information on planned maintenance and what is due to happen to our properties'

We want to get better at sharing our future plans and will work on including more information in future newsletters.

'There is never anything about Darnley'

If you want to see more information on anything that is happening in your local area just let us know. Reply to the survey or email laura.strang@glenoaks.org.uk

You can contact us in any way that suits you. Our staff can call you back if you are low on credit or data, just let us know.



Phone: 0141 638 0999

Option 1 – Repairs
Option 2 – Housing applications
Option 3 – Housing services
Option 4 – goConnect (tenancy support issues)
Option 5 – Invoicing & Corporate Services
Text: 07860 055 293



Email: go@glenoaks.org.uk

Facebook: [@glenoakshousing](https://www.facebook.com/glenoakshousing)

Website: www.glenoaks.org.uk



Tenant Portal:

webaccess.glenoaks.org.uk

If you are a new user all you need is your tenancy reference to register. Contact us if you need assistance.

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This document, and any others produced by Glen Oaks Housing Association are available in a variety of alternative formats. We can provide documents in a larger print, on audio tape or in a variety of community languages. If you require this or any other documents in another format, please contact us on 0141 638 0999 or call in to our office.

