



TRIBUTE TO ALASDAIR MCKEE

Tributes have poured in for the Association's late Chief Executive, Alasdair McKee, who passed away on 3 November.

In an outpouring of sorrow and sympathy from across the sector, colleagues and friends have spoken of the devastating loss of Alasdair, who ran Glen Oaks since its inception in 1991.

Paying tribute to Alasdair, Glen

Oaks chairperson Simon Gaunt called him a "true champion of the housing association movement". He added: "The entire staff and Board of Glen Oaks along with many of our tenants are devastated and profoundly distressed by the loss of Alasdair.

"His contribution to the work of

Glen Oaks, serving our communities with distinction for over 30 years, is incalculable and we grieve his passing most deeply. Our sincere condolences go out to his family and we know the wider housing association movement in Scotland and beyond will share the widespread sorrow felt by so many."

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TRIBUTE TO ALASDAIR MCKEE

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Alasdair was appointed director of Glen Oaks in his 20s when local residents on Glasgow's southside founded the housing association. Throughout its history, it has adhered closely to the principles of the housing association movement – building homes and regenerating its communities to make them better places in which to live.

The late Pat McGinlay MBE, who was instrumental in Alasdair's appointment, forged a remarkable partnership with him and, together with successive boards and a committed staff team, drove forward their agenda for improving the lives of tenants in the local communities.

From the early days of Glen Oaks, Alasdair always believed that his work was not just about providing good quality housing for the people of Darnley, Pollok and Arden. He continually encouraged tenants to get involved in influencing decisions and improving services.

Alasdair was particularly proud of the achievements of the Workingrite project which the Association has supported for many years. They have helped many young people from the local communities into work.

He loved taking part in all the local community activities. His warm-up routines with Colin Brown at the annual Darnley Fun Runs were unforgettable! His love of music meant there were not only great young bands and singers performing at the gala days but also occasionally performances by his own band - which featured his wife, Diane, on vocals.

Alasdair's contribution to the housing sector was immense. Well-known Castlemilk community campaigner Maureen






Cope MBE, of Ardenglen Housing Association, said: "I am deeply distressed at the news of Alasdair's untimely passing. Losing such a well-liked Chief Executive whose entire working life was devoted to the work of Glen Oaks is a devastating blow. Our hearts go out to his family and to the wider Glen Oaks community. Alasdair's lasting legacy will be defined by the successful, vibrant housing association he helped build over three decades and which has grown deep roots in its communities. That couldn't have been achieved without Alasdair's skill, enthusiasm and sheer hard work."

The tributes to Alasdair over the last couple of weeks confirm what we all knew already – he was warm, kind and thoughtful, always there to support and encourage others.



Complaint performance

The total number of complaints recorded has continued to show a steady increase. Quarter 2 compared to last year's average shows a 138% increase in the number of stage 1 complaints being logged.

Number of complaints received	Q1 2022-23	Q2 2022-23	Average Q1 2021-2022	Trend
Stage 1 complaints	42	56	23	
Stage 2 complaints	6	6	3	
Total number of complaints	48	62	26	

We continue to welcome feedback from our tenants via regular service specific surveys. This quarter 66.1% of all complaints received related to the close cleaning survey. 9.6% of complaints were recorded as stage 2 (last year this was 11.5%), showing that the majority of complaints are handled at the frontline and only a small number need a manager's input.

Outcome of complaints



73.8%
upheld



24.6%
not upheld



1.5%
resolved

**You said,
we did!**

Timescales for response



Stage 1

1.38 days (Scottish average 3.8 days)

98.2% are resolved within 5 day target.



Stage 2

16.6 days (Scottish average 16.7 days)

83.3% are resolved within 20 day target.

This quarter the most common nature of complaint was 'close cleaning standard', 66.1% of complaints received. They mostly related to your expectations not being met or a poor standard of clean being carried out.

We are continuing to work closely with our contractors, meeting them regularly and carrying out inspections to ensure works are to an acceptable standard. The SMS survey that you receive allows us to gain feedback on the service in real time, so please respond if you receive one. Our Service Improvement Group are also doing a review into the service which will include joint inspections, tenant surveys and meetings with the contractor and staff.

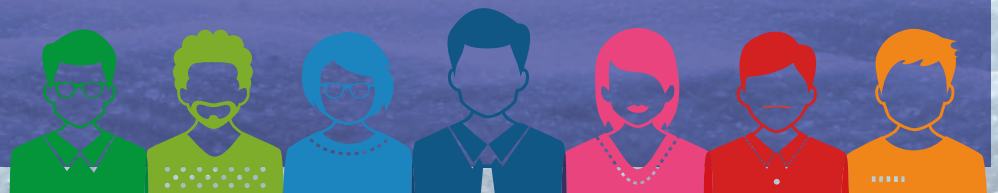
See page 5 to find out more.

8.1% of tenants raised dissatisfaction with the void standard (the condition of the property when tenants moved in). These related mostly to remedial repairs needing done after the tenant had moved in.

80% (4 out of 5) of the complaints were not upheld as the repairs required could not have been seen prior to tenants moving in or decorating etc.

It is important that when moving home you have an understanding of the 'Lettable standard'. This document details the standard the property should be in when you receive your keys, such as repairs that should be completed, safety checks, decoration and cleanliness.

<https://www.glenoaks.org.uk/glen-oaks-lettable-standard/>



**Visit our website @ www.glenoaks.org.uk
for all the latest news**

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

Our SIG are continuing their review into the close cleaning service. The group carried out close inspections alongside Sue, one of our Housing Services Assistants and our Housing Services Director, Kirsty. It allowed the group to gain an understanding of the cleaning standard and the different challenges in some of our closes.

The SIG are also keen to hear your feedback, so they have created a survey. It would be great if you could complete this to assist them in their review of the service.

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!

We are excited to be meeting back in the office. 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



workingrite – SOUTH GLASGOW

WORKINGRITE HAS BEEN BASED IN GLEN OAKS HOUSING ASSOCIATION AND WORKING IN PARTNERSHIP SINCE 2013 – TO-DATE WE HAVE SUPPORTED OVER 300 LOCAL YOUNG PEOPLE. OUR RESULTS HAVE BEEN EXCELLENT WITH 66% POSITIVE OUTCOMES – MAINLY APPRENTICESHIPS & JOBS.

In September we were delighted to be asked by Alasdair to present our programme at the Association's AGM. Anne (Project Coordinator) and Cameron (former trainee who is employed by ARW Transformers Ltd) highlighted how the programme works and how it can make a massive impact and change the lives of our young people. Cameron is a testament to this and continues to flourish in his engineering career.



Another young person named Kyle secured an Apprenticeship as a Data Engineer in August (after only 2 weeks in placement working extremely hard to impress). Kyle is fitting and laying Fibre Optic Cables with a company named Status Network Solutions.

In November we partnered with The Wise Group at Glen Oaks to offer CSCS Health & Safety Training for our young people. This is very much needed in the construction industry to allow young people to get their CSCS Operatives Card and work on a building site.

DO YOU WANT TO 'EARN WHILE YOU LEARN'?

Whilst on the programme a young person receives a training allowance of up to £100 + travel expenses when they have progressed onto a work placement.

WORKINGRITE recruit throughout the year and our next group intake is January 2023. (Look out for details of our information event at Glen Oaks)








If you are interested and want to find out more, please contact Anne on **07921040611** or email – anne@workingrite.co.uk

Join our Service Improvement Group today – contact Martha Hutcheson on 0141 620 2705 or email martha.hutcheson@glenoaks.org.uk

Fire Safety at Christmas time



Please take care of yourself, your family and your neighbours this Christmas by studying the information provided by Fire Scotland on how to reduce the risk of fire at Christmas.

<p>DAY 1 ></p>  <p>On the first day of Christmas: check your Christmas tree lights conform to the British Standard Read more</p>	<p>DAY 2 ></p>  <p>On the second day of Christmas: never place candles near your Christmas tree or furnishings. Don't leave them burning unattended. Read more</p>	<p>DAY 3 ></p>  <p>On the third day of Christmas: make sure your family and guests staying for the festive period know what to do in an emergency. Make a fire escape plan. Read more</p>	<p>DAY 7 ></p>  <p>On the seventh day of Christmas: most fires start in the kitchen, never leave a cooker unattended. Read more</p>	<p>DAY 8 ></p>  <p>On the eighth day of Christmas: take the time to check on elderly relatives and neighbours this Christmas, make sure they are fire safe. Read more</p>	<p>DAY 9 ></p>  <p>On the ninth day of Christmas: make sure cigarettes are completely extinguished before going to bed. Read more</p>
<p>DAY 4 ></p>  <p>On the fourth day of Christmas: decorations can burn easily, don't attach them to lights or heaters. Read more</p>	<p>DAY 5 ></p>  <p>On the fifth day of Christmas: never overload electrical sockets. Take special care with Christmas lights. Read more</p>	<p>DAY 6 ></p>  <p>On the sixth day of Christmas: celebrate Christmas and New Year safely. The risk of accidents, especially in the kitchen, is greater after alcohol is consumed. Read more</p>	<p>DAY 10 ></p>  <p>On the tenth day of Christmas: check the battery in your smoke alarm every week and use Christmas as a reminder to clean it and remove dust. Read more</p>	<p>DAY 11 ></p>  <p>On the eleventh day of Christmas: keep candles, lighters and matches out of reach of children. Read more</p>	<p>DAY 12 ></p>  <p>On the twelfth day of Christmas: if you're celebrating with fireworks, store them in a metal box, read the instructions, never go back to a lit firework & keep water near. Read more</p>

You can gain more information on this by looking up the Fire Scotland website at www.firescotland.gov.uk

Don't be tempted to rig your meters this winter

Over the last few months, our electrical engineers have seen increasing cases of electricity and gas abstraction and we must urge tenants to consider the very serious risks involved in such practices. Devices used to fraudulently reduce or eliminate energy unit costs, commonly known as "fiddling" or "rigging" meters, are very dangerous and can cause electric shock, fire or gas explosion. These devices are illegal and the fitting of them not only places occupants at risk, but places tenants in neighbouring properties at risk too.

ENERGY ABSTRACTION IS A SERIOUS OFFENCE, IS PROSECUTABLE BY LAW AND CAN CARRY A CUSTODIAL SENTENCE.

Glen Oaks Housing Association forbids the use of such devices and would encourage tenants facing rising energy costs to seek advice. Our staff can help tenants to reduce energy consumption and maximise financial help available either by signposting



to other agencies or through assessment by our own energy advisors. As the winter is drawing nearer, organisations such as Home Energy Scotland offer free impartial advice on how to reduce energy bills.

Register online @ www.glenoaks.org.uk to view information about repairs you have reported

Contents Insurance Cover

Please ensure you have insurance to cover damage to your contents and decoration in the event of a flood.

If one of your neighbours has a flood or burst pipes due to the cold weather Glen Oaks will repair the damage to your home but will not replace or provide compensation for any of your own belongings or your decoration i.e. wallpaper.

It is vital that you take out contents insurance to make sure that you don't have to buy all your important personal items again, which could be costly.



Cold Weather Precautions

Please remember that the low temperatures at this time of year bring an increased risk of damage to your home and, ultimately, your personal belongings. Taking some basic precautions can prevent pipes freezing - or worse, bursting - with disastrous consequences.

During the coldest spells of weather, when the outside temperature drops to below 0°C, please leave your heating switched on as much as you can afford. You should set the thermostat for your heating system set it to at least 10°C, particularly if you are going to be away for a period of time leaving your home unoccupied. If you are going away let us know before we shut down for the Christmas break!

We'll offer advice and assistance in relation to draining down your plumbing system, if necessary. Leave a key with a neighbour or relative and tell us how we can contact them should an emergency occur.

If you find frozen pipes ...

Thaw them out slowly by using warm air from a hairdryer or electric fan heater. Alternatively, take cloths that have been heated in hot water and wrap them round the pipes. Turn on your taps (when the pipes thaw this provides a way for the water to escape) as this may help to prevent a burst.



If a burst happens ...

Turn off the stopcock immediately. Fully turn on the taps to drain the system. If possible, carry out a temporary repair to prevent flooding your neighbours. This can be done by tightly binding the damaged length of pipe with an old cloth or tape. Call us as soon as possible for a full repair to be carried out - this is essential.

If water has penetrated electrical fittings ...

Switch off the mains electricity supply. Call us immediately for assistance.

THISTLE
TENANT RISKS

10 reasons to choose Crystal Insurance Scheme this winter



- * Flexible regular Pay-As-You-Go payment options (fortnightly and monthly premiums include a transaction charge).
- * Apply over the phone or by completing an application form.
- * You don't need to have special door or window locks (just a lockable front door).
- * Covers theft, water damage, fire.
- * Covers tenants improvements (up to £2,000 or 20% of the sum insured whichever is greater).
- * Accidental damage to TV's and aerials and home computers is covered as standard (excludes items designed to be portable including mobile phones, ipods etc). A £50 excess may apply, full details are available on request.
- * Covers damage to external glazing for which you are responsible.
- * Covers replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
- * The sum insured will be increased by £1,500 or 15% (whichever is the greater) for one month before and after Christmas to cover presents bought or received (excludes theft which does not involve forcible or violent entry into your home).
- * Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).
- * Optional extras are available for an additional premium.

Exclusions & limits apply. A copy of the policy wording is available on request.

Ask your landlord for an application pack or to apply for cover today, call Thistle Tenant Risks on:

0345 450 7286

email: tenantscontents@thistleinsurance.co.uk or visit www.thistletenants-scotland.co.uk

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Like our Facebook page @GlenOaksHousing

Rent Review Consultation 2022-23

It is that time of year, where need to consider the rent increases for the following year. We have a legal duty to consult you about proposed rent increases, and to take account of your opinions before we make a final decision. You will have received a copy of the consultation document either by a text message link, email, or a paper copy by post.



Like you, the Association is experiencing increasing costs with inflation in November 2022 running at 11.1%, a 30 year high!

We appreciate that any rent increase, particularly during times of economic uncertainty, will be unpopular. However, the costs of providing our services and maintaining our neighbourhoods have significantly increased.

We are consulting this year on 3 options – 6%, 7% and 9%.

By offering three below inflation options, our Board have taken account of the pressures many of our tenants are facing and have decided that we need to keep our rent increase as affordable as we can whilst ensuring that we have sufficient income to continue to provide housing services and to invest in our homes to keep them in good condition.

Please let us know your views no later than **9 January 2022.**

We've tried to make it as easy as possible for you to give us your views. You can reply to the text message or email we sent you with this information. Alternatively, you can return the survey form by freepost.

DROP IN SESSIONS - This year we also propose to hold a Consultation Drop-In on Tuesday 20th December between 10-11am and a session in the evening between 6-7pm, providing you with an opportunity to discuss your options in person with the Housing Services Director and team.

NB: Please make this section as visual as possible to promote the sessions.

Providing that there is no further Government intervention, our Board will meet in January 2023 to discuss the feedback from our tenants, together with the financial implications at the time. You will be given at least 4 weeks' notice of any proposed increase to your rent and service charges which will take effect from 10 April 2023.

**You can pay your rent at a Post Office,
at a PayPoint outlet, or online**

Paying your rent over the festive period!

We all want to have as good a time as we can but not go into the New Year worrying about overspending or getting into debt.

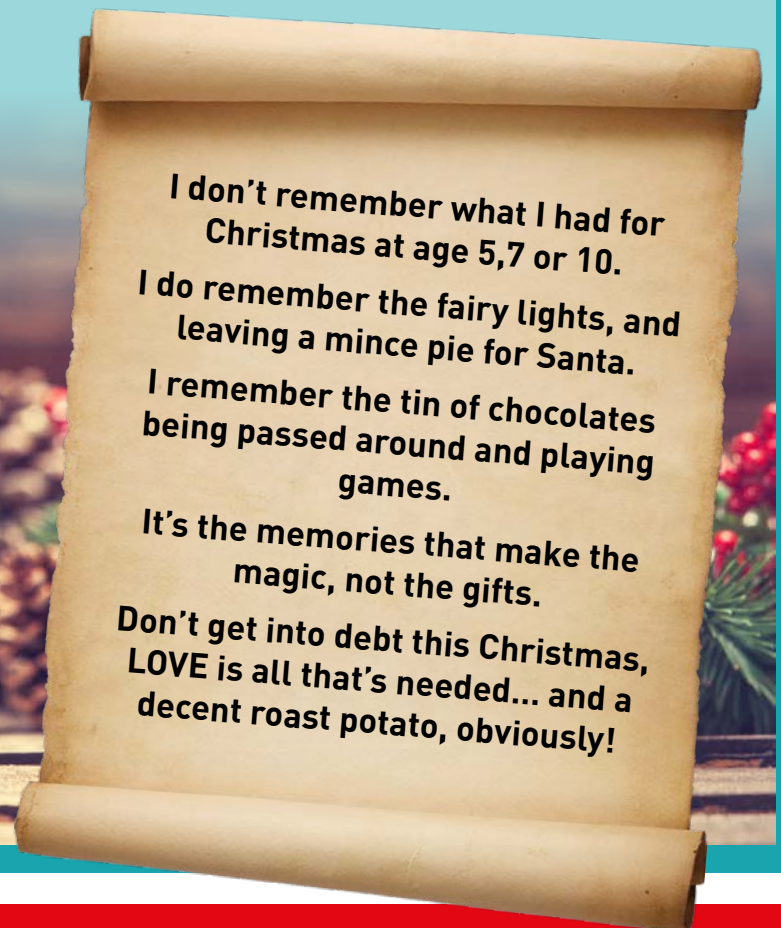
It's important to safeguard the things that are important, for example by making sure you pay your rent on time. Your rent is due by 19 December 2022 and payments can be made by the following methods:

- Log on to Glen Oaks' website and follow the link for payments.
- Pay at the Post Office or a local PayPoint.
- Call Allpay on 0844 5578321
- Payments can also be taken by contacting our office on 0141 638 0999 to pay by card.

If you are having difficulty paying your rent, you should contact us as soon as possible so that advice and assistance can be given before any major problems can develop. Your Housing Services Officer can help and can also refer you to other agencies that offer free advice on debt and budgeting. We have an in-house Welfare Rights Advisor as well as a Money and Energy Advisor, provided by Money Matters. Our team will carry out a full benefit check to ensure that you are receiving all benefits that you may be eligible for.

Please contact us on 0141 638 0999 for further information on any of these matters.

Please be aware that if you are paying by card or paying by cash in the Post Office or other payment kiosks, there is a delay between you making the payment and the payment being credited to your rent account. To avoid your rent being credited late, please make sure payments are made no later than Thursday 15 December 2022.



**Register online at www.glenoaks.org.uk
to view your latest balance and account transactions**

We Care

Glen Oaks
HOUSING ASSOCIATION



At Glen Oaks, we want to ensure everyone has the support they need. We know that the cost of living crisis is putting a lot of financial strain on our residents, and we want to ensure no one has to choose between eating and heating this Winter.

If you are struggling, please contact goConnect in confidence. We can support you in the following ways:

- Refer and signpost to **food banks, food pantries and community supermarkets.**
- Help with emergency **energy vouchers.**
- Access grants for **furniture and white goods.**

- Support with **digital devices and free data** to keep you connected to your friends and family.
- Refer to **Welfare Rights and Money Matters** for benefits, energy and debt advice
- Refer to a range of **support services** (including Family Support, Mental Health Support and Addictions Services)

If you would like further information on goConnect, or would like us to make a referral to a service for you, please phone Erin on **0141 620 2732**, email erin.williams@glenoaks.org.uk or visit our Facebook page: www.facebook.com/goConnectatglenoaks.

If you feel you need immediate support over the Winter months, there are services who can help you.



NHS 24: The **111** service provides urgent care and advice when your GP, pharmacy or dental practice is closed.

Glasgow Helpline: **0141 276 1185** or email helpline@gcvs.org.uk.

A local service offering free, confidential advice and support to find services within your community.

Samaritans: **116 123.** A free and confidential support to anyone, any age.

Breathing Space: **0800 83 85 87.** Free service available Mon-Thurs 6pm – 2pm and Fri-Mon 6pm- 6am.

Shout: Free text service for anyone in crisis. Open 24 hours a day, 7 days a week.

Text: **SHOUT to 85258**

Threehills Food Pantry: Unit 18, Block 3, Museum Business Park, 140 Woodhead Rd, Glasgow G53 7NN.

Community supermarket providing low cost food shopping. Free membership. **Call 07859186210 for more information.**

Pollok Pantry: **25-27 Brockburn Road, Pollok, G53 5BG.**

Open Monday, Tuesday and Thursday 10am – 3pm and Saturday 10am-2pm. Pay £6 for a 6 month membership to the pantry, and only £2.50 for up to 10 items each time you pop in for a shop.

Kennishead Food Pantry: **Kennishead High Flats (60 Kennishead Avenue)** - 10am-1pm on Tuesdays and Wednesdays

Carnwadric Church Food Bank, 556 Boydstone Rd

When: Thursdays 10.30am to 12pm

What: Foodbank (Collection Only)

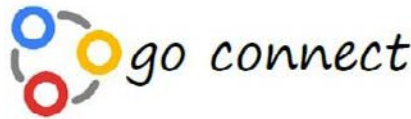
Contact: www.carnwadric-church.co.uk

Auldhouse Community Food Bank - 51 Nether Auldhouse Rd

When: Thursdays 11.30am to 2pm

What: Foodbank (Collection Only)

**Could our goConnect Project help you save money?
Contact our office on 0141 638 0999, option 3, to find out more**



Cost of living event



goConnect hosted an exceptionally well attended cost of living event at Glen Oaks office on 5 October. At the event, residents were given the opportunity to meet with local support services including: Money Matters, Smoke Cessation and Lifelink, as well as Glen Oaks' Welfare Rights Advisor and representatives from local food banks and pantries. Three great prizes were won by local residents, an air fryer, a hoodie blanket, and a £30 Aldi voucher. We hope everyone who attended found the event beneficial.

At the event, we conducted a survey on residents' concerns around the cost of living. 100% of respondents said they were concerned about the cost of living crisis, and 85% said they were already cutting back on their expendable income to make savings. Audrey, our Digital Inclusion Assistant, is available to help residents source online deals and setting up online food shopping accounts to help you make savings. goConnect can also help residents with free mobile data to help you cut costs and keep you connected to your loved ones over the Winter months. If you would like some more information on how goConnect can help our residents further, please call goConnect on **0141 638 0999** (option 3).

This Christmas – think before you spend!

Contact Audrey to see if we can help you buy cheaper online. We can help with price comparisons. It could save you ££'s and get goods delivered straight to your door to save you trawling through the shops!

DID YOU KNOW...

You have more rights online than in-store!

Many people are surprised to learn you've extra rights buying online (or by telephone/catalogue) due to the Consumer Contracts Regulations.

HANDY SITES AND APPS

Cashback Sites- Websites and Apps

- Airtime Rewards
- TopCashback
- Quidco

Price Comparison Websites

- PriceSpy
- PriceRunner
- Idealo

Discount Codes – Websites and Apps

- VoucherCodes
- vouchercloud
- MyVoucherCodes

Deals and Vouchers

- hotukdeals.com
- homediscount.co.uk
- livingsocial.com
- Itison
- Groupon



**Do you want to get involved in any of our local groups?
Contact Brenda on 0141 620 2758 or Erin on 0141 620 2732**

WELFARE BENEFITS UPDATE

With costs rising and budgets being spread thinner across the weeks and months, times are currently quite difficult. Due to this, Heather from Money Matters is here to help with energy and debt advice. She can also help you to complete a personal budget so that you can manage your cash throughout the weeks or month. Below are some noticeable announcements from the past few weeks.

CHILD PAYMENT

Scottish Child Payment (SCP) is a payment for children under the age of 6 and gives parents additional money to help with the rise in child poverty in Scotland. The Scottish government recently made the announcement that it is now open to all eligible children under the age of 16 from Monday 14 November. SCP is unique to Scotland and provides additional support to families with the costs of raising a child. To qualify you need to be in receipt of UC or Child Tax Credits and have Child Benefit in payment as well.

From 14 November 2022 around 104,000 children getting SCP will have their awards automatically increased to £25 per week (£100 every four weeks per child). Any application made from 14 November for any child under the age of 16 will also receive £25 per week per child. The Scottish Government estimate that's an additional 300,000 children who could be eligible for SCP.

PIP (Personal independence Payment) to ADP (Adult Disability Payment)

Social Security Scotland started the national rollout of Adult Disability Payment and now it is open to all areas in Scotland. Any new claims will be the ADP instead of PIP; to request an application form you can call ADP on 0800 182 2222 or you can start the claim online - <https://www.mygov.scot/adult-disability-payment>. If you need help to complete the application, please call into Glen Oaks for an appointment with our Welfare Adviser.

Those who are on DLA or PIP will automatically be transferred over to ADP where there will be no break in entitlement or payment, this includes people who have requested a change in circumstances in their disability needs. Your PIP or DLA will be sent over to Social Security Scotland to be assessed as ADP.

Disability Cost of Living Payment – This should have already been paid to all on Attendance Allowance, DLA, PIP or Adult Disability Payment. This is a £150 one off additional payment and is paid direct to your bank account.

Cost of Living Payment Support – DWP

DWP have issued a statement that those entitled to the Cost-of-Living Payment that it will be paid automatically into their bank account between 8 and 23 November. The £324 payment will be given to those on UC, ESA, JSA, Income Support, Pension credit as long as they were in receipt of one of these benefits between 26 August 2022 and 25 September 2022. If you are in receipt of Child or Working Tax Credits your Cost-of-Living Payment will be paid between 23 and 30 November 2022. and at least £26 of tax credits for any day in the period 26 August 2022 to 25 September 2022. It is estimated that 18,900 people in Glasgow South West will benefit from this additional payment. The payment reference on DWP recipients' bank accounts will be their national insurance number, followed by "DWP COL". For Tax Credit recipients the payment

reference will be "HMRC COLS".

If you require any support or advice, please contact us and make an appointment with our Welfare Adviser for benefits advice or Money Matters for energy, budgeting or debt advice.

Energy Bulletin

During these difficult times energy costs and energy debt can be a difficult conversation and we understand that it sometimes feels easier to not think about it however due to the rising costs of our energy we can't afford to avoid it. If you have energy arrears with your provider the worst thing you can do for your wallet and wellbeing is avoid it.

If you are struggling with energy costs please get in touch with your housing officer or Heather our Money Matters money adviser to discuss. There is help available (subject to eligibility) and this may include:

- Scottish Government home heating fund
- British Gas energy support fund
- Scottish Power Hardship fund
- EDF Energy customer support fund
- Eon Next energy trust
- MEGA fuel top up vouchers
- Scottish Power Hardship Emergency fund
- Contact your supplier and ask for friendly credit (this will have to be paid back)

Warm home discounts (WHD)

Applications are open for WHD
British/Scottish Gas

<https://brgwhd.powerappsportals.com/whdapplication/>
Octopus <https://octopus.energy/blog/warm-home-discount/>



Register online @ www.glenoaks.org.uk to view information about repairs you have reported. You can pay your rent at a Post Office, at a PayPoint outlet, or online.

Darnley United Free Church of Scotland – New Minister



Rev David Steele became our new Minister at the end of June 2022 after over 40 years of our previous minister who has since retired. He wants to get involved in the community of Darnley and bring the Church back to the centre of the community.

He is enthusiastic and looks forward to starting his new ministry with those who attend the church, those in the community of Darnley and those in the surrounding areas. He lives locally in the Church manse in South Park Village.

He is from Northern Ireland, his wife is Scottish and his children were born in 3 different countries around the world as his Ministry has led him.

We are delighted that David is our new Minister and I am sure he looks forward to working with the people within and out with Darnley to support those who want to know Gods love and those who are struggling.

Elizabeth McNaughton (Session Clerk)

Community Lunch goConnect

We would love if everyone could join us

Pop in for a free lunch of
Soup and Sandwiches

On Friday 6th and Fri 20th
January between 12 – 2pm

Come and have a chat
with neighbours and
goConnect Staff

McGinlay Suite at Glen Oaks
Housing Association

Transport available if required.



Please like and follow our Facebook page for updates.
www.facebook.com/goConnectatglenoaks

31st Annual General Meeting

The Association's Secretary, Fiona Koroma, welcomed shareholders to our 31st AGM on 21 September 2022. We were finally able to invite everyone back in to the office for the meeting (our previous two AGM's had been held online) and we were delighted that so many of our shareholders and guests were able to join us in person.

After a brief introduction, Fiona handed over to our Chairperson, Simon Gaunt and our late Chief Executive, Alasdair McKee, who presented their reports on our performance and activities during the past year. The presentation included some of the results from our recent Tenant Satisfaction Survey which had been carried out just as the pandemic was coming to an end. Feedback from our residents was excellent and Simon was pleased to highlight the following:

- **94.66%** of residents are satisfied with the overall service provided by Glen Oaks, compared to 90.19% in 2019.
- **99.8%** trust Glen Oaks, compared to 96% in 2019.
- **98.16%** said that Glen Oaks was good at keeping them informed about our services and decisions, compared to 95.96% in 2019.

Our Finance Director, Nicola Logan, then presented an overview of our financial performance at 31 March 2022, before the formal business of the AGM concluded with the approval of the financial

statements and the appointment of the Association's auditors.

Anne Wright from Workingrite had been invited to the meeting to speak to our shareholders and guests about the work of this very successful young persons' project.

Glen Oaks has been working in partnership with Workingrite since 2013, helping over 300 young people in the Glasgow South Area to move on to 'positive destinations', i.e. jobs, apprenticeships or further education.

We then had an Open Session where everyone present had the opportunity to raise any issues about their local area or ask questions about our work. The AGM ended with the popular prize draw where all shareholders in attendance had a chance to win one of five prizes. This year's prize winners were Bill McNamara, Maureen Docherty, James Lynn, Mary Rose Downs and Thomas O'Donnell.



Would you like to become a member of Glen Oaks Housing Association? Lifetime membership costs just £1!

At a Special Meeting immediately after the AGM, the Board elected the following Office Bearers:

- Chairperson:** Simon Gaunt
- Vice-Chairperson:** Kerry Clayton
- Treasurer:** Kimberley Barker
- Secretary:** Fiona Koroma

Our Board currently has 10 members and we have 5 Board vacancies. We welcome applications from enthusiastic, community-minded people who are interested in becoming a Board member. Although the role of Board member is unpaid, our Chairperson said he has personally found it to be very interesting and highly rewarding and he encouraged anyone interested in joining our Board to contact the Association to find out more. If you are interested in applying to join our Board, please contact our Interim Chief Executive, Nicola Logan, on 0141 638 0999 for further information.

Membership

Would you like to become a member of Glen Oaks Housing Association? Lifetime membership costs just £1 and you can apply for membership from the age of 16. Members are eligible to vote in the Board elections and can stand for election to the Board themselves. Please visit our website at <https://www.glenoaks.org.uk/becoming-a-shareholding-member/> to request a membership application form.



Annual Report 2021-2022

In October you will have received a copy of our Annual Report.

This includes a financial report, an update on our performance and details of our activities during the year. You can read it here <https://www.glenoaks.org.uk/annual-report/>

If you have any questions regarding our performance or this report please contact us on go@glenoaks.org.uk

Our Performance

Average time to complete emergency repairs



Previous year to 31 March
2.16 hours

Average time to complete non-emergency repairs



Previous year to 31 March
3.87 working days

Repairs completed on time



Previous year to 31 March
97.48%

Number of homes let



Previous (full) year to 31 March
84

Average number of days to re-let homes



Previous year to 31 March
56.49 days

Number of anti-social behaviour cases reported



Previous (full) year to 31 March
211

Find out how you can become involved in improving services by emailing martha.hutcheson@glenoaks.org.uk

Our office will close Friday 23 December at 1pm and reopen on Thursday 5 January at 9am - If you need to report an emergency repair dial 0141 638 0999 and listen to the instructions to select the current contractor

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).

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**

These numbers should also be used when our offices are closed over the festive holidays. The Association's offices will close at 1pm on Friday 23rd December 2022 and will re-open at 9am on Thursday 5th January 2023.

Christmas & New Year Holidays

We appreciate that people like to spend time with their family over the festive period. With this in mind, we would ask tenants who will be away from their home during the holidays to let us know when they will be away and give us details of an emergency contact, such as a friend in the local area. This is to ensure that in the event of any major problem (e.g. burst water pipes) we can deal with the problem swiftly and with the least disruption to all parties.

 goConnect activities

Go Connect – Classes

Please come along for a chat a cuppa and some heat! All classes are free and materials are provided.

Buddys (so you're not coming in alone) and/or transport can be arranged.

IT for Beginners:
Mondays 2pm-3pm,
Glen Oaks office.

Men's Coffee Morning:
Tuesdays, 10am, Glen
Oak office.

Craft Class:
Tuesdays, 1pm-3pm,
Glen Oaks office.

Knit & Natter,
Thursdays 1pm-3pm,
Glen Oaks office

**Weekday WOW
Factor 50+ Music
Event:** 3rd Friday
of every month,
12pm-2pm, Darnley
Community Centre
(Bus avail.)

Sewing Class (curtains,
draught excluders etc)
Glen Oaks office – Day
to be confirmed by
Clyde College

Tai Chi: Tuesdays,
11.30am-12.30pm,
Glen Oaks office.

Walking Group: Thursdays
at 12pm, meeting outside
Glen Oaks office – 20 mins
or 1hr walks, slow pace,
babies & dogs allowed.

**Mindfulness/
Stress & Anxiety
Buster Class**
Thursdays 9.15am
& 3.30pm

Coming soon: Walking Football; Lingo
Flamingo Learning Spanish Class.

*Please note we receive external funding to run all of the classes for health/social benefits *

For a list of current classes please contact us 01416202732 or 'Like' us on www.facebook.com/goConnectatglenoaks to get information on all local activities, grants etc.

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

Option 3 – goConnect (tenancy support issues)
Option 4 – General enquiries

Text: 07860 055 293



Email: go@glenoaks.org.uk

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

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.

Charity No. SC034301 Financial Services Authority Reg No: 2402R(S) Scottish Housing Regulator No: HCB241

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.

