



ANNUAL RENT INCREASE CONSULTATION

Every year, around this time, we need to talk to you about the rent we are considering charging for the following year and how we plan to budget that income so we can continue to invest in our properties and provide value for money services to you.

We encourage you to share your thoughts on the proposed **5% or 4%** rent increase by **Monday 8 January at 5pm**.

Turn to page 6 for more information.

All responses received by the closing date will be entered into a prize draw for the chance to win one of the 3 x £75 shopping vouchers.

You have until **8 January 2024** to submit your views.

WISHING ALL OF OUR TENANTS A HAPPY FESTIVE PERIOD AND ALL THE BEST IN 2024!

Have your say on our annual rent increase!
Page 6

inside this issue...

Go Digital!



Over the last few years more and more of our tenants are communicating with us via email and SMS, with on average 1200 tenants (90%) receiving our newsletter and other publications like our annual report digitally.

We will always ensure that any publications are still available in paper form if that is your preference but there are many benefits to receiving them digitally:

- We can get the information to you quicker, no printing or posting delays.
- It is more economical, less costs in creating the publication and posting it out allowing us to use that budget elsewhere.

- Allows us to include more information with less text by using links to our website and information videos, and QR codes.
- We can get your feedback on the articles directly, such as joining clubs we are promoting or taking part in a consultation exercise.
- More environmentally friendly – lets us do our part in reducing waste.

If we don't already have an email or mobile number for you, get in touch with us at go@glenoaks.org.uk or **0141 638 0999** option 3 and we can add it to your file.



In order to reduce costs and be environmentally friendly we will aim to send you a copy of any publication digitally. If you wish to receive a paper copy please respond via the survey attached. This request only applies to each individual publication and not for every future publication.

Assurance Statement

The Scottish Housing Regulator requires all Governing Bodies, (the Board) to provide an Assurance Statement.

This is to confirm that they are confident with the governance of the Association. It also ensures that they are obtaining accurate and current information about the efficiency and effectiveness of our operation and the status of our compliance with regulatory and statutory requirements, which includes:

- All relevant regulatory requirements as set out in Section Three of the Regulatory Framework
- The relevant standards and outcomes of the Scottish Social Housing Charter
- The Regulatory Standards of Governance and Financial Management
- Our statutory obligations in respect of tenant and resident safety, housing and homelessness and equalities and human rights

The Board review an evidence bank comprising of 142 separate items. It combines reports, policies, advice and information which the Board monitors and oversees on an ongoing basis throughout the year to provide continuous assurance that Glen Oaks Housing Association is compliant.

The evidence which supports this statement includes:

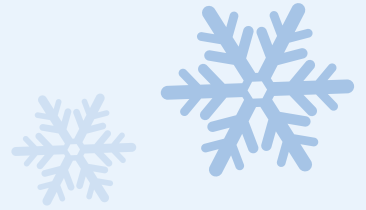
- Reports about performance in key areas including: finance, service delivery, asset management, development and risk
- Internal and External Audit reports
- Advice from external and specialist advisers
- Tenant Scrutiny reports and the outcomes from specific consultation
- Data analysis about our tenants and customers
- Benchmarking
- Reports, advice and information from senior staff

You can read this years Assurance Statement here

<https://www.glenoaks.org.uk/assurance-statement/>

**Our office will close at 4pm Friday 22 December 2023
and reopen at 9am Thursday 4 January 2024.**

Our Performance



Average time to complete emergency repairs



Average time to complete non-emergency repairs



Number of homes let



Average number of days to re-let homes



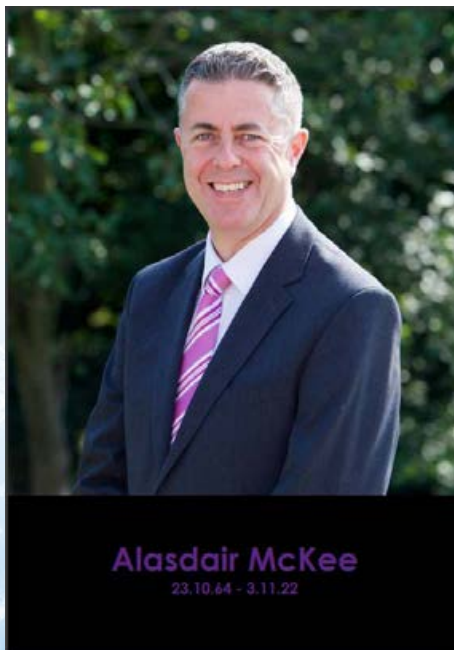
Annual Report 2022-2023

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/>

We consult with the **Service Improvement Group** on what information should be included and the layout of the final report to ensure that it is easy to understand and reflects what you, as a customer, want to know about our performance.

Our former Chief Executive, Alasdair McKee, passed away in November 2022. Alasdair was dedicated to Glen Oaks, its communities and the wider housing movement for over 30 years. We've prepared a tribute to this remarkable man which details some of his achievements during his time as our Director and Chief Executive. The tribute also includes a small selection of the messages of condolence that we received following his death.



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

Digital format

This year 3 out of 4 of our tenants received the annual report digitally via a text message link. It is important that you receive our publications, such as the annual report or this newsletter, in your preferred method. If you received it in paper form and want it digitally make sure we have your up-to-date mobile number for future editions to be sent to you via text.



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

Complaint performance

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.

Number of complaints received from July to September 2023



This quarter the most common nature of complaints were 'Repair Standard', 34.8%. This is a broad description and includes a very varied range of complaints. They mostly related to the tenant's expectations not being met, a poor standard of repair being carried out or delays to follow up works.

30.4% of tenants raised dissatisfaction with our procedure. This included the renewal of a Carbon Dioxide alarm expiring after 9 months, dissatisfaction with the Gold Service gift card not being

acceptable in certain shops, tenant receiving SMS instead of postal publications automatically, and that the stock condition survey was carried out without tenants being notified in advance.

38.1% of all complaints are not upheld, 33.3% upheld, 23.8% partially upheld and 4.8% are resolved.

Here are some of the improvements we have put in place as a result of the feedback we have received via complaints.

You said, we did!

I received a shopping voucher for my Gold Service bonus and I couldn't use it in some of the stated shops.

We spoke with the provider and unfortunately each branch has discretion on whether or not to accept the. We will make sure in the future that this is clarified when cards are issued.

I have requested a paper copy of the newsletter previously, why I am still receiving a text?

We have now included in any publications a statement that requesting a paper copy applies only to that publication and not for all future publications to be paper based. See the 'Go digital!' article on page 2 for a more detailed explanation on why it is an "opt in" option due to cost savings.

Timescales for response



Service Improvement Group (SIG)

Our Next Review – Damp and Mould!

The SIG are excited to start their next review which will look at Glen Oaks' approach to dealing with damp and mould.

This has become an area the Scottish Housing Regulator is focused on improving throughout the housing sector.

With the energy crisis and the rising costs of heating homes, it is likely that many tenants are reducing their use of ventilation and heating systems. The SIG members, who are tenants themselves, feel it is more important than ever for the Association to have the right processes in place to tackle issues arising from this.

If you have experienced issues with damp and mould in your property and want to help the SIG review and improve the service, contact Laura on **laura.strang@glenoaks.org.uk** or text SIG GROUP to **07860 027 496**.



Rent increase consultation – review of information

The SIG reviewed the rent increase consultation booklet and survey that all of our tenants will have received recently. They worked with staff and compared the information to what other associations were providing their tenants. Their main focus was to make sure the information within the booklet was easy to understand and included everything tenants needed to make an informed choice.

Say Goodbye to Debt

StepChange Partnership



Our partnership with the UK's leading debt advice charity StepChange is a great success and tenants are delighted to be able to get independent advice on their debt.

What StepChange do:

- Provide free **debt advice** and **information services** to people who are facing debt problems and want to resolve them
- Offer wide range of solutions to debt problems, offering a truly tailored approach for every client

StepChange are authorised and regulated by the Financial Conduct Authority

If you have debt and are struggling to pay, please contact us to request a referral or click on this link: <https://referrals.stepchange.org/capture/glen%20oaks%20housing%20association>

"I was very embarrassed to speak to anyone about my debt, but it was easy to click on the referral on my phone and complete the questions. I got great suggestions to help me sort out my debt and I can finally sleep without worrying"

Remember Glen Oaks also now have 2 Money Advisors in our office to help you with welfare benefits and money advice so make an appointment today!

Small Steps to make a Difference:

Option A: Pizza delivered from Pizza Shop Cost £15

Option B: 3 pizzas cooked at home from Frozen food shop £5

Saving: £10



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

Rent Increase Consultation 2024-25

At Glen Oaks, we greatly value your opinion and believe it is crucial to involve our communities in decisions that impact us all. Every year, around this time, we need to talk to you about the rent we are considering charging for the following year and how we plan to budget that income so we can continue to invest in our properties and provide value for money services to you.

You will have received an email or SMS with a link to the Rent Increase Consultation booklet and survey, or a postal copy will have been sent to you. You can also phone our office with your response on **0141 638 0999**.

Your feedback is invaluable in helping us strike the right balance between improvements and maintaining essential services.

We encourage you to share your thoughts on the proposed **5% or 4%** rent increase by **Monday 8 January at 5pm**.

Your voice matters and, together, we can continue to build thriving and supportive communities.

You will be given at least 4 weeks' notice of any proposed increase to your rent and service charges which will take effect from 1 April 2024.

You have until
8 January 2024 to
submit your views.



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 **18 December 2023** 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 also have an in-house Welfare Rights Advisors Our team will carry out a full benefit check to ensure that you are receiving all benefits that you may be eligible for.

You can contact us on 0141 638 0999 for further information.

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 14 December 2023**.

I don't remember what I had for Christmas at age 5,7 or 10.

I do remember the fairy lights, and leaving a mince pie for Santa.

I remember the tin of chocolates being passed around and playing games.

It's the memories that make the magic, not the gifts.

Don't get into debt this Christmas, LOVE is all that's needed...and a decent roast potato, obviously!

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

Classes and Events

goConnect – Getting you involved in your CommUnity



Mondays:

10.30 - 11.30	Art Class for beginners (limited numbers, please contact if interested)
11.00 - 12.30	Craft Class
2.00 - 3.00	I.T. Class

Tuesday:

10.00 - 11.00	Men's Coffee Morning (1 st Tuesday of every month)
11.30 - 12.30	Tai Chi
1.00 - 1.45	Exercise/Stretch Class

Thursday:

9.15am	Mindfulness
1.00pm	Knit and Natter
2.30pm	Relaxation



Friday:

11.30 - 1.30	Boogie, Brunch, Blether (over 50's) (3 rd Friday of the month)
12.30 - 1.45	Community Lunch/Warm Spaces (Last Friday of the month)

NB Buddies can be arranged to accompany you to class. All classes are funded from external grants, so free to residents. Transport can be arranged. Tel. 01416202758 for details.



Menopause and Me Wellbeing Session

Glen Oaks Housing Association Limited
3 Kilmuir Drive, Arden
18th January - 11am – 12:30

Do you feel Anxious, have low mood, joint pain and bladder problems? Did you know that these conditions are also associated with the menopause, it's not just hot flushes and night sweats. Plus perimenopause can start in your 40's.

Why not come along to our Menopause and Me session, where we will help you understand what menopause is – including Perimenopause; Menopause and Post Menopause; and what effects it has on our wellbeing, thinking and behaviour. We will confirm the facts and myths and explore the stages of change and how to balance those in your daily life.



Confidence Building Course for women

Transform your Life in 5 Weeks - commencing Thursday 25th January & every Thursday from 10.30am to 12.30pm

Do you feel withdrawn, embarrassed? Doubt yourself and your options? Question yourself all the time? Don't know how to express yourself or how you feel?

Learn how to help increase your confidence in dealing with uncomfortable and difficult situations.

Learn techniques to help build up and maintain your self-esteem and confidence.

Take part in discussions designed to help improve your confidence and self-esteem.

Delivered by Life Coach from Wise Women

Limited spaces so book your place now by emailing Brenda.whitelaw@glenoaks.org.uk

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

E-scooter and E-bike fire safety!

E-bikes and e-scooters are becoming increasingly popular, with the Bike Association estimating that there are around 550,000 in the UK. These are usually powered by rechargeable lithium-ion batteries which are small, lightweight, and hold lots of power. These types of batteries are seen in a wide range of household products such as phones, tablets, and e-cigarettes.

Charging e-bikes and e-scooters should be done safely to avoid a risk of a fire starting that puts your families and homes at risk. The damage from these types of fires can be devastating.

In the event of an e-bike, e-scooter or lithium-ion battery fire, do not attempt to extinguish the fire. Get out, stay out, call 999.

What you can do to stay safe:

- Always use the correct charger for the product and buy an official one from a reputable seller.
- Batteries can get warm during their use and it is advisable to allow them to cool down before attempting to re-charge as they could be more susceptible to failure.
- Batteries should always be charged on hard flat surfaces where heat can dissipate.
- Batteries can also pose a risk if they have been damaged, so try to ensure they are not getting knocked around while in use or while being carried as spares as this can increase the chance of damage to cells.
- You should always make sure you unplug your charger once it's finished charging. Always follow manufacturers' instructions when charging and we would advise not to leave it unattended or while people are asleep.
- Ensure e-bikes or e-scooters are charged in areas where smoke alarms are fitted. We recommend testing smoke alarms once per month.
- Lastly the Fire Service advise to never block your escape route with anything, including bikes and scooters. Store them somewhere away from a main through route.

Get the cover you need this Winter!

Did you know that the Thistle Tenant Risk Homes Contents Insurance Scheme offers cover for fire, theft, water damage, floods and much more.

In fact, over the festive period or other religious festival, the Crystal Scheme automatically increases the contents sum insured by **£1,500** or **15%** of the sum insured (whichever is greater), for loss or damage to gifts bought, for one month before and one month after each special occasion.

The holidays could see more accidents, such as risks of spillages, breakages and general mishaps.

Optional extensions are available, subject to an additional premium, such as extended accidental damage.

A £50 excess may apply, full details are available on request.

Terms & conditions apply to all sections. A full policy wording or Insurance Product Information Document is available on request.

To find out more about the Thistle home contents insurance scheme contact:

- » Crystal on **0345 450 7286**
- » Request an application pack from your local housing office
- » Visit **www.thistletenants-scotland.co.uk**, where you can also request someone to call you back!



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

POLICE

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Local Problem Solving Team Inspector for Greater Pollok, Newlands and Auldburn.

My name is Jamie McFarlane and I am the Local Problem Solving Team Inspector for Greater Pollok, Newlands and Auldburn. I am delighted to have been given the opportunity to include a message to residents of Glen Oaks Housing Association from Police Scotland in your Winter Newsletter.



As we enter into the festive period, people will be socialising more, spending more money and travelling more. Accordingly, the demands on policing will increase. In order to meet these demands, our focus will be on 5 broad areas; shop safety; party safety; personal safety; youth disorder; and road safety. Local plans have been created and are being put in place, with local officers dedicated to certain aspects of these broad areas on different days. Constables Gary Nelson and Lewis Webster continue to be your local officers and will continue to provide regular visible patrols and attendance at local community meetings and events. I would urge anyone with information of ongoing crime or concerns to speak to the officers or call 101 or 999 in an emergency.

The 16 days of Activism against Gender-Based Violence has also commenced and

will run from 25 November (International Day for the Elimination of Violence against Women) until 10 December. The theme for '16 Days 2023' is prevention. Our Disclosure Scheme for Domestic Abuse in Scotland (DSDAS) forms a key part of our prevention measures and applications for disclosures of information have increased significantly. This undoubtedly helps keep some of the most vulnerable people safe and you can apply on behalf of yourself or someone you have concern for. Please visit the Police Scotland website for more information.

Tackling violence against women and girls is one of our top priorities. Thousands of women and girls are victims of violence and abuse every year in Scotland. This is preventable, not through policing alone but by working in partnership with communities, addressing outdated

societal attitudes, and demonstrating a commitment to upholding human rights. This is why we support the 16 Days of Activism and you can absolutely be part of this effort.

For most, the festive season is a time for fun and celebration and something to really look forward to and enjoy. However, for some, it can be a very difficult time for a variety of reasons. Please take the time to look out for others – those who may not have family and friends around them or are new to the area.

There is a lot to be positive about the area in which you live. Let's continue to work together to keep it that way through 2024 and beyond.

Thank you and I wish you, your family and your friends a very Merry Christmas.

Protecting your home from condensation, damp and mould

Condensation is when water vapour that is trapped within the air condenses on to a cooler surface. It then changes from a gas to liquid and causes moisture to appear on the surface. If this continues over a period of time and does not dry out, it encourages mould.

There are some simple tips you can follow to prevent condensation in your home that can lead to damp and mould issues.

- Keep your heating on a low background level rather than short bursts of high temperatures.
- Open windows or vents regularly to ventilate rooms
- Close doors when using your kitchen or bathroom to contain any moisture within one room.
- Dry clothes outside where possible. During the winter months, dry them in a closed off and well-ventilated room.
- Ventilate built in wardrobes regularly and make sure they aren't over filled.
- Allow space between all furniture and walls to allow for air circulation.
- Watch our information video on 'Protecting your home from condensation' for more information at <https://youtu.be/PsB-0Ql73k?si=E-Aobl24eGHa-cKG>.



If you notice damp or mould within your property it is important you report it to us. Contact our repair team on repairs@glenoaks.org.uk or 0141 638 0999 and select option 1 or via our online 'Report a repair tool'.



Keep safe this winter!



When temperatures drop, most of us will spend more time indoors. It is important to keep your home safe, secure and comfortable during these times. There are a few tips you can follow:

- It is important to use your heating properly to prevent condensation and frozen pipes.
- Close all curtains and blinds at night.
- Keep furniture away from radiators to allow heat to circulate freely.
- Keep outside doors shut and report any obvious draughts.

As well as keeping your home safe during the winter months, remember to look after yourself, your family and your neighbours.

Watch our information video on 'Keeping your home safe, secure and comfortable this winter'.

<https://youtu.be/gjqHm7ur14>



Motorbikes/ Dirt bikes

We are experiencing an increase in the number of complaints we are receiving with regards to motorbikes/ dirt bikes being kept within properties.

Please note that it is a breach of your tenancy agreement to keep such vehicles within a property or within a garden area unless: the land is set aside for parking; we have given you written permission to store the vehicles here or; it is a public road.

If you have any such vehicles within your property or garden area, you must remove these and ensure that they are stored or kept safely elsewhere.

Please like and follow our Facebook page for updates @GlenOaksHousing

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 the correct contractor depending on the nature of your repair. These numbers should also be used when our offices are closed over period.

Emergency repairs - An emergency repair is defined as something which could not have been foreseen and which could cause danger to health, residents' safety, or serious damage and destruction to your property. Our target time of 4 hours is for us to respond and make safe. This can therefore mean follow-up work is required at another time. Emergency call out contractors will aim to make safe and then return during normal working hours to complete the repair.

Emergency repairs include:

- Significant leaks or floods
- Electrical faults which may endanger a building or resident
- Full loss of electricity
- Blocked drains resulting in back-surge of waste into your home
- Making safe broken windows
- Security of your home (if lost keys you will be recharged for the repair)

Our office will close at **4pm on Friday 22 December 2023** and will re-open at **9am on Thursday 4 January 2024**.



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.

Call us on **0141 638 0999** or email go@glenoaks.org.uk to let us know.

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: [Balenoakshousing](https://www.facebook.com/Balenoakshousing)

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.

