



ANNUAL RENT INCREASE CONSULTATION

You have until
20 December 2024 to
submit your views.

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.

This year, we took a different approach and carried out a Tenant Priorities survey between June and September. This feedback helped us set our plans, budgets and the proposed increase for next year.

We encourage you to share your thoughts on the proposed 4.5% rent increase by **Friday 20 December at 5pm**.

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**.

WE WISH ALL OF OUR TENANTS
A HAPPY FESTIVE PERIOD AND
ALL THE BEST IN 2025!



inside this issue...

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, equalities and human rights

The evidence bank in 2024 contained 150 separate items. This was a combination of reports, policies, advice and information which the Board monitors and oversees on an ongoing basis throughout the year. All of this provides continuous assurance that Glen Oaks Housing Association is compliant.

You can read this year's Assurance Statement here:

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

Get involved in reviewing our performance and our assurance self-assessment process by joining our Board or Service Improvement Group! Contact us on 0141 638 0999 (option 5) or email go@glenoaks.org.uk

Ending Your Tenancy

If you are planning to end your tenancy, please remember that we require at least 28 days' notice in writing. This written notice is essential to begin the termination process and ensure that your notice period starts on the correct date.

To formally end your tenancy, you must contact the housing department to request an **End of Tenancy** form. Once completed, this form must be submitted in writing, and only then will the 28-day notice period commence.

Please note that your tenancy will not be considered officially ended until we have received the written notice. We cannot accept verbal notice or informal communication.

If you have any questions or need assistance, don't hesitate to reach out to our team. We are here to help make the transition as smooth as possible.

Housingservicesstaff@glenoaks.org.uk
0141 638 0999 option 3

Periodic Review of Housing Applications

We are doing a review of our waiting list, as we need to make sure it remains up to date and that everyone who is on our list still requires a home with us.

You will have received an SMS or email link to a form or a paper copy in the post.

Make sure you let us know if you have had any changes in your circumstances in the past year. This would include family members who have left or joined your household, changes to your medical or social circumstances etc. This will enable us to review your application and update your points if necessary.

Failure to complete the form may result in your application being cancelled.

If you need any advice or assistance, please contact our Allocations staff on **0141 638 0999**, selecting option 2 or email allocationsteam@glenoaks.org.uk

Please note that, due to the national housing emergency, we cannot guarantee that any application you submit will result in an offer of rehousing.

OUR CURRENT WAITING LIST

We currently have **1,116 active applications** on our waiting list which far exceeds our annual turnover. To improve your chances of rehousing, we advise that you apply to multiple housing associations – a list of which can be found here - <https://www.glasgow.gov.uk/housingassociations>

We cannot guarantee rehousing, provide queue positions, or estimate wait times due to daily changes in applications. However, please be assured that we will contact you if we are able to make you an offer of accommodation.

Visit our website www.glenoaks.org.uk/our-performance for more information on our performance

Meeting our Service Standards

Our Service Standards confirm how specific services will be delivered and explain the quality of service you can expect. It is important that we monitor our performance against these set standards, share with you how we are achieving them and communicate with you when we fail to meet them.

We have made a commitment to include an article on our performance against our Service Standards in every newsletter and on our website.

Within this edition, we will share with you our repair response time performance.

We are part of Scotland's Housing Network (SHN), who are Scotland's largest provider of benchmarking for the housing sector. We use the benchmarking information they collate to drive continuous improvement but also celebrate when we are performing well against our peers.

- Our response times are below the set targets.
- Our response times for both emergency and non-emergency repairs are below the average across the sector.
- We are the second-top performer for routine repairs in our peer group, responding in half the time compared to the Scottish average.

Respond to emergency repairs within 4 hours



Target:

4

hours

SHN Average:

3.96

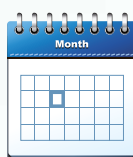
hours

2023-24

2.78

hours

Respond to routine repairs (non-emergency) within 10 days



Target:

10

days

SHN Average:

8.95

days

2023-24

4

days

Your feedback is important!

Every time a repair is completed on our system a survey link is sent to gain your feedback on the repair service. Overall satisfaction is improving but we would encourage you to complete the short survey, so that we can continue to improve the service for all of our tenants.

'Repair dealt with very quick, contractor work was good quality.'

'Communication with the engineer was good and he was there within the time he said.'

ANNUAL REPORT 2023-24

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-reports/>

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

Glen Oaks
HOUSING ASSOCIATION



Annual Report
2023/24

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 our performance on complaints with you, along with the learning outcomes we have gained from the complaints you have raised.

Number of complaints received from April – June 2024

22

(19 last years
quarterly average)
Stage 1 complaints
received

21

(9 last years
quarterly average)
Stage 2 complaints
received

43

(29 last year's
quarterly average)
Total number of
complaints received

Timeliness of response

Stage 1 complaint average response time is **13 days**, this is above the 5 day target. Only 36.4% of stage 1 complaints were completed within timescale. We want to improve this so all staff will undertake accredited SPSO training to bring back focus into resolving complaints as quickly as possible. Active complaint reporting will also be monitored more regularly by managers.

Stage 2 complaint response time is above the 20 day target. The percentage resolved within timescale has dropped to **52.4%**. All senior staff will complete SPSO Investigation Skills training to ensure our resolution times reduce.

Complaint trends

This quarter the most common nature of complaints was 'Standard of repair', 37.2%. Secondly, 13.9% related to dissatisfaction of policy, 5 out of 6 related to our Disturbance Policy.

69.8% of complaints (30 out of 43) were from Arden, 30.2% (13 out of 43) were from Darnley, 0 received from Pollok.

All complaints received from Darnley related to the planned maintenance contract and dissatisfaction with the Disturbance Policy.

You said,

My blinds don't fit any more since I had my new windows fitted. I can't afford to replace them.

we did!

At the march-in survey and at the open day held in the Association's offices it was explained to tenants that there was a risk of blinds no longer fitting. Unfortunately, our Disturbance Policy does not cover the replacement of blinds but we will continue to make sure all tenants are aware of this possibility prior to works starting.

Do we have correct contact information for you? Make sure you update us with any changes to your email address or mobile number

Can you help us and become a MYSTERY SHOPPER?

We need you to help us gain feedback on how quickly we respond to your communications with us.

All you need to do is complete a short survey to tell us how you contacted us, how quickly we responded and if you were happy with how your enquiry was dealt with. Surveys are anonymous and will take **less than a minute** to complete.

Whether you have contacted us via the phone, email, website or in the office, we want to know more about your experience.

If you are interested in giving your feedback, complete the survey attached to this newsletter's SMS or email link and we will send you more information. You can also call **0141 620 2742**.



Give us a Thumbs Up!

We want to celebrate our staff who go above and beyond and promote best practice across the Association. It is also important that we know what services have the most positive impact on our tenants. Collect a card from our reception or ask a staff member to take note of your positive experience over the phone or via email. You can also scan the QR code or click on it to complete the short survey.



Go Digital!

More than 90% of tenants are 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.

We can help you get online!

Audrey, our Digital Inclusion Assistant has provided amazing support to our tenants, making them more confident in the new digital world and helped them to save money through online deals etc.

"Audrey has helped us with almost everything. She helped order blue/green bins, ordered camera doorbell, put apps on my phone, taught me how to use my phone a lot better. Glen Oaks staff can't do enough for us. Thank you so much."



**Need help getting online? Our Digital Inclusion Assistant can help.
Contact Audrey on 0141 620 2747**

SURVEY in the SPOTLIGHT!

We regularly carry out surveys when you have received a service from us. These range from repairs, new tenant experience, close cleaning, complaints and our planned maintenance works. Gaining this feedback is vital. It allows us to ensure you are happy with the service, it

meets your needs and allows us to improve the service if issues arise.

We want to share with you the feedback we receive via our large selection of different surveys, and so in every newsletter we will put a particular survey/service in the spotlight.

Our Damp and Mould Repair Service

Having damp and mould in your home can be unsettling and we want to tackle it as quickly as we can for our tenants. Unfortunately, damp and mould repairs can be tricky to resolve and take a little longer than your typical repair.

We have a Damp and Mould policy and procedure that will make sure we are taking the appropriate and consistent action.

Alongside the Service Improvement Group's review into the service, a survey was issued in October to all tenants who had reported damp and mould in the last year. Gaining our tenants' feedback on this part of our repair service is important so, going forward, we will continue to send a dedicated survey to tenants who have experienced damp and mould in their home.

Feedback from October 2023-24

Number of tenants surveyed

48

Return rate -

22%
(10 tenants)

Overall satisfaction with the service

60%

Dissatisfaction raised

4

The number of tenants providing feedback is really low and makes it difficult to ensure the feedback is reflective of the service being provided. In Arden only 1 tenant (10%) said they were dissatisfied with the service. We will continue to monitor this in the future.

Satisfaction with the solution

58%

Satisfaction with timescale to complete work

42%

We want to work to improve this. It is important that we set expectations of how long damp and mould issues take to resolve when they are reported. Our policy, procedure and information leaflet will all help to improve the service.

Report resolved

70%
said yes

Do you now have a good understanding of how you can minimise damp and mould in your home?

90%

Does the 'Tackling damp and mould together' leaflet include everything you need know?

60%

This was a new leaflet designed and distributed since June 2024, so only a small number of tenants surveyed will have received the leaflet. The SIG will provide their feedback on the content as part of their review into the service and improvements will be made if needed.

You said, The problem is now returning.

we did! This is a common frustration with damp and mould reports. It can be an ongoing problem that can be seasonal, with cases getting worse in the winter months. We will continue to work with tenants who have reported damp and mould for 6 months to ensure it is resolved and explain to them the chances of it recurring and what measures can be put in place to try and prevent this.

You said, Damp and mould would be improved if the heat would stay in the home.

we did! Window replacements and making your home energy efficient is high on our agenda for our planned maintenance programmes in the coming years. In the meantime, we will carry out repairs where possible and ensure energy advice is provided, as part of the service tenants receive when reporting damp and mould issues.

Compliments received

2

Awesome service once reported.

Brilliant service so far, workers are polite and clean up after work, looking forward to the task being fully completed.

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

Reporting damp and mould

Ensure that you report any concerns regarding mould, damp or water leaks to our Technical Team as soon as you can. We aim to visit your property within 3 working days following reports of mould and damp.

Phone - 0141 638 0999 option 1

Text - 07860 055293

Email - repairs@glenoaks.org.uk

Website - www.glenoaks.org.uk/report-a-repair

Read our information leaflet - www.glenoaks.org.uk/tackling-damp-and-mould-together/

Service Improvement Group Damp and mould service review update

The SIG are continuing with their review of the Association's approach to dealing with damp and mould. At their last meeting in October, they looked at photographs of example cases of damp and mould in our properties, to gain an understanding of what issues tenants face. They now plan to meet with one of our Technical Officers to discuss common issues and our approach to them.

A satisfaction survey was sent in October to all tenants who have reported damp and mould in

the last year. The SIG would like to thank everyone who took the time to complete it. Your experience of the service will really help them to find best practice and recommendations for improvements.

They are starting to pull together all of their findings and a report early next year will go to the Corporate Management team and our Board.

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 027496.

Tackling Damp and Mould Together

Glen Oaks Housing Association takes reports of Damp and Mould very seriously. We are keen to work with our tenants to identify and resolve these issues quickly and effectively and make sure the cause is accurately identified.

Damp can cause mould growth on walls, furniture and even clothes. At its worst it can also cause wood to rot. Damp also encourages the development of dust mites, which along with mould growth, can increase the risk of respiratory illness.

This leaflet gives you some information on:

- the main causes of Damp and Mould
- what we will do if you report any issues to us
- what you can do to help prevent it in your home.
- How to report any concerns to us

Glen Oaks
HOUSING ASSOCIATION



Armchair Critic

Want to give your feedback from the comfort of your own home? Take part in a short survey or share your views on the wording of our documents etc?

Become an Armchair Critic and make a real difference today!

Email laura.strang@glenoaks.org.uk or phone 0141 620 2742.

You can read our full policy on our website: <https://www.glenoaks.org.uk/policies/>

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

The Importance of Paying Rent During the Christmas Period

As we approach the holiday season, we understand that it's a time filled with extra financial pressures, from gift shopping to travel costs. However, we want to remind our tenants that paying rent on time remains a priority, even during this busy and expensive period. While we are sympathetic to the challenges that Christmas can bring, we must also stress that rent payments are due as detailed in your tenancy agreement.

If you are experiencing financial difficulties, we encourage you to reach out to us as soon as possible to discuss your situation. Open communication allows us to work together on potential solutions, such as referring you to agencies to assist with budgeting and other financial supports.

Failure to pay rent on time will still lead to action as outlined in your tenancy agreement. We will follow the

necessary procedures to recover any missed payments, which could include legal action if payments are not made.

We want to ensure that everyone has a stress-free holiday season, so please plan ahead and prioritise your rent payment. If you need support, don't hesitate to contact us—we're here to help where we can.

Call us on 0141 638 0999 option 3 or email housingservicestaff@glenoaks.org.uk

Goodbye to Gold Service

Our Gold Service incentive scheme will be coming to an end in December, with the final payment issued to members before Christmas.

Less than 30% of our tenants currently benefit from Gold Service and we want more people to benefit from the £25,000 budget that is set aside each year.

The rent consultation survey asks for your views on how this money could be better spent.

If you would like to be part of a focus group to consider various options please contact Laura Strang by email laura.strang@glenoaks.org.uk or phone 0141 620 2742.

Hello HOUSING PERKS

This year we also introduced Housing Perks, a mobile app available to all Glen Oaks tenants, helping you save on the essentials. Download the app and get saving today.



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

Physical or verbal abuse towards our staff will not be tolerated!

We started monitoring incidences of unacceptable behaviour in September/October this year after the review of our policy.

5 instances have been recorded so far, which included:

- Hate crime against a staff member
- Verbal abuse of staff on numerous occasions
- Inflammatory statements made about a staff member

Staff members have been offered support following each of the incidents and in the case of hate crime there have been criminal proceedings. Warning letters and contact restrictions have also been imposed.

We will not tolerate abusive or unacceptable behaviour towards our staff. Swearing or aggressive language, threats in person or on the phone or making unreasonable demands including excessive contact will not be tolerated.

Our staff will terminate the call and your contact with us will be restricted. We may also report the incident to the police. This could also mean the withdrawal of our additional support services, such as our community events, support classes and Welfare Rights service.

You can read the full policy here: <https://www.glenoaks.org.uk/policies/>



Anti-Social Behaviour and Noise Complaints: How We Can Help

A common issue we hear about is noise-related complaints, and we want to ensure that everyone understands how we handle these situations. While we always take your concerns seriously and will investigate any noise complaints, there are times when we may not be able to take action.

For example, noise from a neighbour working shifts at unusual hours or a young child playing or crying can be difficult to resolve. In many cases, your neighbour may not even be aware that their actions are causing a disturbance.

We encourage you, in the first instance, to approach your neighbour directly and kindly explain how the noise is affecting you. Often, a simple conversation can lead to a mutual understanding.

To assist with this, we offer 'Dear Neighbour' cards that can be picked up at our reception. These cards can be a helpful way to politely notify your neighbour of any low-level disturbances without causing tension.

If you continue to experience issues, please don't hesitate to reach out to us. We are committed to maintaining a peaceful living environment for all tenants and will investigate further when necessary.



Interested in joining our Board? Read our 'Getting involved' booklet
<https://www.glenoaks.org.uk/get-involved/>

Keep safe this Winter!

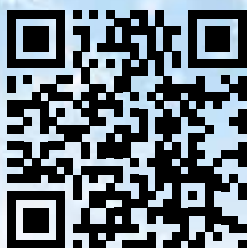
When temperatures drop, most of us will spend more time indoors. It is important to keep your home safe, secure and comfortable during these times.

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/gjpqHm7ur14>



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

SCAM ALERT!



KEEP YOURSELF SAFE - When in doubt, keep them out!

Be aware of fraudsters operating in and around the Glasgow area pretending to be council or housing association workers. Fraudsters are attempting to gain access to homes by claiming they need to:

- Check for mould problems
- Inspect gas/electric meters

Remember: Genuine Glen Oaks Housing Association staff will:

- Always carry proper ID
- Be happy for you to verify their identity

If someone shows up unannounced:

- Don't let them in
- Call our office directly to check
- Report suspicious activity to Police Scotland

For more information on keeping your homes and communities safe, you can listen to the following podcast from Police Scotland Cybercrime Harm Prevention team and Digital Skills Education - <https://www.podbean.com/eas/pb-45xsq-171b149>

Festive fire safety



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Over the festive and New Year period we decorate our homes, host family gatherings and catch up with friends. But year on year, Fire Scotland see an increase in deaths and injuries resulting from fires in the home.

While decorations and Christmas trees are potential fire hazards, more fires start in the kitchen than any other room in the house.

After a night out at a Christmas party or meeting up for drinks with friends, don't try to cook when you get home. Buy food on the way home instead. If you do want to make something when you get home, then it's best to prepare cold food. A sandwich could save your life!

If you're tired, have been drinking, or taking drugs, you will be less alert to the signs of fire. You are more likely to fall asleep

and you are less likely to wake up if a fire does start. They can also heighten feelings of disorientation, making an escape more difficult.

Visit <https://www.firescotland.gov.uk/at-home/festive-safety/> for more information video on fire safety over the festive period including keeping your fairy lights and tree safe and candle safety.

Fire safety in the home

Watch our YouTube video on fire safety <https://www.youtube.com/watch?v=LCFQ0gy417c>

Checking your smoke alarms regularly and making sure you know what to do in an emergency is really important. Watch our short information for top tips.



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

Reporting emergency repairs over the festive period



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.

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)

Although a loss of heating and hot water is not normally classed as an emergency repair during a holiday period our contractor, Gas Sure, will attend. Please note that during cold months there is often a higher volume of call outs for loss of heating so it may not always be possible to attend within 4 hours.

Our office will close on Monday 23 December at 4pm and reopen on Friday 3 January at 9am.



Planning on being away over the festive period?

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.



Option 1: Repairs
Option 2: Housing applications
Option 3: Other housing enquiries
Option 4: goConnect (tenancy support issues)
Option 5: General enquiries
Text: 07860 055293



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.

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.

