



WE WANT TO HEAR FROM YOU!

Every 3 years we carry out a comprehensive satisfaction survey to help us plan for any changing priorities and preferences in the future. There have been many challenges over the past two years and we want to make sure our services meet your needs.

We have appointed an independent market research company – Research Resource - to carry out the survey for us. The survey will start on Monday 21 March and run until Friday 29 April. Interviewers will select tenants at random and interviews will be completely confidential. They will use a combination of face to face and

telephone interviews. The interviews will be carried out between 9.30am & 7.30pm during weekdays and weekends. Participation in the survey is voluntary and you do not have to answer any questions that you don't want to.

By listening to **you** – our customers – we can shape how we work **for** and **with** you in the future so please help us by taking part. We will publish a summary of the survey results on our website and in the Summer newsletter.

If you have any questions about the survey, please get in touch with Martha on **620 2705**, Laura on **620 2742** or Trish on **620 2726**.



Energy Advice



With energy bills set to double this year, finding ways to save money is so important. Turn to page 11 to read more on how we can help.

inside this issue...

Alasdair's Introduction

Welcome to our first Newsletter of 2022!

We are excited to be back in the office finally, although staff are working partly at home, in order to keep numbers low. Face to face appointments can now be made, if that is your preference, and our reception is open. We are still operating on an appointment only basis so would suggest you call before attending to ensure you can be seen by the relevant member of staff.

2022 is set to be another challenging year, with rising costs at the forefront of

everyone's mind. General living costs are rising and we are here to help support you in any way we can. Our goConnect team, Welfare Rights and energy advisors are all here to help you make savings and gain funding or benefits etc. Turn to page 10 for more information.

With restrictions lifting we are looking forward to getting some of our community events back up and running, especially our very popular Fun Day. So look out for more information in the coming months.



Kind regards,

Alasdair McKee, Chief Executive

Join our Service Improvement Group (SIG)!

- Do you want to help us improve our services?
- Are you looking to gain new skills that could benefit you in a work environment?
- Do want to be more involved in your local community & meet like-minded people?
- We want you on our SIG!

Our award-winning SIG have been running now for 5 years. They are a group of passionate tenants and applicants who want to encourage continuous improvement and help make Glen Oaks the best it can be for everyone. They use their personal experience to influence our services and publications ensuring they have our customers' needs at their heart. They want to make sure our customer service is excellent, that we communicate well and so much more.

In February we were excited to have our first 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 call Laura on 0141 620 2742 or email laura.strang@glenoaks.org.uk

Our next review - Value for money

Our SIG are starting off their review into Value for money, with the hope of using their findings, to create a 'Value for Money Statement'. This statement will clearly show what we aim to do to provide our tenants with value for money and where we can make savings etc. They have received training from Tenant Information Service (TIS) on what Value for money means for Glen Oaks and how it affects our tenants. Next they will be reviewing what other Associations have within their statements.

What do we mean by the term 'Value for Money'

'Value for money' (VFM) is a term used to assess whether or not an organisation has obtained the maximum benefit from the goods and services it both acquires and provides, within the resources available to it.

Achieving VFM is also often described in terms of the 'three E's' - economy, efficiency and effectiveness. The definition of the three E's is as follows:

- **Economy** - careful use of resources to save expense, time or effort.

- **Efficiency** - delivering the same level of service for less cost, time or effort.
- **Effectiveness** - delivering a better service or getting a better return for the same amount of expense, time or effort.

Through VFM we seek to achieve:

- Resources directed towards the organisation's key priorities and objectives
- A balance between cost and performance
- Tenant satisfaction

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

Our Performance

The first half of this year has been very challenging and whilst we are happy to report that many of our satisfaction levels have increased or performance has improved, there are still areas where we could do better. We will continue to work closely with the Service Improvement Group (SIG), focusing on areas where performance has dipped.



Oct - Dec 2021

2.3 hours

Previous year to 31 March
2.64 hours

Average time to complete emergency repairs



Oct - Dec 2021

3.69 days

Previous year to 31 March
2.54 working days

Average time to complete non-emergency repairs



Oct - Dec 2021

98.26%

Previous year to 31 March
95.9%

Repairs completed on time



Oct - Dec 2021

17

Previous year to 31 March
136

Number of homes let



Oct - Dec 2021

70 days

Previous year to 31 March
22.5 days

Average number of days to re-let homes



Oct - Dec 2021

232

Previous year to 31 March
247

Number of anti-social behaviour cases reported

PRIZE DRAW WINNERS

As part of the rent consultation, tenants who replied were entered into a prize draw. We also entered all tenants who had returned their census form into a prize draw. The lucky winner from the rent consultation was Ms Toland from Arden who won £100 of Argos vouchers. Ms Prentice, also from Arden, won £100 of Primark vouchers for returning her census form. Congratulations to you both!

Changes in Housing Services

We have recently changed the way that our Housing Officers work. Previously we had a dedicated rent officer and officers who handled anti-social behaviour, allocations and tenancy matters.

Housing Officers have now been allocated specific areas and will be able to deal with all housing functions listed above for that area.

You will find the name of your Housing Officer and contact details within the Estate Action Plan for your area. You will also find the contact details of the Housing Assistant who can deal with estate management issues.

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

Complaint Handling Procedure (CHP) – lessons learned

When we receive a complaint or you raise dissatisfaction, we aim to use it as an opportunity to improve. It is important where possible that lessons are learned from complaints and that we share them with you, in order to hopefully prevent further complaints of the same nature in the future.

This is why it is so important that you let us know of any service failures so we can work to improve.

Below is some information on the complaints we received last quarter (Oct to July).

	Number Received	Housing (H)	Technical (T)	Upheld	Refuted	Resolved
Stage 1	17	7	10	4 (T) 0 (H)	1 (T) 6 (H)	2 (T) 1 (H)
Stage 2	3	1	2	1 (T)	1 (T) 2 (H)	1 (T) 1(H)

Reason for complaint



Technical Complaints

Main theme from all complaints received relates to dissatisfaction with how long some repairs are taking to complete. Better updates to tenants could be given to prevent dissatisfaction particularly when delays are out with our control, surveys cancelled due to covid, no access required for repair etc.

83.3% of all repair complaints are resolved at the frontline, which is a common trend. **16.7%** of frontline complaints were given resolved status. This was due to them being

logged because of negative feedback from a survey form, when contacted they didn't wish to pursue the complaint or had selected the option incorrectly.

91.7% of Stage 1 complaints were resolved within timescale, showing a trend of improvement. **100%** of Stage 2 were again resolved within timescale.

This quarter it seems more complaints were upheld and took more investigation/staff time to resolve.

Housing Complaints

Housing related complaints this quarter are very varied and don't show any trends.

- Dissatisfaction with the allocation policy
- Dissatisfaction with the receipt of an arrears letter
- Dissatisfaction with our action with ongoing anti social issues.

87.5% of all housing related complaints were resolved at frontline.

0% of frontline complaints were upheld, **87.5%** were refuted and **12.5%** (1 complaint) resolved due to tenant not wanting pursue any further as it was GCC service she was dissatisfied with.

You said,

we did!

The importance of the contractor using ID and calling cards for no access was discussed at our progress meeting with them and we are confident that complaints of this nature will reduce next year.

Negative feedback from a repair survey will be discussed with the tenant first before logging as a complaint. This will prevent complaints being logged that aren't required.



Remember you can log a complaint by speaking to one of our staff on the phone, via private messenger on facebook, our website complaint form, by email or letter

Membership

Would you like to become a member of Glen Oaks Housing Association? Lifetime membership costs just £1. Members are eligible to vote in the Board elections and can stand for election to the Board themselves. Please contact our office or visit our website for an application form.

Membership
Application

Glen Oaks
HOUSING ASSOCIATION 

We're looking for people to join our Board - **interested?**

We are keen to encourage Glen Oaks residents who are passionate about making a difference to the lives of local people to consider joining our Board.

The Association's Rules allow us to have up to 15 Board members. We currently have 10 Board members, all volunteers, who are committed to supporting the work of Glen Oaks. Our Board members are responsible for setting the Association's strategic direction and for making important decisions that will affect our tenants, e.g. how much rent we should charge; how we can improve our existing homes; and if we should build new homes.



KEEP
CALM
AND
VOLUNTEER

Would you like to join our board and make a real difference to our community?

As a new Board member, you will be fully supported by our comprehensive induction programme and will have the opportunity to learn new skills and gain confidence that could help you find a job, apply for a training course, or enter further or higher education. Positions on our Board are unpaid but we pay reasonable out-of-pocket expenses.

So, if you are interested in giving something back to your local community and want to help us to improve the services we provide, please get in touch.

For an informal chat about Board membership, please call Alasdair McKee on 0141 638 0999 or email alasdair.mckee@glenoaks.org.uk

Have your say on our **strategies!**

Consultation on our new Communication Strategy is coming to an end, so get involved and have your say before it is finalised. This strategy will determine how we communicate with you and the wider community.

Do you have a preference on how we make contact? Are our publications, like the Newsletter and the Annual Report easy to understand? Your feedback will ensure our communication meets your needs.

Our Customer Engagement Strategy is also due for a review, this happens every three years.

HOW CAN YOU HELP?

We are hoping to set up a focus group that would meet virtually for now and we would discuss the content of the strategy and what we could change or improve.

If a meeting isn't for you but you still want to have your say, there will be the option to complete a survey. You would receive a draft copy of the strategy and be given the opportunity to give feedback. This would be collated and discussed at the focus group meetings, so your say would still count!

Consultation will end on 31 March 2022.

Contact Laura on laura.strang@glenoaks.org.uk or phone 0141 620 2742 to discuss further.

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

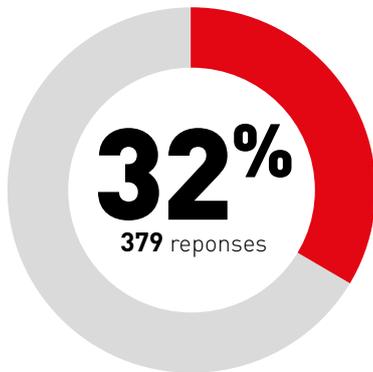
Rent Review Con

The Association consulted all our tenants and sharing owners about our proposals for this year's rent and service charge review.

How did we consult with you?

- Our consultation took place between 7 December 2021 and 7 January 2022.
- This year we used CX Feedback to contact tenants by text and e-mail. We received 376 responses via text and e-mail. 99.2% responded via this method. If you would like to be consulted via email in future, please let us know your email address.
- 167 tenants who could not be contacted digitally received a paper survey.
- An article was published in our Winter Newsletter and information was also made available on our Website and Facebook page.
- We consulted on three options - 3.5%, 4.0% and 4.9%.

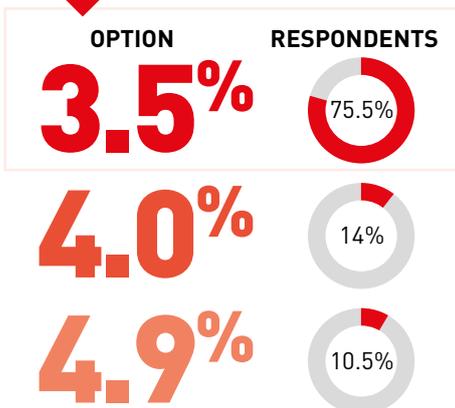
What did you say?



RESPONSE RATE

This was almost 3 times higher than last year's response rate of 148 (11%)

3.5% was the preferred choice

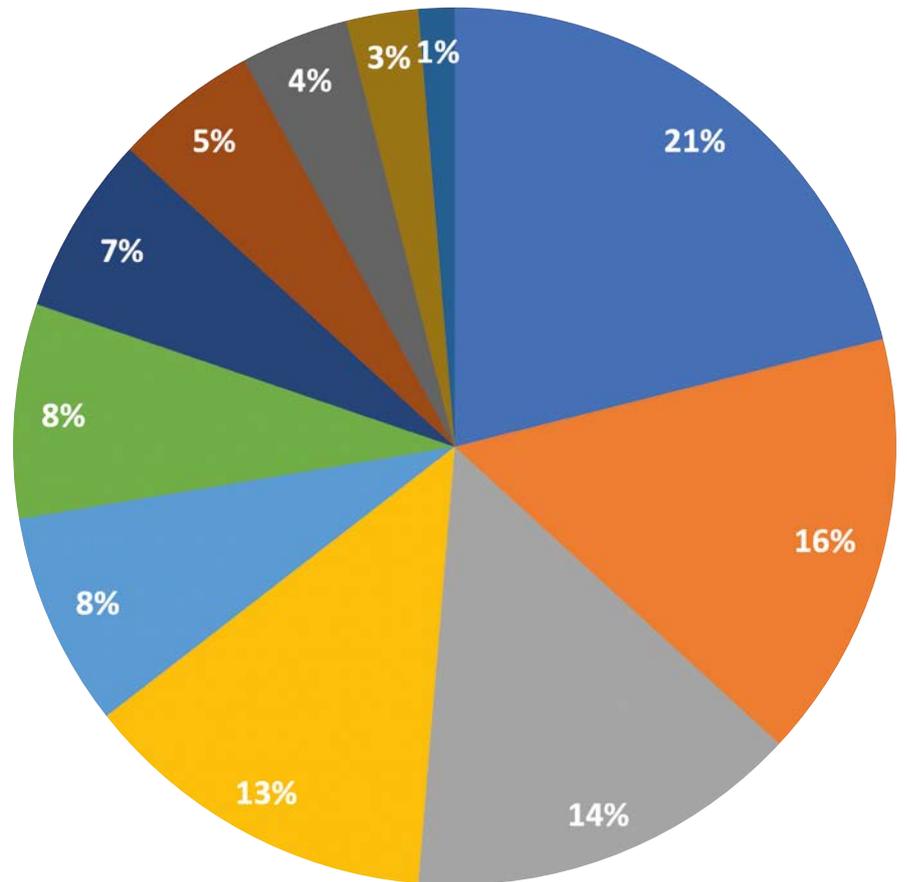


When asked about the rent being good value for money, the responses were as follows:

Very Good	Fairly Good	Neither Good/Poor	Fairly Poor	Poor
19%	31%	26%	13%	11%

Overall, many felt that they receive a good service from the Association, as shown by the 50% who told us that they felt that their rent was either very good or fairly good value for money. The chart below gives a breakdown of the positive comments we received:

Value for money - positive comments



- Great Services done quickly
- Happy with/love my house
- Repairs done quickly
- Rent good value for size location
- Never had any problems
- Affordable
- Additional support available
- Staff friendly and helpful
- Understand the need to increase
- Association looks after properties
- Security compared with private rent

Along with the positive comments above, you also gave us feedback about how we could improve the services we provide - some of your comments and our replies are noted on the following page.

consultation 2022/23

What you said we could improve and what action we will take...

13% of comments highlighted delays in cyclical work, particularly windows and kitchen replacements. Some dampness issues were also reported and requests made for renewal of internal fitments like pass doors, radiators, and boilers.

The recent Stock Condition Survey will assist us in updating our investment works programme. As we explained in our rent consultation document, we may have to adjust the timescales for this programme based on our tenants' preference for the lowest rent increase option and the need to balance our budgets. Our Technical team will be in contact with everyone who raised issues of this nature (if you asked to be contacted).

8% of tenants said that they felt our rents are already too high in comparisons to others. Affordability was a big concern with several comments about the hardship being faced.

We are sympathetic to the pressures that our tenants are facing in the coming year and with this in mind, our Board was determined to keep the rent increase as low as possible. Our rents sit in line with the average rents charged by other housing associations in our local area. In the future we hope our planned Rent Restructure will make our rents fairer and more transparent. Glen Oaks' goConnect, Starting Out and Money Matters colleagues continue to work to support our tenants and find ways of saving money elsewhere.

7% of comments related to the condition of the estates in general and the back courts.

We've all noticed the reduction in the general cleanliness of our estates over the last two years, along with an increase in fly-tipping. Some of this is due to a reduction in Council services such as bulk uplifts, street cleaning and the maintenance of some landscape areas. It looks unlikely that these services will be reintroduced so we are looking at how we can provide some of these services while also being mindful of the impact this may have on your rent. Our Housing Services Assistants carry out regular estate inspections and the Estate Action Plans outline what you as a tenant can do to help keep our estates looking desirable.

6% of tenants wanted an improvement made to the close security or front doors.

We understand that close security is a priority to our tenants and there is a cyclical programme in place for the maintenance of the door entry systems. In the meantime, we would ask that you report any issues to us and we can then prioritise repairs. Anyone who highlighted particular issues through the rent consultation feedback will be contacted and inspections will be carried out.

6% of comments raised issues with the backcourt or bin areas.

This has always been an area of frustration for our tenants living in tenements. With the reduction in Council cleansing services over the last few years, we are now having to provide an uplift service for bulk items from our tenement properties. Due to the cost of this service, we are only able to uplift once a fortnight and would ask tenants to be mindful of this when placing bulk in the back court areas. Back court improvements have been discontinued as a result of the lower rent increase being selected as the preferred option in the rent consultation.

5% commented on the need to improve the close cleaning service.

Making sure we get value for money on our contracts is vitally important. We are currently developing a new close cleaning survey which will capture your feedback more frequently. Our Housing Services Assistants will be carrying out more frequent spot checks on the quality of the stair cleaning to ensure that the contractor is meeting the conditions of the contract.

3% of comments were from Sharing Owners. As in previous years, Sharing Owners do not consider the tenure type to be value for money as they do not get any repairs and maintenance services.

Unfortunately, we are unable to change the conditions of tenure for Sharing Owners but will continue to support them in other ways, such as the access they have to our support services, Gold Service and more. On occasion, where sharing owners have been struggling financially, we have bought back the percentage owned and transferred the tenancy back to a rented property.

Thank you to everyone who took the time to give us their opinions about our service and the proposed rent increase.

New Class

Are you interested in learning a new language – French, Spanish, Polish, Italian, German?



Research shows that there are great health benefits of learning another language which can help strengthen your brain and help slow down dementia or avoid it altogether.

No matter your age, physical ability, mental health, financial situation or location we want you to be able to benefit from language learning.

Lingo Flamingo is a social enterprise Non-profit making organisation. We have developed textbooks for older adults and those living with dementia. These are the first of their kind in the world and use selected colours, large text, readable fonts and a variety of props, games and activities so you'll be having so much fun, it won't feel like learning and time flies.

That's why we like to say our classes are good for the brain and good for the banter. Many say they've also gained increased confidence and better well-being from our informal classes.

Classes are available on-line or in person in Shawlands and if there's enough interest maybe in Arden or Darnley. For more information please phone Brenda at our goConnect Project tel. 01416202758.

Cheaper Food Options for our Tenants



With the steep rise in the cost of living, food pantries are becoming increasingly popular. Food pantries offer affordable and high quality food and toiletries for a reduced price for those most in need. Furthermore, food pantries work with local supermarkets to reduce food waste, helping the environment.

Local Food Pantry & Community Supermarket



Pollok Pantry

Address: 25-27 Brockburn Road, G53 5BG

Tel: 0141 378 8541

Facebook: www.facebook.com/pollokpantry/

At the Pollok Pantry, shoppers can get 10-15 items for £2.50, and can attend up to 3 times a week. A 6 month membership costs £6, or you can pay £1 a month.

Opening times are Mondays, Tuesdays & Thursdays: 10am – 3pm and Saturdays: 10am – 2pm. The pantry opens at 9.30am on Tuesdays for wheelchair users and autism friendly quiet time.

Threehills Community Supermarket

Address: Unit 18, Block 3, Museum Business Park,

140 Woodhead Road, Nitshill, G53 7NN

Tel: 07859186210

Website: www.threehillsglasgow.org/

Facebook: www.facebook.com/ThreehillsGlasgow

At Threehills, there is no limit on how much food people can buy. Items are sold at massively reduced prices. Registration is free. People can go to

Threehills and choose what they want and spend as much as they would like. Further information and a registration form is available on their website.



THREEHILLS

Community Supermarket

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



Current Classes and Clubs

Active Arden brings health and wellbeing activities to the Arden area in association with Glasgow Sport. The current Active Arden programme includes a weekly Walking Group: a 20 minute walk for residents with poorer mobility, and a 45-60 minute walk for more able walkers, and Tai Chi, which is a great stress reliever, and can help improve the symptoms of arthritis. Through taking part in Active Arden activities, you have the opportunity to improve your health and fitness, as well as having the opportunity to take part in free training, for example, to become a Walk Leader or Assistant Coach.

Tai Chi: Tuesdays at 11.30am, Darnley Community Centre (taxis provided).

Walking Group: Thursdays at 12pm, meeting outside Glen Oaks office.

Polish Storytelling: Tuesdays 12.30pm Darnley Community Centre (taxis provided).

Starting THIS MONTH:

'Me Time' (Wellbeing Course)

This 8 week course (1.5 hours each week) will take place at Glen Oaks Office, plus

a class via zoom, **start date In March.**

This course will increase self esteem and positivity using a range of techniques based on the principals of Louise Hay's 'How to Heal Yourself' and beliefs using the Law of Attraction. Techniques learned will help control anxiety, fear and panic and increase self esteem, happiness & positivity. **Numbers restricted to 20.** This is a one-off course, it usually cost £250 but we have received funding so can run it free, so don't delay and book it today. No writing or studying involved! It will change your life!

Coming Soon - New classes... VOTE for your favourite from the list below:

We are proposing to start 5 new classes that we hope to start in April/May. Please vote for those you are interested in by contacting **Brenda or Erin on 0141 620 2732 or texting us on 07551 890244**

- Yoga - Chair or Standing
- I.T. Basics
- Singalong to favourite songs
- Quiz
- Storytelling
- Crafts
- Mens Talk (Evening)
- Walking Football

- 5 Aside Football
- Cookery
- Mindfulness/Meditation/Relaxation
- Knit and Crochet
- Spa Treatment
- Lingo Flamingo (see separate advert)



Community Garden

We are currently developing a **Community Garden**. The Garden (which is going to be located between the new houses and behind the Astro Turf Pitch beside our Office and the Community Hall) will be a large undertaking, and we would love for people within the community to become involved in the design and development of the project. We are looking for local residents to join our Active Arden Committee. Joining the Committee allows residents the ability to shape the Active Arden programme and the Community Garden. Furthermore, residents will learn more about the key roles within a Committee, gain knowledge of funding applications, and gain very valuable experience for future job applications and CVs.

Friendly Benches

We will be erecting some benches in the Community Garden. The family of the late George McCulloch, formerly of Arden, have sponsored a bench in his memory. If you would like to sponsor a bench in memory of a resident (prices from £85), please get in contact with Brenda.

If you are interested in gardening, building furniture/planters, designing elements of the garden, or would like to become involved with the **Active Arden committee**, please contact Brenda on 0141 620 2758, or Erin on 0141 620 2732.

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

Prepayment meters – time to switch!

Prepayment customers are charged more for each unit of energy than people on standard credit meters. In fact, the cheapest prepaid tariff (£1,052, according to Ofgem) was found to be over £200 more expensive than the cheapest direct debit tariff (£846) in August 2019.

Being on a prepaid meter also means you'll miss out on the best offers, such as fixed rate tariff deals.

The Cons

- **NOT THE CHEAPEST OPTION** - Prepayment meters are usually more expensive per unit of energy than most other tariffs
- **CAN BE INCONVENIENT** - You can sometimes run out of credit at inconvenient times, or when the shops are shut
- **RUNNING OUT MEANS RUNNING OUT** - Once you get to the end of your current credit allowance, your energy is shut off until you can buy more

The Pros

- **YOU'RE IN CONTROL** - Because you buy your allowance beforehand, you stay in total control of what you use



BENEFITS OF SMART METERS FOR PREPAY OR CREDIT (BILLED) CUSTOMERS

WHAT IS A SMART METER?

Smart meters are the next generation of gas and electricity meter. They can work in prepay or credit mode depending on which tariff you're on.

They can be installed at no extra cost and are replacing the traditional meters including prepay key or card meters.

WHY SHOULD I CHANGE FROM STANDARD PREPAYMENT METER TO SMART PREPAYMENT METER?

- **BETTER BUDGETING** - Thanks to the in-home display, you'll be able to see in near-real time just how much you're spending on your energy, in pounds and pence at a glance.
- **EASIER TO TOP UP** - With a pay as you go smart meter the process is simpler: you can top-up in several ways, which could include online, via telephone or text message, or even with a smartphone app.

HOW YOU COULD SAVE MONEY WITH A PREPAYMENT SMART METER

Some people are using prepay smart meters to save money and budget more easily. And you could also make some savings by doing the following:

- Adjusting your energy use keeping track of what you've spent and what you have left
- Shopping around for the tariff that's right for you
- Additionally, if you're eligible, applying for grants and benefits that help with your energy costs

Safety Checks in your home – Please let us in!

Glen Oaks takes gas and electrical safety extremely seriously and we are required to carry out safety checks on both the electric and gas systems in your home.

If you have a gas supply it is the law that we carry out an Annual Gas Safety Check. If you have electric heating in your home we need access every year to check the condition of the hot water cylinder.

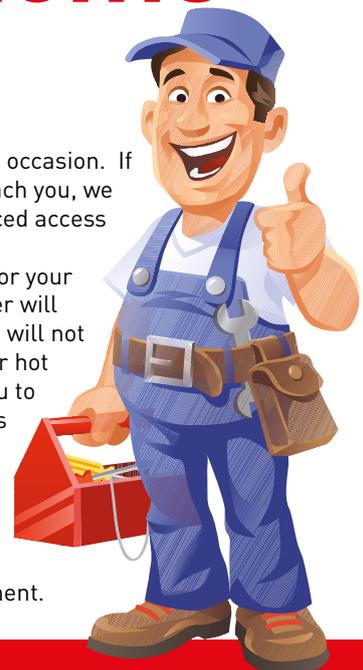
We are also required to carry out an Electrical Installation Condition Report on your home every 5 years.

It is vital that we gain access to your property to carry out these checks and we really appreciate your cooperation to make this happen. Unfortunately, sometimes, we find it difficult to contact tenants or get access to properties and this can result in us forcing access and charging you for the cost of trade call outs and materials.

When your gas boiler or electrical system is due for its safety inspection our contractor will contact you at least twice with appointments for the checks to take place. After this Glen Oaks staff will try and contact

you on at least one more occasion. If we are still unable to reach you, we may have to move to forced access appointments.

If we do force access for your gas inspection your boiler will be disconnected and you will not have access to heating or hot water. We don't want you to be inconvenienced in this way and have additional charges on your account so please help us avoid this by contacting us to rearrange if you cannot attend the first appointment.



**Could our Starting Out Project help you save money?
Contact our office on 0141 638 0999 (option 2) to find out more**

ENERGY CRISIS – RISING COSTS

With energy bills set to double this year, everyone will feel the pinch – please contact Housing Services to arrange an appointment with our Energy Advisor Laura Shields on 0141 620 2722 for tips on saving money on your gas and electricity bills. Our advisor can also help with the following:

- Energy arrears
- Struggling to top up or pay your energy bills
- Switching to smart meters
- Switching from prepayment to credit mode or vice versa

- Applying for Warm Home Discount (applications normally open in Autumn time but can vary year to year and different providers' application windows may be different)
- Billing issues
- Setting up your new energy account

RECENT HELP WE GAVE OUR TENANTS

- Tenants supported with pre-payment emergency top up vouchers
- Tenants supported with contacting their supplier to ask for 'discretionary/friendly' credit to avoid them going off supply

- Tenants supported with applying to Energy Funds for help towards their arrears, amounts of £1243 and £808 have been awarded with further applications in the pipeline
- Tenants supported with applying for Warm Home Discount, £140 awarded to their energy accounts to help with the additional cost of winter usage
- Tenants supported resolving long standing billing/meter issues

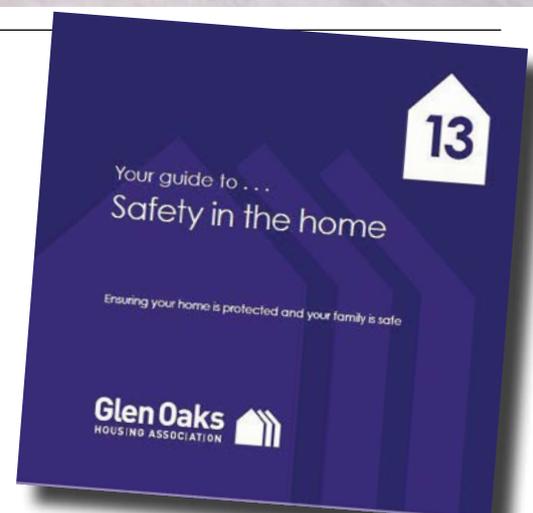


Safety in the home

Being aware of the dangers at home and what steps you can take to minimise them is really important. In the Autumn edition of the Newsletter we shared with you the dangers of Legionella and Asbestos. Both of these present a really low risk if basic precautions are taken.

Our safety in the home booklet provides further information. This can be found in your Tenant Handbook or on our website <https://www.glenoaks.org.uk/safety-in-the-home/>

If you notice anything unsafe around your home, close or community always report it to us.



WorkingRite will be recruiting again this year – Do you want to EARN WHILE YOU LEARN? Contact Anne on 07921040611 or send an email to anne@workingrite.co.uk



STORMS, FLOODS AND WINTER WEATHER

We have all seen what effects the weather can have on our homes, and with storms Dudley and Eunice hitting the UK now it's a good idea to stay safe and protect your belongings.

Here's some safety tips and advice to prevent flood damage and if you suffer a flood:

- Stock up on sand bags, flood barriers and more.
- Temporarily seal your air bricks with a cover.
- Keep gutters clear.
- Never enter a flooded room where electricity is still live. Turn off circuit breakers that control power to that room. If the electrical panel is inaccessible due to flooding, call your landlord or an electrician.
- Protect yourself – wear gloves and rubber boots.
- If it's sewage, outdoor flooding, toilet overflow or other potential toxic water, leave the removal to qualified professionals.
- Take photos to document the extent of damage.
- Remove as much water as you can using buckets, pumps and mops (be careful water is heavy).
- Ventilate – open windows and run fans (when safe to do so).

We hope that you will never suffer a flood or water damage, but these things do happen and that is why your Landlord and Thistle Tenant Risks suggests all tenants take out home contents, either through the **Thistle Tenant Risks Home Contents Insurance**

Scheme or by making your own arrangements. Please remember you are responsible for replacing your home contents and belongings. Contents insurance is designed to help protect your possessions and personal belongings and it's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

The **Thistle Tenants Risks** scheme was designed for tenants in social housing, and you can pay premiums by cash fortnightly or monthly, monthly by direct debit or annually. (Fortnightly and monthly premiums include a transaction charge).

To find out more, there are 3 ways to contact **Thistle Tenant Risks**:

1. Call 0345 450 7286
2. Request an application pack from your local housing office
3. Visit www.thistletenants-scotland.co.uk, where you can also request someone to call you back!

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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: [@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.