



# Covid-19 service update

**Due to the Covid-19 pandemic our office remains closed to the public at the present time. This is to protect our tenants and staff from transmission of the Covid-19 virus.**

Our staff are primarily working from home. You can continue to contact the Association by the following means:

-  Telephone **0141 638 0999**
-  Text message **07860 055293**
-  Email **[go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)**
-  Through our website portal **[www.glenoaks.org.uk](http://www.glenoaks.org.uk)**
-  Through our Facebook page **@GlenOaksHousing**

From Monday 30 August 2021 we hope to move to our next phase of service delivery during the pandemic. We will be open on an appointment basis for tenants where an appointment in the office is necessary and the issue can't be resolved by telephone or other means. There will be a limited number of our staff in our office at any one time to deliver this next phase of our service. This date will be reviewed nearer the time and is dependent on Scottish government advice on Covid-19 safety. We will publish information on our website and Facebook page towards the end of August to confirm if we can go ahead with tenant appointments from 30 August 2021.

**Turn to page 2 to read more on the Scottish Governments Covid-19 restrictions and plans.**



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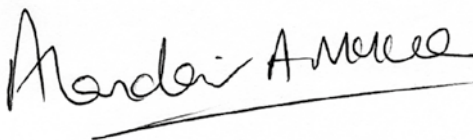
Page 7 – Handyman Service

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# Alasdair's Introduction

Half way through 2021 already! Even with the difficulties faced this year, it is incredible how the months just speed by. Although current restrictions are lifting and everything is hopefully moving in the right direction, our office will remain closed and staff will continue to work from home. However, as detailed on the front cover, we are starting to plan how we will start to reopen the office as restrictions lift.

Our staff and goConnect team continue to be available for any of your enquiries or support that you might need during this challenging time. Turn to pages 4 & 5 to read more about our goConnect team and the activities they are running in the coming months. I wish all of you the best Summer.



Alasdair McKee, Chief Executive



## SAMH Suicide support

It is estimated that up to 1 person in 20 is thinking about suicide at any one time. In Scotland that means 262,740 people may be thinking about it, that is enough people to fill Hampden Park 5 times. SAMH

are an amazing charity that can offer support for someone having suicidal thoughts or bereavement support to anyone that has lost someone to suicide.

Their website is full of great advice

and information leaflets. <https://www.samh.org.uk/about-mental-health/suicide>

Or you can contact our goConnect team on **0141 638 0999**, selecting option 3, for more information.

## Scottish Government Covid-19 update

**The Scottish Government revised route map means the Government hopes that all areas will move to level 0 from mid July 2021.**

It is hoped that we will move to 1m social distancing rather than 2m from mid July 2021.

They hope to lift all major remaining legal Coronavirus restrictions on 9 August 2021 if possible.

The Scottish Government advise that the immediate return of all workers to offices when restrictions are lifted is not recommended and suggest that a phased approach is taken instead. This is the approach that Glen Oaks Housing Association will be taking.

They are encouraging continued support for home working. From 30 August until the end of October 2021

Glen Oaks Housing Association's default position will be that our staff should be working from home unless

they are required to be in our office to deliver our service.



**FACE COVERINGS**



**AVOID CROWDS**



**CLEAN HANDS**



**TWO METRES**



**SELF-ISOLATE**

**Book a test if you have symptoms.  
Stopping the spread starts with all of us.**

**#WeAreScotland**

[gov.scot/coronavirus](https://gov.scot/coronavirus)

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

# Annual Return on the Charter

We have just completed our Annual Return on the Charter (ARC), which provides the Scottish Housing Regulator with information on many aspects of our performance. In August the Regulator will publish on their

website a report about each Registered Social Landlord with key data from the ARC. In October we will give all our tenants a full report on our performance. An extract from the ARC appears below.

Our performance remained good

during the year in spite of the Covid restrictions. We will continue to work closely with the Service Improvement Group (SIG). They will review our results in more detail and compare them to the previous year. This will help the group identify areas they would like to focus on for the remainder of 2021.



Average time to complete emergency repairs



Average time to complete non-emergency repairs



Average number of repairs per property



Repairs completed right first time



Number of Stage 1 complaints received



% of Stage 1 complaints upheld



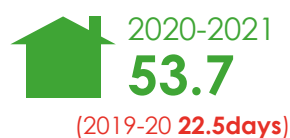
Number of Stage 2 complaints received



% of Stage 2 complaints upheld



Number of homes let



Average number of days to re-let homes



Number of anti-social behaviour cases reported



% of tenants who feel their rent is good value for money

## Business Plan Summary

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

If you have any feedback on our plans for the future, we would love to hear from you. Email [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk).

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



Join our Service Improvement Group today – contact Martha Hutcheson on 0141 620 2705 or email [martha.hutcheson@glenoaks.org.uk](mailto:martha.hutcheson@glenoaks.org.uk)

# Active Arden

**Active Arden is goConnect's new community initiative, which brings health and wellbeing activities to the area in association with Glasgow Sport. We currently run a walking group, a Couch To 5K jogging programme, and we are in the process of developing a Community Garden.**

We are looking to bring even more activities to Arden, including a Football tournament and Walking Football sessions, a Boot Camp, Clubbercise and Tai Chi (kids accompanied with adults welcome). 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.

The Community 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. 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**.

We would love to have something as fabulous as this for all the community to share and enjoy - and how great would something like these Wi-Fi enabled public pods be?



As part of the Community Garden, we are erecting some RIP Memory Benches with personal inscriptions, to help raise money for the equipment. If you would like to dedicate a Memory Bench to a loved one who has local connections, please contact Brenda at goConnect for further information.



Basic metal bench starts at £70 and we could organise a memorial plaque to be attached.



like us on  
**facebook**



We hope to have some activity classes that the children can attend over the Summer so please check out our facebook page for details of activities that we have planned: [facebook.com/goconnectatglenoaks](https://facebook.com/goconnectatglenoaks) – Like our page and share it with others to find out about local activities and useful information.



## Active Arden Logo

**We organised a competition for a logo and the children from St. Vincents and Ashpark Primaries p6 and p7's impressed us with their amazing logos.**

Opposite is a copy of Amelia's original winning entry and a digital version which we hope to use on all our official advertising and merchandise from now on.



Thank you not only to Amelia but to all the children who took part in the competition – The Active Arden Committee had a very tough decision choosing a winner due to the amazing art from all of the entries.



Photo shows the students from St Vincent's Primary School: Amelia with her original winning entry who won a £50 Argos Voucher and runner up Innaya with her £15 voucher. They were presented with their prizes from Active Arden Committee Secretary Gail and Committee Member Kathleen. Erin from the goConnect Project at Glen Oaks is also in the photo.

Photo shows Kathleen Williamson of Active Arden presenting the runner up voucher to Zainab.



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

# GoConnect & Starting Out Project

## Glen Oaks have been successful in applying for funding for computer devices and mobile broadband to help our tenants.

To help families with school age children, we received 10 iPads, 10 Chromebooks and 20 mobile Wi-Fi units, from Connecting Scotland. These benefitted local children when home schooling was required during lockdown. The Vodafone mobile Wi-Fi units will give the families unlimited internet access for 2 years.

From our partnership with Connecting Scotland and Glasgow Clyde College, we also received 4 Chromebooks from the SALP fund. These have gone to help tenants where English is not their first language. We have been able to assist in getting user guides in Polish and Urdu (other languages are available) so if this is something that would be of use to you, please get in touch.

Our older tenants haven't been missing out either! We have received iPads and mobile Wi-Fi units through our partnership with Glasgow's Golden Generation. This has enabled tenants to keep in touch with loved ones and get access to online support classes with GGG as well as SAMH and other local service providers.

We were also fortunate to receive several smaller funds to enable us to setup a mobile device lending library. To date we have received 35 computer tablets and mobile Wi-Fi units which are currently on loan to Glen Oaks tenants. This has helped tenants get online, particularly those who were digitally excluded. If you would like to know more about the loan devices or maybe you just need internet access, please don't hesitate to get in touch with Audrey on 0141 620 2751.

Quote from our tenant Ray who recently received a loan tablet  
"Its better than TV!"

Ray received his tablet a few weeks ago and after a little bit of guidance from Audrey is up and running. He's searching on the internet for

information about upcoming running events as he's a keen long distance runner, also listening to music on Spotify and watching content on YouTube. He said he's looking forward to watching the Scotland Football Team in the Euros.

Ray has also been able to get in touch with friends, even uploading photos and sending birthday well wishes! Well done Ray and we look forward to hearing more about your achievements!

goConnect activities



**Fair Start Scotland** is here to support you, to find the job that is right for you, no matter your circumstances, background or experience\*.

It is a free, voluntary programme that we deliver, in partnership with the Scottish Government, in Glasgow and the Highlands & Islands, which offers you tailored support for up to 12 months before and after you find work.

**What can the service offer**

- Help with creating or updating an existing CV
- Learn interview skills
- Help to find jobs which meet your individual needs
- Online learning to gain qualifications
- Learn new skills and build confidence
- A tailored individual development plan that's personal to you and your circumstances
- Financial help with things such as interview clothes

\*Suitable for people aged 16+ who are unemployed.  
Other eligibility criteria apply

**PeoplePlus**  
Scotland

**For further information please contact us**

- ✉ [infofairstart@peopleplus.co.uk](mailto:infofairstart@peopleplus.co.uk)
- ☎ 0141 471 5056
- 🌐 [www.peopleplus.co.uk/employability/fair-start-scotland](http://www.peopleplus.co.uk/employability/fair-start-scotland)
- 📱 @PeoplePlusScotland

fair start scotland

goConnect activities

goConnect "Virtual" Coffee & Chat: Fridays @ 2pm  
Zoom Details: Meeting ID: 839 9291 3757  
Password: goconnect

Glasgow's Golden Generation: Friday Blether @ 11am  
Zoom Details: Enter 960 8470 5058 then your name and click on Join

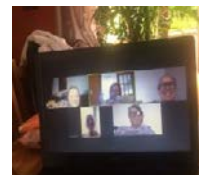


### Active Arden Activities

- Couch-5k Jogging Group: Thursdays @ 11am
- Walking Group: Thursdays @ 12pm (meet at GlenOaks office)

### Coming Soon:

- BootCamp
- Clubbercise
- Walking Football
- Football Tournament
- Village Storytelling



Please like and follow our Facebook page for class updates.  
[www.facebook.com/goConnectatglenoaks](http://www.facebook.com/goConnectatglenoaks)

**Please like and follow our Facebook page for updates.**  
**[www.facebook.com/goConnectatglenoaks](http://www.facebook.com/goConnectatglenoaks)**

# Garden Competition

## Judging for our annual garden competition will take place soon!

We award prizes for the best gardens in each of our three areas - Arden, Darnley and Pollok - and prizes for the best balconies in Arden.

Due to ongoing covid restrictions the garden contest will look slightly different this year. We unfortunately cannot hold the prize giving ceremony this year. However, the Housing Services Assistants will still review local gardens/ balconies and contact the prize winners.

At the consent of the winners, Glen Oaks would like to publish photos of the winning gardens on our website and future newsletters. We will of course confirm this with the winners prior to publishing.

If you have any enquiries regarding this, you can call us on **0141 638 0999** or email **estates@glenoaks.org.uk** and someone from our team can help.

You can also send a private message to us via facebook or twitter.

Good luck!

## CAN YOU HELP YOUR COMMUNITY?

We are looking for your input in what you want in the community – services, activities etc, trainee coaches, befrienders to get shopping or just chat to anyone who is isolated.

We also need people to help with digging, selecting plants/flowers/fencing, making benches, tables, planters, sheds, painting in our community garden.

We desperately need Community Helpers and are looking to keep a list of names that we can text whenever we need help. If you can help on the day, even for just 20 minutes, you respond, if you can't help on that day, or don't fancy that particular task, you just ignore the text. No obligation or commitment needed. Just help when you it suits you! Please contact Brenda or Erin to add your name to our helpers list!

# Managing your household refuse

We have been receiving complaints that Glasgow City Council Cleansing Department are not always emptying all refuse from bins. This is often due to the practice of placing additional bags of waste or loose waste beside or on top of your bin when your bin is full. If the bin lid cannot be closed but is only slightly open this will be permitted, and the refuse will be lifted. If, however, the lid is open wide due to the bin being overloaded this will not. The photographs below show what is acceptable and what is not.



Acceptable



Not Acceptable

## Bulk Items

We have also been made aware that some tenants are dumping bulk refuse into the back courts in Arden, out with the uplift schedule. Please note that since this service was stopped by the Council in March 2021, the Association has been employing a contractor to uplift bulk items from the backcourt areas once a month – in the **FIRST WEEK OF THE MONTH**.

As such, please do not put bulk items into the back court until the due date for collection. Please retain any unwanted items within your home and place these in the back court to coincide with the uplift. Items lying unnecessarily in back courts for up to 3-4 weeks is causing distress to many

tenants who should be entitled to live in clean and tidy environment. Additionally, bulk items being stored for a lengthy time can present a danger – fire/environmental hazard. Please act responsibly and have regard for your neighbours. We are monitoring this situation and will try our best to improve this service. We can only do this with your assistance.

Please remember that you can take any bulk items to the Council recycling centres. These are located throughout the city – addresses noted below:

### Dawsholm Recycling Centre

75 Dalsholm Road  
Glasgow  
G20 0TB

### Easter Queenslie Recycling Centre

90 Easter Queenslie Road  
Glasgow  
G33 4UL

### Polmadie Recycling Centre

425 Polmadie Road  
Glasgow  
G42 0PJ

**Please Note:** Unfortunately there is no access to vehicles above 1.8m at Polmadie Recycling Centre. Please use one of the other HWRC's for access with vehicles above this height.

### Shieldhall Recycling Centre

Renfrew Road  
Glasgow  
G51

**Glasgow City Council have introduced charges for bulk waste – visit <https://www.glasgow.gov.uk/bulkywaste> for more information**

# Anti-Social Behaviour

The Association work in partnership with Glasgow City Council Neighbourhoods and Sustainability Community Relations Unit to tackle antisocial behaviour within our communities. During the pandemic this has remained operational, with only face to face visits and meetings affected. Although officers are working from home, systems are in place to allow any action required to be taken.

## The actions we take include;

- information sharing with Police,
- phone calls to complainers, witnesses and perpetrators
- written correspondence and warnings to be posted out as required.

The Community Relations Unit is a specialist team of antisocial behaviour investigators. This is widely known to deliver better outcomes to resolve complaints of antisocial behaviour and importantly better outcomes if and when a case may go to court.

This service assists Glen Oaks Housing Association in fulfilling several commitments in the Social Housing Charter required under section 31 of the Housing (Scotland) Act 2010, improving outcomes for residents and the local community including section 6 Neighbourhood and Community -

## Neighbourhood and community

6: Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

- tenants and other customers live in well-maintained neighbourhoods where they feel safe.

This outcome covers a range of actions that social landlords can take on their own and in partnership with others. It covers action to enforce tenancy conditions on estate management and neighbour nuisance, to resolve neighbour disputes, and to arrange or provide tenancy support where this is needed. It also covers the role of landlords in working with others to tackle anti-social behaviour.

If you are experiencing problems of anti-social behaviour - please be aware that we require dates, times and as much information as possible to process cases. Without this information it is very difficult to proceed to court.

All incidents should be reported to the Association. The dedicated members of staff are Alison MacKenzie and Kathleen Cochran. If you would like to discuss any issues of anti-social behaviour please contact Alison or Kathleen at the office on **0141 638 0999** and select option 2.

## Handyperson Service – Don't miss out!

This service is **FREE** and available to any tenant over the age of 65 years old or, irrespective of age, anyone who has a disability or long-term health condition.

The type of jobs which can be carried out include:

- Fitting shelves
- Fitting plugs
- Fitting blinds
- Hanging curtains
- Hanging mirrors
- Fitting key safes
- Fitting light bulbs
- And much more!

The labour is FREE with tenants paying only for materials.

If you would like to know more please call: **0141 433 2749** or e-mail [careandrepair@southside-ha.co.uk](mailto:careandrepair@southside-ha.co.uk)

## Housing at Old Darnley – an update

Glasgow City Council has granted planning permission for 47 homes in Old Darnley. Glen Oaks is delighted to receive this support from the local authority.

Plans to create these much-needed new homes are at a very early stage – given that planning permission has only just been granted.

However, they are an important step forward as we keep our promise to carry on building the homes people need and want.

All of the homes, which will eventually be built, will be for social rent.

As always, anyone wishing to apply for a home with Glen Oaks can do so by visiting our website <https://www.glenoaks.org.uk/apply-for-a-house-at-glen-oaks/>

Homes will be allocated strictly in accordance with housing need and in line with our Allocations Policy. You can read more about our Allocations Process and Allocations Policy on the website.





**Are you 16-24, not in education, training or employment – but want to get started in the world of work?**

WorkingRite offers a varied employment activity programme equipping you with the skills, experience and attitude you need to help you get a job or apprenticeship in something you want to do.

In partnership with





**Register online @ [www.glenoaks.org.uk](https://www.glenoaks.org.uk) to view information about repairs you have reported**

# Service Improvement Group (SIG) Update

## A sad farewell to one of our founding members

It is with a heavy heart we have to announce that one of our founding members, Liz Rice, passed away recently after a long battle with Covid. Her husband, Raymond, also succumbed to Covid at the beginning of March so her family has been completely devastated by the loss of both parents.

Liz was a force to be reckoned with, always full of fun and totally committed to improving services for all of our tenants. Her family had a long connection with Glen Oaks – her dad, Archie Watt, was a member of the steering group that set up the Association.

Her friendly and caring personality helped to create a great team spirit within the SIG. We all worked hard to review the services delivered to Glen Oaks tenants and identified recommendations that the staff team were then able to implement.

Our greatest achievement to date was receiving an award for the Most Inspiring Scrutiny Newcomer at the 2017 Tenant Information Service National Excellence Awards. We were recognised for leading the way in tenant scrutiny and making a difference within the Scottish social housing sector.



In the SIG we are all passionate about customer service. This motivated Liz to join in the first place and over the past six years she was able to use her experience to bring about many improvements. Liz became a friend of the Association and will be sadly missed by our group and the staff members who worked closely with her.

**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](mailto:go@glenoaks.org.uk)**

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

**Website: [www.glenoaks.org.uk](http://www.glenoaks.org.uk)**



**Tenant Portal:**

**[webaccess.glenoaks.org.uk](http://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. SCO34301

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.

