



All responses received by the closing date will be entered into a prize draw for £100 of shopping vouchers.

Rent Review Consultation 2022-23

It is that time of year, where we need to consider the rent increase for next year. You will have received a copy of the consultation document either by a text message / email link or a paper copy by post.

We are keen to hear what you think about the proposed changes to your rent from March 2022 and to consider any comments that you may have regarding the rent you pay.

This consultation is your opportunity to give us your views. Please make sure that you respond by the **closing date of Friday 7 January 2022.**

The Board will meet at the end of January 2022 to review your feedback in advance of approving the rent increase. We will inform you of the rent increase by letter during February and will also provide a summary of your feedback in our Spring newsletter.

We look forward to receiving your response.



inside this issue...

Alasdair's Introduction

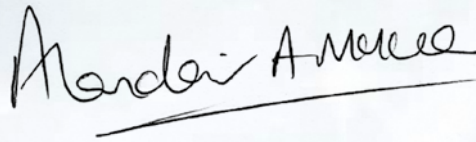
The end of 2021 is near and we are excited to announce that our office will be reopening on 10 January 2022. It will still be appointments only, so we would recommend you contact our office before attending. Measures will be in place to ensure the safety of our staff and our customers. Appointments will be held in our McGinlay Suite, ensuring good ventilation and social distancing.

Our Winter Newsletter includes information on how to prepare your home for the winter and the

importance of having Home Insurance. Turn to page 5 for more information.

Our goConnect team continue to provide support and advice for our tenants, turn to page 7 for information on activities coming up.

I wish you all a very Merry Christmas and a Happy New Year!



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 November we were excited to have our first blended meeting, where some of our members attended the office and some attended via Zoom. 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

Rent Increase Consultation Review

Over the last few months, the SIG have carried out an extensive review on how we consult with you on the rent increase. They looked at how other housing associations communicate with their tenants and put forward recommendations on how our communication could be improved. It focused on learning from best practice and used their experience as tenants to make the document easier to understand. Their detailed report included 19 key recommendations.

Some of the recommendations included;

- Use the same colours and font as those contained in the rent section of the website and tenant's handbook. This would mean using blue as a key colour and increasing font to 12 - 14 to make it easier to read.
- Ensure the use of shorter, more succinct paragraphs and highlight key points in larger, bold font
- Include clear and succinct information on how to get help or advice, alongside telephone numbers and email addresses of who to contact at Glen Oaks and other organisations in a special info box.
- Include more detailed information on what last year's rent money was spent on, such as a breakdown by numbers of kitchens, bathrooms, boilers, smoke alarms etc installed in tenants' homes.



Our office will close at 5pm on 23 December for the festive break and reopen at 9am on 5 January – for any emergency repairs during this time call 0141 638 0999 and listen to the options to be directed to the correct contractor

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.



Average time to complete emergency repairs



Average time to complete non-emergency repairs



Repairs completed on 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

Annual Report 2020-2021

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.

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



Digital format

This year two thirds 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.

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

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 (July to Sept).

	Received	Housing (H)	Technical (T)	Upheld	Not upheld	Resolved
St 1	15	6	8	2 (H) 4 (T)	3 (H) 1 (T)	1 (H) 4 (T)
St 2	2	0	2	1 (T)	1 (T)	

Reason for complaint	
Lack of response / communication	6
Appointment not met	2
Dissatisfaction with policy / procedure	2
Contractor attitude / performance	3
Ongoing problem not resolved	1
Staff attitude	1
Service failure	1
Confidentiality	1

Technical complaints

Main theme from all complaints received relates to communication. Better updates to tenants could be given to prevent dissatisfaction particularly when delays are outwith our control, surveys cancelled due to Covid, no access required for repair etc.

Service improvements include using the newsletter to explain or

clarify policies that we have received complaints about. By doing this, for example clarifying details within the Tree Management Policy, we hope to prevent similar complaints in the future. We also think it would be beneficial to carry out a survey of tenants in receipt of the garden maintenance service, particularly when there has been a change of contractor,

Housing Services complaints

The most common housing related complaint relates to the allocations policy. We are hoping the improvements put in place such as the review of standard letters and

the article in the Autumn newsletter regarding information on your customer journey when applying will let us see a reduction in such complaints.

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.

Complaint resolved

As part of the update of the Complaint Handling Procedure by the SPSO a new outcome for a complaint was created – Resolved. This outcome applies to situations where you raise a complaint that can be resolved immediately, usually requiring little investigation or action and sometimes just an apology. With your agreement this can be logged as resolved rather than the previous option upheld.

Have your say on our strategies!

We are currently developing a new Communication Strategy in line with the recommendations highlighted by our Service Improvement Group during their review on our communication.

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!

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

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

Cold Weather Precautions

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

During the coldest spells of weather, leave your heating switched on as much as you can. If you have a thermostat for your heating system set it to at least 10°C.

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

If you find frozen pipes ...

Thaw them out slowly by using warm

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

If a burst happens ...

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

If water has penetrated electrical fittings ...

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

Contents Insurance Cover

Please ensure you have insurance to cover damage to your contents and decoration in the event of a flood. If one of your neighbours has a flood or burst pipes due to the cold weather Glen Oaks will repair the damage to your home but will not replace or provide compensation for any of your own belongings or your decoration i.e. wall paper. It is vital that you take out contents insurance to make sure that you don't have to buy all your important personal items again which could be costly.



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

10 reasons to choose Crystal Insurance Scheme this winter



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

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

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

0345 450 7286

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

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Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>

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

goConnect activities

We were successful in our application to the Connecting Scotland project for more Chrome Book computers and Mobile Wi-Fi units for our tenants. Here are some of the lucky recipients receiving their devices at the Glen Oaks office.

If you would like to know more about the Connecting Scotland program, getting online or anything digital including access to our tablet lending library, please call Audrey on 0141 620 2751 to see how we can help.



BT Home Essentials

BT have recently launched their BT Home Essentials package. Aimed specifically for those on benefits.

Since launch, Glen Oaks Digital Inclusion service have been successful in getting several tenants moved to the new package. These tenants are now saving an average of £50 per month!

If this sounds like something you could benefit from, please get in touch and we can help.

Contact Audrey on 0141 620 2751.

Home Essentials broadband includes:

Guaranteed speeds

Get the speeds we promise or £20 back with our Stay Fast Guarantee.

Strong, reliable wi-fi

Get a great connection with our powerful Which? Best Buy Smart Hub.



Unlimited broadband

With no data caps or download limits, you can do as much as you like online.

Security as standard

Our 3,000 security experts work 24/7 to help protect you and our network from cyber attacks.

Who can get BT Home Essentials?

New or existing BT customers can apply. You'll also need to be receiving one of these benefits to qualify:

- Universal Credit (all claimants)
- Pension Credit (Guarantee Credit)
- Employment and Support Allowance (Eligibility rules apply)
- Jobseeker's Allowance (Eligibility rules apply)
- Income Support

Fibre broadband from
£15 per month

Average speeds up to
67Mb

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

Emergency Repairs

Our telephone system gives tenants the option to report emergency repairs when our office is closed by calling the usual office number **0141 638 0999** and choosing the option which transfers your call to Gas Sure (for gas and heating) or City Building (for all other repairs).

Alternatively, you can call the contractors directly on the following numbers:

**Gas Central Heating/
Hot Water Emergencies
(GasSure)
01294 468113**

**All Other Emergency
Repairs (City Building)
0800 595595**

These numbers should also be used when our offices are closed over the festive holidays. The Association's offices will close at **5pm** on **Thursday 23rd December 2021** and will re-open at **9am** on **Wednesday 5 January 2022**.

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.



CHAIR AEROBICS CLASS - TUESDAYS

12:45-13:30 DARNLEY COMMUNITY CENTRE (TAXIS PROVIDED)
CONTACT ERIN - GOCONNECT @ GLEN OAKS ON 0141 620 2732



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.