

# home

WINTER 2018

**Glen Oaks**  
HOUSING ASSOCIATION



f @GlenOaksHousing

www.glenoaks.org.uk

# Santa visits Glen Oaks

(see page 9 for more pics)

**Don't forget our annual  
Over 60's Party**

Wednesday 16 January 2019 in Arden Community Hall  
Free Ticket, Free Transport, Free Food and Free Drink!  
Call **Sandra Coubrough** on **0141 638 0999** to book your ticket  
Tickets strictly limited to Glen Oaks residents only

**SEASON'S  
GREETINGS!**  
FROM THE BOARD AND  
STAFF OF GLEN OAKS

**Christmas & New Year  
Office Opening Hours**

Monday 17 - Thursday 20 December:  
open as normal

Friday 21 December: 9am - 12 noon  
Monday 24 December 2018 to  
Wednesday 2 January 2019 - Closed

**Re-open Thursday 3 January 2019:**  
9am - 5pm

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# Nollaig Chridheil agus Bliadhna Mhath Ùr (Merry Christmas and a Happy New Year in Gaelic)

**I would like to wish everyone a Merry Christmas and a very Happy New Year. Although the festive period should be about joy and celebration and spending time with loved ones, we must also remember those who are not so fortunate.**

The fact that there are still people living in poverty or social isolation in today is a sad indictment of the modern world. If you know someone, such as a neighbour, who doesn't have any family and will likely be spending the festive period on their own, please spare them a thought. In fact, better still, show your neighbours some great Glasgow hospitality, even if its just a quick "hello", this may be the only contact that person has with anyone on that day.

As a Housing Association, our primary function is as a landlord. However, we strongly believe in building stronger communities as well. A happy, healthy community where everyone knows their neighbour(s) can make a massive difference to people's lives. In conjunction with our goConnect project (Page 14 & 15) we are running a number of FREE clubs and classes, where local residents can get out and about in the area.

So far this year, we have had craft classes, men's friendship clubs, Knit & Natter groups, a family St Andrews Evening (Page 9) and in the new year we

will also be hosting the ever popular Over 60's Party on 16th January in the Arden Community Hall.

We also try to strike a balance with the age groups that we hold events for. Our Annual Gala Days in June (Arden) and September (Darnley) were fantastically popular as ever and, keeping with the current seasonal theme, Santa Claus is making another appearance at our office on 12th December.

I don't really know what you thought about our events, but I would like to ask that you do let us know. The only way we can keep these events enjoyable and, if possible, make them even bigger and better, is with your input and suggestions. The easiest way to do this is through our Facebook page (@GlenOaksHousing). The page is also the easiest way to keep up-to-date with any goings-on at Glen Oaks or within our areas.

In addition to these events and groups, we have continued with our "day job". Our Housing Services Officers and Welfare Rights Officers have been busy preparing people for the introduction of "full service" Universal Credit. This has now been launched citywide, so I would urge anyone having issues with their Universal Credit or even just for advice to contact us as soon as possible.

Our Technical Team have also been busy with day-to-day repairs and large-scale



improvements. Most of you will be aware of the new window contract currently onsite in Arden. This project is progressing well and many of you will have seen the benefits of your new windows. There are also a number of other improvement projects planned for the next few years that will see improvements across all of our areas. Further details about these projects will be in future newsletters when all the details have been finalised.

Finally, I would like to ask that you all take some time out to visit our new website ([www.glenoaks.org.uk](http://www.glenoaks.org.uk)). There is also a FREE mobile app version available from the App Store where you will be able to enjoy many of the great features that have been included.

Please enjoy our Winter newsletter and I look forward to seeing what 2019 brings!

**Alasdair McKee, Chief Executive**

## Glen Oaks Membership

**Membership of Glen Oaks Housing Association allows you to play a real part in shaping the future of each of the areas that Glen Oaks works in. Lifetime membership costs just £1 and you can apply at any time. We welcome applications from anyone who is aged 18 or over (or 16 if you are a tenant of the Association).**

As a member, you would be invited to attend the Association's AGM where you would be entitled to vote for the Board or stand for election to the Board yourself.

If you want to find out more about membership of Glen Oaks Housing Association, or you would like an application form, please contact any of our offices or email us at [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)

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

## Rent Review Consultation

**We have a legal duty to consult you about proposed rent increases, and to take account of your opinions before we make a final decision. Thank you to those tenants who attended our recent Residents Conference and who provided very valuable feedback about the rent review.**

Since then, we have sent a letter asking all tenants for their views on our proposal this year and offered the use of Survey Monkey for those residents who have supplied e-mail addresses. Responses were also recorded via our website. Thank you to those who responded.

As you know we consulted this year on a 3.8% increase, which would allow us to continue to deliver our mainstream services and offer some additional services, such as IT support, energy advice and money and debt management and a 4.3% increase which would allow us to deliver our planned expenditure and also give us the scope to manage any unexpected increased costs as a result of Brexit. Our consultation will close on 14 December and results will be compiled for our Board.

The Board will meet at the end of January 2019 to review your feedback in advance of approving the rent increase. We will let you know the outcomes of this by letter during February and will also provide details of your feedback in our Spring newsletter.



## How are we doing?

### We want to hear your views

**We regularly carry out satisfaction surveys on various aspects of our service such as repairs and close cleaning. However, every 3 years we carry out a full satisfaction survey with our tenants and the next one will take place early in 2019.**

We have appointed an independent company - Research Resource - to visit your home and go through the survey with you. We will then use this information to make sure we are targeting our resources and services in the most efficient and effective way. By listening to you, our customers, we can shape how we work **for** and **with** you in the future.

Research Resource staff will all have clear identification badges. They will be visiting different areas over a period of 5 weeks, starting on 7 January 2019. If you are unsure of anyone visiting your home, you can contact us on 0141 620 2705 (Martha) or 0141 620 2745 (Thomas) to verify the identity of the individual. All information will be used confidentially and sensitively. The results will be reported back to Glen Oaks and nobody will be aware of your individual comments.

**We would urge you to assist with this survey and spare some time to go through it with the researcher as it will ultimately benefit you in your home.**

We will publish a summary of the results next spring.

## Paying your rent over the festive period!

**We all want to have as good a time as we can but not go into the New Year worrying about overspending or getting into debt.**

**It's important to safeguard the things that are important, for example by making sure you pay your rent on time. Your rent is due by 24<sup>th</sup> December 2018 (sorry about that!) and payments can be made by the following methods:**

- Log on to Glen Oaks' website and follow the link for payments.
- Pay at the Post Office or a local PayPoint.
- Call Allpay on 0844 5578321 (**closed 25 & 26 December and 1 January**) between 9am and 5.30pm, except Christmas Eve when closing time is 4pm.
- Payments can also be taken by contacting our office on 0141 638 0999 to pay by debit or credit card before **20 December 2018**
- If you are having difficulty paying your rent, you should contact us as soon as possible so that advice and assistance can be given before any

major problems can develop. Your Housing Services Officer can help and can also refer you to other agencies that offer free advice on debt and budgeting. There is a Welfare Rights Officer available in the office to help with benefit advice and applications.

If you get part of your rent paid by Housing Benefit you might be entitled to a further 'top up' of anything between £5 to £25 per week of Discretionary Benefit and this is something the Welfare Rights Officer can apply for on your behalf.

**Please contact us on 0141 638 0999 for further information on any of these matters.**

**Please be aware that if you are paying by credit or debit card or paying by cash in the Post Office or other payment kiosks, there is a delay between you making the payment and the payment being credited to your rent account. To avoid your rent being credited late, please make sure payments are made before Thursday 20<sup>th</sup> December 2018.**



### To do list

1. Pay Rent
2. Decorate tree
3. Wrap presents
4. Enjoy Christmas

**Find out how you can become involved in improving services by emailing [martha.hutcheson@glenoaks.org.uk](mailto:martha.hutcheson@glenoaks.org.uk)**

# Complaints

**We value all feedback we receive and rely on this to help keep our services at a satisfactory level. We use complaints as an opportunity to identify the areas in which we need to improve in order to provide the best possible services for our tenants.**

Since April 2018 we have received 60 complaints in total. When you make a complaint, we aim to respond within 5 working days. If you're unhappy with this response or the complaint requires further investigation, we will raise your complaint to Stage 2 and aim to reply within 20 working days.

This year 49 of our complaints were Stage 1 – we responded to 47 (95.9%) of these within our target time of 5 days. 11 complaints were raised to Stage 2 – we responded to 9 (81.8%) of these within our target time of 20 days.

## Outcomes

After investigating the complaints we received, 35 were upheld (58.3%), 8 were partially upheld (13.3%), and 17 were not upheld (28.3%). All tenants who submitted a complaint to us received a full response.

Your feedback has helped us to identify the areas in which we most need to improve. The top 3 areas of complaint were:

Complaint Type	No. of Complaints	% of all complaints received
Contractor	20	33.3%
Our Standard of Service	14	23.3%
Dissatisfaction with Glen Oaks' Policy	10	16.7%

## Service Improvements

We have heard your complaints and taken this feedback on board.

### You said:

Tenant said he had to call out an emergency contractor but was not home when the contractor arrived which resulted in a no access card being left. There was no date or time of arrival left on the no access card – this should have been supplied for the tenant's information.

### We did:

We raised this feedback as a Stage 1 complaint and apologised to the tenant – this complaint was partially upheld as the contractor did not supply all relevant information. It has been raised with our contractors that all no access cards must include an accurate report of dates and times in order to supply tenants with all relevant information.

We're continuing to work towards improving our services as a result of your feedback.

Don't forget to tell us how we're doing!



## WE ARE MOVING

Visitors are still welcome and our freepost address **FREEPOST SPSO** remains the same

From December 2018 we will be located at

**Bridgeside House**  
99 McDonald Road  
Edinburgh  
EH7 4NS

Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh EH7 4NS

[www.spsso.org.uk](http://www.spsso.org.uk)  [@SPSO\\_Ombudsman](https://twitter.com/SPSO_Ombudsman)

**Register online at [www.glenoaks.org.uk](http://www.glenoaks.org.uk) to view your latest rent balance and account transactions**



# Performance – Technical Department

We want to keep you up to date with how our services perform. Every three months we produce reports that show how we're doing against targets. Key Performance Indicators are reported to our Board members and annually to the Scottish Housing Regulator. Here are some of the results we recently reported on the performance of our Technical Department.

	2017/18	2018/19 to 5/12/18	Target	
Average time to complete emergency repairs	2.02 hours	1.87 hours	4.00 hours	😊
Emergency repairs completed on-time	97.9%	97.3%	97.5%	😞
Average time to complete non-emergency repairs	3.9 days	3.6 days	5.0 days	😊
All repairs completed on-time	97.8%	98.3%	97.5%	😊
Appointments kept	94.6%	96.3%	97.5%	😐
Repairs completed right first time	92.6%	94.3%	90.0%	😊
Average number of repairs per property	1.8	1.9	2.0	😊
Satisfaction with the repairs service	87.3%	94.4%	90.0%	😊
Gas servicing on-time	100.0%	100.0%	100.0%	-
Time taken to complete medical adaptations	45.5 days	31.4 days	35.0 days	😊



**DROP IN TIMES**  
TUESDAY 1.30 - 4  
&  
THURSDAY 10 - 1

**I.T. SUITE**

FREE P.C & WI-FI ACCESS

FREE PRINTING & SCANNING

I.T. TRAINING FOR BEGINNERS

FIND THE BEST PRICES ONLINE

CALL 0141 620 2751 FOR AN APPOINTMENT OR USE OUR DROP-IN TIMES

**Glen Oaks**  
HOUSING ASSOCIATION

THINGS TO DO  
WORK ON C.V  
PRINT COPIES OF C.V  
JOB SEARCH  
UPDATE U.C JOURNAL

## DON'T GIVE FIRE A HOME

As part of their commitment to building a safer Scotland, the Scottish Fire & Rescue Service offer



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

everyone in Scotland a free home fire safety visit. They can also fit smoke alarms free of charge if your home requires them.

You can get in touch with the Fire Service to arrange a home visit:

Call Scottish Fire and Rescue on **0800 0731 999**  
text **"FIRE"** to **80800** from your mobile phone complete the online form at [firescotland.gov.uk/your-safety/hfsv-form.aspx](https://firescotland.gov.uk/your-safety/hfsv-form.aspx)  
call Pollok Fire station directly on **0141 882 4872**.

Don't forget to play your part too! By testing your smoke alarm monthly, you can rest assured that should a fire break out in your home, you may gain vital extra minutes, allowing you and your family more time to reach safety.

In the past 2 years, there have been 4 separate fires in Glen Oaks homes, some having no functioning smoke alarm despite the Association fitting one in every home.. Worryingly, the non-working alarms were thought to have been deactivated by someone in the household. Never remove batteries or disconnect smoke alarms.



**Contact Ryan on 0141 620 2751 for more information about clubs and classes**

# Bin Collections over the holidays

December 2018	Current Date	New Date	Current Date	New Date
Blue	Tuesday 25	Thursday 27	Wednesday 26	Friday 28
Green and Brown Bin	Tuesday 25	Thursday 27	Wednesday 26	Friday 28
Purple Bin	Tuesday 25	Saturday 22	Wednesday 26	Sunday 23

Below is attached details for bin collection from Glasgow City Council (GCC) for over the Christmas Period.

January 2019	Current Date	New Date	Current Date	New Date
Blue	Tuesday 1	Thursday 3	Wednesday 2	Friday 4
Green and Brown Bin	Tuesday 1	Thursday 3	Wednesday 2	Friday 4
Purple Bin	Tuesday 1	Saturday 29 December 2018	Wednesday 2	Sunday 30 December 2018

Tenements will receive their collection on an alternative day that week. GCC have advised that as tenements do not present their bins there will not be a specific day.

Please note: No bulk waste will be removed from the back courts over the Christmas period.

## USEFUL CONTACTS DURING THE FESTIVE PERIOD

### HOMELESS CASEWORK TEAM

ROWANPARK  
ARDLAW STREET  
GOVAN  
GLASGOW  
G51 3RX  
(0141 276 8201)

### OUT OF HOURS HOMELESSNESS SERVICES

CITY MISSION  
20 CRIMEA STREET  
GLASGOW  
G2 8PW  
(0800 838 502)

NOISE SQUAD 0141 287 1060  
(BETWEEN THE HOURS OF 5PM & 3AM)

POLICE SCOTLAND 101 OR 999 IN THE  
EVENT OF AN EMERGENCY

NATIONAL DOMESTIC VIOLENCE  
HELPLINE 0808 2000 24 7 (24HRS, 7  
DAYS PER WEEK)

SCOTTISH ASSOCIATION OF CRUELTY  
TO ANIMALS 0300 099 9999

CHILDLINE 0800 1111

## Anti-social behaviour is unacceptable

**We believe that all tenants and residents have a right to live peacefully in their homes and as such we take anti-social behaviour which adversely affects that right very seriously.**

Glen Oaks Housing Association works very closely with Community Safety Glasgow and Police Scotland to ensure that anti-social behaviour is dealt with appropriately. This partnership working allows us to access a wide range of services and support.

Please report **all incidences** of anti-social behaviour to us, or call Police Scotland directly on 101. It is important that this behaviour is recorded as we may need to instigate legal action against the perpetrators which means that we need to present evidence of their behaviour. Repeat offending could put their tenancy at risk.

During the festive period, we often see increased incidences of anti-social behaviour as people celebrate. Please be mindful of your neighbours and show consideration for others during the season of goodwill.



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

## Good Neighbour Awards!



**Thank you to everyone who took part in this year's Good Neighbour Awards whether you were nominated for an award or if you nominated one of your neighbours. It was great to hear about all of the lovely things our tenants do for each other.**

The entries were independently judged by Anne Wright, the local

coordinator for WorkingRite, who presented the winners with a trophy and a £50 shopping voucher. Anne shared the reason why each winning neighbour had been nominated and commended them on being a credit to their communities.

**The winners were;**

**Arden Winner** - Janice MacLeod

**Darnley Winner** - Margaret Convery

**Pollok Winner** - Stacey Warren



## Police and Communities Together (PACT) Meeting

**If you have any issues with Bins, Bulk Uplift, Cleansing, Roads, Street lighting, crime & police matters etc., please attend the above meeting to speak to your local councillors, community police and Community Safety Glasgow. We send a text to remind our tenants when these meetings take place which is usually every 6-8 weeks.**

The next meeting will take place in Glen Oaks office on Thursday 17th January at 7.00pm.

## GET HELP TO GET ONLINE

**Our I.T suite has all the essential facilities needed and is available to use for free for all of our tenants and residents. Our Digital Inclusion Assistant, Ryan, will always be on hand to give you any assistance when needed. Ryan is also available to help you develop the basic digital skills needed in this technological world. The I.T suite can be used for many things including job searching, creating documents, online price comparisons, completing applications and more. Many of our tenants are using the I.T Suite regularly and are already vastly improving their digital skills.**

If you would like to make an appointment in the I.T suite with Ryan please contact him on 0141 620 2751 or we also operate Drop In times on a Tuesday afternoon between 2pm until 4pm and on a Thursday morning from 10 until 1pm where no appointments are needed, just come along and make use of this fantastic facility.

## Starting Out Project



**The Project is very busy with more tenants now using the services of our Digital Inclusion Assistant (DIA), particularly with Universal Credit being rolled out in our area. We recently held two events for our tenants – A Universal Credit (UC) followed by an Energy Event & Warm Home Discount which were well attended with many tenants realising they were eligible for £120 credit for their energy bills.**

An increasing number of people are using the IT suite for job searches, and our DIA is assisting with CV's and interview techniques and has been successful in getting 5 tenants' jobs. We are also getting more demand for our I.T. one-to-one training from our DIA. We are also running intermediate weekly IT class run from our IT Suite by Glasgow Life. This is a small class of 4-5 people which is popular with our tenants in helping build self-confidence whilst learning in a small group, in a known environment.

We have also engaged People First to have a weekly appointment service in our IT suite to help people with career advice or extra support they may require before they are ready to apply for jobs. This should prove to be a great benefit to our vulnerable tenants who require this extra support and do not yet consider themselves 'work ready'.

Our Energy Advisor/Financial Inclusion Assistant continues to be extremely busy. We signed up to the UK wide **Talk Money Week** from 12-18 November to highlight the need to budget and discuss debt and are currently encouraging our tenants to complete the Income and Expenditure sheets in the Budgeting Book that the Starting Out Project Team has devised. If you haven't already done so please pick up a copy of your Money Diary from our office for great tips on saving money, income and expenditure sheets etc to keep you on financial track.

Remember if you are struggling with debt, please make an appointment with Joan our Financial Capability Assistant on 01416380999 option 2

**Visit our website @ [www.glenoaks.org.uk](http://www.glenoaks.org.uk) for all the latest news**



# Successful residents event!



**We held our annual Residents Event on Thursday night at Ashpark Primary School and, with over 60 people in attendance, it was a great success.**

The event included the launch of our new website, mobile app and new-style tenant handbook. There was a presentation on the proposed rent increase for 2019/20 as well as the Good Neighbour awards, and talks by our guest speakers about a few of the key things going on at Glen Oaks. The aim of this event was to keep our residents involved and informed about everything we're doing and to give everyone a chance to have their say.

With the launch of our new website, mobile app, and tenant handbook, it is now easier than ever to access helpful information, report repairs, log a complaint, apply for a house, keep up to date with the latest Glen Oaks news, and much more. Everyone at the event received a copy of the handbook.

A comprehensive presentation was delivered which outlined the process for consulting on our rent increase and residents in attendance were able to give their input. Hearing our residents' feedback on this is really important as it will be reviewed by our Board in January when they decide on the level of increase.

The Good Neighbour awards were also presented to our three deserving winners - there were a lot of nominations this year of a very high standard. We would like to extend a thank you to everyone who was nominated and everyone who made a nomination. Huge congratulations to our winners from Arden, Darnley, and Pollok!

We had some presentations about our excellent Handyperson Service, joining our Board, and the great opportunities for young people offered by our Workingrite project. On top of all of this, there was a buffet and refreshments, a wonderful prize draw, and entertainment for the children in attendance - it was a busy night but a lot of fun!

Thank you to everyone who made it along!



**Send your email address to [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk) for a chance to win a Kindle**



# St Andrew's Event

We recently held a St Andrew's / Andrzejki event in the Arden Community Hall. St Andrew is not only celebrated as the patron Saint of Scotland but is also celebrated in Poland with a tradition of fortune-telling on His day.

In association with goConnect, the Ceilidh and PĊczek (Dancing and Donuts) were in demand with a good mixture of Scots, Poles and even some Irish and English folks joining in. As you can see from the photos, the event was such a success that we are now looking at making this a fixture in the local social calendar!



# Santa Visits Glen Oaks!

Santa stopped by Glen Oaks recently to see the boys and girls of Arden, Darnley and Pollok. He was very pleased that no one was on the naughty list this year and everyone left with an early Christmas present. For more pictures of Santa and the kids, checkout our Facebook page @GlenOaksHousing



**Check the status of your repairs on our new portal**



# Universal Credit



As Universal Credit (UC) continues to roll out in Glasgow, here are a few tips that may be useful if you are submitting a claim:

- Please remember to apply for the Housing Cost Element which is your 4 weekly rent charge plus service charges. If you don't provide this information, you will only be paid the Personal Allowance and you could fall behind with your rent.
- Let us know the date when you are due to be paid Universal Credit. We can give you help and advice on how to minimise the risk of falling into rent arrears whilst you await your payment. If you are unsure of your 4 weekly charge or service charges, please contact us and we can send you a statement of your rent account. We sent everyone a rent account statement in September and we also provided information about your date of entry. You will need to provide this when making your claim.
- Remember to provide us with your most up to date contact details. If you use e-mail this is a quick way for us to respond to you. You can let us know about your contact details by e-mailing us at [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk). Remember to include your name and address when contacting us to register your e-mail address. If you update your telephone number, please also let us know. We send out regular information to tenants by text, so it is important that we have your most up to date number.
- If you wish your rent to be paid direct to us, please make sure that you indicate this on your Universal Credit application. Remember to state our full name - Glen Oaks Housing Association. Please do not use GOHA or Glen Oaks as this could lead to your payment being delayed.
- PLEASE REMEMBER that your first payment of Universal Credit **will include** your housing element, even although you have indicated "pay to landlord". As such **you will need to pay your rent to US from your first Universal Credit payment.**
- You must use your on-line journal to report any changes in your circumstances to the DWP. Changes such as starting work, changes in your household such as having a baby, someone leaving or moving in need to be reported immediately. We can help you with this. Please contact Ryan at this office if you need any assistance. He can offer you a 1:1 session to help you with your digital /IT requirements.
- If you have been receiving a Discretionary Housing Payment from Glasgow City Council Housing Benefit Department you will need to let them know if you have applied for Universal Credit as they will stop paying this to you. Please also be aware that you need to continue to apply to Glasgow City Council for Council Tax benefit.
- We are currently consulting on our rent review and will be implementing a change to the rent that you will be due to pay from the 18 March 2019. At this time, you will need to update your journal to reflect the new rent charge or your housing cost element will continue to be paid at the old amount.

We know that it can be particularly difficult financially whilst awaiting the payment of your first claim. Please let us know – if you need help. We can give you advice on managing your money, looking for work and accessing local support such as local food banks. Our welfare rights staff Laura and Joan are available at our office.

**Visit our website @ [www.glenoaks.org.uk](http://www.glenoaks.org.uk) for all the latest news**



# workingrite

## GLASGOW

- Are you aged between 16 - 24 YEARS and have left school or are unemployed?
- Do you want an opportunity to gain real **WORKPLACE SKILLS**?
- Do you want to learn from **SKILLED** workers?
- Do you want to **EARN** a decent weekly allowance?
- Do you want to gain an **SQA** qualification?
- Do you want **TRAINING** to assist you to 'Secure a Better Future'?
- Do you live in G46 & G53 Postcode area?

WorkingRite recruits throughout the year and we are currently looking for young people who want the chance to join our programme to help them prepare for a job or an apprenticeship - last year 80% of our young people who completed the programme moved into employment, apprenticeships or further education.

WorkingRite offers a varied employment activity programme equipping young people with the attitude, skills and experience required to help you get a decent start in life. We offer placements across many occupational sectors:



**Childcare**

**Warehousing**

**Administration**

**Sports & Leisure**

**Gardening**

**Mechanics**

**Construction Trades**

**Animal Care**

**Retail**

**Arts/Creative Industry**

**Manufacturing**

**Property Maintenance**

## Interested?

Please call into Glen Oaks' office and complete an Enquiry Form, call **Anne Wright** (Project Co-ordinator) on **07921 040611**, or email [anne@workingrite.co.uk](mailto:anne@workingrite.co.uk)

**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)**

# FREE Handyperson Service

Available to Glen Oaks Housing Association tenants where all members of the household are aged 65 & over or have a disability.

Delivered by  
Glasgow Care & Repair  
Call us on: 0141 433 2749



The Handyperson Service is **FREE OF CHARGE** - payment is only required for materials

## WARM HOME DISCOUNT SCHEME

For winter 2018 to 2019, you could get £140 off your electricity bill through the Warm Home Discount Scheme.

The money is not paid to you - it's a **one-off discount on your electricity bill**, usually between September and March. *You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity.*

### Pre-pay or pay-as-you-go meters

You can also qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, e.g. a voucher you can use to top up your meter.

### Eligibility

- your electricity supplier is part of the scheme
- your name (or your partner's) is on the bill
- you were/are getting the Guarantee Credit element of Pension Credit (even if you get Savings Credit as well) If you don't qualify

You may be able to apply directly to your electricity supplier for help if you don't get the Guarantee Credit element of Pension Credit but:

- you're on a low income
- you get certain means-tested benefits

Check with your supplier to see if you're eligible and how to apply.

### The following suppliers are part of the scheme:

If you meet the eligibility for the discount, you'll get a letter this summer or autumn telling you either:

- you don't have to apply - you'll get the discount automatically
- Or inviting you to apply advising how and by which date.

Each supplier has discretion on closing date and eligibility criteria if you are not on Guarantee or Savings Credit or Pension Credit.

### Electricity suppliers

• Atlantic • British Gas • Co-operative energy • EDF Energy • E.ON • Equipower (Ebico) • Equigas (Ebico) • First Utility • Manweb - see Scottish Power • M&S Energy • npower • OVO • Sainsbury's Energy - see British Gas • Scottish Gas - see British Gas • Scottish Hydro • Scottish Power • Southern Electric • SSE • SWALEC • Utilita

Scheme is now open for most suppliers so check with your supplier or contact Energy Adviser at GlenOaks Housing Association, telephone 0141 6380999 for assistance.

**Warm Home Discount Helpline**  
**0845 603 9439**  
(Monday to Friday, 8:30am to 4:30pm)

## WARM HOME DISCOUNT SCHEME

- ✓ Do you qualify for the Warm Home Discount?
- ✓ Speak to your energy company today
- ✓ End unnecessary fuel poverty and keep warm



**Look out for your brand new tenant handbook!**





# Gold Service

## Gold Service Membership

Remember you can apply to be a Gold Service Member even if you are an owner or sharing owner. Membership allows you to enter our Gold Service Competitions, which feature in every newsletter and would give you a chance to win some amazing prizes! Recent prizes have included an iPad, overnight stay at Seamill Hydro and a voucher for the Kings Theatre! You are also eligible to apply for an Education Grant or to the Gold Community Fund. More information is available on our website [www.glenoaks.org.uk](http://www.glenoaks.org.uk) or phone **0141 638 0999** and a member of staff will be happy to help you.

### Gold Community Fund / Education Grants

The Association is keen to support residents and community groups in all of our areas and would therefore encourage our Gold Service members in Arden, Darnley and Pollok to consider applying for funds. For further information please contact us on 0141 638 0999.

# Competition!

## Gold Service Competition

If you are a Gold Service member you could be in with a chance of winning a £50.00.

If you are not currently a member and would like to be able to enter our Gold Service Competition, please contact our office on 0141 638 0999 to apply to be a Gold Service Member. As long as you meet the criteria you can then be in with a chance of winning and receive the many benefits of being a Gold Service member, including a faster repair service. For more information go to our website [www.glenoaks.org.uk](http://www.glenoaks.org.uk)

Just answer the following question correctly:

**Q. Which group released the 1973 hit "Merry Xmas Everybody"? (Hint: Read the song title carefully)**

- (a) Shakin' Stevens
- (b) Mud
- (c) Queen
- (d) Cliff Richard

Write your answer on the entry form and send the form back to us, or hand it in to our office at 3 Kilmuir Drive, Arden, by 4pm on **Friday 4th January 2019**. Good Luck!

You can also enter via Facebook, just comment your answer on the post, or message us.

**Q. Which group released the 1973 hit "Merry Xmas Everybody"?**

**Answer:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Please return your completed form to:

Glen Oaks Housing Association Limited, FREEPOST SC04401, Glasgow, G46 8BW (please note **NO STAMP** is required)  
or hand it in to our office at 3 Kilmuir Drive, Arden, by 4pm on **Friday 4 January 2019**.

**GOLD  
SERVICE**

**Are you a member of our Gold Service  
- or are you missing out?**

**GOLD  
SERVICE**

## Current goConnect and Starting Out Project Activities

IT Class (Glasgow Life) – Mondays  
10am-12pm, contact **Ryan**

Knit and Natter - Every second Friday  
1pm-3pm, contact **Erin**

Crafts Club - Every other Friday 1pm-  
3pm, contact **Erin**

NEW Connecting Voices (singing club)  
- Wednesdays 11am-12pm, Arden  
Community Hall, contact **Erin**

ESOL (English classes) - Thursdays  
10am-12pm, contact **Erin**

Drink Wise Age Well Drop – In, first  
Thursday of the month, starting 7th  
February- contact **Erin**

**NEW** Make-Up & Beauty Course (Clyde  
College) – every Tuesday 10 – 12 starts  
22 January 2019, **BOOK NOW – LIMITED  
PLACES** contact **Erin**

People Plus/Fair Start Scotland  
employability service - Thursdays 2pm-  
5pm, contact **Ryan**

IT Support and Training - **Contact Ryan  
for an appointment**

New Year New Me Fayre (Employability/  
Volunteering/ Healthy Living/Saving  
Money) – Thursday 17th January-  
contact **Erin**

### Contacts

**Erin Williams (Sustainability Officer)**  
0141 620 2732

**Ryan Wallace (Digital Inclusion  
Assistant)**  
0141 620 2751

## 50+ MOVIN' & GROOVIN'

**Would you come to a Tea Dance?  
Would you like to learn Line Dancing?  
-Transport available**

We have been awarded £1000 HSCP  
Older Grant Fund, we have applied for  
funds to cover taxi costs to organise some  
activities for tenants aged 50 or over to get  
you socializing, making new friends and  
moving in a fun way.

We intend organizing some activities  
for you and so far we are considering  
Chair aerobics, Line Dancing and Walking  
Football and Tea Dances. We have also  
secured funding for transport to collect  
you and take you to these events in the  
community halls.

Please contact Brenda or Erin on  
01416380999 Option 3 to book your place  
or to give us a few ideas of what activities  
you'd be interested in. These classes will  
start early next year.

## CHRISTMAS FAYRE

goConnect's Community  
Christmas Fayre took place  
on 6th December, where we  
showcased the work of our Crafts  
Club and our Knit and Natter  
Club. We also had stalls from  
local partner organisations  
Aberlour, St Vincent's Primary,  
Working Rite, Arden Lunch Club,  
the WIN Project, plus 2 local  
entrepreneurs showcasing their  
handmade goods.

There was a terrific turnout and the  
money raised will help the various  
groups buy further supplies to  
continue their projects.

If you are interested in joining  
goConnect's Craft Club or Knit  
and Natter, please call Erin on  
0141 620 2732.



## Fair Start Scotland

Fair Start Scotland is the  
new employability service  
in Scotland and now have  
a weekly service in Glen  
Oaks office in Arden. Their  
aim is to support and guide  
unemployed participants  
back into work. This is  
done in a number of ways:  
helping with CVs, interview  
techniques, training,  
development, Sector  
Based Taster Sessions

and much more. Fair Start work closely  
with employers, and also have access to Modern Apprenticeship &  
New Enterprise programmes. Fair Start Scotland is based in Glasgow  
City Centre, however they have an outreach team working in Glasgow  
communities, to allow access to services for all.

The Fair Start Scotland service can provide up to 18 months pre-employment  
with an additional 12 months in work support. In work support is the facility to  
support when you move into work in order to ensure sustainability with in work  
benefit advice, Travel Costs & Uniform for starting your new job. Fair Start Scotland  
is a voluntary service and has no effect on a participants benefits. Although Fair  
Start Scotland is voluntary we do ask for commitment from our participants and  
ask for a weekly catch up to ensure progression towards employment.

Call & book an appointment with Matthew Pollacchi - Thursday afternoons  
(2pm-5pm) in Glen Oaks office. Tel. 01416380999 option 3



**Send your email address to go@glenoa**



# goConnect Project Update

**Our project is continuing to build Community connections. We are working with partnering organisations in the area to get the best services and help for our tenants. More tenants are now engaging with us and telling us that the classes are clubs are having a positive effect on their wellbeing, which is great to hear.**

We have organized a number of events to get our tenants socializing and having things to do:

- Girls' Football tournament in July
- Alcohol Awareness Event: on 23rd August
- Financial Capability - Universal Credit Event: on 28th August
- Energy Event: in October
- Drink Wise Age Well Event in November

- Stress Buster session in November

We are dedicated to increasing self esteem and confidence and reducing isolation and loneliness, which is one of the main targets of this Project, so we are organising as many clubs and classes as possible. See page 14 for our ongoing classes

Connecting Voices (singing class), Financial Capability classes, Men's' Club, Tea and Blether, Craft & Sewing and a Knit & Natter Club.

Since March we have run a Parenting Class, an IT class, a Nails Class and a Photography class an IT class for beginners, a weekly I.T. Drop in (for Employment and IT/Internet Help). We are hoping to run a Beauty and Make-up class and a Senior Fitness Class from January.

Our Sustainability Officer is continuing to visit our tenants to assess their needs

and recognize any tenants who need support. She is then referring tenants to our partners as appropriate.

We were shortlisted for 2 awards in November:

- CIH (Chartered Institute of Housing) Scotland Excellence Awards for
- Excellence in Health and Wellbeing -This was a great achievement to be
- shortlisted against many organisations who work with NHS on their projects.

TPAS National Good Practice Award for Developing Communities – We were Runners Up in this award so this is a great honour to be recognized

Please contact us on 01416380999, option 3 if you need any help coping with your tenancy or illness or if you would like to join any of our clubs or classes. We will pair you up with a buddy so you won't be on your own.

## TPAS Awards

In November 2018, goConnect was shortlisted for two awards: Excellence in Health and Wellbeing at the CIH Awards, and Best Practice in Developing Communities at the TPAS National Good Practice Awards. The project won the runner up prize for their category at the TPAS Awards. Brenda Whitelaw and Erin Williams attended the ceremony, which took place at the MacDonald Resort in Aviemore, and was presented by Mark Cox and Jane McCarry, the actors from Still Game. This is great recognition for the work that we are doing in the community and the judges praised the project for their efforts in offering a variety of project and classes so that there is something for everyone to have an interest in.



Glen Oaks & goConnect present

# NEW YEAR, NEW ME!

Get out and try something new this year!

Thursday 17th January 2019  
11.00am to 3.00pm  
Glen Oaks H.A. Office

## NEW OPPORTUNITIES

- Get Involved in the Community
- Volunteer in Engineering, Warehousing, Care & more
- Get Involved in new Clubs and Classes!
- Saving Money Advice
- Free Refreshments & Goodies
- Develop & Learn New Skills

# Go get in touch!

## GO visit us:

3 Kilmuir Drive  
Arden  
Glasgow  
G46 8BW

## GO call us:

Main: 0141 638 0999

## Repairs & Factoring:

Press option 1

## Rent, Applications and Housing:

Press option 2

## Tenancy support & Clubs:

Press option 3

## Invoicing & Corporate Services:

Press option 4

## GO email us:

go@glenoaks.org.uk

## GO check out our website:

www.glenoaks.org.uk

## GO social:

@GlenOaksHousing

## GO mobile:

Free Glen Oaks app now available in App Store

# Report a Repair

## 1. Call us on 0141 638 0999 (Option 1)

Monday, Tuesday, Thursday

Wednesday (due to staff training)

Friday

9.00am – 5.00pm

9.00am – 1.00pm

9.00am – 4.00pm

## 2. Online via...

Our website: [www.glenoaks.org.uk](http://www.glenoaks.org.uk)

Or

Our new FREE mobile app (available from the App Store)

## 3. Out of Hours emergencies – 24/7

Gas or Central heating repairs

Call GasSure on 01294 468 113

All other repairs

Call City Building on 0800 595 595



# OVER 60S PARTY

Having the party in January is very popular with our Over 60s as it's something to look forward to after all the Christmas and New Year festivities are over. With this in mind, Arden Tenants Hall has been booked for Wednesday 16 January 2019 for the next Over 60s Party. Free food and drink and a wee (late) present from Santa - what more could you ask for?

Call our office on 0141 638 0999 to reserve your ticket - please remember **FIRST COME, FIRST SERVED.**

We'll be arranging transport, so please let us know if you want to book a seat on the coach!

# Public Holidays

Our office will close at **12 noon** on **Friday 21st December 2018**, and will re-open at **9.00am** on **Thursday 3rd January 2019**. Emergency repairs ONLY will be available during this period.

# Your local councillors

## Ward 2: Newlands/Auldburn (incl. Arden)

Cllr Stephen Curran (Lab)

Bailie Josephine Docherty (SNP)

Bailie Kyle Thornton (Con)

## Ward 3: Greater Pollok (incl. Darnley & Pollok)

Cllr Saqib Ahmed (Lab)

Cllr Rashid Hussain (Lab)

Cllr David McDonald (SNP)

Cllr Rhiannon Spear (NSP)

Councillors may be contacted at:

Glasgow City Chambers, George Square, Glasgow, G2 1DU

Tel: 0141 287 2000 Web: [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

# Contact Us

Telephone: 0141 638 0999

Email: [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)

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

SMS: 07860 027 496

Facebook & Twitter: @GlenOaksHousing

Glen Oaks Housing Association Limited,  
3 Kilmuir Drive, Arden,  
Glasgow, G46 8BW

## Our office opening hours are:

Monday, Tuesday & Thursday: 9am - 5pm

Wednesday: 9am - 1pm

Friday: 9am - 4pm

Our office is closed for staff training from 1pm every Wednesday.

Charity No. SC034301 Financial Services Authority Reg No: 2402R(S) Scottish Housing Regulator No: HCB24

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 pop in to our office.

