



SAVE THE DATE!

Customer Conference on 5th June 2024

You are all invited to join us at this exciting event in Ashpark Primary School from 6pm on Wednesday 5th June 2024. Details have still to be finalised but there will be:

Buffet and refreshments



Prize draw



Glen Oaks staff available to discuss any burning issues you might have

Interactive discussions on topics such as damp and mould, how to get more involved, your priorities for 2025 and beyond!

More details will follow in May but if you want to book a place now just give us a call on **0141 638 0999** (option 5) or send an email to catherine.sloey@glenoaks.org.uk

We were delighted to welcome the Easter Bunny to Arden, Darnley and Pollok where he distributed Easter eggs to local children on behalf of Glen Oaks Housing Association.

Turn to page 12 to see the photos



inside this issue...

Service Improvement Group (SIG)

The SIG are continuing with their review of the Association's approach to dealing with damp and mould.

This has become an area the Scottish Housing Regulator is focused on improving throughout the housing sector.

With the energy crisis and the rising costs of heating homes, it is likely that many tenants are reducing their use of ventilation and heating systems. The SIG members, who are

tenants themselves, feel it is more important than ever for Glen Oaks to have the right processes in place to tackle issues arising from this.

If you have experienced issues with damp and mould in your property and want to help the SIG review and improve the service, contact Laura Strang at laura.strang@glenoaks.org.uk or text **SIG GROUP** to **07860 027496**.

Have you ever considered a career in housing?



Being part of the team in a housing association is an exciting career option that can give you the opportunity to work in a variety

of areas like housing management, finance, customer engagement, or corporate services (there are loads of different roles to choose from!). Working in housing can offer you genuine job satisfaction where you can shape your career according to your personal qualities (not just your academic achievements) while

knowing that you are making a positive difference to other people's lives and their communities.

Launched as part of Scottish Careers Week, a new website - 'Your Career in Housing' <https://www.yourcareerinhousing.scot> has been created by the Scottish Federation of Housing Associations (SFHA) and the Chartered Institute of Housing (CIH). The site provides practical guides on everything from writing a CV through to how to answer interview questions and it includes testimonials from young people who have already taken the first steps in their career.

So, if you want to make a positive difference, a career in housing is for you!

Staffing Update - Modern Apprentices

We're delighted to report that we recently recruited 3 Modern Apprentices. Katie Anderson, Kadie Ferguson and Mia Hillhouse joined us in January and have settled in well with the staff team.

Katie, Kadie and Mia are all working in customer services, supporting our Technical and Housing Services departments.

We had a great response to our advert and we'd like to take this opportunity to thank everyone who applied.

Customer Service Excellence

We will soon be assessed against the Customer Service Excellence (CSE) standard. This standard was developed to offer organisations like us a practical tool for driving customer-focused change. We want our customers to have the best possible experience when they contact us. We continue to use what we have learned from the process to introduce improvements to the services we provide, how we provide them, and what we could do better.

Last year we were pleased to let you know that we had achieved the CSE standard with five compliance plus'. Our Customer

Service Excellence accreditation is a fantastic achievement for everyone at Glen Oaks and confirms the commitment of our staff team to providing excellent customer service. One partial compliance was highlighted (in relation to our contact response times) and we have been working on updating our customer service standards to make sure we are improving in this area.

We will let you know the outcome of this year's assessment in our next newsletter.



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

Complaint performance

As part of the Complaint Handling Procedure (CHP), we are required to share our performance on complaints with you, along with the learning outcomes we have gained from the complaints you have raised.

Number of complaints received from October - December 2023



You said,

A tenant had no heating or hot water for 7 days while our contractor sourced the necessary parts to carry out the repair to the boiler.

we did!

We reminded the contractor that we expect all issues and potential delays to be identified on their first visit and that the tenant is immediately notified of any potential delay to the repair.

Estate Action Plans

We have enclosed the 2024 Estate Action Plan for your area along with this newsletter. The Estate Action Plan sets out how we will deliver an excellent and responsive local service in each of our communities. It also gives you information about any recent changes to the services in your local area, so please take a few minutes to read it. If you have any feedback on the Estate Action Plan, or have any ideas on what should be included in the future, please let us know!



Have you changed your number?

To help us contact you in an emergency, or to make sure we can send you important information like the rent consultation document or the newsletter, please keep your contact details up to date.

Please tell us if you have a new mobile or landline number (or if you have changed your email address) by calling our office on 0141 638 0999.

Find out how you can become involved in improving our services by emailing martha.hutcheson@glenoaks.org.uk

Good Neighbour Awards!

We're delighted to let you know that we are re-introducing our Good Neighbour Awards this year.

If you have a truly exceptional neighbour who deserves a little extra recognition, either for helping you or for making a difference in the local community, why not nominate them?

If you have experienced or witnessed a good deed by one of your neighbours and feel that they deserve an award for it, please nominate your neighbour by contacting us by email at go@glenoaks.org.uk or call our office on 0141 638 0999 and we'll post an application form to you.

There will be 3 awards in total, one for each area (Arden, Darnley and Pollok). The winner from each area will receive a £50 shopping voucher! When you send in your nomination, please remember to include the name of the person that you would

like to nominate, their address and the reason why you think they should win the award. Everyone nominated will receive a certificate in recognition of the kindness and consideration they have shown their neighbour and/or community.

The closing date for nominations is **Friday 28 June 2024**. The nominee must live in a Glen Oaks' managed home. They can be a Glen Oaks tenant, a sharing owner or an owner occupier in a Glen Oaks factored home. Unfortunately, we cannot accept nominations from relatives or anyone living in the same house.

We will be awarding the winners at our Annual General Meeting in September so get nominating and tell us about your Good Neighbour!

Nomination forms will also be available at our Customer Conference in June.



Please like and follow our Facebook page for updates
@GlenOaksHousing

Unacceptable Behaviour

Here at Glen Oaks, we take pride in going out of our way to help our tenants and other customers. Our staff team are dedicated to making sure that your housing needs are met and your concerns are addressed. This belief has informed our values - **Dedicated, Aspirational, Respectful and Transparent.**

Unfortunately, there has recently been an increase in instances of unacceptable behaviour towards our staff members while they have been carrying out their duties. We understand that times are difficult just now with the cost of living crisis putting everyone under more pressure than usual but we need to be clear that we will not tolerate abusive or unacceptable behaviour towards our staff.

We will always address any issues you may want to discuss with both sensitivity

and fairness because we strongly believe that everyone deserves to be treated with respect and understanding, regardless of the situation. Our staff will be fair and respectful in their contact with you and we expect the same behaviour in return.

Glen Oaks is committed to maintaining the safety and wellbeing of our staff. If you treat members of our staff in an unacceptable or abusive way, we will contact you to explain why your behaviour is unacceptable. Examples of unacceptable behaviour include:

- Swearing and aggressive language
- Making threats in person, on the phone or via letter or email
- Violence and aggression
- Making unreasonable demands, e.g. excessive contact by phone, letter or email, or expecting our staff to complete a task in an unreasonable timescale.

When we contact you, we will ask you to change your behaviour and if you do not agree to do so, we will explain what actions we will take which may include:

- Terminating the phone call
- Calling the Police
- Restricting contact with our staff - this may mean that access to our office is denied for a period of time, or that we will only accept contact via email.
- Asking that you only make contact with us via a third party, e.g. a solicitor or mediator.

The Association is currently reviewing its Unacceptable Behaviour policy to ensure that we follow a clear course of action where unacceptable behaviour towards our staff has been identified. The draft policy will shortly be out for consultation and we would welcome your feedback.

Are you a responsible dog owner?

We understand that your dog is a valued and much loved member of your family. However, we are also aware that dog fouling in backcourts and in public areas is a real issue in all of our areas.

Backcourts are not places for your dog to run free or foul. In the interests of public safety and to keep our communities clean and tidy, we expect tenants to walk their dog on a lead at all times in backcourt areas.

Our tenancy agreement requires tenants to apply for permission to keep a dog in their home. While we usually have no problem with granting permission, we must advise that if we find out that your dog is responsible for fouling then we may remove that permission. So please be a responsible owner!

If dog fouling is an issue in the backcourt area where you live, please contact the Association with as much information as possible. And, if you witness dog fouling in streets or in public places (like parks), please report it to Glasgow City Council's Environmental Task Force on **0300 343 7027**.



Environmental Task Force

Are you concerned about litter, fly-tipping, graffiti, dog fouling or any other environmental issue? We want to hear from you. Use the **MyGlasgow app**, call **0300 343 7027** or contact us using social media

Report using Twitter @theenvtaskforce

Report using Facebook envtaskforce

Report dog fouling incidents to Glasgow City Council's Environmental Task Force on 0300 343 7027

House Visits

From April 2024, our Housing Officers will be conducting scheduled visits to all residential properties within our communities.

These house visits serve several important purposes including:

- **Property Maintenance:** Our Housing Officers will conduct inspections to ensure that properties are well-maintained and adhere to health and safety standards. Any necessary repairs or maintenance issues will be identified and reported promptly.
- **Tenant Support and Assistance:** We understand that living situations can vary, and we are here to offer support and assistance to all tenants. During the house visits, our Officers will be available to discuss any concerns or queries you may have regarding your tenancy.
- **Community Engagement:** These visits also provide an opportunity for us to engage with our residents and strengthen community bonds. We value your feedback and input, and we encourage you to share any suggestions or ideas you may have for improving our communities.

Please note that visits will be scheduled in advance (by letter or

SMS depending on your contact preferences) and tenants will be notified of the date of their visit.

We kindly ask for your co-operation and assistance during these house visits. Your participation is crucial in helping us maintain a safe, supportive, and thriving community for all residents.

If you have any questions or concerns regarding the upcoming house visits, please do not hesitate to contact our office on **0141 638 0999**, option 3.

Thank you for your attention to this matter, and we look forward to seeing you during the scheduled house visits.



Annual Rent Increase - Tenants in receipt of Universal Credit

You should have received your Annual Rent Increase letter in the post detailing your new 4 weekly rent (and service charges, if applicable).

If you are in receipt of Universal Credit (UC) Housing Costs, you must make sure that you update your UC Journal so that rent arrears don't accumulate. You can report changes to your rent via your UC Journal, 'Report a Change - Where I live and what it costs', or by calling UC (telephone claimants only) on **0800 328 5644**.

If you require confirmation of your new rent charges, or require any assistance, please contact our office on **0141 638 0999**, Option 3. We will be happy to help.

Worried about paying your rent?

We know that paying your rent can be a challenge, especially during these difficult times when managing your finances can be a struggle. Please remember that we are here to help.

If you are having difficulty paying your rent you should contact us as soon as possible, so that we can offer you advice and assistance before any major problems can develop.

Your Housing Services Officer can work with you to agree realistic repayment arrangements and can also refer you to other agencies that offer free advice on debt and budgeting. We also have in-house Welfare Rights Advisors - our team will carry out a full benefit check to ensure that you are receiving all benefits that you may be eligible for.

Contact us on 0141 638 0999, Option 3, for further information.



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

HOUSING PERKS

Glen Oaks Housing Association is committed to finding new, innovative ways to support our tenants. This is especially important at the current time, with the cost of living crisis affecting everyone. One of the ways we can help is by entering into a new partnership with Housing Perks.

Housing Perks is a user-friendly online platform that will provide our tenants with access to a wide range of discounts on everyday essentials such as groceries, pharmaceuticals, petrol and clothing. Our partnership with Housing Perks aims to address rising food price inflation and to soften the financial impact of big, one-off purchases.

The mobile app is free to use for our tenants and gives access to over 100 national retailers.

Tenants typically save £6 - £12 per week on their essentials. Over a year, those weekly savings add up significantly.

The discounts on offer are not available to the public and we have negotiated special discounts which are only available to housing association tenants.

Tenants download the app from the Apple App Store or the Google Play Store, enter a code unique to each housing association and get access to discounts, cashback and free items instantly. The mobile app enables tenants to use their discount while they are on the go.

We will issue further information on this new initiative in our next newsletter and will be promoting the Housing Perks mobile app to tenants through an email campaign and website promotion.



Example:

A housing association with 1,200 users reported that the tenants who had signed up to the app saved over £10,000 in 4 months, with the bulk of the savings being on everyday essentials. Discounts ranged from 4% - 18%.



Get discounts with over 100 shops and brands

NEW FREE tenant discount app

Search Housing Perks on your app store



ASDA

Morrisons

SCREWFIX

Sainsbury's

WH Smith



SPORTS DIRECT

GREGGS

T.K.MAXX

Iceland

currys



PRIMARK

B&Q



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

Rent Increase Consultation 2024-25

Thank you to everyone who responded to our consultation about the proposals for this year's rent and service charge review.

How did we consult with you?

- Our consultation took place between 1 December 2023 and 8 January 2024.
- Consultation drop-in sessions were held on 5 and 7 December 2023.
- We consulted on two options - 4% and 5%.
- We used CX Feedback to contact tenants by text and e-mail. If you would like to be consulted via email in future, please let us know your email address.
- Those tenants who could not be contacted digitally received a paper survey.
- Our staff team also encouraged tenants who contacted the Association by telephone to complete the survey while they were on the call.
- An article was published in our Winter Newsletter and information was also made available on our website and Facebook page.

What did you say?

A total of **27.3%** of our tenants responded to the survey.

From the responses we received, **62.3%** chose the **4%** option, with the remaining **37.7%** opting for **5%**.



What do you think is the most important service Glen Oaks Housing Association provides to you, or our tenants as a whole?

30% of you told us that repairs was the most important service that we provide. The next most popular service was the support we provide to tenants (Welfare Rights, goConnect, community events). 13.7% of you felt that providing a great service overall was important and 7.3% said that a high standard of home was most important to you.

The responses we received are opposite:





Repairs service 66

Safety and security 9

Support for vulnerable people 61

Good communication and listening 8

Great overall service 30

Gold Service 4

More community classes 4

High standard of homes 16

Housing Officer 2

Rent should be increased 3

Affordable homes 11

Sustainable energy options 1

Close cleaning 2

Garden service 1

We also received some negative comments which were mainly from tenants who did not want a rent increase. Some of you were dissatisfied with our repairs service and our close cleaning service. Every tenant who said they were unhappy about any area of our service was contacted by the relevant department to discuss the issue in more detail.

In the last 12 months, have you experienced difficulty paying your rent?

- **64 (27.8%)** of the tenants who responded to the consultation told us that they had found it difficult to pay their rent during the past 12 months.

Difficulty paying rent?

**YES
64
(27.8%)**

**NO
166
(72.2%)**

Are you happy for us to contact you about this and discuss how we may be able to help you?

- **22 tenants** asked us to contact them to talk about the difficulties they were experiencing and explain the support that we can offer. Our Housing Services team contacted each of those tenants and made appointments for them to discuss their individual situations with the appropriate person.

Would you like to be involved in our Service Improvement Group to help shape our priorities and deliver value for money for all tenants?

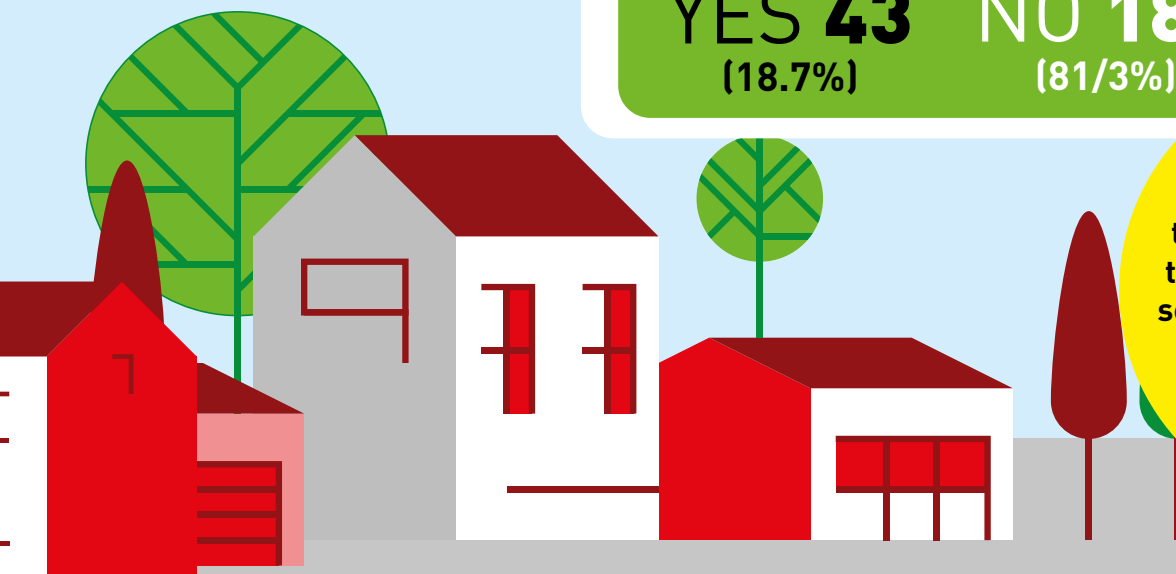
- **43 people (18.7%)** were interested in joining our Service Improvement Group (SIG). We were very pleased with this response and invited all of the interested tenants to come along to the next SIG meeting. We also sent them information packs to let them know a bit more about the work carried out by our SIG.

Interested in joining the SIG?

**YES 43
(18.7%)**

**NO 187
(81/3%)**

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



Share Membership

It really is worth joining Glen Oaks. The process is simple and it doesn't cost much - just one payment of £1 gives you a lifetime share in the Association.

We are keen to encourage local people to participate in our activities. This includes encouraging our tenants to apply for membership because we believe that it's important for the people we serve to know that they are being fully represented.

You can apply to become a member of the Association if you are 16 years old or over. Membership gives you the opportunity to attend our Annual General Meeting (AGM) where you can vote in the Board elections or stand for election to the Board yourself.

To apply, just fill in a membership application form and return it to our office with your £1 lifetime membership fee ... see, we told you it was easy to apply!

The Board will discuss your application at their next meeting and, if approved, you will become a shareholder. We will then be able to invite you to our AGM in September where you will hear about our current work and our plans for the future. You will also have the opportunity to put your own questions to our staff at the end of the meeting, before taking part in our very popular prize draw!

Membership application forms are available from our office or you can call Tricia Bridges on **0141 620 2726** and we'll post a form to you. You can also print an application form from the Downloads section of our website.

Please note: We welcome applications from everyone who supports our work and meets the membership criteria - you don't have to be the householder to apply for membership of Glen Oaks Housing Association.



Policies

The Board recently reviewed and approved the updates to our Void Management policy and the Rent Arrears policy. We are currently looking at the way we review our policies and plan to increase the number of policies we consult on. Future issues of the newsletter will let you know which policies are out for review and ask for your comments. You will also be able to give us your feedback via our website. **Your opinion matters to us** so please have a look at the policies when they are released for consultation and let us have your comments.



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

Spotlight on our Board

We are always on the look out for new Board members, especially local people who want to make a difference and help us to improve the services we offer to our tenants. New Board members are supported by our induction programme and the Association provides ongoing training to ensure that Board members feel confident with carrying out their role.

Our Board is made up of volunteers who have a range of

skills and knowledge and although being a Board member can be challenging, it can also be very rewarding. The Board is responsible for the strategic direction of the Association, promoting good governance, monitoring our performance, managing risk, and making sure we comply with the relevant legal requirements and regulatory frameworks.

Interested? We welcome observers at our Board meetings (for non-confidential business) so please get in touch with us if you would like to come along.

About our Board Meetings

Board meetings are held on Wednesday evenings from 6pm and last for 2 hours. We encourage everyone to attend in person but Board members are also able to join meetings remotely (we will provide IT equipment and training). Board members are also asked to attend the annual Strategy Session. Some of the subjects covered by our Board at their meetings during the past year have included:

- Rent Consultation
- Approval of the Annual Assurance Statement
- Election of the Office Bearers

- Approval of the Annual Return on the Charter (ARC), Five Year Financial Plan and Loan Portfolio for submission to the Scottish Housing Regulator
- Risk Management
- Health & Safety
- Policy Approval

Board meetings for the remainder of 2024 are scheduled for the following dates: 29 May, 14 August, 30 October and 27 November.

Minutes of our Board meetings are available from the Downloads section of our website.

Benefits of being a Board Member

- Make a difference by giving back to your community and help to make the local area a better place to live.
- Contribute to the key decisions the Association makes.
- Have your say and be a voice for your local community.
- Meet new people who share your commitment to improving the quality of life for our tenants and residents.
- Increase your confidence and improve your self-esteem.
- Enhance your career prospects by developing new skills and knowledge.

Board Members from Pollok

Although we only have a small number of tenants living in Cartloch (Pollok), we don't currently have a Board member from that area ... but we would like to change that! Local representation is vital - it gives our Pollok tenants a voice on our Board and it also gives us valuable feedback from our community in Pollok. If you want to make a difference for **your** neighbours and **your** local area, please consider applying to join our Board. For more information about Board membership, please contact our Chief Executive, Nicola Logan, on **0141 638 0999**.

Easter

Eggs-travaganza!



Thanks again to the Easter Bunny and his pals for handing out Easter eggs to local children in Arden, Darnley and Pollok on behalf of Glen Oaks ... and a huge thanks to Greater Pollok Services and their volunteers for their fantastic work - their decorated bunny car and costumes were amazing and put a smile on everyone's faces!



Could our goConnect Project help you save money?
Contact our office on 0141 638 0999, Option 4, to find out more

Classes and Events



Monday	11am - 12.30pm	Craft Class	3 June 2024 - 24 June 2024
	2pm - 3pm	IT for Beginners	15 April 2024 - 20 May 2024
Tuesday	10am - 11am	Mens Coffee Morning	1st Tuesday of every month from 5 March 2024
	11am - 11.45am	Tai Chi (gentle, slow exercises to alleviate anxiety, aches, and improve your co-ordination and balance)	14 May 2024 - 18 June 2024
Thursday	1pm - 2pm	Knit and Natter (knitting or crocheting)	25 April 2024 - 16 May 2024
	2.30pm - 3pm	Mindfulness Chill Class (retrain the brain to reduce anxiety and stress)	25 April 2024 - 16 May 2024
Friday	12.30pm - 1.45pm	Community Lunch/Warm Spaces	Last Friday of the month from October - April

Please note:

We will now be running all of our classes in **blocks of 4 - 6 weeks**, rather than on a weekly basis and will review attendance and change classes each season. Classes are not well attended during the Summer so there will be **no classes** in July and August.

We could possibly run additional classes (minimum of 18 attendees to commit to an 8 week block) so please

register if you are interested by contacting **0141 638 0999, Option 4**. Classes could be: **Walking Football; Learning to Sew; Beauty and Make-up; Researching your Family Tree (genealogy)**.

Any other suggestions for classes you'd like to attend? Give us a call if you have any ideas!



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

Introducing new contractors

You may have noticed some new contractors working in the area since October 2023. The following contractors are now being employed for reactive maintenance and void maintenance works:

Multi-trade	Joiner	Pest Control
APSPM Frank Swords & Sons Bell Group	PWM Contracts	RED Pest

Drainage	Roofer	Plumber
Stellar Drainage	Faskin Group Sennit Construction	Valley Group

Electrician	TV/Door Entry	Asbestos
G.D. Chalmers Magnus Electrical Valley Group	Sound Services	Enviraz Acron

We are also continuing to use the following contractors that had carried out works for us prior to October 2023:

Damp/Mould	Rot	Gas Engineer
Ventilation Expert	Richardson & Starling	Gas Sure

There are no changes to the ways you can report a repair. You can report a repair to us:

In person or by post: 3 Kilmuir Drive, Arden	By phone: 0141 638 0999 (option 1)	By email: go@glenoaks.org.uk	By text (SMS): 07860 027496	Online: www.glenoaks.org.uk
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Planned Maintenance

We have several planned replacement programmes on site or under procurement this year. Our contractor, CCG, is currently on site replacing windows and doors to all properties in Darnley and Regents Park. All tenants who have had this work carried out will receive a Tenant Satisfaction Survey on completion and we would be grateful if you would give us your feedback on how you found the replacement project. This will allow us to recognise excellent performance from our team or improve our services if required.

Around 180 kitchens in Arden are also due for replacement during this year and our contractor,

MCN Limited, has recently started on site to carry out the first few replacements. Many of the kitchens being replaced have been on hold since the Covid shutdown in 2020 so our tenants have been waiting for a number of years to have this work done and we really appreciate their patience while we have been re-organising this work.

We will shortly be commencing procurement for a close door and door entry system replacement contract for close doors in Arden. We have been experiencing a number of breakdowns in recent years and we are aware that this work is a priority for tenants to ensure close doors are secure. A further update on this will be provided in future newsletters when a contractor is appointed.



Report estate management issues to our Estate Co-ordinator by calling 0141 620 2728 or by emailing jade.shannon@glenoaks.org.uk




Out of Hours Emergency Repairs



As of 1 April 2024, City Building will no longer be providing an out of hours repairs service for Glen Oaks so please refrain from contacting them directly.

All out of hours emergency repairs should be reported via our switchboard - 0141 638 0999. Please select option 1 to be transferred to Gas Sure for any central heating and boiler repairs, or select option 2 for all other emergency repairs out of hours.

The following contractors are instructed to attend any emergencies out of hours:

Gas Engineer	Roofer	All Other Repairs
<p>Gas Sure</p> 	<p>Faskin Group</p> 	<p>APSFM</p> 

Only emergency repairs will be attended to when our office is closed. An emergency repair is defined as something which could not have been foreseen and which could cause danger to health, residents' safety, or serious damage and destruction to your property. Our target time of 4 hours is for us to respond and make safe. This can therefore mean follow up work is

required at another time. Emergency call out contractors will aim to make safe and then return during normal working hours to complete the repair. Emergency repairs include:

- Significant leaks or floods
- Electrical faults which may endanger a building or resident

- Full loss of electricity
- Block drains resulting in back-surge of waste into your home
- Making safe broken windows
- Security of your home (if you have lost your keys, you will be recharged for the repair)

Landscaping

A new landscaping contractor has been appointed, commencing 1 April 2024. John O'Connor Grounds Maintenance Limited have already commenced grass cutting, weed killing and litter picking in the area and will work on a 2-weekly cycle over the growing season. They will begin maintenance to shrubs, hedges and trees shortly and continue at regular intervals throughout the year.

We expect that the service will be much improved on recent years when we are aware service was not up to standard. Our Estate Co-Ordinator and Clerk of Works



will be on site monitoring performance on the contract to ensure the area is kept well maintained, however please let us know if you are aware of any problems with the landscaping in the area so we can address any issues quickly.



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

WARNING PHONE SCAMMERS TARGETING OUR TENANTS

Beware and don't become a victim!

Follow these tips to stay safe from scammers who target you over the phone:

Never disclose the following details over the phone:

- Four-digit card PIN to anyone, even if they say they have your last 4 numbers or that they are the bank, Police, Social Security, Amazon, etc. or that they're refunding you.
- Full password or account number or online banking codes.
- Personal details - name, address, etc.

TIPS:



Register with tpsonline.org.uk

The Telephone Preference Service (TPS) is the UK's only official 'Do Not Call' register for landlines and mobile numbers. It allows people and businesses to opt out of unsolicited live sales and marketing calls. It's free and quick to register a telephone number. It is illegal for organisations to phone a number registered.

Be aware that scammers can keep your phone line open even after you've hung up. Use a different phone to call the company back on a trusted number or wait for at least 10-15 minutes.

Call 159 which is a new fraud hotline to check whether a call from your bank is genuine.

What should you do?

- End the call immediately or take their name and phone number and tell them you will get your bank to contact them directly to deal with the matter.

How to check an officer's identity

If Police Scotland contact you, they will do so in person, by phone or by email.

Contact in person

Our officers will always have their Police Scotland Warrant card with them, which you can ask to see.

Contact by phone

Our phone number should show as 'Private', not 'Withheld'. If you are unsure, hang up.

Email

Our email ends in '@scotland.police.uk'. Ensure you fully check the sender address.

In every instance

An officer is formally identified by their shoulder number and is required to provide it when asked for it. If in doubt, call **101** with their shoulder number to verify their identity.

If they have called you via a landline, try to use a different phone to call **101**.

Do not let them into your home or continue the conversation until you are satisfied with their identity.



@PoliceScotland

PoliceScotland

scotland.police.uk

You can contact us in any way that suits you. Our staff can call you back if you are low on credit or data, just let us know.



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



Email: go@glenoaks.org.uk
Facebook: [Batenaakshousing](https://www.facebook.com/Batenaakshousing)
Website: www.glenoaks.org.uk



Tenant Portal:
webaccess.glenoaks.org.uk
If you are a new user all you need is your tenancy reference to register. Contact us if you need assistance.

Charity No. SC034301 Financial Services Authority Reg No: 2402R(S) Scottish Housing Regulator No: HCB241

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