



# Your Opinion Matters

We're proposing a 4.8% rent increase and want to hear your views before we make any decisions.

We've started the consultation earlier this year to give you plenty of time to share your thoughts. 40% of tenants took part in our recent survey, and here's what you told us matters most:

- Fast repairs to keep your home in good condition

## Have your say!

Complete the survey (link sent 17 November), call 0141 638 0999, or return your paper copy by 19 December.

- Affordable rents and charges
- Planned maintenance to improve your home
- Better estates and neighbourhoods

**Why the increase?** Rising costs for services, materials, and staffing mean we need this level of increase to cover costs and keep investing in homes and communities.



WE WISH ALL OF OUR  
TENANTS A HAPPY  
FESTIVE PERIOD AND  
ALL THE BEST IN 2026!



## inside this issue...

# Assurance Statement

**Every year, the Scottish Housing Regulator asks housing association boards to confirm they meet all governance and compliance standards. This means Glen Oaks is operating efficiently, following regulations, and keeping tenants safe.**

In 2025, our Board reviewed over 150 pieces of evidence - reports, policies, and advice - to make sure we comply with:

- Regulatory requirements
- Scottish Social Housing Charter standards
- Governance and financial management rules
- Legal duties on safety, housing, homelessness, equality, and human rights

You can read our full Assurance Statement here: [www.glenoaks.org.uk/assurance-statement](https://www.glenoaks.org.uk/assurance-statement)

## Our Annual Report – Why It Matters to You

In October, you received a copy of our Annual Report 2025-26. This is an important document that every social landlord must share with tenants each year.

Inside, you'll find:

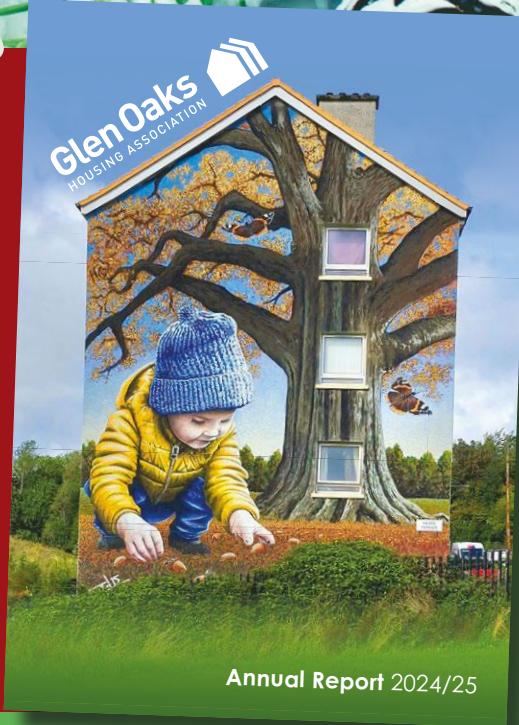
- How we've performed and delivered on our promises
- A clear financial overview
- Highlights of the projects and activities that made a difference

Take a look here: <https://www.glenoaks.org.uk/annual-reports/>

Your feedback matters! If you have any questions or thoughts about our performance or the report, we'd love to hear from you.

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

If you have any questions regarding our performance or this report please contact us on [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)



Annual Report 2024/25

**Do we have correct contact information for you? Make sure you update us with any changes to your email address or mobile number**

# New Housing Management Coming Soon

We're thrilled to share that in February 2026, we'll be moving to a brand-new housing management system called Homemaster. This upgrade is a key part of our Customer Service Strategy, designed to improve

your experience and make our internal processes more efficient.

To ensure a smooth transition, there will be some days when our office will need to close while we implement the system and train our staff.

## Temporary Closure of Our Waiting List

**Our housing application form will be unavailable from 28 November to 9 February, and everyone will need to reapply.**

We're making this change because we're introducing a new banding system to ensure the allocation of homes is fairer and more transparent. It also coincides with the move to a new housing management system with an online application process.

This follows consultation with tenants and applicants, where the majority agreed it was the right step.

When the list reopens, reapplying will allow us to:

- Confirm you still want a home with us
- Make sure your information is up to date
- Allocate your new band

If you reapply between 10 February and 24 February, we'll honour your original application date.

Thank you for your patience and support as we make these improvements—we're confident this will benefit everyone.

**We need Mystery Shoppers to help us improve our services**  
- email [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk) for more information

# Your Questions Answered

This article was suggested by one of our tenants – and we think it's a fantastic idea! We also asked our staff for the most common questions they receive, so we can share answers that help everyone. Every edition, we'll aim to answer three common questions that matter most to you. If there's anything you'd like featured, email [gof@glenoaks.org.uk](mailto:gof@glenoaks.org.uk) or call 0141 620 2742. We'd love to hear from you!



**Q1: My heating isn't working, I need it fixed today. Why isn't this an emergency?**

**A:** We completely understand how important heating is, especially during the winter months. However, under our policy, an emergency repair is something that poses an immediate risk to life, health, or property—such as a major water leak, gas leak, or no access to your home.

While heating issues aren't classed as emergencies, we will still treat them as a priority. Our team will aim to get a contractor out as quickly as possible, and if there's any delay, we'll provide temporary heating to keep you comfortable until the repair is complete.

**Q2: What should I do if I notice damp or mould?**

**A:** Report it to us as soon as possible. You can call our repairs line or use the online portal. We'll arrange an inspection and provide advice on reducing moisture while we fix the issue.

**Q3: I have been on the waiting list for years, when will I be offered a new house?**

**A:** Unfortunately, we can't give an exact timeframe because demand is very high and properties become available at different times. We allocate homes based on priority and housing need, so those with urgent circumstances may be offered a property sooner.

If your situation changes (for example, your health or living conditions), please let us know so we can update your application. You can also check your position or update details by contacting our housing team.

We hope these answers help! Keep your questions coming – your ideas make our newsletter better for everyone. Drop us an email or give us a call, and your question could feature in the next edition!

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

# New phone options – 0141 638 0999

We have recently improved our phone options, hopefully making them easier for you to get through to the right team.



**Option 1** – Repairs



**Option 2** – Rent enquiries, benefits advice, tenancy support or to report anti-social behaviour



**Option 3** – Garden or estate issues



**Option 4** – Housing applications or information on when your new home will be ready



**Option 5** – Arrange a gas or electrical safety check, factoring enquiries or ask about a planned upgrade to your home



**Option 6** – All other departments – press one for invoice enquiries, for corporate enquiries press two. This option is mainly for people outside of Glen Oaks, like sales teams, contractors sending invoices, or companies with IT or corporate enquiries. If you're a tenant, you won't need to use this one – just pick the option from 1-5 that best matches your enquiry and we'll get you to the right team.



## SURVEY in the SPOTLIGHT! Your Feedback on Our Newsletter

In Autumn, we asked tenants for their thoughts on our newsletter – and the response was fantastic! Our goal is to make the newsletter informative and packed with the content you want to read. The Autumn edition was posted to all tenants, and we asked whether you'd like to see a printed copy once a year going forward.

The results show just how valued the newsletter is. **93% of tenants told us they read the newsletter** – which is great to hear! It remains one of your preferred ways to get updates on our services, performance, and events.

When asked about receiving a paper copy once a year, **68.5% said this was a good idea**, and for tenants aged over 55, that figure rose to **75%**. This shows how important the newsletter is to many of you, and it's something we'll consider for next year.

We also asked for feedback on the content – and you didn't disappoint! Here are just a few of the lovely compliments we received:

*"I like the content and positive action you are taking."*

*"I enjoyed reading the articles – they were very informative, thanks."*

You also shared some brilliant ideas for future content, including:

A **Q&A style article** covering the most commonly asked questions.

**Stories from the past**, where tenants share memories about the local area.

We loved these suggestions – and you'll find both included in this Winter edition! Turn to **pages 4 & 7** to check them out.

Thank you to everyone who took part in the survey. Your feedback helps us make the newsletter better for everyone.

**93%**  
**of tenants told us they read the newsletter**

Visit our website [www.glenoaks.org.uk/our-performance](http://www.glenoaks.org.uk/our-performance)  
for more information on our performance

# Damp and Mould Action and Awareness Week

## Thank You for Getting Involved!

In October, we proudly supported Damp and Mould Action and Awareness Week as part of our ongoing commitment to making every home healthier and safer. The week built on the action plan we launched earlier this year following a full review of our policy and services.

### What happened during the week:

- ✓ Extra appointments with our team for tailored advice and home health checks.
- ✓ Giveaways to help keep homes fresh and dry.
- ✓ Daily tips on preventing and managing damp and mould.

We were delighted to see so many tenants getting involved - booking appointments, picking up kits, and learning how to keep homes healthy. As a thank you, everyone who reported damp and mould this year was entered into our daily prize draws.

### Congratulations to our winners!

Each winner received either an **energy voucher** or a **mini dehumidifier**:

- Miss McPhee
- Ms N Docherty
- Mr G Bajor & Ms K Lachowska
- Miss E Wood
- Miss C Kanwei

**Remember:** We're still here to help! If you need:

- Repairs to extractor fans
- An inspection for damp or mould
- Advice on managing condensation
- Support with heating costs or energy vouchers

Call us on **0141 638 0999 (option 1)** or message us anytime. Let's keep working together for warmer, safer homes!

## Introducing Our New Damp and Mould Champion

As part of our new staff structure, we're excited to announce that as part of their new role, Kirsty Duffin, Property Service Office will be our Damp and Mould Champion. This role highlights the importance of tackling damp and mould issues and ensures we can deliver on the recommendations from our Service Improvement Group.

We've already created an action plan and started working through it. In the **New Year**, we'll share more details with you about the steps we're taking.

Our Champion's focus will be on:

- **Improving performance** in managing damp and mould cases.
- **Enhancing communication and reporting** so you stay informed.
- Exploring **innovative solutions** to reduce or treat damp and mould in the future.

This is a key part of our commitment to providing safe, healthy homes for all tenants. Thank you for your continued support as we work to make these improvements.

Report estate management issues to our Estate Co-ordinator by calling **0141 638 0999** or by emailing [estates@glenoaks.org.uk](mailto:estates@glenoaks.org.uk)

# Share Your Local Stories – Let's Make Memories Together!

In our recent autumn newsletter, we asked for your feedback – and one of our tenants came up with a fantastic idea that we absolutely love! They suggested creating a regular feature where tenants share their own stories from the past about life in our local communities.

We think this is a wonderful way to celebrate the history, memories, and experiences that make Glen Oaks such a special place to live. Whether it's a tale from your childhood, a memorable event in the neighbourhood, or a story passed down through your family, we'd love to hear it.

Your stories will help us bring the community closer together and keep our shared heritage alive for future generations.

## How to share your story:

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

Call us: 0141 638 0999

Don't worry if you're not a writer – just tell us your story in your own words, and we'll do the rest!

Let's make this a regular feature that everyone can enjoy. We can't wait to hear from you!

# We need you! Join our Service Improvement Group!

**Now's a great time to get involved – the group has just started reviewing our Tenant Participation Strategy, which shapes how we engage with tenants and ensure your voice leads the way in decision-making.**

Meetings are monthly, informal, and fun – just a couple of hours on a Tuesday afternoon.

Whether you're looking to boost your CV, gain work experience, meet

new people, or simply help improve our services, we'd love to have you on board. Training and support are provided, and your input really makes a difference.

Interested? Contact us to meet with Laura, our Customer Experience Lead, and some group members beforehand to chat and ask any questions.

**Let's make tenant participation truly tenant-led – we're stronger with you involved!**

## Well done SIG!

Our SIG was recently shortlisted for a Chartered Institute of Housing Award following the excellent review they carried out on our approach to damp and mould. They were the first group of tenants in Scotland to focus on how housing associations deal with reports of damp and mould. As a result of their review, many improvements were made to the way we deal with such issues.

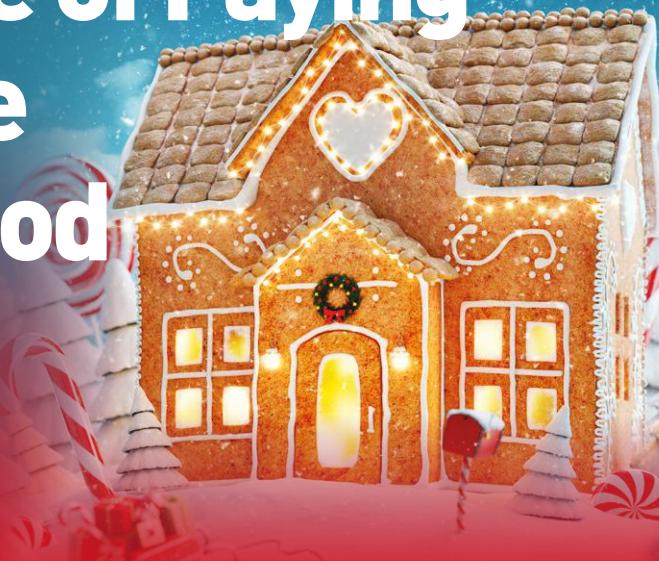
Visit our website at [www.glenoaks.org.uk](http://www.glenoaks.org.uk) for all the latest news

# The Importance of Paying Rent During the Christmas Period

As we approach the holiday season, we understand that it's a time filled with extra financial pressures, from gift shopping to travel costs. However, we want to remind our tenants that paying rent on time remains a priority, even during this busy and expensive period. While we are sympathetic to the challenges that Christmas can bring, we must also stress that rent payments are due as agreed in your tenancy contract.

If you are experiencing financial difficulties, we encourage you to reach out to us as soon as possible to discuss your situation. Open communication allows us to work together on potential solutions, such as referring you to agencies to assist with budgeting and other financial supports.

Failure to pay rent on time will still lead to action as outlined in your tenancy agreement. We will follow the necessary procedures to recover any missed payments, which could include legal action if payments are not made.



We want to ensure that everyone has a stress-free holiday season, so please plan ahead and prioritise your rent payment. If you need support, don't hesitate to contact us - we're here to help where we can.

Call us on **0141 638 0999** option 2 or email [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)

## Keep yourself safe - when in doubt, keep them out!

Be aware of fraudsters operating in and around the Glasgow area pretending to be council or housing association workers. Fraudsters are attempting to gain access to homes by claiming they need to:

- Check for mould problems
- Inspect gas/electric meters

Remember: Genuine Glen Oaks Housing Association staff will:

- Always carry proper ID
- Be happy for you to verify their identity

If someone shows up unannounced:

- Don't let them in
- Call our office directly to check – **0141 638 0999**
- Report suspicious activity to Police Scotland - 101



For more information on keeping your homes and communities safe, you can listen to the following podcast from Police Scotland Cybercrime Harm Prevention team and Digital Skills Education - <https://www.podbean.com/eas/pb-45xsq-171b149>



We all know or have heard about someone who's bought clothes, tech or even a car on the internet ... only for it to never arrive. Sometimes it's because of an admin error, but more often than not, they've been manipulated by a fraudster. Buying online is convenient and often cheaper - but it's also one of the biggest hunting grounds for fraudsters.

Read Get Safe Online's latest online shopping tips on their website: [www.getsafeonline.org/](http://www.getsafeonline.org/)

Want to help us improve services? Get involved! Contact Laura on **0141 620 2742** or [laura.strang@glenoaks.org.uk](mailto:laura.strang@glenoaks.org.uk)

# 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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## Electrical Safety & E-Scooters/E-Bikes

### Safe purchasing of electric bikes, scooters, batteries and chargers, including ensuring they are purchased from reputable suppliers and should meet relevant British or European safety standards;

Registering purchased products with the manufacturer so that they can be contacted if any products are recalled or safety information is published;

Safe storage of electric scooters or bikes such as ensuring they are not stored or left to charge in escape routes or in communal areas and that e-bikes, e-scooters, and any batteries for them should be stored in a cool place and in line with manufacturer's instructions;

Keeping and charging e-bikes, e-scooters and batteries away from combustible or flammable materials;

Safe charging practices including:

- Unplugging chargers when charging is finished;

- Not charging while users are asleep or away from their home in case a fire breaks out;
- Ensuring there are working smoke or heat alarms in the charging area, these should be tested weekly;
- Using manufacturer's approved chargers that are in good condition;
- Ensuring items are not covered when charging;
- Ensuring only appropriate, uncoiled and appropriately rated extension leads are used for charging and that they are not overloaded.
- Checking batteries regularly for signs of damage; and
- Safe disposal methods for batteries.

### Actions to take if a fire caused by an e-bike or e-scooter breaks out:

- Do not attempt to extinguish the fire yourself: leave the area immediately and call emergency services on 999;



Please like and follow our Facebook page for updates  
**@GlenOaksHousing**

# Reporting emergency repairs over the festive period

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 transferring to James Frew – our emergency contractor.

**Emergency repairs** – 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
- Blocked drains resulting in back-surge of waste into your home

- Making safe broken windows
- Security of your home (if lost keys you will be recharged for the repair)

Although a loss of heating and hot water is not normally classed as an emergency repair during a holiday period our contractor, Gas Sure, will attend. Please note that during cold months there is often a higher volume of call outs for loss of heating so it may not always be possible to attend within 4 hours.

**Our office will close on Tuesday 23 December at 5pm and reopen on Monday 5 January at 9am.**



## Keep safe this Winter!

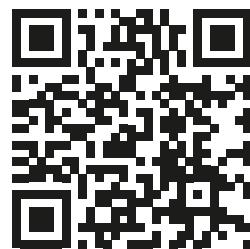
When temperatures drop, most of us will spend more time indoors. It is important to keep your home safe, secure and comfortable during these times.

There are a few tips you can follow:

- It is important to use your heating properly to prevent condensation and frozen pipes.
- Close all curtains and blinds at night.
- Keep furniture away from radiators to allow heat to circulate freely.
- Keep outside doors shut and report any obvious draughts.

As well as keeping your home safe during the winter months, remember to look after yourself, your family and your neighbours.

Watch our information video on 'Keeping your home safe, secure and comfortable this winter'. <https://youtu.be/gjpqHm7ur14>



**Become a shareholder – lifetime membership only £1!**

# Anti-Social Behaviour and Noise Complaints: How We Can Help

**A common issue we hear about is noise-related complaints, and we want to ensure that everyone understands how we handle these situations. While we always take your concerns seriously and will investigate any noise complaints, there are times when we may not be able to take action.**

For example, noise from a neighbour working shifts at unusual hours or a young child playing or crying can be difficult to resolve. In many cases, your neighbour may not even be aware that their actions are causing a disturbance.

We encourage you, in the first instance, to approach your neighbour directly and kindly explain how the noise is affecting you. Often, a simple conversation can lead to a mutual understanding.

To assist with this, we offer 'Dear Neighbour' cards that can be picked up at our reception. These cards can be a helpful way to politely notify your neighbour of any low-level disturbances without causing tension.

If you continue to experience issues, please don't hesitate to reach out to us. We are committed to maintaining a peaceful living environment for all tenants and will investigate further when necessary.



## Festive fire safety

**Over the festive and New Year period we decorate our homes, host family gatherings and catch up with friends. But year on year, Fire Scotland see an increase in deaths and injuries resulting from fires in the home.**

While decorations and Christmas trees are potential fire hazards, more fires start in the kitchen than any other room in the house.

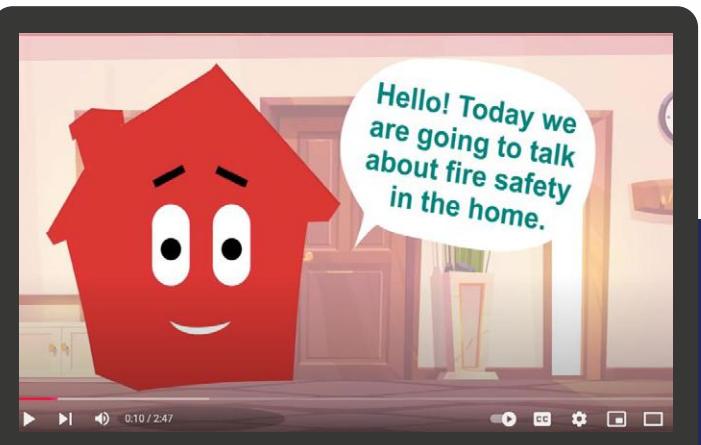
After a night out at a Christmas party or meeting up for drinks with friends, don't try to cook when you get home. Buy food on the way home instead. If you do want to make something when you get home, then it's best to prepare cold food. A sandwich could save your life!

If you're tired, have been drinking, or taking drugs, you will be less alert to the signs of fire. You are more likely to fall asleep



and you are less likely to wake up if a fire does start. They can also heighten feelings of disorientation, making an escape more difficult.

Visit <https://www.firescotland.gov.uk/at-home/festive-safety/> for more information on fire safety over the festive period including keeping your fairy lights and tree safe and candle safety.

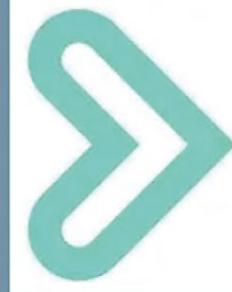
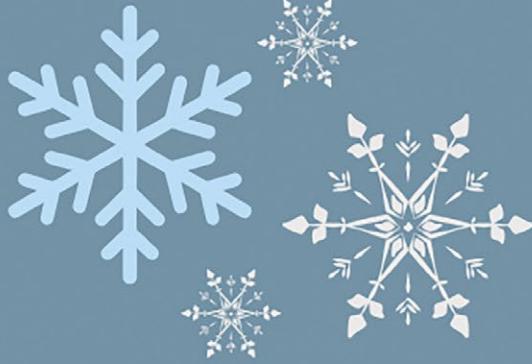


## Fire safety in the home

Watch our YouTube video on fire safety <https://www.youtube.com/watch?v=LCFQ0gy417c>

Checking your smoke alarms regularly and making sure you know what to do in an emergency is really important. Watch our short information for top tips.

**Have you downloaded the Housing Perks App?  
Exclusive savings for Glen Oaks tenants!**



# HOUSING PERKS

## START SAVING ON YOUR FESTIVE SHOP!

Download the  
Housing Perks App and  
enter your  
Tenancy Reference

Exclusive to Glen Oaks tenants!

**Glen Oaks**  
HOUSING ASSOCIATION



## Planning on being away over the festive period?

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. Call us on **0141 638 0999** or email [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk) to let us know.

**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** – Rent enquiries, benefits advice, tenancy support, report anti-social behaviour
- Option 3** – Garden or estate issues
- Option 4** – Housing applications or information on when your new home will be ready
- Option 5** – Arrange gas/electrical checks. Factoring and home upgrades
- Option 6** – All other departments



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



**Tenant Portal:**  
[webaccess.glenoaks.org.uk](http://webaccess.glenoaks.org.uk)  
If you are a new user all you need is your tenancy reference to register. Contact us if you need assistance.

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

This document, and any others produced by Glen Oaks Housing Association are available in a variety of alternative formats. We can provide documents in a larger print, on audio tape or in a variety of community languages. If you require this or any other documents in another format, please contact us on 0141 638 0999 or call in to our office.

