

home

SUMMER 2019

Glen Oaks
HOUSING ASSOCIATION



www.glenoaks.org.uk



Fun Day 2019!

Thank you to everyone who came along to our Annual Fun Day on Saturday 1st June. There was something for everyone including live music, bouncy castles, a petting zoo, tombola and even freshly made popcorn.

Check out pages 8 & 9 for more photos from this year's Fun Day.

**Darnley Gala
Day – Saturday
7th September**

Don't forget the Darnley Gala Day
and Fun Run will take place on
Saturday 7th September.
See page 13 for more details.

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Alasdair's Introduction

Summer 2019 was kicked off with our very popular Family Fun Day and it was great to see so many of you come along. Please check out the photos on pages 8 & 9 of this newsletter!

Every year in May, we submit our Annual Return on the Charter and a snippet of our performance results is on page 3. You will get more details in our Annual Report which should be with you in October. I am happy however to report our performance remains positive, with our repair service in particular showing a great improvement.

Our Service Improvement Group submitted their scrutiny report to our Board on the allocations process last month. We are delighted to embrace their many recommendations on how we could improve this part of our service. The report also highlighted what we already do well for our applicants. I would like to thank the group for all their hard work over the last

year and encourage any of you to consider joining them in their next project. See page 4 for more information on how you could get involved.

Work is continuing at our Phase 5 new build site in Arden and we have included some photographs on page 5 so that you can see the progress. We hope that the new homes will be ready for tenants by Autumn 2020, but we'll keep you posted on that!

I wish you all a great summer and let's hope the sunshine comes again this year for us all to enjoy!



Alasdair McKee, Chief Executive



Estate Action Plans

You will have received your 2019 Estate Action Plan along with this newsletter. Please take the time to read this document as it provides you with information on any changes to the service such as increases to charges etc. If you have any feedback on this Action Plan or have any ideas on what should be included in the future please let us know!

Your Community Projects Leaflet

Along with this newsletter you will have received our Community Projects leaflet. It is full of information on events coming up in the community and how we can help you benefit from the many groups we have running. Give it a read and come along to our next event!



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

Annual Return on the Charter

We have just completed our Annual Return on the Charter (ARC), which provides the Scottish Housing Regulator with information on many aspects of our performance. In August the Regulator will publish on their website a report about each Registered Social Landlord with key data from the ARC. In October we will give all our tenants a full report on our performance.

Compared to last year we are delighted to report that many of our satisfaction levels have increased or performance has improved. There are still areas that we want to improve, and we will continue to work on these with the Service Improvement Group. They will review our results in more detail and compare them to last year. This will help the group find areas to focus on throughout the year.

Here are a few of the highlights from this year's ARC submission:



2018-19
2.10hours

(2017-18 **2.02 hours**)

Average time to complete emergency repairs



2018-19
3.59days

(2017-18 **3.86 days**)

Average time to complete non-emergency repairs



2018-19
88.9%

(2017-18 **89.57%**)

Satisfaction with the quality of your home



2018-19
92.3%

(2017-18 **87.3%**)

Satisfaction with the repair service



2018-19
97.88%

(2017-18 **96.66%**)

Percentage of tenants satisfied with the opportunities to participate in the decision making processes



2018-19
92.48%

(2017-18 **88.4%**)

Percentage of anti-social behaviour cases resolved within locally agreed targets



2018-19
88.7%

(2017-18 **86.4%**)

Percentage of new tenancies to applicants from the housing list sustained for more than a year

Customer Service Excellence

The Customer Service Excellence (CSE) Standard was developed to offer organisations like us a practical method of introducing and supporting customer-focussed 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.

We were recently re-assessed to check that we still meet the standard and we're very pleased to let you know that we have not only maintained the high level of customer service expected by CSE, but we have also made further improvements to our service since our last assessment. This accreditation is a fantastic achievement for everyone at Glen Oaks and confirms the commitment of our staff team to providing excellent customer service.

**CUSTOMER
SERVICE
EXCELLENCE®**



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

Allocations review completed!



The Service Improvement Group (SIG) presented their scrutiny report on the allocations process to the Board last month. It included 16 key recommendations on how the service could be improved. The Corporate Management Team has embraced 14 out of the 16 recommendations, with only two of them unable to be implemented. Some of their recommendations are noted below:

Glen Oaks develops an online version of the housing application form

- ✓ This is something we are keen to implement and are in the process of putting this into action. We will keep you posted on the progress of this in future newsletters.

Glen Oaks increases the number of offers given to homeless applicants

- ✗ Although we understand that the SIG wanted homeless applicants to receive the same number of offers as anyone else on our waiting list, this is a Glasgow City Council policy. Homeless applicants come to us through Section 5 referrals and this allows for only one offer.

Glen Oaks revises 'Your guide to our Allocations Policy' booklet

- ✓ This has been done and shortly all new applicants will receive our new style booklet. See below for more information.

Glen Oaks offers the person at the top of the waiting list more than one property to view at the same time (if they suit their needs)

- ✗ We agree giving tenants a choice (if more than one property is available at the same time) would be a positive thing to introduce, however our computer system would not allocate the same applicant multiple properties and would be difficult to manage.

New and improved allocations booklet!

The SIG looked at the current booklet on our allocations policy and felt there were areas that could be improved. We agreed, so it has now been redesigned match the other booklets within the Tenant Handbook. It is now colour coded, numbered and includes a description of its contents. The name has also been changed to 'Your guide to ... Applying for a home and our allocation process', so that it is now easier to understand what information is in the booklet.

The SIG needs you!

Now that the group has completed its review on the allocations process it's time for them to decide what their next challenge will be. This means it's a great time for new members to join the group.

- Have you ever been disappointed with part of our service?
- Have you had an idea about how something could be done better?
- We want your input and ideas!

The group meet up once a month on a Tuesday afternoon and, although the meetings are productive, they are informal and are a great opportunity to meet new people, learn new skills and even gain work experience.

Contact Laura on 0141 620 2742 or email laura.strang@glenoaks.org.uk

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

Arden backcourts

The Association is shortly going to start a pilot project to improve tenement backcourts. The work is taking place at 25-29 Kilmuir Crescent and 1-5 Kilmartin Place. The work will consist of the following:

- Demolition of existing bin shelters
- Re-surfacing of all backcourt areas and bin-paths from rear of backcourts to Kilmartin Place
- Replacement of clothes poles
- Planting of hedges and shrubs to form boundaries
- Building of new bin pens at rear of backcourt which will house 2 large "Euro" bins, one for general waste and the other for recycling. Existing wheelie bins will be removed.

On completion of the work, the Council will collect bins from the rear of the tenements rather than pull them through the close, as is the current practice. A layout drawing of the proposed works is shown opposite.

The work is due to last 6 weeks and there will be a degree of disruption. In order to inform the Association on how successful the project has been a survey has been commissioned from CEIS who visited residents in the week beginning Monday 20th May to find out about what they think of the backcourts in their current



condition and re-visit once works have been completed and new arrangements are in place for the collection of rubbish.

If you live at one of the closes concerned, your patience and co-operation in allowing the survey work as well as the construction work to take place would be very much appreciated. Once work has been completed and survey results have been collated it is expected that work will be rolled out to other backcourts in Arden.

ARDEN PHASE 5 PROGRESS!

Glen Oaks' latest development on former waste ground near the Thornliebank Industrial Estate in Arden is well under way, as these pictures taken recently show. The Association is building 49 new homes in partnership with AS Homes, funded by private finance and a grant from the Scottish Government via Glasgow City Council. The first houses will be finished in the autumn of 2020 with the remainder of the project expected to be complete by the end of that year.



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



PARTNERSHIPS ARE KEY

Glen Oaks Housing Association & WorkingRite – since 2013

Since its beginning - the lifeline of the WorkingRite programme has been its partnerships. The relationships with work placement providers, funders, referral agencies, youth organisations and young people themselves, have ensured our continued success.

This year is no different - and we start the programme year with more partners than ever before - and funding to support over 300 young people across Scotland.

Of the young people who complete the programme - 80% successfully secure jobs, apprenticeships or further education places as a result of their work placement. The volunteer mentorship provided by every local business who partners with projects in their area not only enables young people to gain practical work experience, but also increases their confidence and self-esteem as young adults.

We're proud of what we do and the difference it makes to young people and local communities.

This month alone saw 2 of our Glen Oaks young people successfully complete the programme.

David, 21 years old, gained full-time employment with a local business (Anderson Landscaping) and has a very promising future ahead of him working in this industry. All of this was made possible due to David's hard work on his work placement and support from his mentor Colin.



Chloe, 18 years old, gained a Modern Apprenticeship in Administration with a local business (Burness Paull) and has fully embraced this amazing chance and opportunity through her hard work whilst on a work placement.



workingrite
the youth employment charity

WORKINGRITE RECRUIT THROUGHOUT THE YEAR

- ARE YOU AGED BETWEEN 16 - 24 YEARS?
- DO YOU WANT TO GET A DECENT WEEKLY ALLOWANCE?
- DO YOU LIVE IN G46 & G53 POSTCODE AREA?
- DO YOU WANT TO LEARN FROM SKILLED WORKERS?

If you or someone you know could see themselves working in an office or learning the skills needed to be for example a plumber, WorkingRite may be able to help. There are many different opportunities available



THROUGH A WORK EXPERIENCE PLACEMENT, please get in touch or pop into the Glen Oaks office to make an enquiry Telephone: Anne on 07921040611 or Email: anne@workingrite.co.uk

Annual General Meeting 2019



The Association's 28th Annual General Meeting will take place on Wednesday 18 September 2019 at 7pm.

The main purpose of the AGM is to present the Association's year-end figures and future plans to shareholding members. There is also a question and answer session at the end of the meeting where members can ask staff about our work and pass on their comments or suggestions. The evening ends with the very popular prize draw.



Good Neighbour Awards Winner 2018 – Margaret Conway, Darnley

All shareholding members are invited to the AGM. Members are eligible to vote in the Board elections and can stand for election to the Board themselves.

Membership

Would you like to become a member of Glen Oaks Housing Association? Lifetime membership costs just £1. Members are eligible to vote in the Board elections and can stand for election to the Board themselves.

Application forms are available from our office and can be downloaded from our website. If you would like us to post a form out to you, please call Tricia on 0141 620 2726.

For an informal chat about Board membership, please call Alasdair McKee on 0141 638 0999 or email alasdair.mckee@glenoaks.org.uk

GOOD NEIGHBOUR AWARDS

Has your neighbour gone above and beyond for you or the local community? We are keen to make sure any act of kindness is recognised through our Good Neighbour Awards.

You can nominate your neighbour for a Good Neighbour Award at any time throughout the year. Contact us via facebook, our website, email go@glenoaks.org.uk or tear off the slip below and hand it into our office.

The winners will be announced at our annual Residents Event in the autumn.

Your name:

Why are you nominating your neighbour for an award?

Your address:

Neighbour's name:

Neighbour's address:

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

Fun Day 2019!

Thank you to everyone who came along to our Annual Fun Day on Saturday 1 June. There was something for all the family including face painting by Louise Henderson, bouncy castles provided by Jump4fun, a petting zoo from the Animal Man and a merry go round provided by Mick Graham. There was also a selection of stands including the popular Tombola and Bottle Stall, Guess the Teddy Bear's Birthday, candy floss, popcorn and the young people from WorkingRite had a stall.

South West Arts and Music Project (SWAMP) supplied the equipment for our stage at the Fun Day. Big thanks to them and also to City Building who supplied the lorry that was used as the stage and the barriers for the site.

The crowd were entertained by the excellent selection of performers throughout the day.





GARDEN SAFETY

Summer has arrived and lots of us are out enjoying the garden again. Whilst we are all determined to make the most of the good weather, we must remember that during the Summer one in five accidents happen in the garden! Many of these involve children. To make sure that we all remain safe while working in the garden this Summer please take a minute to read these safety tips:



Do...

- ✓ Wear appropriate footwear, steel toe cap boots, gardening gloves, ear defenders and goggles when using the lawnmower, strimmer, hedge trimmer or similar.
- ✓ Always place the cable of electrical equipment over your shoulder and keep it behind you at all times. Make sure electrical switches on all garden equipment are switched OFF before plugging them in.
- ✓ Wear a face mask if you are using compost and you have a lowered immune system, chest problems etc.
- ✓ Work a safe distance away from people and pets when using garden equipment and always watch out for any children in the area.
- ✓ Make sure that any electrical equipment or extension cords are designed for outdoor use and are in good condition.
- ✓ Make sure ladders are placed on a level surface and are held or secured in place.
- ✓ Protect yourself while using electrical equipment outdoors by installing a special socket or a plug-in adaptor if your electricity supply does not have an RCD trip box.
- ✓ Cover up, wear a hat and use sunblock.
- ✓ Watch out when using adhesives, solvents, weedkiller or pesticides when children or pets are around. Always follow the instructions on the label and store carefully.
- ✓ Make sure you know which plants in your garden are poisonous and keep children and pets away from them. To find out more on poisonous plants check the Real Gardeners website www.realgardeners.co.uk
- ✓ Have safety nets and pads fitted to trampolines and keep them away from walls, washing lines and hard surfaces.
- ✓ Empty paddling pools when not in use.

Don't...

- ✗ Use a barbecue on your veranda. Also make sure you keep barbecues away from trees, buildings, washing lines and fences.
- ✗ Use electrical tools in wet or damp conditions or when you are barefoot or wearing sandals.
- ✗ Set bonfires - these can quickly get out of hand.
- ✗ Leave tools, lawnmowers or other electrical items unattended.
- ✗ Try and fix any faulty electrical equipment yourself.
- ✗ Overreach when on a ladder or while using a hedge-trimmer. You should never work higher than shoulder level.
- ✗ Transfer any substances to alternative containers that could confuse people and lead to poisoning.
- ✗ Leave small children unattended. A child can drown in 4cm of water - that is the same as a puddle or a bucket which has filled with rainwater.

We are always delighted when out and about to see how well a number of gardens and verandas are kept, and the effort that many of you put into your gardens and verandas throughout the year.

DON'T GET STUNG!

It's that time of year when wasps and bees become more noticeable in our gardens and open areas. Most of the time they don't pose any particular concern, but if you discover a wasp or bee nest in your garden this may pose a danger, especially if you have young children.

Glasgow City Council Environmental Health Department offers a service for the removal of any wasp nests which are causing a nuisance within your garden or near your property. On reporting the

need for a wasp nest to be removed to the Council, this will be attended to as soon as possible and will cost £56.40 including VAT.

The presence of bees within a garden can actually be beneficial for the pollination of plants, but if a nest is present and this is causing a nuisance they can be removed. However, as bees are a protected species only a qualified beekeeper can remove the nest and transport the bees. Although the Council do not offer a service to remove bees, they will be able to provide you with the name and contact details for a qualified beekeeper in your area.



Do Not Try To Set Nests on Fire!

This is dangerous for you, your family and neighbours. Please contact the Council for help instead. Should you require a wasps nest to be removed at any point over the summer, please contact the Council's Environmental Health Department on 0141 287 1059 and choose option 4.

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



GARDEN COMPETITION

You have to be in it to win it!

Judging for our annual garden competition will take place soon. The closing date for nominations is 30th July 2019. If you would like to be considered for a prize, you must put your garden forward to be judged or you can nominate a neighbour's garden. We award prizes for the best gardens in each of our three areas - Arden, Darnley and Pollok - and prizes for the best balconies in Arden.

Remember to let us know if you want your front or back garden judged (as long as access is available).

You can enter by calling us on 0141 638 0999, emailing estates@glenoaks.org.uk or text **Garden Comp** to 07860 027 496 and someone from our team will contact you.

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

Good luck!



Visit our Glen Oaks Facebook Page for information and photos on any of our events

DO'S & DON'TS Bulky Waste

We want to make sure that the area is always looking clean and tidy! There has been some confusion regarding bulk uplift disposal recently.

The bulk pull through by our contractor takes place on Monday mornings. Bulk items should be placed neatly beside the bin store for collection; as close to Sunday evening as possible. Glasgow

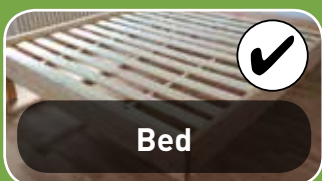
City Council are then responsible for the bulk removal once our contractor has moved it to the pavement.

For items not for bulk collection Glasgow City Council should be contacted directly to book appointments for collection. Their number is 0141 287 9700

DO'S: Items which are bulk



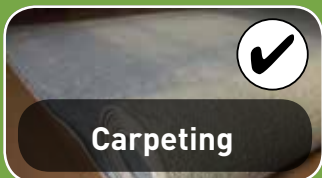
Mattresses



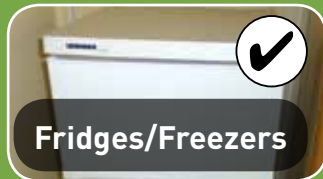
Bed



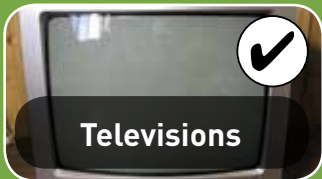
Chair/Settee



Carpeting



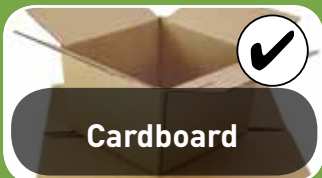
Fridges/Freezers



Televisions



Vacuum Cleaners/
Hoovers

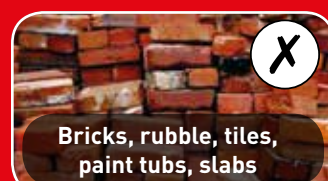


Cardboard

DON'TS: Items that will NOT be removed



Filled black bags



Bricks, rubble, tiles,
paint tubs, slabs



Slabs



Sheds and huts

Cleansing – Contact Details

For missed collections or queries/enquiries regarding Glasgow City Council's refuse service, please contact the Council directly on 0141 287 9700. You can report failures of service to your local councillor, Bailie Josephine Docherty, on 0141 287 5854. Bailie Docherty holds a surgery in the Arden Community Hall at 6pm on the 1st Wednesday of every month. **Glen Oaks staff are unable to deal with queries about the cleansing service.**

Close Cleaning Feedback Cards

Look out for our new close cleaning feedback card over the next few months. Our Housing Services Officers/Assistants regularly do spot checks on the closes after a clean but we want to hear your views.

While our team are out inspecting the standard of cleaning, they will post a feedback card through your

door. This includes a few questions to help us improve the service, and can be returned to us via freepost, by handing into the office or you can go to our website www.glenoaks.org.uk/getinvolved/closecleaning and complete a survey monkey questionnaire.

Last year we only received 25 returns, so we need more feedback from you to ensure the service meets your expectations.



Contact Glasgow City Council on 0141 287 9700 to report a missed bulk uplift

Darnley Gala Day and Fun Run 7 September

The annual Darnley Gala Day will take place on 7 September. It will be held in Darnley Primary School and St Angela's Primary School. Glen Oaks is sponsoring the Fun Run which is free for everyone to enter.

Registration is at 10am at Darnley Primary and the Fun Run will start at 10.30am. The Toddler Waddle, that was really popular last year, is back again too. This will take place at St Angela's Primary School – registration is at 11.45am and the Waddle starts at 12 noon. We are also delighted to sponsor this event and hope lots of toddlers have fun taking part in it. All runners and waddlers will receive a medal and goody bag. Look forward to seeing you there in September!



Glen Oaks 
HOUSING ASSOCIATION

ARDEN LITTER CLEAN UP!

WE NEED VOLUNTEERS TO HELP US AND LOCAL
SCHOOLS TO CARRY OUT LITTER PICKING IN ARDEN.



JOIN US ON 19TH JUNE AT 1PM AT THE GLEN OAKS OFFICE.
FOR MORE INFO CALL 0141 620 2751

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

Handyperson Service

Don't miss out!

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

The labour is FREE with tenants paying only for materials

The type of jobs which can be carried out include:

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

Contact them on: **0141 433 2749**
or **careandrepair@southside-ha.co.uk**



"Could not better the way work was carried out and all tidy when job finished"

"Very friendly and polite man. Carried out work very efficiently. Arrived nice and early"

"Wonderful service well-mannered work people"

"Always excellent service don't know what we'd do without your service"

"Very good, very helpful and very polite"

Visit our website @ www.glenoaks.org.uk
for all the latest news



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 a grant from the Gold Community Fund. More information is available on our website www.glenoaks.org.uk or call 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 shopping voucher. Just answer the question below, fill in the entry form and send it back to us (or hand it in to our office at 3 Kilmuir Drive, Arden) by **5pm** on **Monday 22 July 2019**. You can also enter via Facebook, just comment your answer on the post, or message us. Good Luck!

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

Q. Which family member is celebrated in June every year?

- A. - Granny**
- B. - Father**
- C. - Cousin**

Q. Which family member is celebrated in June every year?

Name: _____

Address: _____

Answer:

_____ Telephone: _____

Please return your completed form to:

Glen Oaks Housing Association Limited, 3 Kilmuir Drive, Arden, Glasgow, G46 8BW
by **5pm** on **Monday 22 July 2019**

**GOLD
SERVICE**

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

**GOLD
SERVICE**

- 🐾 FREE microchipping
- 🐾 FREE information leaflets
- 🐾 FREE health and training advice
- 🐾 FREE basic health check

The law has
changed! You **MUST**
have your dog
microchipped.

Dogs Trust Community Event

Monday 8th July

Glen Oaks Office, 3 Kilmuir Drive, Arden,
Glasgow, G46 8BN

11am – 3pm



Microchipping offer open to dog owners aged 18 or over regardless of benefit status, subject to availability and resources of the charity. All breeds of dogs are welcome, however Dogs Trust will not chip active hunting hounds or litters of puppies. We ask that **puppies under 6 months old are fully vaccinated and proof of vaccinations are brought along to the event.** If your puppy has recently been vaccinated, they must be carried for the 10 days following their final vaccination. Dogs over 6 months old do not require proof of vaccination. Where offered, the basic health check is for ears, teeth, coat condition and general fitness only. No other veterinary treatment will be available. If your dog requires treatment for any problems found during the basic health check you will be advised to see a Veterinary Surgeon. The Promoter: Dogs Trust, 17 Wakley Street, London, EC1V 7RQ Reg. Charity Number 227523 and SCO37843

www.dogstrust.org.uk/communityevents



Contact Us

Telephone: 0141 638 0999
Email: go@glenoaks.org.uk
Web: 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 call in to our office.

