

## Welcome to Glen Oaks...

Welcome to Glen Oaks Housing Association – we hope you enjoy living in your home.

We have designed this handbook to give you some useful information about your home and the Association. It is only a guide, so if you need more information regarding anything in this handbook, please contact our office and we will be happy to help you.

If you require this handbook in a different format we will try, where possible, to meet your request.

### Our vision and mission

Our mission as a not-for-profit organisation and a registered charity is to regenerate our communities and make them desirable places to live. By investing the rent that we collect back into our properties and estates, and by building new homes, our communities are thriving.

### About us

Since Glen Oaks Housing Association was established in 1991, our tenants and the local community have been the driving force behind us not only providing low cost housing for those in need but being an organisation that cares about the community where we work.

The Association was initially set up to take ownership of 310 homes in the Darnley area from the then Glasgow District Council. Following a further two stock transfers in Pollok and Arden, the Association now owns over 1300 properties across our three areas.

489 new build properties have been built to date and we have aspirations to continue building in the future. £8.5 million has been invested into our properties and estates including 530 new kitchens, 760 new bathrooms and 750 new heating systems.

*“Our aim is to provide good quality, affordable housing and an excellent service. We will encourage resident participation and work with other agencies to regenerate our community.”*

Glen Oaks' mission

*“Where communities thrive”*

Glen Oaks' vision



## Contact Us

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

 [Glenoakshousing](https://www.facebook.com/Glenoakshousing)

 [@GlenOaksHousing](https://twitter.com/GlenOaksHousing)

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.

## Welcome to Glen Oaks Housing Association

Welcoming you into your new home with Glen Oaks

**Glen Oaks**  
HOUSING ASSOCIATION 



This document gives you information about the history of Glen Oaks, our core values and vision, as well as details of the main services we provide to you as a tenant.

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Glen Oaks Housing Association's mission is to regenerate our communities and make them desirable places to live. By doing this we hope you will sustain your tenancy with us.

### Our values

Our core values play an important role in influencing everything that we do and reflect the standard of service all of our tenants should receive.

#### DEDICATED

We will give 100% commitment to our work

#### ASPIRATIONAL

We will strive to achieve the best we can for our communities

#### RESPECTFUL

We trust and respect our customers and each other

#### TRANSPARENT

We will be open and honest about what we do

### Who manages us?

We are managed by a voluntary Board, made up of tenants and other people (with different skill sets), whose role is to provide leadership and determine our strategy for the future.

If you are interested in joining our Board, [Booklet 6 – Getting involved](#) will provide you with further information.

### Our staff and services

Our staff team is committed to providing an excellent service to all our customers. This was validated when the Association achieved 'Customer Service Excellence' accreditation.

Our team is split across three departments with different responsibilities for each part of your tenancy, but with the common goal of delivering excellent service at every opportunity.

Our Housing Services team advise and assist tenants, sharing owners, applicants and customers in general with any aspect or enquiry concerning housing management. This includes allocations, rents, arrears, anti-social behaviour, neighbour disputes, Housing Benefit enquiries and general tenancy issues.

### Our staff and services (Continued)

Our Technical team deal with the day to day repairs of our properties including the common areas. They also have responsibility for any major repair programmes including kitchen renewals or boiler replacements. Another function of the Technical team is to ensure all health and safety legislation is adhered to in your home. This includes items such as annual gas safety checks or electrical safety checks.

### Welfare rights

Our team is dedicated to helping our tenants sustain their tenancy with us and improve their quality of life. This can be through one to one support or at our Savings Days, which are themed events tailored to providing you with access to advice or different services such as Pollok Credit Union.

See [Booklet 9 – Rent and advice on benefits](#) for more information on how we could help to ensure you are receiving everything you are entitled to.

Information on our Savings Days will be shared in our quarterly newsletter, Facebook and website. If you would like more information, contact our Housing Services Department.

Our Finance and Corporate Services team support the Board and Service Improvement Group (SIG), encourage tenant participation, maintain and update our website and social media. They produce many of our publications for local residents such as the quarterly newsletter and Annual Report. They also co-ordinate our customer satisfaction surveys.

### Gold Service

We were one of the first housing associations in Scotland to introduce a tenant reward scheme – Gold Service. This popular scheme provides a payback to loyal customers of the Association, including up to £52 per annum in Bonusbonds.

See [Booklet 5 – Gold Service](#) for more information on how to join.

### The legal stuff

Please note that the tenant handbook is not a legally binding document. Nothing in our handbook changes the legal rights and duties of the landlord and tenant as set out in your tenancy agreement.

If you need further information or clarification about your tenancy or our services, please contact us.