

where we started ...



... and where we are now



Glen Oaks Housing Association was registered in 1991 and has grown organically over its existence through renovations, new build and stock transfers. We now provide landlord services and community representation in six distinct communities in the south west area of Glasgow - Arden, Cartloch (Pollok), Darnley, Old Darnley, Regents Park and Southpark Village.

We have built up a strong reputation as an innovative, community-based housing association which places customer service, financial viability and being an excellent employer at its heart.

Our voluntary Board, which can have up to 15 members, is responsible for setting the overall strategy, objectives and policy for Glen Oaks. Board members are elected by our shareholders at the Annual General Meeting. We are committed to ensuring that Board members receive substantial training, guidance and support to enable them to fully exercise their roles and responsibilities.

We have a 5-year plan which sets out what we hope to achieve between 2018-2023. The plan is reviewed every year to take account of any changes that may have an impact on our work.

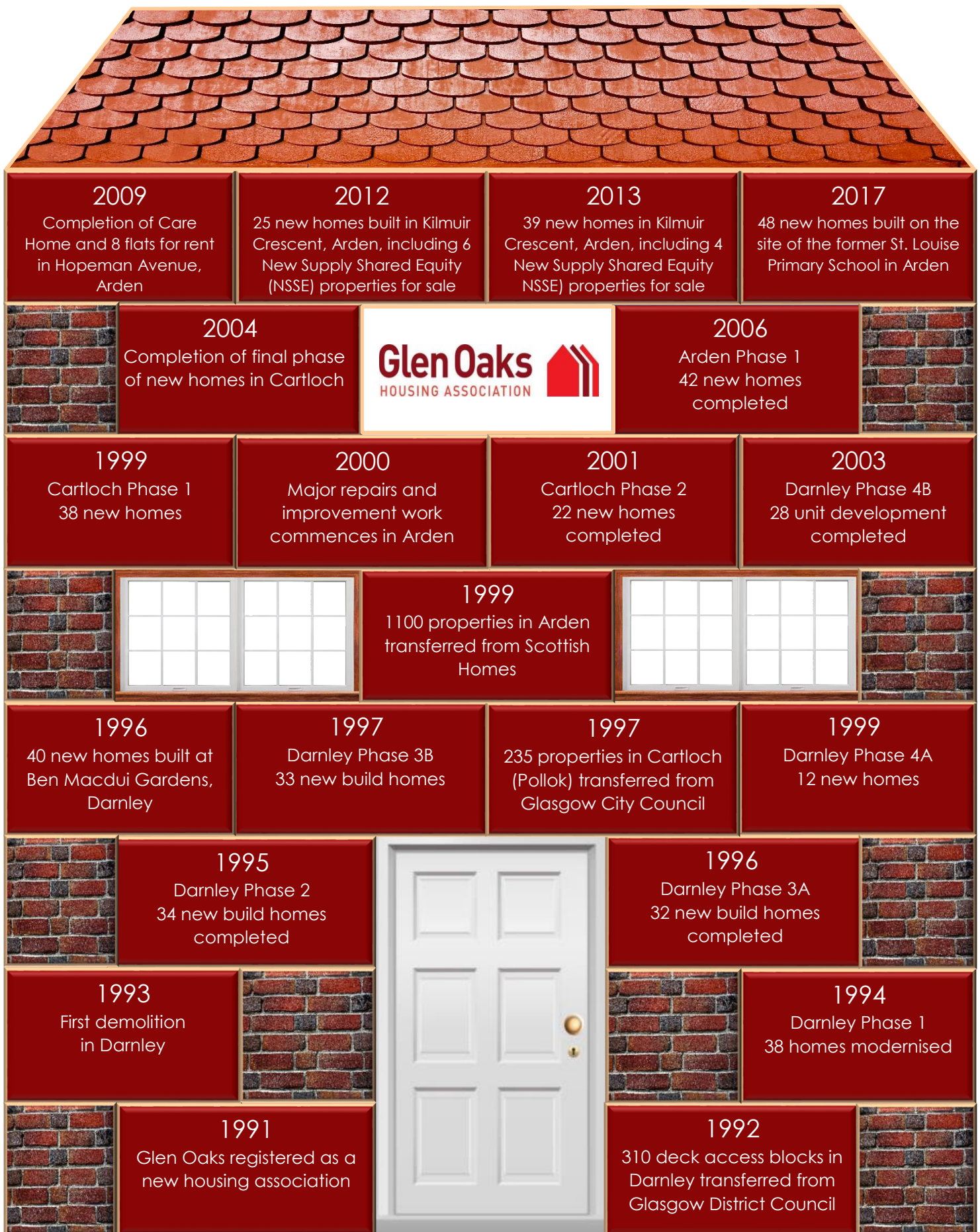
Our main objectives for 2018-2023 are:

- **Customer Service** - provide excellent customer service, through analysis and evaluation of customer feedback.
- **Governance** - we will continue to review our governance requirements to ensure strategic leadership and direction.
- **Financial Viability** - we will manage finance to sustain the business to allow for the continued delivery of services.
- **Asset Management** - through a robust programme of reactive, void, cyclical and planned repairs, we aim to maintain and improve existing properties.
- **Community Regeneration** - by building on existing partnerships, we hope to create opportunities to enhance services in our estates.
- **Development** - we will work to support the Scottish Government's 50,000 New Homes Target. We will build high standard new homes to meet the needs and aspirations of our Customers.

The business of the Association is considered at our regular Board and Sub-Committee meetings. We have two Sub-Committees: Finance, Audit and Corporate Services and Housing, Technical and Health & Safety.

The operational management of the Association is delegated to the staff team, within a framework of controls established by the Board.

We currently manage c.1,400 properties



In addition to the above, we have developed 46 houses for shared ownership in Southpark Village, Darnley, and Regents Park, Thornliebank

Our Vision:

'Where communities thrive' aims to set the scene for the long-term future of our estates.

Our Mission:

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.

Our Values:



respectful

we trust and respect our customers and each other



dedicated

we will give 100% commitment to our work



transparent

we will be open and honest about what we do



aspirational

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

Glen Oaks

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