

## What is Gold Service?

We believe that customers have the right to enjoy living in their home. In the past we have spent too much of our time and resources on a minority of customers who do not keep to the obligations of their tenancy.

The Gold Service scheme was introduced to reward our loyal customers, and encourage residents to take pride in their home and local area.

### Who can join?

Gold Service membership is open to everyone who is a customer of Glen Oaks, however the benefits you receive depend on the type of customer you are. Customers eligible to join include tenants, sharing owners and factored owners.

### How do I qualify to be a member?

Gold Service is all about recognising our loyal customers and those who are good neighbours and take pride in their home. In order to be a member you must meet the following criteria:

### Tenants and sharing owners

- Be a tenant for 8 weeks
- Clear rent account
- No arrears
- No anti social behaviour
- No breaches of your tenancy agreement

### Factored owners

- Clear factoring account
- No outstanding charges to pay (rechargeable repairs)



## Contact Us

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 [www.glenoaks.org.uk](http://www.glenoaks.org.uk)

 [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.

Your guide to our...  
**Gold Service**

Rewarding you for being a loyal customer



Charity No. SCO34301 Financial Services Authority Reg No: 2402R(S) Scottish Housing Regulator No: HCB24

**Glen Oaks**  
HOUSING ASSOCIATION 

This document describes our Gold Service membership and how you can apply.

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Glen Oaks Housing Association is committed to providing high quality services that meet the needs of all our customers. We value our customers and want you to be rewarded when you follow the guidelines in your tenancy or factoring agreement.

## What are the benefits of being a member?

### Benefits for tenants

- ▲ **Bonusbonds issued every 6 months**  
Up to £52 of bonds per year
- ▲ **Faster repair service**  
Members wait no longer than 5 days for a routine repair (normally 10 days)
- ▲ **Golden Goodbye scheme**  
We hope you will stay with us but, if you do move house and leave your home in good condition, we'll give you £75 to say thank you
- ▲ **Exclusive newsletter competitions**  
Great prizes, such as family days out and shopping vouchers
- ▲ **Education grants**  
Members can apply for a grant to help with their education such as buying books etc
- ▲ **Community fund**  
Members can apply for a grant to help local community groups

### Benefits for sharing owners

- ▲ **Bonusbonds issued every 6 months**  
Up to £52 of bonds per year
- ▲ **Exclusive newsletter competitions**  
Great prizes, such as family days out and shopping vouchers
- ▲ **Education grants**  
Members can apply for a grant to help with their education
- ▲ **Community fund**  
Members can apply for a grant to help local community groups

### Benefits for factored owners

- ▲ **Exclusive newsletter competitions**
- ▲ **Education grants**
- ▲ **Community fund**

### How do I apply?

Applying is easy! All you need to do is fill in a Gold Service application form. If you are a new tenant, there will be a form in your tenant handbook. Alternatively we can post one to you or you can complete one online. A Housing Services Officer will check your account and if you are eligible you will become a member. Full contact details are on the back of this booklet.

### Can I read the full Gold Service policy?

Yes, full details of the Gold Service policy are available on our website [www.glenoaks.org.uk](http://www.glenoaks.org.uk) or you can ask at reception and we will be happy to provide you with the full policy and answer questions you may have about it.

### Consultation on the policy

If our Gold Service policy changes in any way, we will consult you on this. At Glen Oaks we want to hear your thoughts so if you have recommendations on how we could improve Gold Service let us know.

### Suspension from Gold Service

The purpose of Gold Service is to reward our loyal customers and those who follow our guidelines e.g. tenancy agreement. If you fail to follow these guidelines, you may be suspended from Gold Service and then removed from the membership.

Your membership to Gold Service may be suspended if:

- ▲ you fail to pay your rent or factoring charges, and/or any arrears, including rechargeable repairs (residents whose rent or factoring charges are 8 weeks or more in arrears will be suspended)
- ▲ you are given formal notice advising that you have breached the conditions of your tenancy. This also applies to other family members or visitors to your home.

We will notify you when you have been suspended and work to help you get back on track.