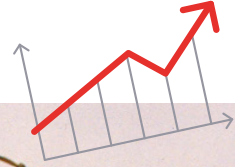




*"Where communities thrive"*



# Our History



# History of Glen Oaks Housing Association Limited

**Our vision statement "Where Communities Thrive", aims to set the scene for the long-term future of our estates. In its 26-year history, the Association has built up a strong reputation as an innovative community-controlled organisation which places customer service, financial viability and being an excellent employer at its heart.**

Since its registration in 1991 the Association has grown organically through renovations, new-build and stock transfers.

**Darnley housing stock transfer:** the Association was initially set up to take ownership of 310 homes in the Darnley area from the then Glasgow District Council, following a tenant ballot. The Darnley estate was built in the 1970s and by the 1990s poor design and maintenance, along with many empty homes, meant that a multi-agency, multi-tenure regeneration plan for the whole Darnley estate was required and agreed. The Association went on to re-develop its existing homes, most of which were demolished and replaced with high quality new homes. A small number of existing homes were refurbished. Glen Oaks also developed a further 40 new homes in Darnley on a separate site acquired from Glasgow City Council.

**Cartloch housing stock transfer:** the Association was approached by a group of tenants in the Cartloch area of North Pollok. They had initially hoped to set up their own housing association, however this wasn't a viable option so they decided to work with an existing landlord. Glen Oaks was chosen and, after a tenant ballot, went on to achieve a successful stock transfer of 235 homes from Glasgow City Council in 1997. These properties were in dire need of investment. The Association executed a multi-phase programme of demolition of the majority of the existing homes and replaced them with high quality new homes. A small number of existing homes were refurbished.

**Arden housing stock transfer:** following a tenant ballot, the Association acquired 1100 homes in Arden in 1999 with private finance from the Nationwide Building Society. The Association was faced with the challenge of managing 130 empty homes within this stock. After many years of negotiations with public funding bodies, a strategy was agreed for the demolition of the least desirable properties and a new build property development programme within the estate.

Glen Oaks provides landlord services and community representation in 6 distinct communities in the south west of Glasgow. The Association owns 1313 properties in Arden, Darnley, Pollok, Old Darnley, Regents Park and Southpark Village. Its homes are comprised primarily of mainstream rented homes, with additional special needs rented homes, shared ownership properties and New Supply Shared Equity properties.



The Association has an ongoing £multi-million housing development programme, supported by Glasgow City Council / the Scottish Government and private lenders. Our latest phase of 48 new homes for rent in Arden is coming off site in April 2017. The Association has high demand for its homes with a lengthy waiting list. It prides itself in being innovative and was the first housing association in Scotland to secure long-term private bond finance, securing £14.3m from The Housing Finance Corporation in 2011.

The Association works in partnership with many local and national agencies to ensure that we provide as many services and facilities for our tenants and residents as are required. Going forward, we are managing diverse communities of multi-ethnic background, with increased needs for housing support.

Glen Oaks is controlled by a voluntary Board which has 15 members. Our current Chairperson is Elaine McShane. Our former Chairperson, Pat McGinlay, received an MBE in 1999 for her services to housing in Glasgow. The Association employs 32 staff to manage its homes. Alasdair McKee, Chief Executive, has been the senior officer at the Association since 1992.

The Association is committed to the wholesale improvement of its communities, not just the housing within them. Consequently, we have developed numerous community regeneration initiatives with many key partners.

We have Investors in People recognition and are committed to developing all of our people to ensure that they fulfil their potential. In 2016 we were successful in gaining the prestigious, nationally recognised Customer Service Excellence accreditation.

Glen Oaks was 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.

Glen Oaks was featured in an innovative TV series "Colin and Justin on the Estate" which profiled the Association's work to regenerate the Arden estate. As a result, several projects were delivered including a young persons centre (the former Arden Chill Out) and the refurbishment of the Arden Community Hall.



Colin and Justin alongside tenants ready to move into their new build home in Arden in 2006

