



£7.1m HOMES BOOST FOR ARDEN

Families move in to 49 much-needed new affordable housing for rent at Kilmuir Close

Glen Oaks is pleased to announce that we have completed 49 stylish new properties in Arden and tenants have now moved in.

This development is further evidence of our commitment to affordable housing, with spending on building new homes over the last five years topping an impressive £10 million.

Simon Gaunt, our Chairperson, said: "These homes demonstrate Glen Oaks' commitment to fulfil our promise to keep building new homes for our community."

Read more on Page 2.



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Alasdair's Introduction

Even though 2021 hasn't started the way we had all hoped, I wish you all a Happy New Year. I am sure everyone is hoping things will improve in the coming months. As things start to open up again, we will advise you on how our services will be affected. Please turn to page 6 for an update on the services we are currently able to carry out.

Thank you for being so patient during this difficult period, particularly with regard to the reduced repair service in the winter months. We look forward to getting back to normal. Information on the current restrictions and vaccination guidance are available on the Scottish

Government's website - <https://www.gov.scot/collections/coronavirus-covid-19-guidance/>

Our goConnect and Starting Out team continue to be here to help - see pages 10 & 11 for information on how you can contact them. We are excited to welcome Audrey to the team as our new Digital Inclusion Assistant. Audrey is here to help you with anything digital or online.

There have been several other new additions to the team in the last few months: Jane & Lisa joined the Housing Services team, and Karen & Claire joined the Technical team.

I hope you all stay safe, and please remember that our staff are here for support or advice if you need it.



Alasdair McKee, Chief Executive

£7.1m homes boost for Arden - *continued*

Speaking about the new development, our Chairperson said: "We readily acknowledge the support of the Scottish Government and Glasgow City Council who have contributed £3.9 million towards the cost of these outstanding homes. This project would not have been possible without them."

The development - which was built on empty land - is a mix of terraced, semidetached properties and cottage flats. Alasdair McKee, our Chief Executive, said: "We are delighted to be able to unveil our latest homes in Arden which have been completed against the backdrop of a challenging ongoing health emergency.

"We are grateful for the efforts everyone put in to make these new homes a reality for the people we serve as a housing association."

Glen Oaks also acknowledges the work of MB Langmuir and Hay who were the Employer's Agent and Principal Designer and Bob Morris of Morris

Architecture who was Clerk of Works.

The homes were designed and built by developer AS Homes (Scotland) Ltd. The developer will be working with Glen Oaks to help create a "community garden" as part of AS Homes' "community benefit commitment" which was agreed prior to construction work beginning.

Paul Kelly, Managing Director of AS Homes (Scotland) Ltd, said: "This is a fantastic development and we were honoured to be appointed to design and construct these new homes for Arden - and with further phases still to come. The community garden,

when complete, will be a real focal point for local people to enjoy attractive outside space, which is so important for everyone."

Councillor Kenny McLean, City Convener for Neighbourhoods, Housing and Public Realm, said: "These new affordable homes are a very welcome addition to Arden as not only do they bring much-needed high-quality family housing to the area, their construction



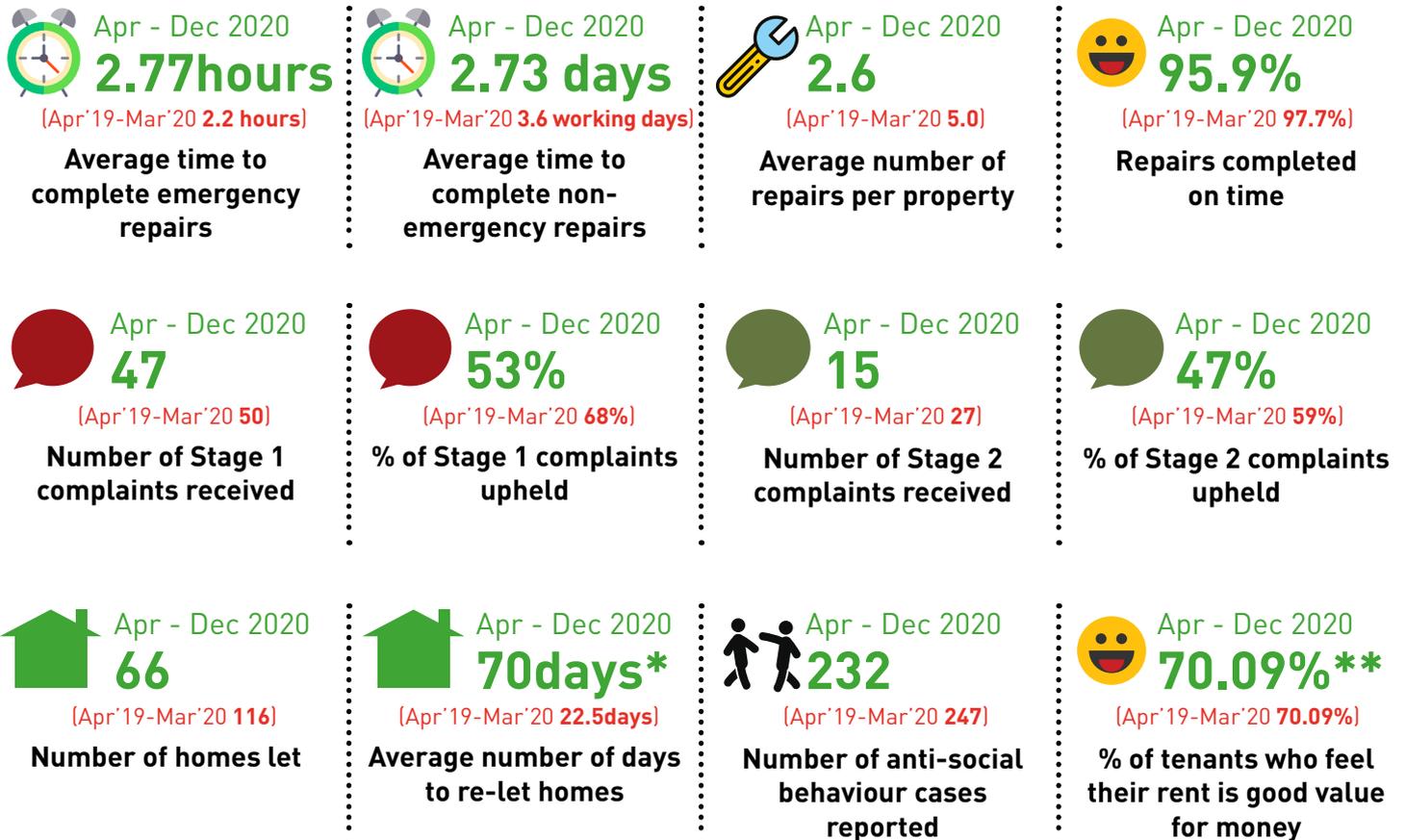
has regenerated a site which had lain vacant for decades.

"We were delighted to support this project and to work with our partners in its delivery, and I am sure all the new residents there will enjoy living in these new homes. Good housing is key to our quality of life, something we all appreciate at this time."

The new homes have been given a ringing endorsement from one of the tenants. Julie Thomson said: "I can't thank Glen Oaks enough for our beautiful new house. It has changed our family life for the better."

Our Performance

As we approach the end of one of the most challenging years ever, we are pleased to report that our performance remains very good. We have had to adapt our services in line with the Scottish Government's guidance. This certainly had an impact on our repairs service. We hope this has not caused too many problems for you and we look forward to returning to a full repairs service in the very near future.



Notes: *Due to Scottish Government restrictions we were unable to let properties between April and June. **Last survey was carried out in January 2020

Updated complaints handling procedure

All housing associations in Scotland follow the same complaints handling procedure which was developed in 2012 by the Scottish Public Services Ombudsman (SPSO). Following a comprehensive review, a new complaints procedure will come into effect in April.

A lot of the content has not been changed. There are still two stages in the process.

- Stage 1 complaints should be resolved as quickly as possible (within 5 days)
- Stage 2 complaints (which need more investigation) have a longer response timescale of 20 days.

If you are still not satisfied with our response to a complaint you can appeal to the SPSO.

The complaints procedure has been updated to include more details on how we will make sure the complaints service is accessible to groups of people covered by equalities and mental health legislation. It must also be accessible to vulnerable groups such as older people, homeless people and those without internet access.

Other additions to the procedure are:

- Complaints made via social media
- Expected behaviours (of staff and customers)
- Agreeing the points of complaint and outcome sought with the customer

Further details can be found on our website from 1 April.

Our office remains closed due to Covid-19 but you can still contact us via 0141 638 0999 or go@glenoaks.org.uk

Appeal from Jimmy Dunnachie Family Learning Centre, Arden

Our nursery garden is located within the school grounds, facing Kilmuir Crescent. It is a safe and secure area for the children to play and explore and has been developed using our own money which local families helped us raise. Within our garden we have a number of structures and a shelter that the children use in bad weather.

Over the past year our shelter has been vandalised and damaged several times and the children were unable to use it as it was unsafe. Our garden shed was also burgled and left badly damaged this year. Not only is it disappointing for all of us but it's costly to fix and replace. Our local hero Andy (granddad of children who attend the nursery) has been amazing at helping us out, he's always on hand to fix any damages he can, but we can't keep relying on families to help us.

We would like to appeal to the community to help look after this centre. Most of you have had family members attending here and know how much the kids love it. We don't mind children and



youths using our area if they respect it by removing any rubbish before they leave. Remember it is a safe play space for young children. Please remind your children about this. Your support would be greatly appreciated by all here at Jimmy Dunnachie FLC.

Fly Tipping

There have been ongoing issues around fly tipping. It is essential that you do not put any items on to common landscaped areas because when items are dumped on common land this is considered to be fly tipping.

Anyone who is convicted of fly tipping could be fined up to £40,000 and/or imprisoned for up to 12 months.

If you see anyone disposing of items, or if you want to report fly tipping, please report this directly to Glasgow City Council's Environmental Task Force. You can contact them in the following ways:

- Online: www.glasgow.gov.uk/envtaskforce
- Telephone: 0141 287 9700
- Or by using the **My Glasgow** app which is available from the App Store and Google Play

Uplift of bulk from tenement flats in Arden

Bulk waste must be placed in the back court area of your own property.

Glasgow City Council stopped the free uplift and disposal of bulk items in March 2020. The Council have advised that this is not a statutory service and as such do not intend to resume a free service.

To ensure the cleanliness of the estate, the Association's landscape contractors have been carrying out this service since the Council service

stopped. The Association has agreed to continue a monthly uplift service at present. This is a high-cost service and tenant service charges may need to be reviewed accordingly. This year, we have retained the service level at the cost of the pull-through service, which does not take account of the uplift and disposal costs.

Please help us to try to keep the back court area as clean and tidy as possible.

Uplift from all other properties (excluding Arden tenements)

The removal of bulk from all other properties remains unchanged. Tenants are requested to contact Glasgow City Council if they require a bulk uplift. Glasgow City Council can be contacted by telephone on 0141 287 9700 or you can request a bulk uplift through the Council's My Glasgow app which is available from the App Store and Google Play.

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

workingrite

SOUTH GLASGOW

WorkingRite welcomes new Project Coordinator Rachel to work alongside Anne to deliver the Glasgow Communities Fund programme over the next 3 years. Anne has worked helping over 250 local young people in the area since 2013 and will continue to be the main contact for the young people of Glen Oaks Housing Association.

The WorkingRite South Glasgow programme is funded by GCF, a grant from the Charles Hayward Foundation and our three partner Housing Associations: Glen Oaks, Elderpark, New Gorbals – young people who reside in these tenancies will be given priority access to the programme.

At the beginning of March WorkingRite South Glasgow started a new group of 10 young people – this group have been working remotely with Anne & Rachel using Zoom as a medium for learning during lockdown. The young people have embraced this new concept of training as it will aid their progress into a work placement when restrictions are lifted.

The current group are interested in work placements ranging from childcare, warehousing, catering & construction. For young people interested in construction they will get the opportunity to undertake their CSCS Health & Safety Operatives Card.

Here's a snapshot of what the young people have been working on: Induction, Choices, Perceptions, 1st Impressions, Benefits of Working, Planning & Preparing For Work, Key Skills & Qualities, Strengths, CV's – WorkingRite will also deliver an SQA accredited 'Personal Development Award'

**Do you want to
"EARN WHILE YOU LEARN"?**
Whilst on the programme a young person receives a trainee allowance of up to £100.00 + travel expenses when they have progressed onto a work placement.

WORKINGRITE recruit throughout the year. If you are interested and want to find out more, please contact Anne on 07921040611 or email anne@workingrite.co.uk.

www.workingrite.co.uk/where-we-work/glasgow/glasgow-south/



Service Improvement Group (SIG) Update



Our Service Improvement Group's review of communication was discussed with the Board in January. We are delighted to report that the Board was thoroughly impressed with the commitment shown by the SIG throughout the lockdown restrictions. The Board commented that the SIG's report was really informative, covering areas that could be improved while also highlighting what we are doing well.

From the 30 recommendations put forward, our Corporate Management Team have already implemented or agreed to most of them.

Examples included:

Review of standard letters to ensure a consistent approach, language, layout etc.

This will take time and we will work towards getting this completed by the end of the year.

Provide an update on Estate Action Plans after 6 months.

An article will be included in the winter newsletter providing an update.

Introduce an online Housing application.

This was introduced late last year but improvements will continue to be made to the process.

Do you want to help improve our service? You can be a sofa critic or join in on our Zoom meetings, even if it is just to see if it's something you would be interested in. Contact Laura Strang on laura.strang@glenoaks.org.uk for more information.

Service Update

The Association is continuing to follow government advice and our office remains closed to the public. This is to protect our tenants and other customers and our staff team.

Our staff are providing our service remotely from home - you can contact us by telephone (0141 638 0999), email (go@glenoaks.org.uk), text message (07860 055393) and via our [web portal](#).

We are unsure at the moment when we will be able to re-open our office - we will let you know as soon as we are able to do this.

The Association continues to carry out the following:

Reactive Repairs - "essential" repairs only. Any routine repairs will be completed once "non-essential" works are allowed again by the Scottish Government, thought to be from late April but yet to be confirmed

Empty property repairs - normal service and ongoing allocation and letting

Cyclical Maintenance - Annual inspections of gas appliances, smoke and heat alarms and ventilation systems, Common Water Tank Maintenance, Grounds Maintenance, Common Paintwork, Gutter Cleaning and electrical servicing to resume in early summer

Major repairs - gas boiler and kitchen and bathroom replacements to be resumed from early summer

Once it is known that non-essential repairs can be carried out under the reactive maintenance programme, the Association will inform you.

How's our service?

We are always keen to find out what you think of our service. That could be in relation to repairs, close cleaning or the standard of your home when moving in. We've previously sent out satisfaction surveys to get your feedback. However, we've recently introduced new software that allows us to send surveys to you by text or email. We'd really like to get your feedback so, if you do receive a survey from us, please take a few minutes to read the questions and submit your answers to us. If our service isn't up to scratch we want to know about it so that we can make improvements.

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

Rent Review Consultation 2021/22

The Association consulted all of our tenants and sharing owners about our proposals for this year's rent and service charge review.

How did we consult with you?

- Our consultation took place between 2 December 2020 and 23 December 2020.
- We used email with a Google survey link to find out the views of all tenants who had given us their email contact details. We were pleased with the number of residents who took part in the survey - if you would like to be consulted via email in future please let us know your email address.
- We also sent a postal survey to all tenants who had not provided an email address and to those tenants over the age of 50 years old. We included a pre-paid return envelope to make it easier for tenants to return their survey form to us.

- An article was published in our Winter Newsletter and information was also made available on our Website and Facebook page.
- We consulted on a 1.6% increase and the outcome from this exercise is noted below.

What did you say?

Overall, we had 148 (11%) responses. This was higher than last year's response rate of 115 (8.9%).

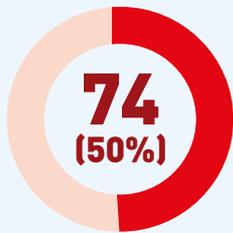
72 (48.7%)

supported a 1.6% increase

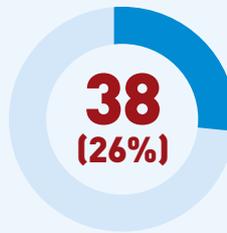
76 (51.3%)

Did not support a rise

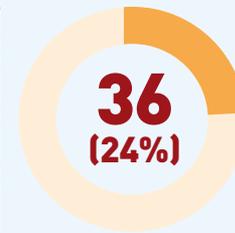
When asked about the rent being good value for money, responses were as follows:



of our residents thought that the rent was very good or fairly good value



said that they thought it was fairly poor or poor value for money



thought that it was neither good nor poor, or they didn't have an opinion.

Overall, many tenants felt that they receive a good service from the Association, as highlighted by the 50% who told us that they felt their rent was good value for money.

One comment stated: "Good value - brilliant service" and another noted: "New kitchen/bathroom/triple glazing - Lots of services if needed. Although I've been lucky and not used the support Glen Oaks has offered, other tenants will have appreciated this, and it was good to know there was support there if needed".

There were some very positive comments about the Association's service, although we also received feedback about improvements that could be made.

- Some of the comments were about our repair service, with some highlighting upgrading of windows and doors in Darnley; some dampness issues were reported; and requests for renewal of internal fittings like pass doors, radiators, and boilers. Some delays were noted in getting repairs completed and there was some

dissatisfaction with the development of new build, with the suggestion that resources should be focused on upgrading existing stock.

- There were several comments about the external environment and the landscaping and stair cleaning services. Dog fouling and poor maintenance of common areas was highlighted.
- Sharing Owners do not consider their tenure type to be value for money, as they do not get any maintenance services.
- Affordability was mentioned a lot this year with several comments about hardship being faced by residents who have lost jobs or are facing redundancy because of the Coronavirus pandemic. Many felt that rents were high and that an additional increase would lead to financial pressures in meeting other household bills. Some comments suggested a lower increase or a delay in applying a rent increase.

The transparency of the feedback reinforced the message that some of our tenants are facing financial challenges. As such, the Board affirmed their commitment to seek opportunities for funding to continue to provide Welfare, Money, Debt, and Energy support services, allowing us to help tenants who are finding it difficult to pay their rent.

We did not set out any options this year as our Board felt that it was important to keep our rents as low as possible to meet the business requirements and to acknowledge the impact of the pandemic.

As well as maintaining current service levels, a 1.6% increase will also support the borrowing needed to fund house building, energy efficiency improvements and investment in our existing houses. Our current five-year plan allows for expenditure of £8.2M.

With the effects of Coronavirus at the front of our minds this year, we were fully aware of the delicate balancing act needed when setting the rent levels. We believe that the 1.6% increase strikes that balance.

Thank you to everyone who took part in the review and gave us their comments - we really appreciate your feedback.



New allpay payment number

The number to phone the Allpay IVR payment line (Interactive Voice Response) to make rent payments has changed. The number has changed to **0330 041 6497** which is now a free service.

KEEP YOURSELF SAFE FROM ASBESTOS

What is asbestos?

Asbestos is a naturally occurring fibrous material that became a popular additive to building materials to increase performance in the 1950s. It was commonly used as an insulator and has good fire protection properties. Asbestos is most likely to be found in homes built between the 1950s and the early 1980s. Asbestos has been banned since November 1999 because it can pose a danger to health. Properties built after the year 2000 should not contain asbestos products anywhere in the building.

Where is asbestos found?

Asbestos fibres may be found in the following materials:

- Floor tiles (vinyl or thermoplastic tiles)
- Wall and ceiling boards
- Artex (textured) ceiling finishes
- Sprayed coatings to steelwork
- Lagging around pipework and hot water cylinders
- Water tanks
- Wall boards / lining boards
- Inside electrical distribution boards and fuses
- Bath panels

Asbestos fibres may also be found elsewhere therefore please contact us if you are in any doubt about the presence of asbestos in your home.

When is asbestos dangerous?

The presence of asbestos containing materials (ACMs) in your home does not necessarily pose a risk. If the asbestos containing material is sealed (encapsulated) and is in good condition then it will not be a problem unless the sealant is damaged – asbestos is only dangerous when fibres are released into the air. The most common disturbance of asbestos results from DIY. In order to ensure your safety when carrying out any DIY please follow the guidelines below:

- **DO NOT** drill a hole through any asbestos boards
- **DO NOT** cut or break off any parts of asbestos products
- **DO NOT** rub down asbestos panels or Artex with sandpaper
- **DO NOT** use wallpaper scrapers on asbestos products
- **DO NOT** remove asbestos panels to gain access to services
- **DO NOT** cut any asbestos products with power tools or break asbestos products with a hammer.

If you are unsure if a product contains asbestos it is safest not to carry out any works until you have contacted us for further advice.

What Does Glen Oaks Do About Asbestos?

We work closely with Health & Safety specialists to identify and manage the risk of asbestos to ensure that all known asbestos containing materials are effectively managed to reduce the risk to its lowest practical level. We have carried out a high number of asbestos checks on our properties and hold an Asbestos Register of the results. Prior to any repair or major upgrade works this register is checked by our staff and contractors. If no information is held an asbestos check will be carried out before any work is allowed to proceed. If we have a positive sample and works are required to that area then the safe removal of the asbestos will be instructed.

An annual check is carried out to assess the condition of asbestos containing materials in our common areas. If the condition of the asbestos containing material has changed and a risk is posed then the asbestos will be removed.

If you think your home may contain asbestos, particularly damaged asbestos, you should contact us immediately. If necessary we will arrange a survey. If asbestos containing materials are found, they may be removed, however this can be a disruptive process therefore if materials are found to be in good condition and do not pose a danger we would recommend that they are managed rather than removed.

For further advice on asbestos please contact Kelly Swain on 0141 620 2752.

Alternatively, information about asbestos can be found on the Health & Safety Executive's website at www.hse.gov.uk

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

Legionella Advice – Be Aware – Be Safe!

Legionella are bacteria which cause Legionnaires' Disease. This is an uncommon disease similar to pneumonia. Legionella bacteria can live in hot and cold water systems within domestic properties. Contaminated bacteria can be released into the air in an aerosol form such as from the fine spray from running taps or showers. Some Glen Oaks homes are served by cold water storage tanks and we have engaged a contractor to inspect and test the water in these tanks on a regular basis. We also carry out any works required as a result of these inspections i.e. cleaning and disinfecting tanks, based on recommendations from our contractor.

There are some additional ways that YOU can help to minimise the risk of Legionella bacteria developing in your domestic water supply and we have provided some tips below:

- Prevent the build up of stagnant water by running all infrequently

used outlets such as showers, hot and cold taps, outside taps and second toilets at least once a week. Run water very slowly for 1 minute and then on full power for 5 minutes to ensure any stagnant water lying in the pipework is cleared.

- If a shower has not been used for a week or more, immerse the head of the shower in a basin or bath of water and turn on the shower letting the water run for 2-3 minutes. As Legionella can be dispersed as an aerosol through water spray, running the shower under water will lessen the likelihood of infected particles from being released. An alternative to this method if possible, would be to take the showerhead off before flushing the outlet as normal.
- If your hot water is supplied by a hot water cylinder, ensure the stored temperature of this is set to at least 60°C. It is very important that you do not turn off your hot water cylinder as this will cause the temperature to drop and bacteria will thrive increasing the risk of Legionella

- If you use any garden hoses in the summer, please ensure that you run the outside tap for at least 5 minutes before using ensure any stagnant water lying in the pipework is cleared.
- The risk of contracting Legionella from cold water storage is low and the bacteria thrive at a temperature above 20°C. If you do have a cold water storage tank within your own house or flat, it is recommended that the temperature of the water in the tank should be less than 20°C.
- Where possible, shower heads and attaching hoses should be dismantled, descaled and disinfected on a quarterly basis, or more regularly if required, using a standard disinfectant cleaning product.

Please be aware that Legionnaires' Disease is extremely rare and the risk of infection is small. This risk can be further reduced, however, if the steps outlined above are followed.

If you have any questions regarding this article or require any advice on preventative measures please contact Kelly Swain on 0141 620 2752.

Welcome Nurture Landscapes

Following a recent procurement exercise, the Association has appointed Nurture Landscapes Limited as its new landscaping contractor. The contract commenced on 1 April 2021. Prior to tendering, the specification for the Landscape Maintenance Contract was reviewed and expanded which should result in an improvement in the condition of landscaped areas in Arden, Darnley and Pollok.

We continue to do battle with litter and we ask you to ensure that you take your litter home or use the bins provided which will help to improve the appearance of our areas.

Bulk removal will continue to be provided by Caledonian Maintenance Services Limited for the time being, as this was separated from the main landscaping contract prior to the procurement exercise.



ARDEN COMMUNITY GARDEN

We are looking for volunteers to help create a Community Garden space for our tenants to grow food, plant flowers or just sit and relax!!



If you enjoy gardening, woodwork or can help us in any way and would like to get involved then please contact us on 0141 638 0999 (option 3)



Register online at www.glenoaks.org.uk to view your latest balance and account transactions

STARTINGOUT your helping hand & go connect Projects

Over the past year our staff have been applying for lots of funding for laptops and tablets as well as free internet (mi-fi devices). This has benefitted our families and vulnerable residents in the local community to get online, do school work, join our zoom chats and classes and keep in touch with family and friends during the lockdown. We hope to be able to lend these devices out to our tenants for periods of 3-6 months.

To date, we have received funding for (and distributed) 55 digital devices via the following funding and local partnerships:

If you are interested in borrowing one of these devices and learning how to use it/get online/discover the endless possibilities of what you can do, please get in touch with Audrey (details below) – full tuition available for absolute beginners.

- **Connecting Scotland** – 20 devices (10 Chromebooks & 10 iPad's plus mi-fi) to local families with school age children to keep up with home-schooling.
- **Glasgow's Golden Generation** – 5 Computer Tablets for elderly isolated tenants.
- **G53 Together** – 10 Computer Tablets & mi-fi for tenants in Pollok & Darnley.
- **Glasgow City Council (IGF & AFN funds)** – 20 computer tablets & mi-fi.



The Quotes below are from 2 of our tenants who are using Digital devices for the first time:

"I was really fed up being stuck inside and seeing no-one so eventually agreed to borrowing a tablet from goConnect at Glen Oaks. It doesn't cost anything and there is even free wi-fi. I didn't have a clue, but everything was set up and after a few phone calls from the staff, I have the hang of it. I'm doing online bingo and love the group chats and games! I'm much happier and don't feel as lonely. I would never have thought I had the brains to work a computer, so I'm proud of myself, best thing I've ever done".

"At 79 years of age, I never thought I'd be able to work a computer device but I have to say it's much easier than I thought. I have step by step instructions and all the apps are pre-set for me to tap. I use it all the time and my days fly in as I'm joining in zoom classes and talking to my grandchildren through the screen. I'd recommend anyone to get in touch with Glen Oaks for the support".

Introducing our new Digital Inclusion Assistant

Hello, I'd like to introduce myself. My name is Audrey and I joined Glen Oaks in January 2021. I'm here to help Glen Oaks tenants with getting online and all things digital, either in our IT suite or within your own home (restrictions permitting).



I will guide you through using your smartphone/tablet/laptop or Smart TV. I can set you up with an email address, show you how you can use social media and online communication tools to stay in touch with family and friends and how to browse the internet safely.

I can advise on the best way to access online shopping and search for the best deals and make price comparisons to make your money go further, access online banking, apply for housing, make a GP appointment, assist with job

searches and completing online forms. I can also show you how to access your Universal Credit account and keep in touch with your work coach to ensure you meet your commitments. The list is endless... Anything's easy once you know how, and I'm here to help!

Please don't hesitate to get in touch. My working days are Monday - Wednesday but you can call 0141 620 2751 at any time and leave a message and I'll call you back as soon as I can.

**Could our Starting Out Project help you save money?
Contact our office on 0141 638 0999 (option 2) to find out more**

SUPPORTING OUR TENANTS

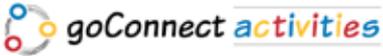
The goConnect Project continues to support the community during these hard times. We have made over 100 referrals to get you help since January. While we are unable to conduct home visits or provide classes in the community, we have teamed up with a number of groups including Lifelink and SAMH to provide mental health support sessions. SAMH will be running classes once a month. The classes are open to all tenants (see the topics below). Please call us for further information or to enrol for classes.

We now also have two befrienders working with us - Carole and Doug who telephone tenants for a friendly chat. Our tenants who currently engage with them are recommending them and told us that they enjoy a blether and they feel happier and less lonely. Do you have time to chat to someone? If so please call the goConnect team.

We also teamed up with Aberlour to provide a surprise of traditional Burns Suppers for 10 tenants who we thought needed cheered up. Are you fed up or do you know anyone who would appreciate being cheered up with a wee surprise. If so contact us and we'll try our best to help. If you would like to join in on goConnect activities or services, or if you have any suggestions on events and classes we can run remotely, please contact Erin or Brenda on 0141 638 0999, option 3.

*"When Carole first phoned me, I thought why would I want to talk to a stranger but I look forward to her calls for a chat or a laugh, sometimes advice. I see her as a friend now & am reassured that she's looking out for me."
M aged 49*





goConnect "Virtual" Coffee & Chat: Fridays @ 2pm

 Zoom Details: Meeting ID: 839 9291 3757 Password: goconnect

Starting Soon – Walking Group, Get in touch for more information.





SAMH "Let's Talk " Drop In Session's will run on Zoom:-

- Tues March 30th @2pm – Supporting Others
- Thu 29th April @ 2pm – **Men's Mental Health:-** Breaking the Stigma
- Tues April 27th @2pm – Stress
- Tues May 25th @ 2pm – Anxiety
- Tues June 29th @2pm - Depression

Please like and follow our Facebook page for class updates.
www.facebook.com/goConnectatglenoaks



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! More information about the benefits of Gold Service Membership is available on our website at

www.glenoaks.org.uk or you can call us on **0141 638 0999** and a member of staff will be happy to help you.

Competition!

Gold Service Competition

If you are a Gold Service Member, you could be in with a chance of winning a £50 shopping voucher - just for answering one question!

You can enter the competition by:

- filling in the entry form below and posting it back to us, or
- via Facebook @glenoaksHA

The competition closes at **5pm on Friday 30 April 2021**.

The Queen has two birthdays - her actual birthday is in April and her official birthday is in June. What age will the Queen be this year?

- A. 85**
- B. 90**
- C. 95**

Q. The Queen has two birthdays - her actual birthday is in April and her official birthday is in June. What age will the Queen be this year?

Answer: _____

Name: _____

Address: _____

Telephone: _____

You can contact us in any way that suits you. Our staff can call you back if you are low on credit or data, just let us know.



Phone: 0141 638 0999

Option 1 - Repairs

Option 2 - Housing

Option 3 - goConnect (tenancy support issues)

Option 4 - General enquiries

Text: 07860 055 293



Email: go@glenoaks.org.uk

Facebook: [@glenoakshousing](https://www.facebook.com/glenoakshousing)

Website: www.glenoaks.org.uk



Tenant Portal:

webaccess.glenoaks.org.uk

If you are a new user all you need is your tenancy reference to register.

Contact us if you need assistance.

Charity No. SC034301 Financial Services Authority Reg No: 2402R(S) Scottish Housing Regulator No: HCB241

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.

