



# Glen Oaks wishes farewell to Darnley Reverend Colin Brown at 29th AGM

**Thanks to everyone who attended our Special General Meeting (SGM) and 29th Annual General Meeting (AGM) on Wednesday 16 September 2020. This year, due to current restrictions, they were held virtually, using Zoom.**

Our guest speaker was Reverend Colin Brown, Minister of Darnley United Free Church (and former member of Glen Oaks' Management Committee) who will be retiring next January. Colin gave a moving talk, reflecting on his many years of service to the local community. When he moved

to Darnley in July 1979 as a probationer Minister, Colin had no idea that he would still be there over 41 years later!

Alasdair McKee, Chief Executive thanked Colin for everything he has done for the people of Darnley, adding that he has personally found Colin fantastic to work with, especially when organising the Darnley Fun Run! On behalf of everyone at Glen Oaks, Simon Gaunt, our Chairperson thanked Colin for his support for the Darnley community for the last 4 decades and wished him a long, healthy and happy retirement.



Reverend Colin Brown

[Read more about our SGM and AGM on Page 2](#)



Alasdair and Colin kicking off the Darnley Fun Run September 2015

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# Alasdair's Introduction

**Welcome to our Autumn Newsletter! Thank you to everyone who joined us at our first ever virtual AGM. Although it was really appreciated that many of our shareholders joined us virtually, we are hopeful that next year we can get back to normal.**

With restrictions continuing, we still haven't been able to open our office to our tenants yet, but our staff are working hard to limit the effect on our services for all of our customers. See Pages 6 & 7 for an update on our service delivery.

Our goConnect team are here to help and provide advice to any of our tenants struggling at this present time. See Page 4 for more information on the support they can provide you with.

Hope you all stay safe and remember our staff are there for support or advice if you need it.



**Alasdair McKee, Chief Executive**



## Special General Meeting and 29th Annual General Meeting

**Our Secretary welcomed everyone to the virtual AGM before introducing the Association's Chairperson, Simon Gaunt. Simon and Alasdair, our Chief Executive, then gave their reports on our performance and activities during the past year. Nicola Logan, our Finance Director, presented an overview of our financial performance at 31 March 2020. The formal business of the AGM concluded with the approval of the financial statements and the appointment of the Association's auditors.**

We then had an Open Session where everyone present had the opportunity to raise any issues about their local area or ask questions about the Association's work. All shareholders in attendance had a chance to win one of five prizes.

At a Special Meeting immediately after the AGM, the Board appointed the following Office Bearers:

Chairperson:	Simon Gaunt
Vice-Chairperson:	Kerry Clayton
Treasurer:	Kimberley Barker

Secretary:

Ewa Gotowicz

The Chairperson was sad to report that Elaine McShane has resigned as a Board member. On behalf of the Board, S.Gaunt thanked Elaine McShane for her 11 years of service as a Board member. During her time on the Board, Elaine has been our Treasurer, Vice-Chairperson and also served as our Chairperson for 5 years. As Chairperson, Elaine led the Association through many challenges, and her knowledge, enthusiasm and commitment to Glen Oaks helped to ensure that Glen Oaks is in a strong position going forward.



S. Gaunt advised we now have 13 Board members and 2 Board vacancies. He added that the role of Board member, although unpaid, is highly rewarding and encouraged anyone interested in becoming a Board member to contact A. McKee for further information.

**Newsletter  
Survey  
Your chance  
to win £50!**

**In the Summer Newsletter we asked you to let us know how you would prefer to receive our regular Home Magazine. Due to a low return rate we have extended the deadline. Every completed survey will be entered in a prize draw to win a £50 shopping voucher.**

To enter, go onto [www.glenoaks.org.uk](http://www.glenoaks.org.uk) and follow the link on our Noticeboard.

Thank you for taking part and good luck!

**Chance to win £50 – just complete the short survey on our website**

# Complaints Performance

April to September 2020



**20 complaints at  
frontline**



**76.5% resolved  
within timescale**



**47% upheld/  
partially upheld**



**7 Stage 2 escalated  
complaints**

We use the feedback that you provide us through complaints to look for ways to improve our service. When we are unable to provide the resolution our tenants would like, it is important that we share the reasons why. See example complaint below.

*"I am unhappy with the amount of allocation points I have been rewarded."*

This is a common complaint that we receive. Our allocation

policy is a points based system. The amount of points awarded depends on your circumstances, ensuring priority is given to applicants who are most in need of housing. This is done by our computer system.

[Your guide to ... Applying for a home and our allocation process](#), explains our allocations policy, the way in which we allocate our homes, what size of house you will qualify for and how to apply for a Glen Oaks home. It also details what to do if you are unhappy with the points allocated to you, or the house you have been offered.

## Annual Assurance Statement

From October 2019, the Scottish Housing Regulator (SHR) requires all Governing Bodies, (the Board) to provide an Assurance Statement. This is to confirm that they are confident with the governance of the Association. It also ensures that they are obtaining accurate and current information about the efficiency and effectiveness of our operation and the status of our compliance with regulatory and statutory requirements. The regulator has asked all Associations to consider

how Covid-19 has affected us meeting our requirements.

A thorough self-assessment of our compliance has been carried out and the Board will review the self-assessment report and all of the relevant evidence. An internal audit was also carried out on our self-assessment process.

Our Board will provide a Statement to the SHR confirming their assurance with our compliance. The Assurance Statement will then be shared with our tenants and shareholders on our website and in the Winter newsletter.

## Service Improvement Group Update

**Welcome to the Autumn update from the SIG. We have been meeting up remotely and although this has its challenges (no coffee and cakes together!) it has allowed us to continue our review into how Glen Oaks communicates with its tenants.**

Our last meeting included a review of letters. We looked at a selection of repair and housing related letters such as rent arrears, estate management and anti social behaviour. Sharon Donohoe, from the Tenant Information Service, also provided us with letters from other Associations, to allow us to do a comparison.

As a group, we discussed the wording of the letters, the language used and will put forward our recommendations.

If you have received any letters from Glen Oaks and you would like to give the SIG your feedback on how you think they could be improved or if you have received one that you felt was really good, get in contact with us!

Email [laura.strang@glenoaks.org.uk](mailto:laura.strang@glenoaks.org.uk) and Laura will pass your feedback onto the SIG so we can discuss at our next meeting.

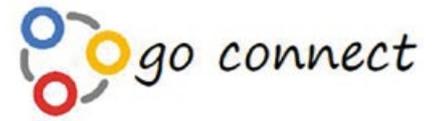
## Customer privacy notice

Our customer privacy notice is available on our website. This notice explains what information we collect, when we collect it and how we use it when you visit our website. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

For full detail of the Privacy Notice visit our website on <https://www.glenoaks.org.uk/privacy-notice/>

**Join our Service Improvement Group today - contact Martha Hutcherson on 0141 620 2705 or email [martha.hutcherson@glenoaks.org.uk](mailto:martha.hutcherson@glenoaks.org.uk)**

# goConnect Information



If you would like further information on receiving support or joining activities in our goConnect project, phone Erin on 0141 620 2732, email: [erin.williams@glenoaks.org.uk](mailto:erin.williams@glenoaks.org.uk) or visit our Facebook page: [www.facebook.com/](http://www.facebook.com/)

[goConnectatglenoaks.org.uk](http://goConnectatglenoaks.org.uk). For those unfamiliar with Zoom, we can set you up & possibly lend you a device. Get in touch to keep in touch!



**goConnect zoom activities**

**WHAT IS ZOOM?**

- An app that allows you to video chat with others using the internet.
- It's free and easy to use!
- You can access Zoom using a laptop, tablet or smart phone.



DUE TO SOCIAL DISTANCING RULES, MOST CLASSES ARE NOW ONLINE, SO YOU CAN SEE EVERYONE, CHAT AND KEEP IN TOUCH. WE CAN RUN THE CLASSES BELOW IF THERE IS ENOUGH INTEREST SO REGISTER ASAP:

YOGA	30 MINUTE ARTS	CRAFT CLASS
CLUBERCISE	COPING WITH STRESS & ANXIETY	COOKING CLASS
TAI CHI	IT SKILLS	SPORT MEMORIES
MENS CHAT		STORYTELLING

**WE CAN HELP YOU ACCESS ZOOM, PROVIDE SUPPORT & HAVE TABLETS TO LEND TO TENANTS**

**CONTACT ERIN ON 0141 620 2732 TO TAKE PART OR FOR MORE INFO**

Active Arden

# WEEKLY WALKING GROUP



All Tenants Welcome!

**Coming Soon**  
Meeting outside Glen Oaks office.  
Walks will be socially distanced.

# Supporting you through Covid-19



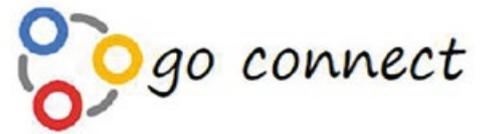
We've delivered **133 weekly dinners** to 72 vulnerable households:-



**88 weekly meals** in Arden (to 44 households)

Could our Starting Out Project help you save money?

# Other services



We can also help our residents to access local services, including:

- ✓ Food shopping delivery (over 65s)
- ✓ Hospital Transport (over 60s)
- ✓ Telephone befrienders
- ✓ Family Support
- ✓ Mental Health Support
- ✓ Welfare Rights and Energy advice
- ✓ Cordia support

**If you feel you need some extra support, you can call the goConnect team, and we will find services relative to your needs and make referrals.**

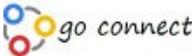


## GREAT GRUB ONLINE

**A free six week online cooking programme**

-  **Tasty meals on a budget**
-  **Food vouchers provided for ingredients**
-  **Chef will cook along with you**

**To book a place, please call Erin at Glen Oaks on 0141 620 2732**





## Glasgow Clyde College Online Courses

**Want to learn a new skill but don't have time to attend classes?**

Do it from the comfort of your own home using Zoom Video conferencing. Participate in one of the classes below, speak to and learn from a tutor from Glasgow Clyde College, starting in September & October

**Beauty Course**

**I.T Skills**

**ESOL**

**Health & Relaxation**

**Money Management**

**Literacy**

Enrol today, all you need is a smart phone, a tablet or a computer. Don't have one? We may be able to lend you one. We can also set up the zoom on your device and explain how you can get easy access to the class.



Contact Brenda or Erin at our goConnect Project for further information on 0141 638 0999 option 3, to enrol or contact Victoria directly at Clyde college: [vmchard@glasgowclyde.ac.uk](mailto:vmchard@glasgowclyde.ac.uk)



24

**24 weekly meals in Darnley**  
(to 15 households)



21

**21 weekly meals in Pollok**  
(to 13 households)

Contact Brenda or Erin on 0141 638 0999 option 3

# Changes our service d

**Glen Oaks continues to offer a modified service to you because of the Coronavirus. This is to ensure the Health and Safety of our tenants and staff, which is our top priority at all times.**

**Until further notice we are not able to accept callers to our office.** This is due to the Government's advice that the

public need to maintain a distance from one another to help prevent the spread of the virus. Instead, we ask that if you need to contact the Association you do so by telephone, email or online via our website and Tenant Portal. If possible, please also avoid posting letters to us in the meantime as it will take longer than normal for us to reply.

**Our staff will not be able to visit you at home in general either although some limited inspections have been recently re-introduced to deal with serious repairs issues. In this instance, social distancing will have to be observed to allow the inspection to take place – you will be advised of what you need to do when the appointment is being made.**

## Repairs Service

This is currently operating normally with both emergency and non-emergency situations being attended to by our main contractors, City Building and GasSure. Should Government guidance change, however, we will need to revert to attending to emergencies only. We will inform you if this is the case.

## Gas Servicing

This service is now operating as normal.

## Electrical Servicing

We will shortly be commencing electrical servicing to check the safety of the electrical installation.

## Cyclical & Planned Maintenance

You will be required to observe social distancing, as detailed below, during surveys and works being carried out. During the ongoing pandemic you may opt out of getting works done at this time, unless the work is to check the safety of an installation.

**In order for any repairs, or servicing to take place, social distancing will need to be observed. Please follow the measures detailed in the 'Social distancing – keeping everyone safe' article.**

# SOCIAL DISTANCING – KEEPING EVERYONE SAFE

**In order to allow any repairs, services or inspections to take place in your home, you must allow social distancing to be observed so that both you and the contractor or Technical Officer are not exposed to the virus. Measures will include:**

- Ventilating rooms by opening windows for 30 minutes prior to arrival of the contractor and/or Technical Officer;
- Opening all doors in your home so that contractor and/or Technical Officer or does not have to touch handles etc. on his way to the affected area;
- You remain in a separate room whilst the repair/inspection is carried out and do not approach the contractor and/or Technical Officer; &
- Our contractors and staff have the right to refuse to carry out the inspection or repair if you refuse to co-operate in observing these measures.

**However, if any member of your household is affected by Covid-19 and/or you are shielding from the virus due to being in an 'at risk' group we cannot complete the repair until your period of self-isolation is over.**



You can report emergency repairs in the normal way:

Phone us on **0141 638 0999 (option 1)** as normal.  
Email us, please email [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)

Visit our facebook, please go to [www.facebook.com/GlenOaksHousing/](https://www.facebook.com/GlenOaksHousing/)  
Log into your [Tenant Portal here](#)

**Register online @ [www.glenoaks.org.uk](http://www.glenoaks.org.uk) to view information about repairs you have reported**

# ue to the Coronavirus

## Paying your Rent

We would advise that you should continue to **pay your rent** in the normal way. We want to help our tenants get through this crisis as best we can. If you are finding it difficult to pay your rent, please contact us. Our staff can also provide advice on welfare benefits/energy support that may be available to you. If you are needing support in claiming Universal Credit please get in touch.

## Supporting our Tenants

goConnect and Starting Out are still here to help and can signpost you to lots of other agencies and charities. Keep up to date on their facebook page <https://www.facebook.com/goConnectatglenoaks/>

## Bulk items not being removed by GCC



**You may be aware that the uplift and removal of bulk items is a service provided by Glasgow City Council (GCC) Cleansing Department. GCC stopped this service in March 2020 and they have advised us that they cannot uplift bulk refuse for the foreseeable future.**

Their advice is that all tenants should be taking responsibility for their own bulk removal, disposing of it at the recycling centre at Shieldhall Road. We would therefore ask tenants not to put bulk rubbish outside until further notice. If you cannot retain

the item in your home, then you must plan to take it to the Shieldhall Road recycling depot. We would also request that residents do not overload the bins as the Council will not uplift excess rubbish nor any items that spill out during the bin collection.



## Bulk pull through service suspended (Tenement flats in Arden)

**Due to GCC suspending the bulk uplift service, we have also suspended the pull through service of bulk items from the back court to the pavement.**

We understand that not having the bulk uplifted from the pavements is unsightly and has caused disruption to our tenants and traffic. For the items already on the pavements, we have employed our landscaping contractor to uplift and remove these items to the recycling centre – which is of course a substantial cost to the Association. We plan to employ our contractor to clear existing bulk until the Council service resumes, however it is likely they will only be able to visit each close once every month.

The cost of this service will be offset against the bulk pull through charge, that we currently collect. These costs will be reviewed when we carry out our annual rent review in February 2021.

We appreciate your patience as we try to deal with the ongoing removal of bulk and fly tipping and would also be grateful if you could raise this matter with your local councillor, who may be able to influence the recommencement of the uplift service. In the meantime we would ask all tenants not to put items out for bulk uplift until the council service resumes.

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

mygov.scot

# Benefits and Grants

There are many benefits and grants available that you may not be aware of. The Scottish Government Website [mygov.scot](http://mygov.scot) is a great source of information. If you want advice on the benefits you might be eligible for call

our office on 0141 638 0999 (option 2) and arrange an appointment with our Welfare Rights Officer. Below are some examples of the benefits you could be eligible for.

## JOB START PAYMENT

The Scottish Social Security has created a new benefit to support young people living in Scotland into work and started taking applications on Monday 17 August. The Job Start Payment is a new type of payment which is designed to help 16 to 24 year olds who have been unemployed and who have been receiving certain benefits for at least 6 months or more. This payment is designed to help a young person prepare for work; it is a one-off payment of £250, or £400 if the person has responsibility for a child.

## YOUNG CARER GRANT

The Scottish Social Security introduced a Young Carer Grant which is a yearly payment of £305.10 for young carers in Scotland. To be able to get Young Carer Grant, you must be 16, 17 or 18 years old or you can get it until you are 19 if you claimed before turning age 19.

## CARER'S ALLOWANCE AND CARER'S SUPPLEMENT

Carer's Allowance Supplement is an extra payment for people in Scotland who receive their Carer's Allowance on a particular date. It is paid 2 times a year and from April 2020 the rate will be £230.10 per payment. This payment is made automatically if you are in receipt of Carer's Allowance from DWP.

**If you require any support with any of these applications or any other benefit, debt or energy issues please contact Glen Oaks Housing Association directly for a telephone appointment with one of our welfare rights workers.**

## WARM HOME DISCOUNT



**If you are in receipt of the Guarantee Credit element of Pension Credit or are on a low income you could be entitled to £140 off your electricity bill for the winter months with a 'Warm Home Discount'. You can also be eligible for this even if you have a pre payment meter. Not all suppliers offer the Warm Home Discount and there is only a short window to apply when each scheme opens so check now if you are eligible.**

If you would like to check if you are eligible for Warm home discount, want to check if you could save money by switching

tariff or supplier or just want some advice on how you could save money on your energy bills please make an appointment with our energy adviser on 0141 638 0999 (option 2).

Many households have been impacted financially during the Covid-19 pandemic, with job losses, furlough payments and increased gas and electricity usage. If your finances have been affected and you would like advice on benefit entitlement, budgeting, debts or advice on how to reduce your energy costs contact Glen Oaks for an appointment with Nikki on 0141 638 0999 (option 2).

**Visit our facebook page for updates on changes to our 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 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 regarding asbestos can be found at: Health & Safety Executive: [www.hse.gov.uk](http://www.hse.gov.uk)

**Would you like to become a member of Glen Oaks Housing Association? Lifetime membership costs just £1!**

# Condensation Advice

At this time of year there is often an increase in the number of calls we receive from tenants concerned about condensation in their homes. Condensation is when water vapour that is trapped within the air condenses onto to a cooler surface, changing from a gas to liquid, causing

moisture on the surface. If this continues over a period of time and does not dry out, it encourages mould growth.

There are many ways to reduce the risk of condensation in your home. These include:

- X **Don't** block off any ventilation around the house such as air bricks or trickle vents on windows
- X **Don't** use tumble driers unless they are self-condensing or vented with a hose outside
- X **Don't** keep the door open when cooking or bathing

- ✓ **Do** keep lids on pans when cooking
- ✓ **Do** use extractor fans in bathrooms and kitchens
- ✓ **Do** try to dry your clothes outside, where possible
- ✓ **Do** open the window after a bath or shower and open the door
- ✓ **Do** try to keep a good level of background heating throughout the property

# 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.**

**Register online at [www.glenoaks.org.uk](http://www.glenoaks.org.uk) to view your latest balance and account transactions**

# Kilmuir Close nearly complete!



Glen Oaks' latest project (Kilmuir Close in Arden) will be finished by November 2020 and will provide 49 new homes. We are pleased to report that some tenants have already moved in to their new homes, with the rest moving in by the end of November.

This £6.4 million project has been funded by grant funding from the Scottish Government/Glasgow City Council, plus private finance borrowed by the Association.

**Visit our website for updates on changes to our service**

# Gold Service Consultation

## Have your say!

The Gold Service scheme was introduced to reward our loyal customers, and encourage residents to take pride in their home and local area. Any of our customers can join - as long as you have a clear rent account, no arrears, no anti-social behaviour and no breaches to your tenancy agreement. If all of these criteria are met, the Association issues £52 of Bonus Bonds every year, as a reward.

### How can you help?

We are looking for volunteers to take part in a consultation exercise, in order to help us review Gold Service and get your views on how we could improve the scheme. With the world becoming more digital we would like to reward the tenants that communicate with us in this way and those who contribute, such as by filling in our rent consultation or satisfaction surveys. Currently Bonus Bonds (gift cards) are issued twice a year but we are interested to hear your suggestions for other ways we could reward our loyal tenants.

### How can you share your views?

Ideally, we would love to arrange a meeting face to face and enjoy a coffee and a cake, but, given the current situation, we would be looking for you to provide your feedback via a chat on the phone, or a zoom call or by the completion of a survey.

If this is something that would interest you please contact Laura Strang on [laura.strang@glenoaks.org.uk](mailto:laura.strang@glenoaks.org.uk) or call 0141 620 2742

## Gold Service gift cards (One4all)



We received a few complaints following the issue of the new gift cards in July. These can no longer be used in Farmfoods or Iceland. They can also not be used to purchase goods that cost more than the value of the card. Shops will not allow you to pay the difference. You therefore need to buy goods that are less than the card value. We had hoped to issue different cards in December but this will not be feasible. During the course of 2021 we hope to relaunch our Gold Service with new incentives that meet our tenants' current needs.

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

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

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



**Tenant Portal:**

**[webaccess.glenoaks.org.uk](http://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.

