

# Stay at home

SPRING 2020

**Glen Oaks**  
HOUSING ASSOCIATION



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

# COVID-19

During these unprecedented times, our staff are working remotely and are striving to provide all our tenants with support during the lockdown. As such our services have had to be adjusted to meet the new Government guidelines of social distancing. This ensures we keep you, our staff and contractors safe. We would like to thank you all for your patience during this time and would encourage you to contact us if are struggling or need support as we are here to help.



## Coronavirus Clap for Carers

**One of our residents has contacted us to ask everyone in our areas to join the weekly Clap for Carers if they are not already doing so.**

This event takes place at 8pm every Thursday evening and it's a great way of people showing their appreciation for all the staff working in the NHS at this very challenging time. People are being asked to stand at their windows, front doors, balconies or just in their living rooms for a round of applause.

## CONTACTING US

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.

# EMERGENCY REPAIRS

Please be advised that due to recent government advice on non-essential works the repairs service is now limited to emergencies only until further notice. Emergency repairs are limited to items which could cause danger to health, residents' safety, or serious damage and destruction to your property. Examples include:

- Significant leaks or floods
- Electrical faults which may endanger a building or resident
- Full loss of electricity
- Blocked drains resulting in back-surge of waste into your home
- Making safe broken windows
- Security of your home (if lost keys you will be recharged for the repair)
- Loss of central heating or hot water (limited to provision of temporary heating only if member of household suffering from symptoms of or self-isolating from the Coronavirus)



## Services restarting

**Our contractors have been working hard to implement the new social distancing rules and find a way to continue some of our services even during lockdown.**

**Close cleaning:** The stair cleaning started back on Monday 20 April. Our contractor's staff on site will wear gloves and masks. They will follow social distancing rules and will vacate the close if a tenant is entering or leaving the building.

**Landscape maintenance:** Maintenance of common grassed areas in our estates resumed on 20 April. Please note that for social distancing reasons we cannot resume the Garden Care Scheme. The bulk uplift service is the responsibility of Glasgow City Council and remains suspended.

**Gas Servicing:** Gas Servicing continues as normal following consultation with the contractor, GasSure. If your annual gas service is due in the next 4-6 weeks, GasSure will contact you direct to make access arrangements.

**However, if your household is affected by Covid-19 or you are self-isolating due to being in an 'at risk' group please let us know and we will carry out the gas check when your period of self-isolation is over.**

## Allocation of properties

Although we are continuing to process new applications during the lockdown period, no properties are being allocated. There has been considerable interest in our new build (2 & 3-bedroom) properties in Arden. Although some have already been allocated, others have still to be finished off. This will happen on a phased basis until the end of the year. When our services return to normal, we can start to allocate our homes again.

## 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 provide advice on welfare benefits that may be available to you too.



## Glasgow City Council (GCC) services suspended

Some of the services provided by the council have been suspended for now. These include the bulk uplift and pest control. We would advise you during this time not to put anything out for uplift and instead store the items safely in your home. Please remember that storing items in your close is a fire hazard.

There have also been several reports of tenants wishing to report vermin in their backcourt or garden. Pest Control is currently not being provided by GCC and this is not a service we can provide. Please continue to check their website for updates on services being affected [www.glasgow.gov.uk/coronavirus](http://www.glasgow.gov.uk/coronavirus)



# Useful contacts and websites

On our website we have created a list of useful agencies and charities that are here to help. It is important that you know there is help out there during this time. Below are a few examples:



**Home Energy Scotland** is funded by the Scottish Government

and can help if you are worried about paying for your gas and electricity. Their service is free and impartial, contact them on 0808 808 2282, Monday – Friday 8am – 8pm and Saturday 9am – 5pm or for the latest information from Home Energy Scotland and top tips for saving energy, visit [www.homeenergyscotland.org](http://www.homeenergyscotland.org).



**Parentline Scotland** offers help and advice to anyone who needs it. They will support every family to cope through Coronavirus. More information available on their website [www.children1st.org.uk/help-for-families/parentline-scotland](http://www.children1st.org.uk/help-for-families/parentline-scotland)  
Tel – 08000 28 22 33 (Mon – Fri 9am-9pm, Saturday-Sunday 9am till noon.



**Women's Aid** offers support to victims of domestic violence or abuse. Local Women's Aid services have moved to new ways of working to support women and children – find out from the Women's Aid group in your area what services they are providing and how you can contact them <https://womensaid.scot>.



**Scotland's National Domestic Abuse and Forced Marriage Helpline** <https://sdafmh.org.uk> continues to provide support 24/7 through phone, webchat and email.

## How we are supporting our most vulnerable tenants



**At Glen Oaks we are working hard to engage with our most vulnerable residents. Our staff are currently phoning around all tenants who are aged 50+ and any that have long term health conditions to check if they need help with grocery shopping, prescription collection, befriending, or other support needs.**

We are also busy offering financial advice or welfare benefit checks including help with applications for Universal Credit, emergency

Scottish Welfare Grants and emergency vouchers for gas and electricity. Remember we can also assist anyone with digital access for home shopping deliveries, getting online, using smart phone, tablets. Just ask us if you need some help.

We are trying to identify anyone who has no help from family or friends, or is isolated so that we can try to get as much help as possible for them. If you are aware of a neighbour that may need support please let us know.

## Bogus callers

Unfortunately there are scammers out there trying to take advantage of the Covid-19 lockdown, sending scam texts, emails, phone calls or even cold-calling i.e. turning up on your doorstep. If you receive a call from the Association, we will never ask you to provide your bank details via email or text. If you receive anything that you are unsure about, please contact our staff who will be able to investigate and confirm if the communication is genuine.

## Coronavirus Advice – other languages

Doctors of the World are sharing Coronavirus (COVID-19) advice for patients in 45 languages, in partnership with the British Red Cross. <https://www.doctorsoftheworld.org.uk/coronavirus-information/>



# Stay connected to us via Facebook!

We will be regularly updating our facebook page [@Glenoakshousing](#) and our goConnect facebook page [@goConnectglenoaks](#) where we will share with you posts from other agencies and charities that may be able to help you in these uncertain times. Please share our posts with your friends to allow as many of our tenants to view them as possible.



## National helpline

The Scottish Government have set up a new national helpline to help those struggling with the lockdown. This is to assist people who are shielding or self isolating and who have no one to help them with food shopping, medicine collections and emotional support.

National helpline to provide essential assistance to those who don't have a network of support but who are at high risk of contracting COVID-19:

**0800 111 4000**

# Jargon Buster!

## Shielding

If you have an underlying health problem or your immune system is compromised due to medication etc, the Government has asked that you shield yourself and do not leave your property.

## Self Isolating

If you have any symptoms the Government has asked that you self isolate and not leave your home for 7 days and any members of your household for 14 days.

## Social Distancing

Everyone is being asked by the Government to social distance. This means staying at home and only travelling to work if you are a key worker, food shopping or to provide essentials to family members etc who are self isolating. You should always stay 2 metres away and wash your hands regularly.

## COVID19 Community Resources Directory & Helpline

Glasgow Council for the Voluntary Sector (GCVS) have launched a new website with details of over 100 organisations in Glasgow, that can offer a wide range of advice and support to people affected by Coronavirus and isolating etc. Find out more and get the support that you need at [www.glasgowhelps.org](http://www.glasgowhelps.org) or call 0141 345 0543.



# STAY HOME

# STAY SAFE

# SAVE LIVES

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.

