



6 Weeks of Summer

Brings Fun for Local Families

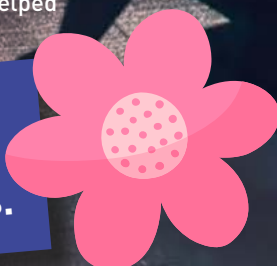
This summer, tenants enjoyed a fantastic programme of activities as part of our 6 Weeks of Summer events.

Families joined us for exciting trips to Valley View Adventure Park, Heads of Ayr Farm Park, Golf It! and Blair Drummond Safari Park, with plenty of opportunities to have fun, make new friends and create lasting memories during the school holidays.

Our popular Friday Kids Club also brought lots of smiles, with a special visit from Woody and Jessie, cowboy hat decorating and a fun-filled Sports Day delivered by AFIT, a community organisation dedicated to improving physical and mental health across Glasgow and beyond.

It was wonderful to see so many families taking part throughout the summer, enjoying new experiences and spending time together. A huge thank you to everyone who came along and helped make this year's programme such a success.

See pages 6 & 7 for photos from our summer adventures.



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Striving for Customer Service Excellence

CUSTOMER
SERVICE
EXCELLENCE®



We will soon be assessed against the Customer Service Excellence (CSE) standard. This helps organisations like us check how well we are delivering services and identify where we can improve.

Our aim is to make sure you have the best possible experience when you contact us. We use what we learn from this process to improve our services, how we deliver them, and where we can do better.

Successes Last Year!

Last year, we were pleased to achieve the Customer Service Excellence (CSE) standard with **9 Compliance Plus** awards. These recognise areas where we go above and beyond the standard.

This included our work to involve tenants in decisions, our high-quality publications like this newsletter, and the range of support services we provide.

Achieving and maintaining this standard reflects our commitment to putting customers first and delivering the best possible service.

Estate Action Plans 2026

*Working together
to make our
communities thrive!*

Our Estate Action Plans are tailored to the area you live in: **Arden, Darnley or Pollok**. Based on feedback from our Estate Walkabouts, each plan sets out the actions we'll take over the next year to improve your neighbourhood.

You'll receive your local plan by SMS, email or post in the next month, and it will also be available on our website at www.glenoaks.org.uk/estate-action-plans/.

Along with your Estate Action Plan, you'll receive our **Managing Our Neighbourhoods and Environments** booklet. This explains how we manage your neighbourhood, the services provided by Glasgow City Council, your responsibilities in helping to keep the area clean and safe, and how to report any issues.



GO Get Involved! Take part in quarterly Estate Walkabouts!
A survey and invite will be sent a week before

Annual General Meeting and Community Awards Night!

The AGM is an opportunity for shareholding members to hear about the Association's performance over the past year, learn about our future plans, take part in Board elections and have their say through a question-and-answer session with staff.

This year, we'll also be celebrating the people who make a difference in our communities through our new Glen Oaks Community Champion Awards.

Not a shareholder?

It's easy to become a member of Glen Oaks and have your say. Membership costs just **£1** and gives you the right to attend our AGM in future, vote and stand for election to our Board.



GO Get Involved Community Champions!

Award Categories:

Customer Service Excellence Award

Recognising a member of staff, contractor or partner organisation who consistently delivers outstanding customer service and goes above and beyond for tenants.

Good Neighbour Award

Celebrating a resident who shows kindness, support and community spirit, helping to make their neighbourhood a better place to live.

Partnership Award

Celebrating a partnership, organisation or group that has worked with Glen Oaks to deliver positive outcomes and benefits for our communities.

Best Garden Award

Recognising residents who take pride in their gardens and help make our communities attractive and welcoming.

Tenant Voice Champion Award

Recognising a tenant who has actively participated in surveys, consultations, events, tenant groups or scrutiny activities and helped shape Glen Oaks services.

How to Nominate

Tenants and staff can nominate individuals, groups or organisations for an award by:

Completing our digital survey which will be sent via SMS or email

Emailing go@glenoaks.org.uk

Speaking to a member of Glen Oaks staff

All nominations will be considered by an **Awards Panel**, who will select the winners based on the information provided and the impact made by each nominee.

Please like and follow our Facebook page for updates
@GlenOaksHousing

Our Waiting List is **OPEN**

Following a short closure to allow us to introduce our new **Banding Allocations Policy, Housing Management System and online application portal**, our waiting list is now open again.

If you would like to apply for housing, you must complete a new online application via our website. Simply create an account, complete your application and upload your supporting evidence.

To apply, visit: <https://www.glenoaks.org.uk/apply-for-a-house-at-glen-oaks/>

You can also find everything you need to know in our **Guide to the Allocations Policy and Online Application Booklet**.



Important Changes to Tenancy Law: Have You Read Your Letter?

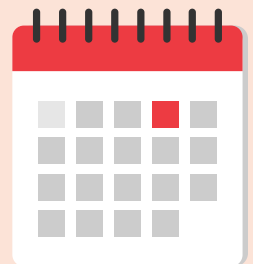
In July, we wrote to all tenants about important changes to Scottish housing law that came into force on **1 August 2026**, along with further changes that will be introduced later this year.

If you haven't read the letter yet, we would encourage you to do so. The changes affect a range of tenancy rights and responsibilities and include new protections for tenants, changes to succession rights, new rules around keeping pets, and updates to how rent increase notices can be issued.

Some of the key changes now in force include:

- **New protections for people affected by domestic abuse**, helping victim-survivors remain safely in their home where appropriate.
- **Changes to succession rights**, with the qualifying period reducing from 12 months to 6 months in some circumstances.
- **Updated rules on rent increase notices**, now includes the option to use email with the tenant's permission.

Coming later this year...



- **Damp and Mould timescales** – on 6 October 2026, new damp and mould repair requirements, often referred to as Awaab's Law, will introduce clear timescales for landlords to investigate reports and begin any necessary repairs.
- **Pet Permissions** – New rules mean tenants need to formally apply to keep a pet and landlords must consider requests fairly and respond within one month. In our letter we had said this came into force on 1 August, this is incorrect. While this right will be introduced in the future, the start date has not yet been confirmed by the Scottish Government. Further regulations are expected before these changes come into force.

The full letter is available on our website and contains more detailed information about these changes and what they mean for tenants.

- It is important that you understand your rights and responsibilities. If you have any questions, please contact us on **0141 638 0999** or go@glenoaks.org.uk

Apply for a home online via
www.glenoaks.org.uk/apply-for-a-house-at-glen-oaks/

GO Get Involved Calendar

Our new Go Get Involved Annual Programme aims to offer more planned opportunities for tenants to get involved, and to be open and transparent about the time each activity will take. We'll share dates and details for each activity as they approach, making sure you always have plenty of time to get involved. Here is what is coming up over the next three months.

AUGUST TO OCTOBER

Rent Harmonisation

Join our Sounding Board, take part in discussions or online surveys to make rents fairer and clearer.



20 mins to 2 hours

Estate Walkabouts

Join our Estate Co-ordinator for a walkabout and inspection in your area. It's a chance to raise issues, share what's working well, and take part in simple activities like litter picking and light community clean-ups.



Community Engagement - 1 hour

Community Champion Nominations

Nominate a garden, good neighbour, staff star or community champion!



Event & Online - 1 hour

Neighbourhood & Environmental Strategy Consultation

Share what matters most in your neighbourhood



Digital Consultation - 20 minutes

Bulk Uplift & Back Court Improvements Review

Help shape improvements to back courts and outdoor spaces.



Digital Consultation - 20 minutes

Support Scottish Housing Day

Help us support this national awareness event.



Online Event - 20 minutes

Equality, Diversity & Inclusion Consultation

Help ensure fairness and accessibility for all.



Digital Consultation - 20 minutes

Back Court Funding Proposal

Help decide priorities for back court investment. Could a tenant led group access funding?



Focus Group - 1 hour

Tenant Portal Launch

Sign up to the NEW Tenant Portal and see the benefits of it and how easy it is to use.



Digital Event - 10 minutes

AGM & Community Champion Awards Night

Celebrate local achievements and community spirit.



Event - 2 hours

Community Regeneration Strategy Consultation

Share your views on regeneration plans.



Digital Consultation - 20 minutes

Damp & Mould Action & Awareness Week

Get practical tips, book an inspection with our Property Services Officer, and share your experience to help us improve services.



Event - 30 minutes

Anti-Social Behaviour & Abandonment Policy Review

Share your views on how ASB and abandonment cases should be handled.



Digital Consultation - 20 minutes

Nominate your Community Champion!
Email go@glenoaks.org.uk or phone 0141 638 0999



6 Weeks SUMMER



With thanks to our contractors whose generous support helped make our 6 Weeks of Summer programme possible –
Frank Swords & Sons • James Frew • HCS Mechanical • MCN • APSFM



"I want to say a huge thank you for the opportunity to take part in this fantastic adventure. It was lovely to spend time with the other families and the housing team." Arden tenant.

BIG Conversation 2026

Tenants, residents, partners, Board members and staff came together for our third BIG Conversation, an evening focused on sharing information, discussing important issues, celebrating local achievements and hearing directly from tenants about what matters most to them.

The event gave attendees the chance to learn more about upcoming projects and services, share ideas for the future and hear how tenant involvement continues to shape the work of Glen Oaks.

The evening ended with BIG Convo Bingo, which brought plenty of laughs, excitement and friendly competition. Thanks to Housing Perks, prize winners received their winnings instantly through the app, adding an extra element of fun to the night's finale.

Having Your Say on Rent Harmonisation

One of the key topics discussed was Rent Harmonisation.

Sharon Donohoe, Interim Chief Executive of the Tenant Information Service (TIS), explained that Rent Harmonisation means making sure tenants with similar homes pay similar rents. At the moment, some tenants may pay different amounts for homes that are the same size or type. The aim is to make rents fairer and more consistent for everyone.

TIS will work independently alongside Glen Oaks to ensure tenants are fully involved throughout the consultation.

There will be different ways to get involved, including surveys, meetings and consultation events.

A particularly welcome suggestion from one tenant was to offer home visits for people who may struggle to attend meetings or engage online. TIS and Glen Oaks will continue exploring a range of ways for tenants to take part in a way that suits them.

If you'd like to find out more, share your views, ask questions or join our Rent Harmonisation Sounding Board, we'd love to hear from you.



Why Get Involved? Join Our Board!

"There is no point sitting complaining and not getting up and doing something about it and trying to make things better. It's such a great reward seeing things being implemented that you have been a part of."

Board Vice Chair Kimberley Barker gave an inspiring presentation on the benefits of tenant involvement and joining the Glen Oaks Board.

She shared examples of how tenants have helped shape decision-making at Glen Oaks, from choosing the colour of roughcast on buildings to helping secure funding for the Kilbeg mural, now a well-known landmark in the community.

Her message was simple: tenants can make a real difference when they get involved.

Interested? Contact go@glenoaks.org, uk or call 0141 638 0999 to find out more.

Sharing BIG Ideas

The evening also gave tenants the opportunity to share ideas for future improvements in their communities.

Following the success of the Kilbeg mural, attendees discussed plans for a second community mural and how local residents can help shape its design. Tenants also suggested future projects that could be supported through the Neighbourhood Infrastructure Improvement Fund (NIIF), helping to improve neighbourhoods across Arden, Darnley and Pollok.

Look out for a survey coming soon where you can help choose the final design.

Celebrating Success with WorkingRite

A highlight of the evening was hearing about the fantastic work of WorkingRite, which supports young people to build confidence, gain skills and access new opportunities through mentoring, volunteering and work placements.

The event also included the presentation of the Alasdair McKee Award, which recognises a young person who has shown determination, resilience and personal growth through their journey with WorkingRite.

This year's winner was Clair McDonald, one of our own tenants. Clair was recognised for her commitment, perseverance and the confidence she has developed through her volunteering work with Good Food Scotland.

After receiving her award, Clair gave a heartfelt thank you speech. She spoke about the support she has received from WorkingRite, Good Food Scotland and Glen Oaks, and how it has helped her build confidence and create new opportunities.

Her words were warmly received and reminded everyone of the positive impact community support can have on people's lives.

Congratulations once again to Clair on this well-deserved achievement.

Join the discussion on Rent Harmonisation today! Contact Laura on 0141 620 2742 or email laura.strang@glenoaks.org.uk

Meeting Our Service Standards

Our Service Standards set out the level of service you can expect from us. Following the introduction of our new Housing Management System and telephone system, we can now monitor how quickly we respond to enquiries and report on our performance.

This is the first quarter (April to June) that we've been able to measure and report on these standards.



Going Beyond Our Standards

We also monitor how many enquiries are resolved at the first point of contact by our Customer Service Advisors (CSAs). Our target is 60%, and we are currently achieving 46%.

Almost half of all enquiries are resolved straight away, helping customers get the information or support they need without waiting for a call back or follow-up response. To help improve this further, our CSAs are now trained to assist with Housing Applications and tenancy-related requests, including permission for pets and succession applications.

What are we working on?

Our response times for call-backs could be improved. Due to holidays and other non-working days, there may occasionally be delays, but we will make sure you are kept updated and will start recording any exceptions in our performance reporting.

We need you! Join our Service Improvement Group!



Our Service Improvement Group (SIG) is about to begin its next scrutiny review and is considering looking at anti-social behaviour (ASB).

The group will explore how Glen Oaks communicates with tenants about ASB, look at innovative approaches being used elsewhere, and identify ways to better support both staff and communities to reduce complaints and improve outcomes.

Meetings are informal, friendly and take place once a month. No experience is needed, and full training and support are provided.

Whether you want to learn new skills, boost your CV, meet new people or help improve services, we'd love to hear from you.

Interested? Contact Laura, our Customer Experience Lead, for a chat with existing group members and find out more.

Well Done, SIG!

The group's Scrutiny Outcome Report and Ten Key Principles of Tenant Participation were recently featured in a Tenant Information Service (TIS) newsletter and in the Scottish Housing News. By sharing their learning and recommendations, SIG members are helping to improve tenant participation not just at Glen Oaks, but across Scotland.

A fantastic achievement and recognition of the valuable work our tenant volunteers continue to do.

Tenancy Support Visits Continue to Make a Difference

Our Tenancy Support Visits continue to be a valuable source of support for tenants, with more than 770 visits carried out so far, with 91% of tenants surveyed saying their visit was beneficial.

The visits provide an opportunity for tenants to discuss any concerns, access advice and support, and ensure they are getting the most from their tenancy. Feedback has been extremely positive.

We'll continue to roll out visits across our communities and look forward to meeting many more tenants over the coming months.

"I was having financial difficulties but they provided contacts and sites I could seek guidance from."

"I think it's an excellent service to also assist tenants if have any concerns or issues within property too."

"Erin was very supportive to my situation regarding health issues. referred me to welfare rights worked. She made you feel listened and valued making it easy to talk about personal issues. I would recommend Erin for all house visits as she's very empathetic and non-judgemental."

We need Mystery Shoppers to help us improve our services - email go@glenoaks.org.uk for more information

Annual Complaints Report

Every year, we publish an Annual Complaints Report to show how we're performing and what we've learned from your feedback.

This year:

Complaints reduced from 117 to 109

Response times improved, with Stage 1 complaints now taking an average of 4.1 days, compared to 9.5 days last year

More complaints were responded to within target timescales

Repairs and contractor services remain the most common reasons for complaints

Your feedback has helped us make a number of improvements, including better staff training, clearer complaint responses, improved communication around repairs and stronger contractor monitoring.

To learn more, read the full Annual Complaints Report and our customer guide on our website at www.glenoaks.org.uk/complaints.

You Said, We Did

You said:

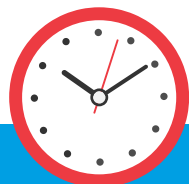
"I'm not happy with your response to my complaint. I want to speak to a manager."

We did:

If you're unhappy with our Stage 1 response, you can ask for your complaint to be escalated to Stage 2, where a manager will carry out a full investigation. We've also trained staff to ask about your preferred outcome from the start, offer any support you may need to raise your complaint, and make sure our decisions and responses are explained clearly.

Tenant Voice Impact Report 2025/26!

We're delighted to launch our new **Tenant Voice Impact Report**, giving tenants a clearer picture of how their involvement is helping to shape services and influence decisions at Glen Oaks.



853 hours
of tenant participation



270 hours
of scrutiny activity by our Service Improvement Group (SIG)



110 improvements delivered
as a result of tenant feedback and involvement

This is the first of what will become a regular feature. Going forward, we'll share **Tenant Voice updates in every newsletter**, so you can see how tenant feedback is making a difference and the improvements being delivered as a result.

You can read the full Tenant Voice Impact Report on our website at <https://www.glenoaks.org.uk/get-involved/>

Visit our website <https://www.glenoaks.org.uk/get-involved/> find out how you can help shape and improve our services



Preventing Legionnaire Disease

Legionnaires' Disease is caused by breathing in legionella bacteria, which can be found in water supply systems and spread, for example in the spray from showers.

The likelihood of legionella causing illness in your home is really low and we have systems and monitoring in place, in compliance with the Health and Safety Executive. However, there are some things you can do regularly, and when returning from more than a week away, to reduce the risk even further, like running your hot taps thoroughly, cleaning shower heads regularly etc. Watch our information video.

<https://youtu.be/hsyHQVszPqI>

Using AI (Artificial Intelligence) to communicate with us

We understand that AI tools can be helpful when getting in touch with us, especially if you find writing difficult.

However, AI can sometimes:

- add information that isn't relevant
- use complex or legal language that isn't needed (or doesn't apply in Scotland)
- miss the point of what you want to tell us
- include incorrect information
- make things more complicated than they need to be



If you use AI, please take a moment to check your message so it reflects your experience and what you'd like us to help with. Shorter, clearer messages help us understand you more easily.

If we feel that AI is making things more complicated or unclear, we may contact you to offer additional support or suggest another way to resolve the issue more directly, such as a phone call or meeting.

Why we carry out post inspections on repairs

We want to check in with you after your repair to make sure everything has been completed to the standard we expect and that you're happy with the work carried out.

Some inspections are simple and done over the phone. We'll give you a quick call to check everything is okay and may ask you to complete a short satisfaction survey.

In other cases, we may arrange to visit your home, particularly for higher value or more complex repairs, so we can take a closer look ourselves.

If we do need to visit, we'd really appreciate you giving access when appointments are arranged. This helps us make sure work is completed properly and allows us to keep improving our service for everyone.



Do we have the correct contact information for you? Let us know if your email address or mobile number has changed

Exclusive money saving app for our tenants!



HOUSING PERKS

We have recently launched **Housing Perks**, giving you access to discounts of up to 10% with over 100 brands and stores, to help you save money with everyday spending.

The free app will help you to save money on the essentials such as:

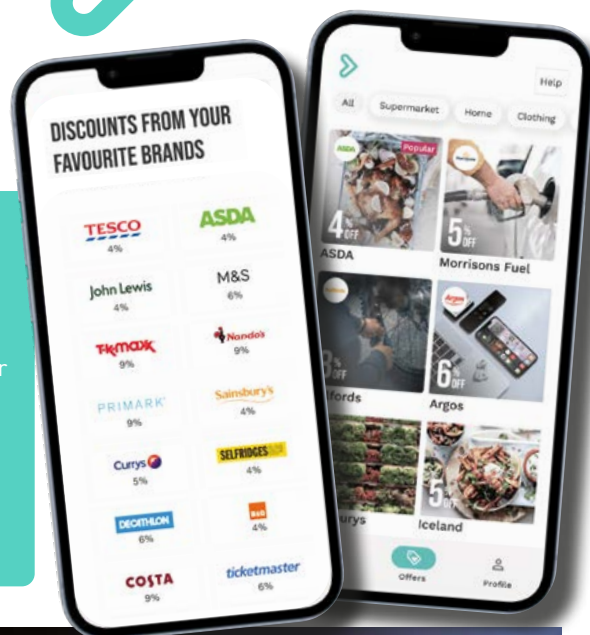
- Groceries
- Car fuel
- Clothing
- School uniforms and equipment
- Home furnishings & DIY
- Family days out

With some of your favourite brands and stores including: Asda, Sainsburys, B&M, Argos, Primark, B&Q, Sports Direct and

much more. It's free, quick and easy to sign up and available to all Glen Oaks tenants.

How to sign up

- Go to your app store and search "Housing Perks"
- Download the app
- Enter your mobile phone number
- Select your housing association or council from the list
- Enter your tenancy reference. You'll find this on your rent statements.
- Get saving!



SURVEY in the SPOTLIGHT!

Research Resource follow up survey is underway!

Last year, independent research company Research Resource carried out our Tenant Satisfaction Survey. We would normally carry out this survey every three years, but due to the number of changes to our services over the past year, we were keen to find out whether these improvements are making a difference.

Research Resource is currently contacting a sample of tenants by telephone and through door-to-door visits to gather feedback on Glen Oaks services.

If you're contacted, please take a few minutes to take part. Your views will help us understand whether the changes we've made are having a positive impact and where we should focus our efforts next.

We'll share the results in our next newsletter.

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.



Option 1 – Repairs

Option 2 – Rent enquiries, benefits advice, tenancy support, report anti-social behaviour

Option 3 – Garden or estate issues

Option 4 – Housing applications or information on when your new home will be ready

Option 5 – Arrange gas/electrical checks. Factoring and home upgrades

Option 6 – All other departments



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.

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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.

