



BIG

Conversation

event success!

Thank you to everyone who attended our recent event on 6 June at Ashpark Primary School. There was a lot of energy and chatter on the night and it was great to see so many of our tenants come along and join in with the BIG Conversation.

Turn to Page 8&9 for more information on the event and how you can keep the conversation going.



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We're looking for people to join our Board - interested?

We are keen to encourage Glen Oaks residents who are passionate about making a difference to the lives of local people to consider joining our Board.

The Association's Rules allow us to have up to 15 Board members. Our current Board members are all volunteers, who are committed to supporting the work of Glen Oaks. Our Board members are responsible for setting the Association's strategic direction and for making important decisions that will affect our tenants, e.g. how much rent we should charge; how we can improve our existing homes; and if we should build new homes.

As a new Board member, you will be fully supported by our comprehensive induction programme and will have the opportunity to learn new skills and gain confidence that could help you find a job, apply for a training course, or enter further or higher education. Positions on our Board are unpaid but we pay reasonable out-of-pocket expenses.

So, if you are interested in giving something back to your local community and want to help us to improve the services we provide, please get in touch.

For an informal chat about Board membership, please call Nicola Logan on **0141 638 0999** or email nicola.logan@glenoaks.org.uk

Membership

Would you like to become a member of Glen Oaks Housing Association? Lifetime membership costs just £1. Members are eligible to vote in the Board elections and can stand for election to the Board themselves. Please contact our office or visit our website for an application form.



Treating our staff with respect

What is unacceptable?

Here at Glen Oaks, we take pride in going out of our way to help our tenants and other customers. Our staff team is dedicated to making sure that your housing needs are met, and your concerns are addressed. This belief has informed our values - **Dedicated, Aspirational, Respectful and Transparent.**

Unfortunately, there has recently been an increase in instances of unacceptable behaviour towards our staff members while they have been carrying out their duties. We understand that times are difficult just now, with the cost of living crisis putting everyone under more pressure than usual, but we need to be clear that we will not tolerate abusive or unacceptable behaviour towards our staff.

We will always address any issues you may want to discuss with both sensitivity

and fairness because we strongly believe that everyone deserves to be treated with respect and understanding, no matter the situation. Our staff will be fair and respectful in their contact with you, and we expect the same behaviour in return.

Glen Oaks is committed to maintaining the safety and wellbeing of our staff. If you treat members of our staff in an unacceptable or abusive way, we will contact you to explain why your behaviour is unacceptable. Examples of unacceptable behaviour include:

- Swearing and aggressive language
- Making threats in person, on the phone or via letter or email
- Violence and aggression
- Making unreasonable demands. Excessive contact by phone, letter or email, or expecting our staff to complete a task in an unreasonable timescale.

When we contact you, we will ask you to change your behaviour and if you do not agree to do so, we will explain what actions we will take which may include:

- Terminating the phone call
- Calling the Police
- Restricting contact with our staff - this may mean that access to our office is denied for a period of time, or that we will only accept contact via email.
- Asking that you only make contact with us via a third party, for example a solicitor or mediator.

The Association is currently reviewing its Unacceptable Behaviour policy to ensure that we follow a clear course of action where unacceptable behaviour towards our staff has been identified. The draft policy will shortly be out for consultation and we would welcome your feedback.



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

Complaint performance

As part of the Complaint Handling Procedure (CHP), we are required to share our performance on complaints with you, along with the learning outcomes we have gained from the complaints you have raised.

Number of complaints received from January - March 2024



Timeliness of response

Stage 1 complaint average response time is 17 days - this is above the 5-day target.

Unfortunately, 61.8% of complaints were received and logged by one member of staff and due to workload and training issues, these were all resolved over the target timescale.

Stage 2 complaint response time is 16.7 days - this remains below the 20 day target, but above the SHR average from last year.

Complaint trends

This quarter the most common nature of complaints was 'Quality of works', **54.5%**. This relates to dissatisfaction with the close cleaning service. Tenants were surveyed by SMS or email and any dissatisfaction raised was logged as a repair to be followed up. Overall tenants complained about the standard of the clean, floors being left wet or areas looking like they had never been touched. See article on close cleaning service - Page 10.

You said,

My close lights are not working which is dangerous and I have now hurt myself from falling.

we did!

The close lighting is managed by City Lighting and faults should be reported directly to them, however, we could do more to communicate this to our tenants. There is now a notice in the close to make all tenants aware of how to report faults with the close lighting and an article has been included in this newsletter, see page 10. Repair reported and completed.

15.1% of tenants raised dissatisfaction relating to 'Repair standard' and complained about the standard of their home. There was an increase in appointments not being met, but mostly related to miscommunication or teething problems with the new system of reporting due to the new contractor which has now been resolved.

You said,

Walls have never been cleaned in close that I can notice - I wasn't aware this was part of the service.

we did!

Joint discussions and visits have been carried out with CAS cleaning to ensure that everything in the contract specification is being carried out. See article on close cleaning service, page 10, for more information on what you should expect from the service and how you can give us your feedback.

Get involved, give your feedback on our surveys, publications and services from the comfort of your own home. Become an Armchair Critic! Email go@glenoaks.org.uk

Business Plan Summary

Sharing our plans for the next three years

Every year our Corporate Management Team and Board review and set our Business Plan objectives. Our Business Plan is an important document that sets the key strategic objectives for the next three years. It forms the framework for managing and developing our service and informs our relationships with the Association's customers, funders, regulators, and partner organisations.

This year we have made some changes to our Business Plan. It is now a more targeted three-year plan instead of five years and our key objectives have been reviewed and updated. They now are:

Customers first

First and foremost, we want our customers to be delighted by our service. We will look at new ways to deliver a service that exceeds our customers' needs. We will offer new forms of engagement and will act on our customer feedback. We will work with partners to increase services in our communities thrive.

Agile organisation

We will embrace new technologies to enhance the sound governance and finance systems we have in place. We will continue to build on our structure to ensure that we are an adaptable and resilient organisation.

Desirable places to live

We will continue to invest in our properties and estates to ensure that they are well maintained and attractive places where people want to stay. We will focus on the physical environment to increase their desirability.

Dedicated team

We want our team to feel proud of the work they do, to learn, develop and reach their full potential. As a team we will work together to develop a new culture underpinned by updated organisational values that place customers first. Our Business Plan Summary highlights our main future objectives and strategies for achieving them and is available on our website <https://www.glenoaks.org.uk/business-plan-summary/>

Glen Oaks HOUSING ASSOCIATION Business Plan Summary 2024-2027

Our Strategic Plan is an important document that sets the key strategic objectives for the next three years. It forms the framework for managing and developing our service and informs our relationships with the Association's customers, funders, regulators, and partner organisations.

- Customers first**
 - First and foremost, we want our customers to be delighted by our service. We will look at new ways to deliver a service that exceeds our customers' needs. We will offer new forms of engagement and will act on our customer feedback. We will work with partners to increase services in our communities thrive.
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- Agile organisation**
 - We will embrace new technologies to enhance the sound governance and finance systems we have in place. We will continue to build on our structure to ensure that we are an adaptable and resilient organisation.
- Desirable places to live**
 - We will continue to invest in our properties and estates to ensure that they are well maintained and attractive places where people want to stay. We will focus on the physical environment to increase their desirability.
- Dedicated team**
 - We want our team to feel proud of the work they do, to learn, develop and reach their full potential. As a team we will work together to develop a new culture underpinned by updated organisational values that place customers first.

Our Vision: Where communities thrive
Our four strategic goals are:
 1. Customers first
 2. Desirable places to live
 3. Agile organisation
 4. Dedicated team

Our Values:
 Dedicated: we give 100% commitment to our work.
 Aspirational: we will strive to be the best that we can for our customers.
 Respectful: we trust and respect our customers and each other.
 Transparent: we will be open and honest about what we do.

Join the BIG Conversation

If you have any feedback on our plans for the future, we would love to hear from you. The 'BIG Conversation' aims to get our tenants more involved in setting the main priorities for our services in the coming year and beyond. Call us on 0141 638 0999 or email go@glenoaks.org.uk

By joining our Board you can become involved in setting our objectives. Our 'Getting Involved' booklet provides you with information on the many ways you can participate and be involved with the Association and your local community.

Your guide to... **Getting involved**

Providing you with every opportunity to participate and be involved

Glen Oaks HOUSING ASSOCIATION

Please like and follow our Facebook page for updates @GlenOaksHousing

Our new look communications!

We are excited to introduce to you to our new look communications (examples opposite).

You are already receiving surveys and publications digitally from us and now we can send you information leaflets.

The information we send will be tailored to you, the area you live or

your age etc. so that you only receive information that is relevant to you.

This new system also allows us to communicate using your preferred contact method and allows you to update your contact information with us if it changes.

It also allows us to report on engagement so we can make sure what we are sending you is what you want to hear about.



Positive customer experience cards – Thumbs up!

We want to celebrate our staff who go above and beyond and promote best practice across the Association. It is also important that we know what services have the most positive impact on our tenants.

A card and a survey have been designed in order to collate the positive feedback we receive and so that you have an opportunity to share positive experiences with us.

Scan the QR code or click on it to complete the short survey.

Paper copies of the card are also available at our reception.



Our 'Thumbs up' positive feedback cards were launched at our BIG Conversation event and we received 13 examples of when staff had gone above and beyond. We have shared a few of them below.

Laura Shields has helped us so much over the time we have been tenants. Not only did she help with benefits but also my mental health. She is an asset to Glen Oaks.

Audrey has helped us with almost everything. She helped order blue/green bins, ordered camera doorbell, put apps on my phone and taught me how to use my phone a lot better. Glen Oaks staff can't do enough for us. Thank you so much.

I am very happy with the service from Glen Oaks. All the staff are very helpful. I have been a tenant for a few years and Erin, Laura (GoConnect and Welfare) and all the staff are fantastic.

Glen Oaks have such lovely staff members, all of them. Audrey, Digital Inclusion Officer, can not do enough for tenants.

Audrey, Erin, Brenda (GoConnect) and all the Glen Oaks staff have made me feel so welcome since I moved in as I don't know anyone in the area. Also the repair service have been very quick.



Report dog fouling incidents to Glasgow City Council's Environmental Task Force on 0300 343 7027

Customer Service Standards Update

After consultation with our customers, staff and benchmarking against other organisations, we have improved our Customer Service Standards. Our timeliness of response targets are now more challenging. We will share our performance with you on a quarterly basis within our Newsletter.

Customer Service Standards are service commitments by an organisation. They confirm how specific services will be delivered and explain to users the quality of service they can expect.

We are committed to providing the highest standard of customer care for all our customers and understand the importance of delivering a first-class service to you.

We aim to ensure that our services are fair and available to all and always in line with our Equality and Diversity statement.

If you are ever dissatisfied and feel we haven't met our customer service standards, please let us know.

All of the feedback we receive is logged and investigated through our complaint process and used to monitor our performance. It will also assist our Service Improvement Group with their review of our services.

Read our new Customer Service Standards booklet at <https://www.glenoaks.org.uk/customer-service-standards/> or contact us for a paper copy.



Meeting our standards

It is important that we make sure our Customer Service Standards are measurable and challenging. Our standards set out the level of service you should expect from us. As part of our commitment to Customer Service Excellence, we will now share with you how we perform against those standards and seek your views on our performance via a 'Meeting our standards survey' quarterly in our newsletter.

Timeliness of response performance



We will answer any calls within **30 seconds**

On average calls are answered in **15 seconds**
(January 2024 to June 2024)

90%

satisfaction with our timeliness of response when contacting us



91.7%

prefer to contact us via the phone



Would you be interested in becoming an Armchair Critic?

Could you help us ensure we are meeting our standards by carrying out Mystery Shopping or complete a survey on your experience when you contact us? Some of the standards, like our response times to emails, will require your feedback.

If you want to get involved in improving our services but don't have the time to attend monthly meetings, join our Armchair Critic group and give us feedback from the comfort of your own home, when it is convenient to you.

Speak with Laura on **0141 620 2742** or email laura.strang@glenoaks.org.uk.

A survey will also be issued to encourage tenants to take part. Sign up and start working with us to improve our communications and services.

Tenant Portal

You can access our tenant portal via our website. This gives you secure access to options such as viewing your rent balances and transactions, your annual rent statement, reporting repairs, viewing the status of reported repairs, paying rent or requesting an appointment with a Housing Services Officer.

You need a log in and password to access the portal - email go@glenoaks.org.uk to get set up today!

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

Service Improvement Group (SIG)

The SIG are continuing with their review of the Association's approach to dealing with damp and mould.

They have carried out a benchmarking exercise against other associations' policies and looked at the recent complaints we have received and the lessons we could learn from them. They are considering sending a survey to all tenants to get their views on the current policy and how we tackle damp and mould.

As part of their review, they want us to create an information leaflet that all tenants will receive when they report damp and mould. This will set expectations on how long it will take to resolve the issue and give advice on how to prevent condensation in their home.

With the energy crisis and the rising costs of heating



homes, it is likely that many tenants are reducing their use of ventilation and heating systems. The SIG members, who are tenants themselves, feel it is more important than ever for Glen Oaks to have the right processes in place to tackle issues arising from this.

If you have experienced issues with damp and mould in your property and want to help the SIG review and improve the service, contact Laura on laura.strang@glenoaks.org.uk or text **SIG GROUP** to **07860 027496**.

Tenant Participation Strategy – a regulatory requirement

You have a key role to play in our decision-making process. Our Tenant Participation Strategy sets out how you can get involved, how we can support you and work together to deliver the services that matter most to our tenants.

Tenant participation is the name given to the way social landlords like Glen Oaks involve tenants in decisions about housing services, housing policies and housing conditions. It is a two-way process that involves the sharing of information, ideas and power. Its aim is to improve the standard of housing conditions and service. Participation is at the heart of all we do and all of our staff are fully committed to working together with our tenants.

The Housing (Scotland) Act 2001 placed a legal duty on housing associations to have tenant participation strategies in place, and to maintain a register of tenant organisations (RTOs). The Act introduced a right for tenant groups and individual tenants to be consulted by the landlord on housing and related services, like the annual rent consultation.

The Scottish Social Housing Charter, which came into effect in April 2012, sets out 16 outcomes and standards that social landlords should aim to achieve. We are required to submit information to the Scottish Housing Regulator (SHR) each year to demonstrate that we are meeting the outcomes of the Charter. This information is given to you every October via our annual report on our performance and provides comparisons to previous years and to other social landlords (Annual Report on the Charter - ARC).

Read the full Tenant Participation Strategy at <https://tinyurl.com/3uy2f2vt>. We review this strategy every three years and would love to hear your feedback on it or if you have any ideas on how we can encourage tenants to get involved please let us know.

How can you get involved?

There are many ways for tenants to get involved in influencing our decisions and shaping our services. These include:

- Becoming a shareholder
- Joining our Board
- Joining our Service Improvement Group
- Becoming an Armchair Critic
- Taking part in consultations on policies
- Taking part in our annual Rent Consultation
- Completing your annual census form
- Giving your feedback via satisfaction surveys
- Attending our community events

Find out more in our '[Get involved](#)' booklet.

Contact us on go@glenoaks.org.uk or phone 0141 638 0999 if you are interested in joining any of our groups or need a paper copy of our booklet.

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

BIG

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Thank you to everyone who attended our recent event on 6 June at Ashpark Primary School. There was a lot of energy and chatter on the night and it was great to see so many of our tenants come along and join in with the BIG Conversation.

Our BIG Conversation event 2024 invited tenants to come along and engage in conversations and discussions with staff or external partners at our 11 stalls. The main priority of the event was meeting our regulatory requirements to ensure that our priorities for the future are tenant-led and that we are proactive in engaging with our tenants for their input and feedback on the decisions that we make.

All tenants received a Glen Oaks branded red shopping bag with a pen and note pad inside, a floorplan and

agenda for the event and an information leaflet on 'Where your money is spent' from Sharon Donohoe, Tenant Information Service.

Simon Gaunt, Board Chairperson welcomed everyone along and spoke about the Association's key objectives - Customers first and our aim to provide an excellent service and create desirable places and communities to live. He explained that we cannot do this in isolation. We have ambitious plans for the future but at the heart of these plans will be your priorities and views.

Tenants were encouraged to meet our dedicated staff team, who were eager to provide updates on the work we are doing and, importantly, they wanted to know tenant priorities for the services they receive from us and their aspirations for their home and community.

Sharon Donohoe, Tenant Information Service, presented information to tenants on how their rent money is spent. She outlined the responsibility of the Association to make sure tenants understand value for money and have a say in how rents are spent in the coming year. A 'higher or lower activity', got tenants thinking about how much everything costs such as a new kitchen or bathroom. It also highlighted that the Association has many additional costs that are required for the general running of the services. Tenants were then encouraged to go to Stand 1 and take part in providing feedback on what service is most important to them.

Every stand had giveaways and information leaflets. Some had surveys for tenants to complete with the incentive of a further entry into the prize draw.

Stands included:

- **Stand 1** - Join the BIG Conversation - Have your say on our priorities for the future!
- **Stand 2** - Relaunch of our Customer Service Standards & become involved in improving our services!
- **Stand 3** - Sign up to Housing Perks and start saving!
- **Stand 4** - Nominate your neighbour for a Good Neighbour Award & meet some of our Housing team.
- **Stand 5** - Meet Community Police & the Neighbourhood Watch team.
- **Stand 6** - Get information on keeping our estates looking great and future planned maintenance.
- **Stand 7** - Let's tackle Damp and Mould together - information on protecting your home and reporting it.
- **Stand 8** - Meet WorkingRite, a great charity supporting 16-21year-olds to gain paid work experience.
- **Stand 9** - Information on a local Food Bank, social group activities via the Carnwadric Church.
- **Stand 10** - Savings advice from Pollok Credit Union & family support activities via the WIN Project.
- **Stand 11** - Get Welfare Rights advice & hear about the additional support available via goConnect.



Conversation

event success!



Stand 1 The BIG Conversation – Tenant priorities

What services are most important to you?

Knowing what services are the most important to you helps us to plan our future budgets and set our key goals for the future. It also influences the rent increase required to meet your needs and expectations.

At the event tenants were encouraged to prioritise which services were most important to them from 1-6, 1 being the most important.

The top three service priorities from the conference were:

 <p>Planned maintenance</p>	 <p>Day to day repairs</p>	 <p>Estate management</p>
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Priority 1 – Planned maintenance
46.7% of tenants said planned maintenance was their top priority.

Priority 2 – Day to Day repairs
48% of tenants said the day-to-day repair service was their second priority.

Priority 3 – Estate management
24% said estate management was their third priority.

Overall feedback from the event

Making sure our events are what our tenants want and that they gain something from attending them is really important. All tenants who requested a ticket, including those who were unable to attend on the night, have been surveyed to ask for feedback on the content of the conference, the venue, what worked well and why they couldn't attend.

Feedback was really positive and everyone really enjoyed the opportunity to meet the staff and get involved. We look forward to having more events like this in the future.

91% satisfaction with the event.

84.6% said they want to keep the conversation going and stay involved with future events.

Let's continue the conversation . . .

We want to make sure the feedback we received at the BIG Conversation event reflects all our tenants' views on the most important services and what we should prioritise in our plans for the future.

A survey will be issued in July asking you for information on what is most important to you. Please take the time to complete this for us.

We will also be holding a 'Continue the Conversation' event in September where you will be invited along to take part in further consultation. If you are interested in getting involved and want to find out more, please contact us on go@glenoaks.org.uk or phone 0141 620 2742 and speak to Laura.

I usually don't go to such events, but I must admit this event was very enjoyable. The staff made the night, they were very open and accommodating

It was very informative about where our rent is going. The stalls were good. The church especially intrigued me as we don't really hear from them often. Food was great and staff extremely friendly too. Good night was had by all!

Fantastic opportunity to meet up with different people and find out about progress and groups in my area.



Close Cleaning

Our Estate Co-ordinator, Jade, has been working hard to ensure the service being provided by our contractor, CAS Contract Cleaning, is completed to the requirements of our specification. We know from your feedback that there are still improvements to be made and will continue to work together to get the service up to a higher standard for you.

Your service charge for close cleaning pays for the:

Weekly

- Sweep and wash all stairs, landings and small area outside of back close door
- Remove internal/external cobwebs
- Sweep all front pathways and remove debris
- Remove all leaves to front approach pathways and steps
- Remove any small areas of graffiti or report same to office when unable to remove

Four-weekly

- Clean all stair head windows
- Dust and clean all front and rear close doors and windowsills
- Dust / clean all stair railings.
- Wash all close walls / tiles.

Additional four-weekly at 24, 26, 42 & 44 Kilmuir Crescent only

- Mechanical floor cleaning of textured tiles

Setting your expectations

It is our responsibility to make sure you get value for money from the close cleaning service and that our contractor completes all the work detailed in the contract.

It is important to set your expectations on the level of clean the contract allows for. We need to balance the cost for our tenants and the standard of the clean carried out. It would be great if we could get a sparkle clean in every close but unfortunately that would be expensive so we need to be mindful that it is a general clean that is being provided.

What can you do to help?

Keeping our closes clean, clear from litter and personal items is everyone's responsibility and extremely important for fire safety.

- Clear any items from the close prior to the contractor attending so they can gain access to the full close. They will not move personal items.
- Report any issues to us. You can email estates@glenoaks.org.uk or phone Jade on 0141 638 0999, option 1.
- Give us your feedback! Every 6 months we will issue you with a survey. It is important you share your views so that we can pass this information on to our contractor and report on it to our Board. Your feedback allows us to ensure you are happy with the service, find best practice and highlight any dissatisfaction so that we can work together to improve the service going forward.

45%
satisfaction
with the close
cleaning
service

We take your feedback seriously and if you raise dissatisfaction via a survey, we will log this as a complaint.

Your recent feedback

We really want to continue to work with the contractor to improve this level of satisfaction and ensure you are getting value for money for the service you pay for. Jade is continuing to work closely with them, inspecting the works regularly and getting them to reattend if cleaning has not been carried out to a high enough standard.

'I have never seen anyone clean the walls.'

This was a common comment from the last survey. The walls and windows should be cleaned every four weeks. There is a build-up of dirt that makes it difficult in some closes to give a high quality clean but we are working with the contractor to ensure the work is carried out when expected. Your schedule is displayed in your close, please let us know if you feel the cleaning hasn't been done.



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

Annual Garden Competition 2024

“Green and Gorgeous”

We're excited to announce our annual garden competition has returned. Show off your gardening skills and beautify our community!

Categories:

1. Best Overall Garden
2. Most Decorative Garden
(Using items like gnomes, hanging decorations, etc.)
3. Best Simple and Low-Maintenance Garden
4. Most Creative Balcony/Veranda Display
5. Best Container Garden
(For those with limited space using pots, hanging baskets, etc.)

How to Enter:

- Submit your nomination by 16 August 2024
- You can nominate your own garden or a neighbour's
- Include your name, address, and category you're entering
- We may also nominate you if our team see any excellent gardens while out and about.

Don't miss this opportunity to showcase your gardening skills and potentially win recognition for your hard work!

For more information, or to submit your entry, please contact Jade or someone else in the Technical Team on **0141 638 0999 (option 1)** or email **estates@glenoaks.org.uk**

Reporting fridge freezers in the backcourts

We would really appreciate it if you could report any fridge freezers that are to be collected. These require a special uplift and will not be taken away by the general uplift contractor.

You can fill in this simple survey to report one and we will then add it to the next available slot.

<https://cxfb.co.uk/sc/8B0C2B17/8E092C12>

Please note we require a volume of fridges to be uplifted at one time so there may be a delay in them being taken away.

Any issues report them to **estates@glenoaks.org.uk** or phone **0141 638 0999 option 1**.



GOOD NEIGHBOUR AWARDS 2024

Do you know someone who makes a difference in your community or to you? Would you like to nominate them for an award?

We know that many people in our local community give their own time to help people live comfortably and safely in their own homes. The Good Neighbour Awards scheme gives you the opportunity to publicly acknowledge and reward the support of volunteers and neighbours.

It is often the small things, such as getting to and from the shops, collecting prescriptions or keeping the garden tidy, that can become increasingly difficult. Maybe you know someone who helps make these tasks easier? Perhaps you would like to nominate a neighbour whose support you find invaluable? This is your chance to say thank you to them.

We also welcome nominations for people who co-ordinate volunteers, or groups carrying out voluntary work that helps local people.

The nominee must live in a Glen Oaks managed home. They can be a Glen Oaks tenant, a sharing owner, or owner occupier in a Glen Oaks factored home.

There will be three awards in total, one for each area. The closing date for entries is **Friday 16 August 2024**.

Email it to us at **go@glenoaks.org.uk** or phone **0141 638 0999**.



Reporting close lighting repairs

Close lighting repairs should be reported to City Lighting on **0800 595 595**. Just ask for the lighting service and they will be able to help you. There are a small number of properties not covered by this service, such as 24 & 26 Kilmuir Crescent. Anyone in these properties should report lighting repairs to our technical team on **0141 638 0999**.

Annual House Visits

Continuing Our Commitment to Supportive Tenancy Management

We are pleased to announce that our Housing Officers are continuing with the roll out of our annual house visits. These visits are a key part of our commitment to providing personalised support and ensuring that every tenant has a positive experience in their tenancy.

Purpose of the Annual House Visits

The annual house visits are designed to achieve several important goals:

- **Get to Know Your Housing Officer:** These visits provide an excellent opportunity for you to meet your Housing Officer in person. Building a good relationship can make it easier to address any concerns or questions you may have about your tenancy.
- **Tackle Support Needs:** During the visit, your Housing Officer will discuss any support needs you might have. Whether it's maintenance issues, advice on rent management, or access to local services, we are here to help you find solutions and support.

What to Expect During the Visit

Friendly and Informal: The visits are intended to be friendly and informal. Our Housing Officers are here to listen and provide assistance, ensuring you feel comfortable and supported.

Confidential and Respectful: We respect your privacy and all discussions during the visit will be kept confidential. Our goal is to create a trusting and respectful environment.

Scheduling Your Visit

Your Housing Officer will contact you in advance to schedule a convenient time for the visit. We aim to be flexible and accommodate your schedule as much as possible.

We're Here to Help

We look forward to meeting you during our annual house visits and continuing to provide the support you need for a happy and successful tenancy. Thank you for being a valued member of our community.

"Hello Neighbour" Cards – A Friendly Solution to Living Noise Complaints

Living in close proximity with others can sometimes lead to unintended disturbances. We understand that not every noise is a cause for a formal complaint, but even minor disruptions can affect the quality of life. To encourage harmonious living environments, we are excited to introduce our new "Hello Neighbour" cards.

What Are "Hello Neighbour" Cards?

"Hello Neighbour" cards are designed to provide a polite and anonymous way for tenants to communicate about noise disturbances that aren't necessarily anti-social but can still be bothersome.

How Do They Work?

Pick Up a Card: Visit the reception area and pick up a "Hello Neighbour" card. The cards are readily available and free for all tenants making it easy for anyone to access them when needed.

Fill Out the Card: Complete the card with the necessary details. There's no need to provide personal information; the goal is to maintain anonymity. You can specify the type of disturbance, such as:

- **Loud TV:** If the volume is too high and disrupting your peace.
- **Late-Night DIY:** If home improvement projects extend into the night and affect your sleep.
- **Distressed Pets:** If a dog is barking or showing signs of distress during the day when the owner is away.
- **Deliver the Card:** Slip the card under your neighbour's door. This discreet method ensures your privacy while notifying them of the issue.

Why Use "Hello Neighbour" Cards?

Polite and Non-Confrontational: The cards offer a respectful way to communicate without the potential awkwardness or confrontation of a face-to-face discussions.

Promotes Community Spirit: By addressing issues calmly and kindly, we can build a more considerate and cohesive community.

Simple and Effective: Sometimes neighbours might not be aware that their actions are disturbing others. A friendly note can be an effective reminder to be mindful of noise levels.

Feedback and Suggestions

We welcome your feedback on the "Hello Neighbour" cards and any other suggestions you might have for improving our community. Please feel free to share your thoughts with us at the reception or email go@glenoaks.org.uk

Thank you for your cooperation and commitment to making our community a better place to live.

**Could our goConnect Project help you save money?
Contact our office on 0141 638 0999, Option 3, to find out more**

Equalities survey

Thank you for your feedback



Last year we carried out a survey on equalities This survey was completely anonymous, and your answers can not be connected to you personally in any way. The main aim of the survey was for us to gain a more detailed overview and better understanding of our customer base and prevent discrimination from happening.

Why do we need to gather information on equalities?

All social landlords in Scotland, both local authorities and registered social landlords, are required to implement legal and regulatory requirements relating to equality data collection. These requirements flow from the Equality Act 2010, the Scottish Government’s Scottish Social Housing Charter and the regulatory requirements issued by the Scottish Housing Regulator.

We must work to understand the individual needs of our tenants and other service users and deliver services that recognise and meet these needs. As part of this we are required to ask you for equalities information, and to use it to inform our decision making. This will include asking you for more detailed information on your protected characteristics such as age, gender, sexual orientation and more.

What did we learn from your feedback?

Ethnic origin

77.5%

the majority of our tenants have a white Scottish ethnic origin

5.9% - next highest proportion is white Polish
4.1% white English
2.3% African, African Scottish/British.

Disabilities

68.9%

said they had no disabilities.

13.5%

had mental health issues (the most common disability)

6.8%

had a physical impairment and 3.2% had a hearing impairment

This information will help us to ensure our support services like goConnect and Welfare Rights are set up to provide support, services and events that meet your needs. We will also take this information into account when we are carrying out our office refurbishment.

This information allows us to ensure we are communicating to all of our tenants equally and can provide for translation of documents or at interviews when required.

19%
 (222 tenants) responded to the survey

What adjustments could we make for your disability?

Majority of tenants who responded said adaptations to their home such as a walk-in shower or handrails being fitted would help them.

See article on aids and adaptations and how we can help you live more independently in your home.

A small number of tenants highlighted a need to move to a ground floor flat.

Unfortunately there is a high demand for ground floor flats so the waiting list for them is really long. Our allocations policy is points based and those in need of this type of property for medical reasons will be offered first but it is important to know that you might wait a long time. Discuss with your Housing Officer all of your housing options on **0141 638 0999** option 2.

Please like and follow our Facebook page for updates @GoConnect for information on our activities and groups

Are you a Glen Oaks resident looking for a job or a change in your career? **GREAT NEWS!**

We're excited to announce a new **FREE** partnership between Glen Oaks Housing Association and Jobs & Business Glasgow which will help you to succeed in your job search!



Jobs & Business Glasgow

Improving Skills, Promoting Enterprise

Finding a job can be tough. No matter your current work experience, qualifications, childcare needs, or any other obstacles you might be facing, this programme is here to help.

One of our expert job advisers, will give you the skills and confidence you need to feel great about your job search, including:

- Developing great job search and application skills
- Creating a strong CV and preparing for interviews
- Exploring training and paid work placement opportunities
- Gaining access to in-work support and guidance

This programme goes beyond just finding a job. Learning new skills and finding a job that you enjoy can have a positive impact on your whole life – it can improve your finances, make you feel better about yourself, and benefit you in many other ways.

Ready to unlock your potential?

- Register your interest with the Jobs & Business Glasgow Customer Service Team:
Freephone 0300 123 2898
- Email: contact@jbg.org.uk
- Make an appointment through your Housing Officer at Glen Oaks Housing Association office.



Take charge of your future and join us today!

Aids and adaptations to your home

We can provide adaptations to help tenants live more independently within their homes.

All you need is an assessment by an Occupational Therapist (OT) who will consider any adaptations to your home that would be of benefit to you. If you think you would benefit from this service, please contact [Social Services at Glasgow City Council](#) by:

- Phone - **0141 287 0555 (Option 1)**
- Email - socialcaresdirect@glasgow.gov.uk

Following your assessment, they will provide us with a copy of their referral form which will allow us to claim funding for the works to your home. The type of adaptations we have carried out in the past include installation of handrails, level access or over bath showers, and external ramps.

If you would like any further information from Glen Oaks, please contact **Lynne-Anne Ferguson** on **0141 620 2737**.

Can't access your local library? Know someone who is unable to visit their library?

With the Home Library Service, friendly, trained volunteers choose and deliver books and other library material directly to your home – all for FREE!

Glasgow Life, registered as Culture and Sport Glasgow is a Scottish Charity (No SC033844) regulated by the Scottish Charity Regulator (OSCR).

Glasgow Life Home Library Service brings the library to those who can't come to us!

Our service can be accessed on a long or short term basis and it is easy to apply.

To find out more:
w: glasgowlife.org.uk/homelibraryservice
e: librarieshealthandwellbeing@glasgowlife.org.uk
t: **0141 287 2903**

Alternatively, complete the section below and return it to your local library.

www.glasgowlife.org.uk/homelibraryservice

Report estate management issues to our Estate Co-ordinator by calling 0141 620 2728 or by emailing jade.shannon@glenoaks.org.uk

FREE CYBER SECURITY WORKSHOP TO IDENTIFY ONLINE SCAMS



Protect yourself from online scams and fraud

Helping older adults stay safe online with practical tips to avoid online scams and protect personal information.

- Learn how to spot and avoid online scams
- Discover ways to protect personal information
- Accessible to all, no technical knowledge required
- Suitable for everyone over the age of 50

This workshop is ideal for beginners. Join our free workshop for older adults on **Monday 29th July - 2pm – 3.30** at Glen Oaks office. We understand that some of you may need to leave early for school pick-ups and this isn't a problem.

Phishing emails are one of the most common scams online, but they can be tricky to spot.

Learn how to identify them with ease. Participants don't need anything for the course. However, you are welcome to bring your phone/tablets/laptops if you wish to discuss anything.

Contact Audrey @ Glen Oaks GoConnect team on **0141 620 2747** to register your interest.

iStock
Credit: NicoElNino

go connect classes

goConnect classes will be on a break until August. We decided to do this to accommodate our attendees' change in routine during the school summer holidays. We want to extend a huge thanks to everyone who has attended our classes and clubs so far this year, and we look forward to welcoming you back in August! Over the past year 196 of you came to one or more of our classes or events and the feedback you gave us was excellent, with so many saying you learned new skills, made new friends and are overall happier with socialising more.

We ran 11 classes – Mindfulness, Art, Self Defence, Craft, Tai Chi, Confidence Building, Knitting and Crocheting, Walking, Mens' Coffee morning, 1:1 I.T. and Wow's daytime disco. We also ran a number of events including community lunches, Christmas bingo party, personal safety, menopause information and 5 trips to Largs, Rothesay, the Falkirk Wheel, the Science

Centre and a chocolate factory. Please let us know what you loved best or what classes or events you would like us to arrange. We have received funding from the Wellbeing Fund for these activities to improve your wellbeing.

To contact us with suggestions or to discuss joining classes please contact Erin or Brenda on 0141 638 0999 option 4 or follow our facebook page which has details of all local activities as they become available on **Facebook.com/goconnectatglenoaks** Like and follow our page to receive all updates of new classes or events.

We are currently planning new classes from September which include: Walking Football, 5-aside football, Fishing, Cold Water Therapy, Boxing, Volunteering, Bereavement Group as well as our old favourites – Tai Chi, Craft, Mindfulness, Community lunches and days out!

Please note all of our classes are externally funded outwith Glen Oaks and are FREE. Classes are only available for Glen Oaks residents.

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

HOUSING PERKS

Exclusive money saving app for our tenants

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.

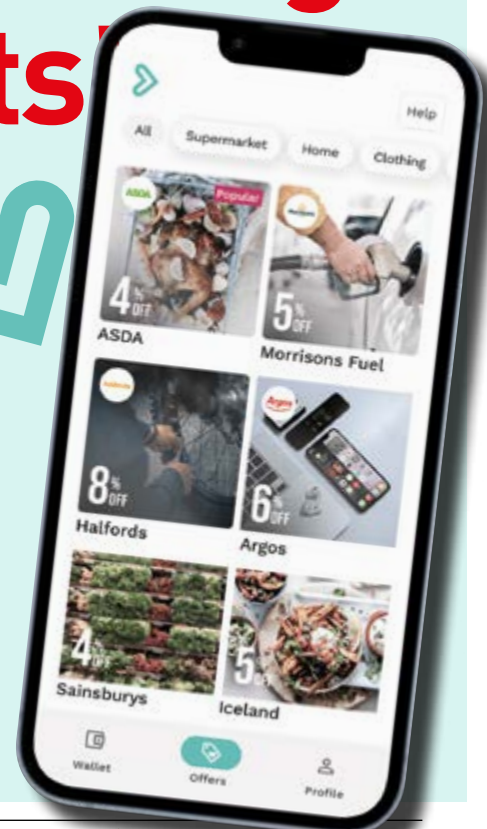
How to sign up

- 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!

Need help signing up?

If you need help getting online or downloading the app to start saving just contact our goConnect team and one of our Digital Inclusion Officers can help. Email goconnect@glenoaks.org.uk or phone **0141 638 0999 (option 4)**.



NEW Estate management email address

We want to make sure you can report any estate issues to us easily and in one central place. Instead of reporting anything to individual staff members, it would be great if you could now email estates@glenoaks.org.uk

Let continue to work together and make our estates great!



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: Housing applications
Option 3: Other housing enquiries
Option 4: goConnect (tenancy support issues)
Option 5: General enquiries
Text: 07860 055293



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.

