



Tenants use digital voting system to design services at annual **BIG** Conversation event!

On the 4 June 2025, we held our annual BIG Conversation event. The event aimed to give tenants a voice in big decisions from service design, to how the Association can get more tenants engaged in the rent consultation process.

This year an interactive voting system allowed for live feedback, prompted discussions, and enabled us to take forward recommendations from its tenants.

Turn to page 6 for more information on the event and what action we have taken from the feedback we received.

Public Holidays

Our office will be closed on the following dates:
26 and 29 September

inside this issue...

New Staff Structure.....	Page 2
Tenancy Support Visits.....	Page 3
Triannual Survey Results.....	Page 5

Meeting our Service Standards	Page 8
Consultation on Allocations Policy	Page 9
Water Hygiene.....	Page 11



New Staff Structure

– Improving services and streamlining processes!

Over the past year, we've been reviewing our staff structure to enhance the services we provide to tenants and to improve how we work behind the scenes. Our goal has been twofold: to deliver a better experience for you and to ensure our staff are supported with clearer communication and more efficient processes.

We're excited to introduce our new **Customer Services department**, which brings together our former Housing Services and Technical Services teams. This new department is divided into two teams, each responsible for delivering both tenancy and property services across different areas of our estates.

What's New?

Housing Services is now Tenancy Services - Our Housing Services Officers and Assistants will now be known as Tenancy Services Officers and Assistants. This change reflects the wide range of support they provide, which goes beyond just housing. Their role includes:

- Rent support
- Anti-social behaviour case management
- Estate issues

- Community support
- Referrals to external services
- Helping you sustain your tenancy

Technical Services is now Property Services - Our Technical Officers are now called Property Services Officers. This new title better reflects their responsibility for:

- Ensuring your home meets safety and quality standards
- Managing repairs and maintenance
- Overseeing property condition and compliance

Changes to Staff Coverage Areas - We've also updated the 'patches' or areas that each staff member covers. This may mean a change in who you contact for tenancy or property-related issues. These changes will:

- Distribute properties more evenly across the team
- Improve consistency in service delivery
- Strengthen communication within the new Customer Services department

Service Champions - Each staff member will now take the lead on a specific service area. This approach encourages mentoring, sharing of best practices, and a strong focus on continuous improvement.

Focus on Tenant Engagement - Tenant scrutiny, engagement, consultations, feedback, and communication will now be part of the Customer Services team—ensuring your voice is central to how we design and deliver services.

This change allows us to work more collaboratively as one team, improving how we share information and coordinate across services.

Will the changes affect you?

Yes—but in a positive way! In **August**, we'll send you a personalised leaflet outlining any changes, particularly who you should contact for different services.

Want to see the new structure?

You can view it here:
<https://www.glenoaks.org.uk/organisational-chart/>



Do we have correct contact information for you? Make sure you update us with any changes to your email address or mobile number

Tenancy Support Visits

– Here for You, Every Step of the Way!

At Glen Oaks, your wellbeing is at the heart of everything we do. That's why we're excited to tell you about our Tenancy Support Visits—a simple, friendly way to make sure you feel safe, supported, and truly at home in your community.

Whether you've just moved in or have been with us for years, these visits are all about you—your needs, your questions, and your peace of mind.

Visits will be carried out on a rolling programme, but we will aim to visit all our tenants over the next year or so.

What are the visits for?

Our Tenancy Support Officer, Erin, will be in touch with an appointment for a relaxed, informal visit. Think of it as a friendly chat where we check in to see how things are going and make sure you're getting the most out of your tenancy.

During the visit, Erin will:

- Listen to any concerns you might have
- Help you access Glen Oaks services
- Connect you with external support like charities or advice agencies
- Offer guidance on everything from rent arrears and repairs to community events and consultations

Why these visits matter

Here's how a quick catch-up can make a big difference:

- **Spot issues early** – Small problems can be sorted before they grow
- **Keep your home safe** – Making sure you know how to report repairs or damp and mould
- **Build trust** – Open conversations help us support you better
- **Get answers** – Ask anything about your tenancy or services
- **Feel secure** – Knowing we're here for you brings peace of mind

When will we visit?

We'll be carrying out these visits on a rolling programme, aiming to reach all of our tenants over the next year or so. You'll receive a letter with your appointment details in advance, if the arrangements are not suitable this gives you the opportunity to contact us and rearrange at a more convenient time for you.

What to Expect

The visit is relaxed and friendly—no pressure, no inspections—just a chance to talk and make sure you're happy and safe in your home.

If you have any questions before your visit, don't hesitate to get in touch. We're always happy to help!

Supporting you, every step of the way.



Service Improvement Group

Damp and mould service review update

The SIG have completed their review of the Association's approach to dealing with damp and mould. Over the last year they have carried out a thorough scrutiny of the service, benchmarking it against other Associations, surveying staff and tenants to celebrate best practice and put forward recommendations for improvement.

The feedback received via the triannual survey on damp and mould has also helped them with their review and they would like to thank everyone who took part.

They will meet with the Corporate Management Team in the next month to finalise their report before it is presented to the Board in August. In the next newsletter we will share with you their findings and what improvements will be made.

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

Complaint Performance 2024-25

We are regulated by the Scottish Public Services Ombudsman (SPSO) and follow their Model Complaints Handling Procedure. A full guide to our complaints process is available on our website: <https://www.glenoaks.org.uk/complaints-/>

As part of the **Complaints Handling Procedure (CHP)**, we are required to share our complaints performance and the lessons we've learned from your feedback. We also publish this information quarterly in our newsletters. Below is a snapshot of our recent complaints performance. The full report is available at: <https://www.glenoaks.org.uk/complaints-performance/>

Number of Complaints Received

This year, we received **139 complaints**, a slight increase from **117** last year.

There was also an increase in Stage 2 complaints, which require managerial input, further investigation, and take longer to resolve.

The SPSO recommends that 80% of complaints be resolved at the frontline. Currently, we are achieving 54%, so we aim to improve this by empowering our staff to resolve issues more quickly at the first point of contact.

Response Times

Our average response time for **Stage 1 complaints was 9.5 days**, (target 5 days) and **Stage 2 complaints was 18.6 days** (20 days).

We aim to respond to **100% of complaints** within the target timescales (5 days for Stage 1 and 20 days for Stage 2). This year, we achieved:

- **55.4%** on-time responses for Stage 1
- **62.5%** on-time responses for Stage 2

Improving our response times is a key focus moving forward.

Complaint Outcomes

- **53.8%** of Stage 1 complaints were **upheld**
- **44.1%** of Stage 2 complaints were **not upheld**

Nature of Complaints

The most common type of complaint was related to our repairs service (37.6%), which is consistent with previous years. Given that we handle around 5,000 repairs annually, the number of complaints is relatively low. However, we are committed to using your feedback to improve our services and prevent recurring issues.

The second most common issue (13.3%) was dissatisfaction with our policies, particularly regarding the disturbance allowance.

How will we keep improving?

17 service improvements were implemented to improve our complaint handling.

- ✓ Introduction of complaint auditing
- ✓ Completion of the Complaint Handling Improvement Framework
- ✓ Creation of newsletter communication plan to increase understanding of policies and service standards.
- ✓ More consultations on policies
- ✓ Creation of Armchair Critic group to help us communicate better



100% of our frontline staff completed accredited SPSO Good Complaint Handling training. All senior managers completed training on Investigation Skills for stage 2 complaints.

Give us a 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. Collect a card from our reception or ask a staff member to take note of your positive experience over the phone or via email. You can also scan the QR code or click on it to complete the short survey.



SCAN ME

'I have found Jade to be extremely helpful and approachable. I have raised a number of issues with her about the Estate and she always does her best to resolve them.'

'Laura Shields exceeded all my expectations, been wonderful. She helped me with all my benefits across the board, my energy and council at. Got me a £500 refund!'

'Thank you Ryan, you really put my mind at rest when I thought I had damp in my property.'

Please like and follow our Facebook page for updates
@GlenOaksHousing

Our Triannual Survey Results Are In!

A huge thank you to everyone who took part in our Triannual Survey—your feedback is already helping us shape and improve our services!

539 tenants participated in the survey, which was carried out by Research Resource in May, either by phone or on your doorstep.

Your satisfaction is incredibly important to us.

We're committed to making sure our services not only meet your expectations but exceed them—and we aim to achieve results that are higher than the Scottish average.

We will share the full results with you via our website along with our action plan but here is a snapshot below:

Where we want to improve

84% said you were either very or fairly satisfied with the overall service provided by us. (Scottish average 86.5%)

81% said you were either very or fairly satisfied with the repair service (Scottish average 87.3%)

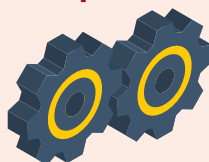
84% said you were very or fairly satisfied with the quality of your home (Scottish Average 84%)

81% said you felt your rent represented value for money. (Scottish average 81.6%)

Where we are performing well!



95% said we were either very or fairly good at keeping you informed about our services and decisions. (Scottish average 90.5%)



93% said you were satisfied with the participation opportunities. (Scottish Average 87.7%)



89% said you were very or fairly satisfied with our contribution to the management of the neighbourhood you live in. (Scottish average 85.7%)

What are we doing with your feedback?

Your feedback is already helping us improve and shape our services. Here's how we've used it so far:

- BIG Conversation Event**
 We focused on feedback about our repairs service. Tenants voted on the actions we should take to improve.
Find out more on Page 7!
- Estate Action Plans**
 Based on your feedback about estate management and community priorities, we created tailored action plans for each area.
Read more on Page 12!
- Customer Service Strategy**
 We're developing a new strategy that reflects our service standards and includes a Customer Service Action Plan. Your survey feedback is helping shape this plan—putting your views at the heart of everything we do.

Visit our website www.glenoaks.org.uk/our-performance for more information on our performance

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Continued from front page.

Thank you to everyone who came along to our annual BIG Conversation event on the 4 June 2025. The event aimed to give tenants a voice in big decisions from service design, to how the Association can get more tenants engaged in the rent consultation process.

This year an interactive voting system allowed for live feedback, prompted discussions, and enabled us to take forward recommendations from its tenants. Brian Hutcheson facilitated the event and led the interactive games. In the first part of the night, teams competed against each other for points in a Family Fortunes style quiz.

Laura Strang, our Customer Experience Lead, then gave a snapshot into the triannual survey results, and asked tenants to discuss and decide what options for improving the repair service was most important to them.

We wanted our BIG Conversation event this year to focus on getting tenants to help us design our services, so that we prioritise what is important to them first. It is an exciting time of change for Glen Oaks with a real focus on improving services and streamlining our internal processes. Tenant experience and feedback will shape our services more than ever before, and we want our tenants to know we have listened to their feedback through the recent triannual survey and that we are taking action.

The second team quiz game was a higher or lower value for money challenge. Tenants were asked to vote higher or lower on ten statements, these included if Glen Oaks recent rent increase was higher or lower than the sector average or if cost of the Association dealing with items that were fly tipped was higher or lower than Glasgow City Councils £5 uplift charge. This game highlighted the key challenges around value for money and aimed to promote the Association's performance or achievements in trying to strike the balance between cost and quality of service.



Finally, tenants were asked to discuss how we could encourage more tenants to engage with the rent consultation process. Tenants used the voting system to give their opinion on the timing of the consultation, what incentive should be given to take part and what other ways of gaining feedback could be introduced.



Michael Smith, Board Chairperson opened the night and thanked everyone for coming along. "It was great to see our tenants take part in the discussions that will improve our services for the better. The interactive element of the night really allowed for not only fun quizzes but for real time feedback that was so insightful. We really want tenants to have a voice in designing our services and events like this allow staff to take onboard the great ideas our tenants have."



The winning team was Oakley Folky and overall top scorer on the night was Eleanor Stewart, a long-standing member of the Association's tenant scrutiny group. Everyone who attended received a shopping voucher as a thank you for coming along and taking part.

We are delighted to note that a high number of tenants who attended want to get involved in the tenant scrutiny group, or the Armchair Critic Group going forward. Feedback on the event was positive, with tenants feeling like their views had been listened to.

Watch the highlight video of the event here:
<https://youtu.be/KBxhDG8PUL8>

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

SURVEY in the SPOTLIGHT!

BIG Conversation Event Feedback

At Glen Oaks, we're always looking for innovative ways to engage with tenants. At our recent BIG Conversation Event, we used a digital voting system to make it easy—and fun—for tenants to share their views. The feedback we received is already shaping how we improve services. Make sure to come along to our next events and have your say!

What did the triannual survey feedback tell us?

At the event we shared with attendees a snapshot of the results from the recent survey, where over 500 tenants gave their views.

Repair Service is your Top Priority

Our triannual survey showed that 99% of tenants ranked repairs in their top 3 services. However, satisfaction dropped from 92% in 2022 to 81% in 2025.

Top 3 Priorities for Repairs:

- 58% – Ease of reporting
- 53% – Quality of repairs
- 47% – Getting it right first time

Key improvement suggestions:

- Improve repair quality
- Fix issues right first time
- Avoid temporary fixes
- Reduce resolution times
- Be clearer about timescales

Improving the Repair Service – Discuss and Decide!

On the night staff shared possible solutions that could help improve the service and tenants were asked to discuss and decide on the top 3 actions we could take. Tenants discussed in their teams and then used the interactive voting system to vote for their top 3. From this feedback we will improve the service by:

- ✓ Pre-inspections: Clearer criteria and a commitment to inspect 15% of repairs to reduce the need for repeat visits and to get the best value for money from the contractor.
- ✓ Quality checks: Increased to 20% of all repairs, double than last year.
- ✓ Better communication: Improved confirmation emails and integration with our new Housing Management System.
- ✓ Customer Charter: Setting clear expectations for communication and repair timelines.

Would You Use a Tenant Portal?

Only 64% of attendees said they'd use a tenant portal. We want to change that.

What we're doing:

- Designing a user-friendly portal to report and track repairs
- Offering 24/7 access to services
- Ensuring multiple access options for all preferences
- Planning further consultations to boost interest and usability

Improving Rent Consultation Engagement

We asked how we could increase participation in our Rent Consultation process.

Should we change when we consult?

- Yes! We'll start earlier this year—in September—to give you more time to respond.

- Instead, we'll explore ways to recognise regular contributors to surveys and events.

Should we offer incentives?

- No. Tenants felt incentives could skew results. Only 6% supported prize draws.

Would different formats help?

- Targeted events were most popular
- Outgoing/incoming calls came next
- Family events were unpopular due to cost and perceived bias

What are we doing with your feedback?

- Hosting targeted consultation events
- Encouraging feedback during calls and emails
- Calling tenants who don't respond via SMS or email (postal returns rates are <1% and are costly)

Event Feedback: What You Said

"I had a great night. Enjoyed meeting everyone, very good feedback regarding the event. Staff were fantastic, food was great, and the quiz was fun. More tenants should show up for these events as it's an opportunity to influence things." — Arden tenant

100% of attendees said:

- ✓ They enjoyed the night
- ✓ We achieved our goal: fun, connection, and collaboration

- ✓ The digital voting system was easy to use
- ✓ They want to stay involved

Interest in future involvement:

42%

Armchair Critic Group

58%

Service Improvement Group

Sign up to Housing Perks and receive up to 10% off purchases

Striving for Customer Service Excellence!

We'll soon be assessed against the Customer Service Excellence (CSE) standard—a practical framework designed to help organisations like ours drive customer-focused change.

We're excited to share the progress we've made over the past year, including our *Meeting Our*

Standards report and newsletter article, the launch of the *GO Improve – Armchair Critic Group*, and our plans to introduce a new Housing Management System in the new year.

We'll share the outcome of this year's assessment in the Autumn newsletter.

CUSTOMER
SERVICE
EXCELLENCE



The Government Standard

Meeting Our Service Standards: Neighbourhood and Anti-Social Behaviour Complaints

At the heart of our service is a commitment to transparency, accountability, and continuous improvement. Our Service Standards outline how we deliver key services and the level of quality you can expect.

In every newsletter, we share how we're performing against these standards and this edition focuses on Neighbourhood and Anti-Social Behaviour (ASB) complaints.



Neighbourhood Complaints: Our Commitment

We take all complaints seriously and aim to investigate and respond within set timescales. Here's how we're doing:

Complaint Category	Target Response Time	Actual Performance
Category A (serious incidents)	Notify Police Scotland and respond within 24 hours	 0.5 days
Category B (ongoing nuisance)	Investigate and respond within 10 days	11.73 days
Category C (minor disturbances)	Investigate and respond within 28 days	 16.1 days

While we strive to respond as quickly as possible, but some cases—such as those involving harassment or vandalism—require coordination with Police Scotland and the collection of witness statements. These steps can take time and may be outside our direct control.

We want to hear from you!

Your feedback helps us improve. We're introducing a new survey for anyone who submits a Neighbourhood Complaint. Once your case is resolved, you'll receive a short survey, please take a few minutes to complete it. Your responses will help shape our services and will be shared in future newsletters.

Want to learn more? Our **Anti-Social Behaviour** booklet explains the different types of ASB and how to report them. Visit our website to download a copy <https://www.glenoaks.org.uk/anti-social-behaviour/>

Report estate management issues to our Estate Co-ordinator by calling 0141 638 0999 or by emailing estates@glenoaks.org.uk

Consultation Feedback on Our Allocation Policy

Thank you to everyone who took part in the recent consultation on proposed changes to our Allocations Policy.

A total of 235 tenants and applicants participated in the consultation, which was carried out via SMS, email, website link, and promoted on social media.

We review our Allocations Policy every three years. This is an important document as it outlines how we allocate available homes to those on our waiting list.

It sets out the criteria for eligibility, how priority is assessed, and the process for allocating properties. Essentially, it explains how we match people in need of housing with the homes we manage.

The proposed changes include:

- Moving from a points-based allocation process to a banding system
- Making the eligibility criteria more detailed
- Increasing the suspension period for applicants who provide false information
- Moving to from a 3 offer refusal policy to a 2 offer refusal policy, in light of the housing emergency

These changes will not be implemented until next year, once our new Housing Management System is in place. All tenants and applicants on our waiting list will be contacted before the changes take effect, to update their details and confirm their eligibility and banding.

Key Feedback Highlights

Changing to a banding system

85% agreed with the change from a points-based to a banding system.

Currently, our allocations process is points-based. We aim to move to a banding system, which generally offers greater simplicity and transparency, making it easier for applicants to understand and for us to administer.

"It seems like a good change. The points system is not overly clear and very vague regarding specific issues people have."

Increasing the suspension period

87% agreed with increasing the suspension period from 6 to 12 months for applicants who provide false information.

We want to ensure our waiting list reflects genuine need. Providing false information undermines the fairness of the process and can delay housing for others.

"It would maybe put people off more from providing false info when it has been extended."

Adding a reference to the housing crisis

86% agreed that it is important to reference the ongoing housing crisis.

Our current policy does not mention the housing crisis in Scotland. We believe it's essential to acknowledge the severe shortage of affordable and suitable housing, which has led to a national housing emergency. This context helps set realistic expectations about housing availability.

Making the reasonable offer definition more specific

92% supported making the definition of a "reasonable offer" more specific.

A reasonable offer refers to a property that suits the applicant's needs, such as being the right size and in good condition. Clearer criteria will improve transparency, reduce disputes, and ensure housing goes to those with the most urgent needs.

Increasing eligibility criteria more detailed

89% supported making the eligibility criteria more detailed and increasing the processing time from 10 to 15 days. The current criteria are quite general. By making them more specific, we aim to improve transparency and fairness. The additional detail will require more staff time, hence the proposed increase in processing time.

Comments Received

"I would appreciate a more clear, transparent and more frequently reviewed and communicated system."

We will develop a communication plan for the transition to the banding system. This will include an information day where applicants can meet with staff to discuss the changes.

Our new Housing Management System will also introduce a self-service portal, allowing applicants to:

- Update their information
- View the status of their application and offers
- Receive messages and letters directly from the Association

Repair Targets – Setting your expectations

We have set timescales and targets for carrying out repairs and will always aim to attend within the target. We will aim to provide you with an appointment day/time that is convenient to you, however, repairs are prioritised depending on their urgency. When you report a repair, we will confirm the category of your repair, so you know understand how long it might take for us to complete.

- Emergency - make safe within 4 hours
- Urgent - 3 working days
- Routine - 10 working days
- Right to Repair Between - 1 & 7 days

Repair inspections

Sometimes a repair you report to us will require an inspection by a member of our Property Services team, we aim to inspect 15% of all repairs reported. This is to ensure the correct tradesperson and priority is allocated to your repair. We will aim to carry out the inspection as quickly as possible.

We also aim to inspect 20% of repairs once they have been completed. This allows us to ensure the standard of the repairs being carried out by our contractor remains high.

Laminate flooring

Laminate flooring can make home repairs more difficult. Unlike carpets, which are easy to lift, laminate is often nailed or glued to the floor and skirting boards.

Once removed, it may not be reusable.

If a repair requires us to access the floor beneath your laminate, you must remove the flooring before we inspect or carry out the work. If we have to

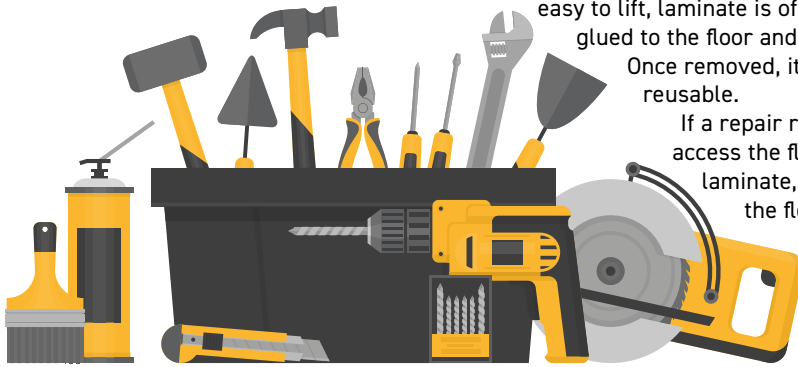
remove it ourselves, you will be charged for the cost.

We are not responsible for any damage to laminate flooring (or other floor coverings) that needs to be removed for repairs.

Also, please consider whether laminate flooring is suitable for your home. It can be noisy for neighbours, so proper underfloor insulation should always be used.

Contents insurance

Accidents do happen and it is important that you have insurance to cover any damage to your home. The Association will maintain comprehensive buildings insurance for all its properties. Tenants, sharing owners and factored owners are responsible for arranging home contents insurance to cover their own possessions, decoration, furnishings, floor coverings etc. If your property is flooded or has been fire damaged, the Association will only cover the cost of any structural damage. It will not compensate residents for damage that should be covered by household contents insurance.



Membership

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.

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.

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

Sign up to Housing Perks and receive up to 10% off purchases

GCC Gulley Cleaning in Arden and Darnley

In August, Glasgow City Council (GCC) are carrying out Gulley cleaning and will require access so parking will be prohibited on your street to allow for the clean to be carried out.

A Temporary Traffic Restriction Order will be in place which allows GCC to provide or change a restriction on a road on a temporary basis, such as no parking or road closure. This means if you fail to move your car it could be towed away.

GCC will give tenants notice the week before, placing signage on site.

This is important work and will help to improve our streets and prevent the risk of floods etc.

What is a Gulley?

A gully is a road drain that removes the water from the road. Commonly called a stank or drain.

Keeping Your Water Safe & Sound at Glen Oaks

At Glen Oaks, we're committed to making sure your water is clean, safe, and flowing just the way it should. Here's a quick look at how we manage both cold and hot water in our homes—and how you can help too!

Cold Water: What You Need to Know

Most Glen Oaks homes receive cold water straight from the Scottish Water mains. However, in ten tenement closes, the water first passes through large shared storage tanks in the loft before reaching your taps.

To keep everything running smoothly, we:

- **Carry out Legionella Risk** Assessments with qualified water hygiene contractors.
- **Inspect tanks twice a year** for leaks, rust, and cleanliness.



- **Check water temperatures** to ensure they stay below 20°C—warmer water can encourage bacteria to grow.

Want to know if your building has a storage tank? Just get in touch with our Assets team at assets@glenoaks.org.uk.

Hot Water: How It Works

Most homes have gas boilers that heat water directly—no tank needed! But if your home uses electric heating, you'll have a hot water cylinder instead. These are:

- ✓ **Checked annually** by our contractors.
- ✓ **Kept at above 50°C** to prevent bacteria growth.

These cylinders need strong water pressure, so they're usually found in buildings with loft tanks.

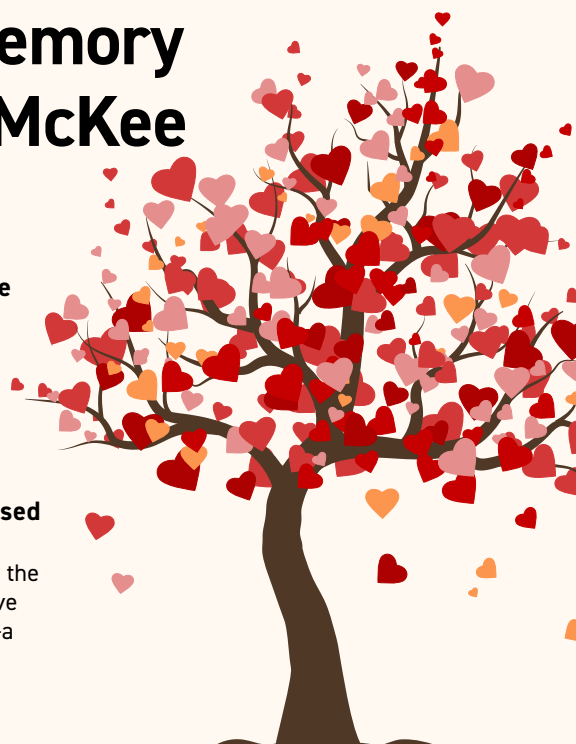
What You Can Do to Help

- ✓ **Let us in once a year** to inspect your hot water system if you use electric heating.
- ✓ **Report any leaks, damp patches, or unusual smells/tastes** in your tap water.
- ✓ **Clean your showerhead regularly**, especially if it hasn't been used for a few days.

In Loving Memory of Alasdair McKee 1991–2022

We remember the remarkable contributions of Alasdair McKee, who was involved with Glen Oaks from its very beginning. Alasdair played a pivotal role in shaping the Association into the thriving, community-focused organisation it is today.

As a tribute to his memory and the profound impact he made, we have planted a tree outside our office—a symbol of growth, strength, and remembrance.



Estate Action Plans 2025

Working together to make our communities thrive

This year, we've improved our Estate Action Plans to make them more tailored to the area you live in—Arden, Darnley, or Pollok. Based on your feedback from the recent Triannual Survey, each plan outlines clear, measurable actions we'll take over the next year to enhance your local community.

You'll receive your personalised Estate Action Plan by SMS, email, or post. It will also be available on our website: <https://www.glenoaks.org.uk/estate-action-plans/>

Do you have feedback on your Estate Action Plan?

Do you want to nominate a neighbour or someone in the community who is making a positive impact?

Are you interested in getting involved and helping us to improve your estate?

Please complete the short survey by visiting <https://cxfb.co.uk/cx/b59-wdb> or via the QR code or contact laura.strang@glenoaks.org.uk



Each plan includes a copy of our *Managing Our Neighbourhoods and Environments* booklet. This provides information on how we manage your neighbourhood and the environment, what services are provided by Glasgow City Council, your responsibilities in keeping the area safe and clean, and how to report any issues.

We'd love to hear your thoughts on the Estate Action Plans. We also encourage you to get involved by joining or helping to create local community groups that can work independently, access funding, and make a real difference in your area.



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.



Email: go@glenoaks.org.uk

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

Website: www.glenoaks.org.uk



Option 1: Repairs, rent enquiries, benefits advice, tenancy support or to report antisocial behaviour, garden or estate issues

Option 2: Enquiries about housing applications or when your new home will be ready

Option 3: Arrange gas or electrical safety checks, enquire about factoring or a planned upgrade in your home

Option 4: Invoice or corporate enquiries

Option 5: General enquiries

Text: 07860 055293

Charity No. SC034301

Financial Services Authority Reg No: 2402R(S)

Scottish Housing Regulator No: HCB241

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