



Celebrating Our **COMMUNITY CHAMPIONS**



Our Community Champion Awards are all about recognising the amazing people, groups and organisations who make a real difference in our communities.

This year's awards celebrated some truly deserving winners, nominated by tenants and staff for the positive impact they have made. From supporting neighbours to getting involved and helping shape our services, there was plenty to celebrate!

Turn to pages 8 & 9 to meet our Community Champions and find out why they were nominated.

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35th Annual General Meeting



Thank you to everyone who joined us for Glen Oaks' 35th AGM on 16 September. It was great to see so many shareholders and tenants in attendance.

Our Chairperson, Michael Smith, highlighted some of the Association's achievements over the past year. He thanked our volunteer Board members for their commitment and spoke about the valuable work of the Service Improvement Group (SIG), which helped create our new Tenant Participation, Engagement and Scrutiny Strategy. He also celebrated

Glen Oaks retaining its Customer Service Excellence accreditation for the tenth year running and encouraged tenants to become members of the Association for a one-off fee of just £1.

Chief Executive, Nicola Logan, shared updates on other key projects and achievements. A recent tenant satisfaction survey showed improvements across all areas of our service. Work is continuing on our new Kilmuir Gate development in Arden, which will provide 19 new homes. She also highlighted the success of this year's Big Conversation event and congratulated tenant Clair McDonald,

winner of the Alasdair McKee Award, for her volunteering work with Good Food Scotland.

After the formal business of the AGM, tenants had the chance to ask questions about the Association's performance. The AGM finished with our popular prize draw, with five shareholders winning shopping vouchers.

We also launched the 2025 Community Champion Awards, celebrating the people, groups and organisations who make a difference in our communities. Turn to Page 8 & 9 to read about our amazing Winners!

Are you living in a home that's now larger than you need?

The Citywide Housing Transfer Incentive Scheme could help you move to a smaller, more suitable property while providing valuable support throughout the process.

The scheme offers a range of incentives, including:

- Help with removal costs
- Assistance with decoration and floor coverings in your new home
- Support with utility and appliance reconnections
- Practical help to make your move easier
- In some cases, assistance with rent arrears and other associated costs

By downsizing, you could reduce household costs, find a home that's easier to maintain, and help free up larger family homes for households that need them most.

If you live in a property with three or more bedrooms and are interested in exploring your options, contact us for more information.



Close Cleaning Service – Refunds

We know that some cleaning visits have been missed, and we understand residents' frustration. We are working closely with the cleaning contractor to improve the service and make sure scheduled cleans are carried out properly.

Please be assured that we only pay for cleaning services that have been completed to the required standard. If a clean is missed or is not carried out to our satisfaction, we will not pay for work that has not been delivered.

Any refunds or adjustments to cleaning charges will be reviewed at the end of the financial year, once we know the final cleaning costs for each close. If a refund is due, it will be processed as part of the year-end service charge review.



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

Customer Service Excellence: Celebrating Our 10th Year and 10 Compliance Plus Awards!



We're delighted to share that Glen Oaks has once again achieved the Customer Service Excellence (CSE) Standard, a national award that recognises organisations that put customers at the heart of what they do.

This year's result is our best yet. Not only have we retained the accreditation, but we have also removed our only area of partial compliance and gained an additional **Compliance Plus** award for measuring customer satisfaction. The assessor recognised our commitment to carrying out tenancy visits, post-inspections and follow-up satisfaction surveys to make sure service improvements are having a positive impact on tenants.

This latest achievement takes us to **10 Compliance Plus awards in our 10th year of holding the Customer Service Excellence accreditation**, making it a particularly special milestone for Glen Oaks.

The assessment highlighted our strong focus on listening to tenants and using feedback to improve services. Over the last year, we have continued to make changes based on what tenants tell us, helping us improve communication, increase satisfaction and ensure services meet the needs of our communities.

We would like to thank everyone who helped make this possible, including our tenants, Service Improvement Group members, Board members and staff. Your feedback, ideas and support help us continue to improve and deliver the best possible service.

"Achieving Customer Service Excellence for the 10th year in a row and reaching 10 Compliance Plus awards is a fantastic achievement. It reflects our commitment to listening to tenants, acting on feedback and continually improving the services we provide."

Nicola Logan, Chief Executive

Annual Rent Increase – Getting Your Views



It's almost time for our annual Rent Increase Consultation. This is your opportunity to have your say on the proposed rent increase for the year ahead.

Every tenant will receive an information booklet explaining the proposed increase. We'll then send you a survey so you can tell us what you think and share any comments.

Below, we explain how the rent consultation process works.

- ✓ **Monday 30 November** - We will send you out the information booklet first – giving you a week to read over and ask any questions before you complete the survey. The information booklet will include a summary page – which highlights all the key things you need to know if facts and figures aren't for you, making sure you can still make an informed decision.
- ✓ **Monday 7 December** - We will send you out the survey via your preferred method of contact, and reminders to make sure everyone gets a chance to take part. Our staff will also remind or help you fill in the survey when you contact us.
- ✓ **Survey will run until 23 December** – We will send out a couple of reminders along the way to make sure you get a chance to have your say.
- ✓ We will also be hosting **two in-person consultation sessions**, giving you the opportunity to discuss the proposal with our team, dates and times to be confirmed.

Keep up to date! Like and follow us on Facebook @GlenOaksHousing

Our Complaint Handling Performance

Every complaint helps us understand what matters most to our tenants and where we can do better. Between April and June, we received **29 complaints** and used the feedback to identify improvements across our services. Our performance has improved, with more complaints being resolved at the first point of contact and faster response times.

Our Complaint Performance at a Glance

29
complaints
received

86%
resolved at the first
stage (Target: 80%)

96%
of Stage 1 complaints
responded to on time
(Target: 100%)

100%
of Stage 2 complaints
responded to on
time (Target: 100%)

Average Stage 1 response time:
3.2 working days (Target: 5 days)

Average Stage 2 response time:
17 working days (Target: 20 days)

7
learning outcomes identified
to improve services

Key themes

The most common complaint themes were:



Property Services

Repairs, missed appointments, delays and communication about ongoing works.



Estates

Grounds maintenance, cleaning standards and management of communal areas.



Customer Service

Delays in responding to enquiries and a lack of updates on issues raised.



Tenancy Services

Communication preferences, support needs and customer experience.

You said...

"I had to chase for updates about my repair. Some appointments were missed and some repairs took more than one visit."

We did...

We're improving communication when repairs or services are delayed by providing more regular updates and clearer information on what happens next. We're working with contractors to reduce missed appointments, improve preparation before visits and increase the number of repairs fixed first time.

You said...

"Staff didn't always know my preferred contact method, I don't always want to receive digital."

We did...

We want to communicate with you in the way you prefer. Email and text messages help us share information more quickly and at a lower cost, but we know they're not right for everyone. If you'd rather hear from us another way, just let us know and we'll update your contact preferences.

Learning From Complaints

We don't just record complaints - we learn from them.

69% of complaints were upheld or partially upheld, showing that when we get things wrong, we acknowledge it and take action to put things right. The lessons learned from complaints are shared across teams and used to improve services for all tenants.

Unhappy with our service? Find out about our Complaints Handling Procedure at www.glenoaks.org.uk/complaints

STAR SPOTLIGHT

Michael is the current Chairperson of our Board and has a long-standing connection to Glen Oaks and the communities it serves, having grown up in Arden before moving to Pollok. He first worked for Glen Oaks as a Senior Technical Officer in 2002 and returned as a Board Member in 2012. With a background in property consultancy, Michael brings valuable experience in maintenance and ensuring resources are focused on tenants' priorities. He believes good landlords should provide homes that are safe, secure and warm, where families can thrive. His message to tenants is to keep sharing their views. For Michael, home means "Family, Family, Family."



Katie is one of our Property Services Officers who many of you know due to the impact she has made during her 3 years at Glen Oaks Housing. Despite the technical nature of Katie's job being focused on repairs and the likelihood of you meeting her when things have gone wrong, we regularly receive compliments about how personable Katie is, how calm and kind she remains, and the lasting impact she has on tenants, staff, and contractors alike. Katie's favourite aspect of her role is problem solving while making connections with the tenants in our estates. Katie would describe home in 3 words as "Belonging, happiness, security"



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 our performance for the second quarter, July-September:



14 seconds to answer your call
(on average)

84% within target 30 seconds



2 days average time to return a voicemail or missed call

Target 1 working day



3 days average time to respond to emails

Target 3 days



<1 hours average time to respond to Facebook messages

Target 1 day



Could you be a Mystery Shopper? Help us improve our services by emailing go@glenoaks.org.uk to find out more

Investing in Your Homes

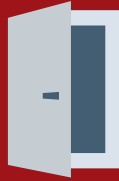
We're continuing to invest in our homes to keep them safe, warm and comfortable. This page highlights some of the improvement work already under way, as well as projects planned for the months ahead. From modernising heating systems and improving fire safety to making homes more energy efficient, we're investing in our homes and communities now while planning for the future.

What's
happening now
and what's
coming next

Close Doors & Door Entry

We're continuing to upgrade close entrances to improve security and the appearance of our neighbourhoods, so far in 2026/27 we have fitted:

- 21 new front close doors
- 20 new rear close doors
- 17 new door entry systems



Coming Next

A further phase is planned for the remaining closes in 2027/28.

Fire Safety

Keeping residents safe remains a top priority, so far we have:

- Completed pilot fire safety works

Coming next

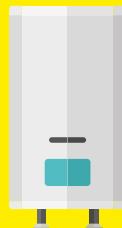
Installation of new fire-rated loft hatches. Additional fire-stopping improvements in common closes later this financial year.



Heating Improvements

We're investing in heating systems to help keep homes warm, efficient and reliable. In the 2026/27 we will complete:

- 132 boiler replacements
- 161 central heating pipework replacements



Kitchens & Bathrooms

We're continuing our planned replacement programme to ensure homes remain modern and practical. In the 2026/27 programme we will complete:

- 23 new kitchens
- 23 new bathrooms



Over-Bath Showers

We're continuing to improve bathroom facilities where they are suitable for installation.

Completed So Far

- 37 over-bath showers installed
- 83 homes currently being surveyed, and suitable installations completed by March 2027



Making Homes Warmer

Existing insulation will be replaced with a thicker, more effective layer to improve warmth and energy efficiency.

- 37 loft insulation upgrades in Darnley, starting at 56-76 Glen Esk Drive



Helping Prevent Damp & Mould

Good ventilation is an important part of preventing condensation, damp and mould.

We're exploring a dedicated programme from 2027/28 to replace kitchen and bathroom ventilation fans, helping us take a more proactive approach to improving airflow in tenants' homes.

Planning for the Future

To help plan future investment, we'll be carrying out a Stock Condition Survey in a sample of our homes. The survey helps us understand the condition of our properties, identify priorities and plan future improvements, including work to improve energy efficiency.

Is my home included?

There's no need to contact us. If your home is included in one of our improvement programmes, we'll get in touch directly with details about:

- What work will be carried out
- When it is expected to happen
- Any access arrangements
- What you need to do

Questions?

Contact our Assets Team on **0141 638 0999** (Option 5) or **assets@glenoaks.org.uk**

Thank you for working with us while these improvements take place. Together, we're helping to keep homes safe, warm and comfortable for years to come.

Have your contact details changed? Let us know if you have a new email address or mobile number.

GO Get Involved Calendar

Our Go Get Involved Annual calendar continues to provide a wide range of opportunities for tenants to have their say, learn something new and get involved in shaping our services. Over the next three months, we have a variety of activities planned, from damp and mould awareness sessions and creative workshops to competitions and festive events. We hope you'll find something that interests you and we look forward to welcoming you along.

OCTOBER

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.

Join our Junk Club

Turn everyday junk into spooky Halloween decorations and get creative with Halloween crafts.

 Community Engagement
2 hours

Equality, Diversity & Inclusion Consultation

Help ensure fairness and accessibility for all.

 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.

Spooktacular Competition

Show us your scariest costumes, decorations or spooky pets for your chance to win!

 Digital Engagement
20 mins

NOVEMBER

Anti-Social Behaviour & Abandonment Policy Review

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

 Digital Consultation · 20 minutes

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

DECEMBER

Santa Event

Join us in celebrating the festive season with a child focused event!

 Event · 2 hours

Christmas Event

Join us for a festive event specially organised for our older tenants, with the activities chosen by them.

 Event · 2 hours

Annual Rent Consultation

Have your say on next year's proposed rent increase.

 Digital Consultation
20 minutes

Have your say! Visit www.glenoaks.org.uk/get-involved to find out how you can help shape and improve our services.

Celebrating Our COMMUNITY CHAMPIONS



Thank you to everyone who took part in this year's Glen Oaks Community Champion Awards by submitting nominations and voting for your winners.

We received a fantastic response, with tenants sharing inspiring stories about neighbours, community organisations, staff members and fellow tenants who make a positive difference every day. The awards were presented at our AGM and formed part of our support for Scottish Housing Day, which this year focused on the theme "Healthy Homes, Healthy Futures."

Customer Service Excellence Award

Winner: Erin Williams

This award recognises a member of staff, contractor or partner organisation who consistently goes above and beyond for tenants.

Congratulations to Erin Williams, our Tenant Sustainability Officer, who received an incredible 11 nominations, the highest number received by any individual. Through tenancy support visits and regular contact with tenants, Erin helps residents access energy advice, welfare support and other services that can improve wellbeing and make life easier.

One tenant told us:

"Erin is extremely helpful, kind and genuinely cares about people. Erin listens, takes action and always tries to find a solution. She truly deserves to be recognised for the difference she makes."



Partnership Award

Winner: The Good Food Van

This award celebrates an organisation or group that has worked with Glen Oaks to deliver positive outcomes for local people.

The Good Food Van received the highest number of nominations in this category, with tenants describing it as a valuable community resource that provides affordable food and support when people need it most.

One tenant commented that the service is:

"A lifeline for many people in the community."



Thank you to everyone who nominated a neighbour, garden or staff member for our Community Champion Awards!

Tenant Voice Champion Award

Winner: Jim Greer

This award recognises a tenant who actively helps shape Glen Oaks services through surveys, consultations, events and scrutiny activities.

Over the past year, Jim Greer took part in all eight opportunities to get involved, helping influence service improvements through feedback, consultations, Estate Walkabouts, community activities and his participation in the Service Improvement Group. Jim's commitment to ensuring tenants' voices are heard has also led to him joining the Glen Oaks Board.

"Over the last year, Jim has played a huge role in helping shape our services. From joining the Service Improvement Group (SIG) and becoming a Board member, to regularly sharing his views through surveys and online consultations, he has made a real difference. We can't thank Jim enough for being our first Tenant Voice Champion."



Good Neighbour Award

Winner: Hughie Young

The Good Neighbour Award celebrates residents who show kindness, support and community spirit.

Hughie received one of the strongest nominations across the entire awards process. The nomination described a lifetime of helping neighbours and supporting others, often despite facing his own health challenges.

Sadly, Hughie passed away shortly before the awards were presented. We were honoured to recognise his contribution and present the award to his family in his memory.

His nomination described him as:

"Always willing to help others and someone who has made a positive difference to people throughout his life."



Best Garden Awards

These awards recognise residents who take pride in their gardens, balconies and outdoor spaces, helping to keep our communities attractive and welcoming.

Congratulations to:



Peter McCarrigle – Overall Best Garden



Alistair Quigley – Best Garden (Tenants' Choice)



Mrs Allahverdi – Darnley Best Garden



Malgorzata Puczynska – Lovely Balcony Award

Congratulations to all our winners and everyone who was nominated.

Congratulations to all our winners! Thank you for making a difference to our communities and services.

Tenant Voice Impact Report

April-June
2026

182
Hours

Total Tenant Time volunteered

By taking part in surveys, consultations, events, SIG and Board meetings etc)



96%

of tenants engaged digitally

Receiving and engaging with communications & surveys digitally



7

Surveys carried out

For example Close Cleaning, Meeting our Standards and Estate Walkabout Notice



3

Consultations

Sharing Owner Policy, Newsletter content, Annual GO Get Involved Calendar



6

Events held

Allocations Policy Information Day, Spring Action Week - 5 events



3

Service Improvement Group Meetings

Prepared Board Presentation, approved new Getting Involved Booklet



15

Service Improvements Implemented

e.g. improved call back handling with new call back request procedure



73

Compliments Received

Tenants highlighted staff as polite and helpful.



5

Shaped by Tenant Voice Stamp used

Customer Service Strategy
Allocations Booklet
Getting Involved Booklet
TP Strategy
This report



1

New SIG members recruited

Tenant joined via one of our open meetings



3

Number of tenants on our Board

Making sure tenants views are represented at strategic level



62

Number of tenants on our Armchair Critic Group

Tenants who regularly take part in online consultations



10%

Average return rate for survey or consultations

Ranged from 6% to 20% depending on the survey



This report was created via tenant feedback and approved by our SIG

98%

of tenants satisfied with opportunities to get involved

This is 10% above the Scottish Average



Our Tenant Voice Impact dashboard shows how your feedback and involvement are helping to shape our services and make a difference

Pulse Survey 2026: Satisfaction on the Rise

Earlier this year, **315 tenants (25%)** took part in an independent Pulse Survey carried out by Research Resource on behalf of Glen Oaks. The survey was designed to gather feedback on our services and measure how satisfaction has changed since our last survey in 2025.

Over the past year, Glen Oaks has introduced a number of changes aimed at improving the customer experience, including a staff restructure, the creation of a dedicated Customer Service Team, a new housing management system, a new phone system and updates to key policies, procedures and strategies. Tenant feedback and Tenant Voice activity have played an important role in shaping these improvements and helping us design services around what matters most to our customers.

The results are extremely encouraging. Satisfaction has increased across all key service areas compared with 2025, with some of the biggest improvements seen in value for money, quality of homes, neighbourhood management, repairs and opportunities for tenants to have their say. Glen Oaks is now performing above the Scottish average in most of the areas measured.

At a Glance

Service Area	2026	2025	Change
Overall satisfaction	87%	84%	▲ +3%
Keeping tenants informed	99%	95%	▲ +4%
Opportunities to participate	98%	93%	▲ +5%
Quality of home	92%	84%	▲ +8%
Repairs service	87%	81%	▲ +6%
Value for money	92%	81%	▲ +11%
Neighbourhood management	96%	89%	▲ +7%
Neighbourhood as a place to live	96%	93%	▲ +3%

Biggest Improvements

Value for Money

92% satisfied with the value for money provided by their rent. This is up from 81% in 2025, representing the largest increase in the survey and placing Glen Oaks 10 percentage points above the Scottish average of 82%.

Quality of Home

92% satisfied with the quality of their home. Satisfaction has increased from 84% in 2025 and is now five percentage points above the Scottish average of 87%.

Neighbourhood Management

96% satisfied with Glen Oaks' contribution to the management of their neighbourhood. This is up from 89% in 2025 and is 11 percentage points higher than the Scottish average of 85%.

Repairs Service

87% satisfied with the repairs service they received. This has increased from 81% in 2025 and is now in line with the Scottish average of 88%.

Tenant Voice and Participation

98% satisfied with the opportunities available to participate in decision-making. This is up from 93% in 2025 and is 10 percentage points above the Scottish average of 88%.

Keeping You Informed

99% said Glen Oaks is good at keeping them informed about services and decisions. This has increased from 95% in 2025 and is well above the Scottish average of 91%.

Thank you for getting involved!

Thank you to everyone who took part in the survey. Your feedback helps us understand what we're doing well and where we can improve. We will use these results, along with ongoing feedback from surveys, scrutiny activities and day-

to-day customer contact, to continue improving our services. By listening to tenants and acting on what you tell us, we can ensure our services, policies and future plans continue to reflect the needs and priorities of our communities.

Our Annual Report 2025/26 is coming at the end of October! Find out how we performed against the Scottish Social Housing Charter indicators

Updated Estate Action Plans Launched

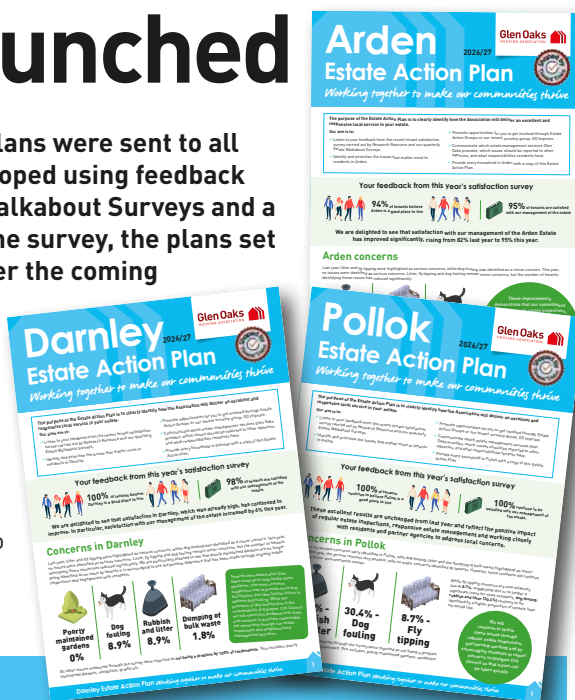
Our updated Estate Action Plans were sent to all tenants in September. Developed using feedback from our quarterly Estate Walkabout Surveys and a recent independent telephone survey, the plans set out the actions we'll take over the coming year to help keep Arden, Darnley and Pollok great places to live.

We're pleased to report that feedback has improved across all three areas, with no major concerns raised. This is encouraging, but we'll continue working with tenants to focus on the issues that matter most to you and make further improvements where needed.

Get Involved!

The best way to influence what happens in your neighbourhood is to get involved. You can take part in our quarterly surveys, join our Estate Coordinator on a walkabout, or share your views in other ways throughout the year.

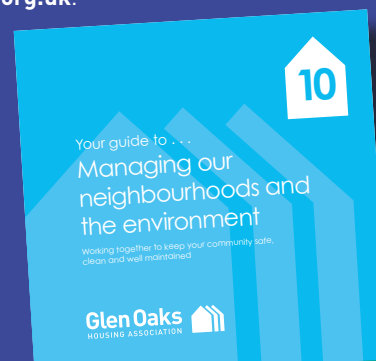
We're also exploring the creation of a Registered Tenant Organisation (RTO), which could help bring additional funding and opportunities to your local area. If you'd like to find out more, we'd love to hear from you.



Updated Neighbourhood and Environment Booklet

We've also updated our Managing Our Neighbourhoods and Environments booklet. It explains how we manage our neighbourhoods, what services are provided by Glasgow City Council, your responsibilities as a tenant, and how to report common issues.

If you'd like a paper copy of your area's Estate Action Plan, have any questions, or want to get involved in improving your neighbourhood, please complete the short survey below, call 0141 638 0999 or email go@glenoaks.org.uk.



Staff Raise £274.80 for Macmillan!

WE ARE MACMILLAN. CANCER SUPPORT

As part of our recent staff training day, while the office was closed, colleagues took part in The Great Glen Oaks Bake Off as a team-building activity, alongside a Macmillan Coffee Morning.

With some fantastic baking and generous donations, staff raised an incredible £274.80 for Macmillan Cancer Support, helping the charity continue its vital work supporting people living with cancer and their families.



Best Bake – Louise McNicol, Customer Service Manager



Bake Off Winners
Most Creative Bake – Louise McNicol, Customer Service Manager



Star Baker 2026 – Audrey Dorward, Allocations Assistant

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

Your Guide to the new Intratone Door Entry System

Making access to your close safer and simpler

There is no charge to you for receiving calls from the door entry system.

This year we have replaced 17 door entry systems with Intratone systems, giving tenants a convenient way to manage visitors using their mobile phone.

A third and final phase of door entry improvements is planned for 2027/28.

How does it work?

When someone visits your home, the Intratone system calls your registered mobile phone. You can speak to your visitor before deciding whether to let them into the close.

Letting a visitor in

1. Visitor selects your flat

Your visitor finds your flat on the panel and presses the call button.

2. Your phone rings

The system calls the mobile number registered to your home.

3. Answer the call

Speak to your visitor and check who it is before giving them access.

4. Press the * key

Happy to let them in? Press the * (star) key on your phone keypad.

5. Door opens

The close door will release, allowing your visitor to enter.

Not expecting them?

If you don't want to give someone access, simply end the call without pressing the * key.

Using Your Fob

You will receive two fobs for accessing the front close door. Simply present your fob at the door entry system to unlock the door. Please keep your fobs safe and contact us if you have any problems using them.

Changed Your Mobile Number?

Intratone needs the correct mobile number for your home so that visitors can contact you through the door entry system. If you change your mobile number, please let us know so we can update the system.

Report any issues to our Assets Team

If you have any issues with your Intratone door entry system or fobs, please contact our Asset Team:

0141 638 0999 (Option 5) or email assets@glenoaks.org.uk

Help Keep Your Close Safe

Please make sure the main communal entrance door is kept closed at all times. Keeping the door securely closed helps prevent unauthorised access and maintains security for everyone living in the close.

Don't wedge or prop the communal door open.

Make sure the door closes securely behind you when entering or leaving.

If you notice the door is not closing or locking properly, please report it to our Repair Team on **0141 638 0999**, Option 1.

A secure close is everyone's responsibility. Thank you for helping us keep your building safe.

Stay Safe: Prevent Battery Fires

Many everyday items, including phones, tablets, e-bikes and e-scooters, use rechargeable lithium-ion batteries. While they are generally safe, damaged batteries or unsafe charging can cause serious fires.

Stay safe by following these simple tips:

✓ Always:

- Use the correct charger for your device.
- Charge devices on a hard, flat surface.
- Buy e-bikes, e-scooters and batteries from trusted suppliers.
- Test your smoke and heat alarms regularly.
- Take old or damaged batteries to a recycling point.

✗ Never:

- Leave devices charging overnight or when you're out.
- Charge devices on beds, sofas, carpets or under pillows.
- Store or charge e-bikes or e-scooters in closes, stairwells or shared corridors.
- Use damaged batteries or chargers.
- Put batteries in your household bin.

Watch out for warning signs:

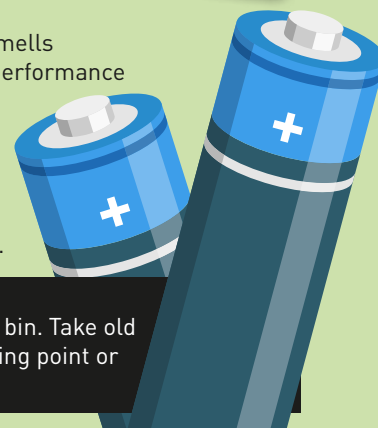
- Batteries getting very hot
- Bulging or swelling
- Strange noises, smoke or unusual smells
- Charging problems or poor battery performance

If a battery catches fire:

- Leave the property immediately.
- Close doors behind you if possible.
- Call 999.
- Do not try to put the fire out yourself.

Dispose of batteries safely

Never put batteries in your household bin. Take old or damaged batteries to a local recycling point or council collection facility.



Stay safe at home. Always follow the manufacturer's instructions when charging batteries and electrical devices

New gas servicing and maintenance contractor

From 1st October 2026, BRB Ltd is our new contractor for gas servicing and maintenance. BRB will also carry out boiler and central heating replacements and upgrades. They are a family run, Glasgow based company with more than 20 years' experience delivering heating and energy services. BRB has extensive experience working with housing associations, so they understand the importance of providing a reliable, safe and friendly service to tenants.

BRB was appointed following a detailed procurement process, achieving the highest overall score for quality and price. This change will not affect how tenants report boiler or heating repairs or raise gas servicing queries—please continue to contact Glen Oaks using the details below.



James Frew is no longer responsible for our main gas servicing and maintenance contract, although they will continue to provide some other repair services to Glen Oaks.

How to contact us

- For boiler and heating repairs during office hours, please call Glen Oaks on **0141 638 0999** and select **option 1**.
- For gas servicing queries during office hours, please call Glen Oaks on **0141 638 0999** and select **option 5**.
- For out-of-hours boiler and heating emergencies, please call BRB on **0141 627 7225** or call our office on **0141 638 0999**.

What is an emergency gas repair?

An emergency repair is an unforeseen problem that could endanger your health or safety or cause serious damage to your home. This would include something like a leak from your boiler.

Our four-hour target is to respond and make the situation safe. The contractor may need to return during normal working hours to complete the repair.

Meet the new Heating Engineers working with Glen Oaks



Harry Bell



Graham Murray



William Martin



Jack Murray



Gas leaks should be reported directly to the National Gas Emergency Service - 0800 111 99

Your voice matters! Visit www.glenoaks.org.uk/get-involved to find out how you can get involved.

Stay Safe This Bonfire Night

As Bonfire Night approaches, we are encouraging residents to enjoy the celebrations safely and responsibly by attending organised events rather than holding bonfires or displays in residential areas.

Bonfires can pose significant risks to people, homes, vehicles, gardens, and communal spaces. Smoke can also cause

distress to neighbours, particularly older residents, young children, and those with respiratory conditions.

If you choose to use fireworks, please do so responsibly, follow the manufacturer's instructions, and be considerate of your neighbours and local community. Children should always be supervised, and fireworks should never be used in communal areas, near buildings, or close

to parked vehicles.

Residents are also reminded not to store combustible materials in closes, bin stores, stairwells, or communal areas, and to report any concerns.

By choosing organised displays and celebrating responsibly, we can help keep our communities safe and enjoyable for everyone this Bonfire Night.

For emergencies, always call 999.

Damp and Mould: Know Your Rights

Everyone has the right to live in a home that is safe, warm and free from harmful damp and mould.

At Glen Oaks, we welcome the introduction of Awaab's Law, which came into force in Scotland on **6 October 2026**. The new law gives tenants stronger protections and sets clear timescales for landlords to investigate reports of substantial damp and mould and carry out repairs where needed.

Many of these requirements reflect the approach already taken by Glen Oaks. Following a review of our damp and mould service by our Tenant Scrutiny Group in 2025, we strengthened our processes to ensure concerns are investigated quickly, tenants are kept informed and problems are resolved effectively.

Our Updated Damp and Mould Leaflet

Our Damp and Mould Leaflet was originally developed with tenants and has been updated following the introduction of Awaab's Law. The changes were reviewed and agreed with members of our Service Improvement Group (SIG).

The leaflet explains:

- ✓ Your rights under Awaab's Law.
- ✓ How to report damp and mould.
- ✓ What happens after you make a report.
- ✓ The new timescales landlords must follow.
- ✓ The different causes of damp and mould.
- ✓ Practical advice to help prevent damp and mould in your home.



Concerned About Damp and Mould?

If you are concerned about damp or mould in your home, please report it as soon as possible. The earlier a problem is identified, the quicker we can work with you to resolve it.

Call: 0141 638 0999 (Option 1)
Email: go@glenoaks.org.uk

The updated leaflet is available from our office and on our website:

www.glenoaks.org.uk/tackling-damp-and-mould-together

For more information about Awaab's Law and tenants' rights, visit the Scottish Government's tenant guidance.

What is Substantial Damp and Mould?

Awaab's Law applies to **substantial damp and mould**. This means damp or mould that may cause harm because there is a large amount of it, it has been present for a long time or someone living in the home may be more vulnerable because of their age or health.

Worried about damp or mould in your home? Report it to our Assets Team as soon as possible so we can take action. Email assets@glenoaks.org.uk or call 0141 638 0999 and select option 5

HALLOWEEN SPOOKTACULAR COMPETITION!

Get ready to show off your spookiest, funniest or most creative Halloween ideas! We're inviting our tenants to join our Halloween competition, with categories for Kids, Adults, Pets and Spooktacular Homes.

Whether you're dressing up as a terrifying vampire, a wicked witch, a creepy creature or your favourite Halloween character, we want to see your best costumes! Pets can join in too, and we'd love to see how you transform your home into a haunted house.



Send us
your spooky
photos for the
chance to win
a fantastic
prize!

You can send in your photos
to go@glenoaks.org.uk
or dm us on facebook @
glenoakshousingassociation



Winners will
be announced
Wednesday 3
November!

HAPPY HAUNTING!

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.

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.



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