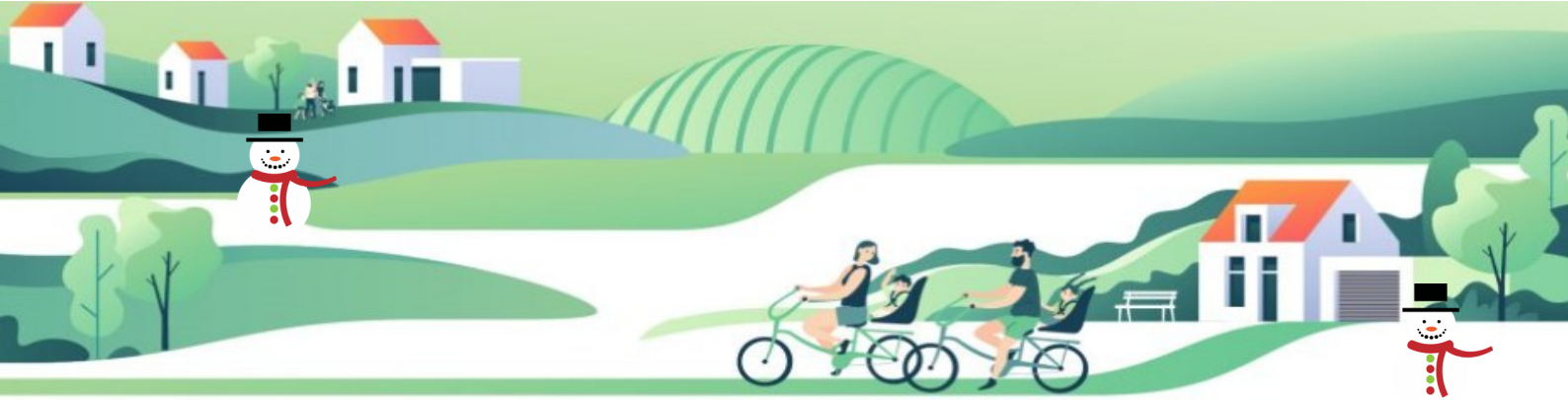




ON YOUR DOORSTEP

Glen Housing Association Winter Newsletter 2025



New to the Team

We're delighted to welcome Carolyn Johnston as our new Tenant and Community Engagement Officer. With over two decades of experience in housing and a strong background in community work through Fife's libraries, Carolyn brings a



wealth of knowledge and a genuine passion for connecting with people. She will be visiting residents street-by-street, encouraging everyone to come along to our Street, Eat and Greet events over the winter months. Carolyn is eager to listen to your ideas, understand your concerns, and work collaboratively to strengthen the ties in our communities. To kick off her engagement, she's inviting residents to complete a short online survey to share what matters most to them, and there's even a prize draw for participants (see back page for details). Be sure to say hello if you see her around!



What's Going On In Rockfield Gardens?

In August, we were awarded £799,655 following our application to the Scottish Government's Social Housing Net Zero Heat Fund.

The fund supports social landlords to install clean heating and energy efficiency measures in existing properties across Scotland. This funding is going towards the installation of air source heat pumps, solar panels, battery storage, external wall insulation and triple glazing to the 30 properties in Rockfield Gardens, Collydean. The aim is to increase the heat retention of the homes and therefore lower bills and increase comfort. The work is already underway and is scheduled to be completed by April/May 2026.

The most obvious signs of activity will be the scaffolding being erected around the houses for the installation of external wall insulation and we expect this to happen towards the end of January 2026.



Repairs & Planned Maintenance Update

We have been very busy this year, working with local contractors to improve our housing stock in Glenrothes and Leven. **In the past 6 months, we've spent over £800k on:-**

- New windows and doors fitted to over 100 properties
- Fully fitted bathrooms to 35 houses
- New fencing in Leven's Broom Estate
- Smoke Alarm Upgrade Programme has commenced



Our reactive repairs response times from April to September

Emergency Repairs

Within Timescale: **47(88.67%)**

Outwith Timescale: **6 (11.33%)**

Urgent Repairs

Within Timescale: **64 (86.48%)**

Outwith Timescale: **10 (13.52%)**

Routine Repairs

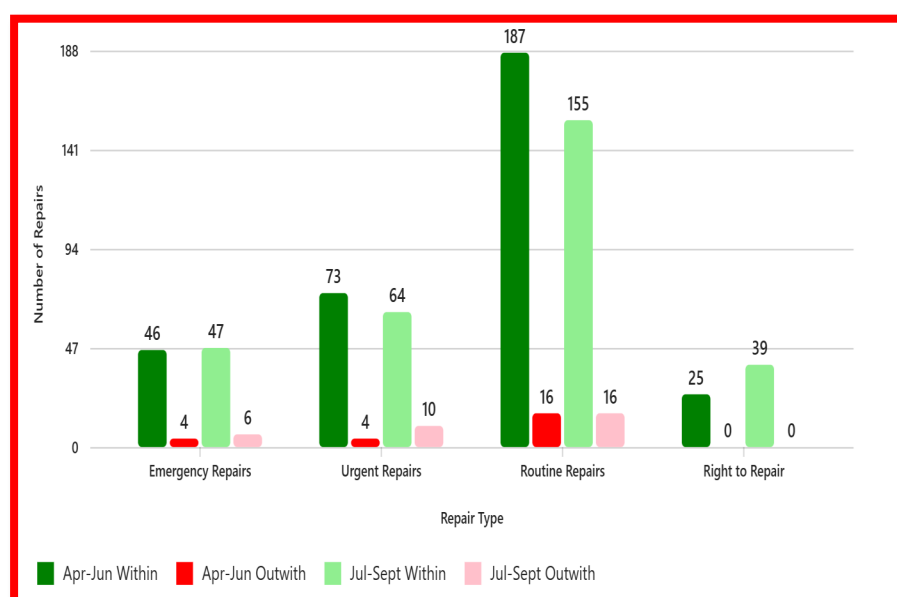
Within Timescale: **155 (90.64%)**

Outwith Timescale: **16 (9.36%)**

Right to Repair

Within Timescale: **39 (100%)**

Outwith Timescale: **0 (0%)**



Did you know.....

Our average response time to complete an emergency repair is 2.54 hours and a routine repair is only 5.1 days

Our tenant repair surveys demonstrated a high level of customer satisfaction at the level of service and quality of work from our contractors. This is great news for Glen as happy tenants = happy staff.

On behalf of everyone, we'd like to wish our dedicated workforces a Merry Christmas and prosperous 2026.

Street, Greet and Eat

Join us in the New Year for a warm and welcoming get-together! This will be a great chance to connect with your neighbours over a hot drink, discover the services available right on your doorstep, and pick up helpful tips for staying warm and safe this winter.



We'd love to see you there—whether you come for a chat, advice, or just a friendly face. Everyone is welcome, and it's completely free.

Let's make our community stronger, one street at a time!

Keep checking our socials on Facebook, speak to any of our team, or look out for the flyer through your door for the venues, dates and times.

Big Idea Project



£51,135

We are a partner in the Big IDEA Project, which provides benefits, energy and money advice to all our tenants. From August to October, Carolyn McAllister, our Big IDEA Officer, has worked with over 20 clients, generating over £51k of financial savings.

Carolyn also offers a full benefits advice service from entitlement checks through to applications & appeals. If you have any problems with or questions about your benefits, or you'd just like to check that you're not missing out on any money you could claim, let Carolyn know by phoning our office or emailing info@glenhousing.co.uk

Be social on our Socials



We know things have been a little quiet, and we're sorry for that, but now that Carolyn Johnston has joined the team, we're excited to build up Glen's followers and friends!

To make sure we're reaching everyone including our Gen Z and Millennial tenants, we're exploring Instagram and TikTok as

new ways to share updates and stories. Your voice matters, so please take a moment to complete one of our SurveyMonkey questionnaires. Both have the same questions—just expressed in a different way. Your feedback will help shape what we do next. Details are on the back page on how to participate.

We'd love for you to join the conversation on our Facebook page; share your thoughts, ask questions, and connect with your community. Let's make Glen Housing's social spaces vibrant, inclusive, and fun—come and be part of it!

Completing our survey could win you £50 of Aldi Vouchers!

Community Legends

Your Voice; Your Community



[https://
www.surveymonkey.com/r/
SYCS7LW](https://www.surveymonkey.com/r/SYCS7LW)



[https://
www.surveymonkey.com/r/
Y8BSRZD](https://www.surveymonkey.com/r/Y8BSRZD)

All completed surveys will go into a prize draw for £50 of Aldi vouchers. Remember to add your email address or telephone number so we can contact you. The draw will take place on Monday 15th December, in time to do some Christmas shopping.

Don't miss out if you're not a fan of QR codes: we'll have printed copies available in our offices and a special post box for returns.

Festive Information

Christmas Eve: Closed

Christmas Day & Boxing Day: Closed

Hogmanay & New Years Day: Closed

Friday 2nd January: Closed

Mon 5th January: Happy New Year;
we're back to a normal working week

Rent payments can be made via On-line banking, using your address as the reference.

Account Name: Glen Housing Association

Account Number: 00139197

Sort Code: 83-22-37



If you need an emergency repair, please call us on **01592 621188**. Our voicemail will guide you through the next steps so we can help as quickly as possible.

28 Heimdal Gardens, Glenrothes, Fife, KY7 6TZ

Telephone: 01592 621188

Email: info@glenhousing.co.uk

Website: www.glenhousing.co.uk

 Glen Housing Association

