

Welcome to Rosehill's Survey

**Thank you for taking part in our survey. Your feedback is important to us.**

**The deadline for submitting your feedback is 12 noon on Wednesday 21st February 2024.**

Strategic Objectives 1 and 3

**Provide high quality affordable homes.**

**Deliver value for money.**

**To deliver these objectives we will:**

- **Continue to roll out our planned maintenance programme with delivery of external doors and windows to Priesthill Tenements and New Hurler, bathrooms to Rosewood and The Lindens;**
- **Continue to roll out our cyclical programme covering gas, carbon monoxide, smoke detector, roof anchor bolt and electrical safety checks along with external painterwork, gutter cleaning and open space maintenance;**
- **Begin to assess the potential impact of the proposed introduction of the Social Housing Net Zero Standard;**
- **Assess the viability of the development of the site we now own at the former Gowanbank Primary School for net zero homes.**

1. To what extent do you agree with the type of activities we are planning to do?

Strongly Agree

Disagree

Agree

Strongly Disagree

Neither agree nor disagree

If your answer is disagree or strongly disagree, it would be helpful if you could explain.

2. Are there any other activities you think we should be doing in relation to maintaining and improving our homes and, delivering value for money?

Yes

No

Don't know

If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

## Strategic Objective 2

### **Engage effectively with our tenants and service users.**

#### **To deliver this objective we will:**

- **Undertake a recruitment campaign to boost the membership of our tenant scrutiny panel;**
- **Support our Tenant Scrutiny Panel to drive improvements to our service provision;**
- **Consult with tenants on what content they would want Rosehill to publish on social media before designing and launching our own Facebook page as a tool for informing and engaging with tenants;**
- **Work with staff and tenants to revamp our website;**
- **Develop more inter-active consultation methods;**
- **Ensure our staff continue to be out in the neighbourhood on a regular basis;**
- **Continue to provide social activities (annual fun day, pantomime, etc);**
- **Introduce late night working, on a trial basis, beginning with a late night telephone service one night per week, followed by a trial of late night office opening one night per week in the Summer 2024;**
- **Continue our membership of the Scottish Tenant Engagement Network (STEN);**
- **Research suitable Tenant Engagement software to support effective engagement with our tenants.**

3. To what extent do you agree with the types of activities we are planning to do?

Strongly agree

Disagree

Agree

Strongly disagree

Neither agree nor disagree

If your answer is disagree or strongly disagree, it would be helpful if you could explain.

4. Are there any other activities you think we should be doing in relation to tenant engagement?

Yes

No

Don't know

If your answer is Yes, please provide your suggestions. It would also be helpful if you could explain why we should do these?

## Strategic Objective 4

### Be innovative and risk aware

To deliver this objective we will:

- Review and implement our Digital Strategy - ensuring no one is left behind;
- Explore funding and support opportunities to develop or enhance digital skills amongst our tenants;
- Continue to develop our digital platform;
- Launch 'Near Me' platform to support virtual contact with tenants;
- Develop dedicated tenant portal within Tenants Hub app.

5. To what extent do you agree with the types of activities we are planning to do?

Strongly agree

Disagree

Agree

Strongly disagree

Neither agree nor disagree

If your answer is disagree or strongly disagree, it would be helpful if you could explain.

6. Are there any other activities you think we should be doing in relation to innovation in terms of service delivery or other activities?

Yes

No

Don't know

If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

## Strategic Objective 5

### **Build and contribute to effective partnerships.**

**To deliver this objective we will:**

- **Continue our membership of the Greater Pollok Area Partnership;**
- **Continue to seek out new partnerships for the benefit of our tenants;**
- **Continue to work with organisations to tackle fuel poverty;**
- **Identify and access support for tenants struggling financially with high fuel costs.**

7. To what extent do you agree with the type of activities we are planning to do?

- Strongly agree  Disagree
- Agree  Strongly disagree
- Neither agree nor disagree

If your answer is disagree or strongly disagree, it would be helpful if you could explain.

8. Are there any other activities you think we should be doing in relation to partnership working?

- Yes
- No
- Don't know

If your answer is Yes, please provide your suggestions. It would also be helpful if you could explain why we should do these?

## Strategic Objective 6

### Use our resources effectively and efficiently.

To deliver this objective we will:

- **Continue to support the development of our people (committee and staff) through access to good quality training and learning/development opportunities. This will ensure they are equipped with the necessary skills to carry out their roles to the highest standards;**
- **Continue to promote the Handyperson Service and encourage take-up of service amongst our tenants who qualify for such assistance;**
- **Review ways in which we can provide additional flexibility to staff whilst ensuring we can continue to provide appropriate levels of support to our tenants;**
- **Ongoing review of supplier costs within the office, including re-tendering of contracts and considering different ways of reducing office costs.**

9. To what extent do you agree with the type of activities we are planning to do?

Strongly agree

Disagree

Agree

Strongly disagree

Neither agree nor disagree

If your answer is disagree or strongly disagree, it would be helpful if you could explain.

10. Are there any other activities you think we should be doing in relation to using our resources efficiently and effectively?

Yes

No

Don't know

If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

## Strategic Objective 7

**Achieve the highest standards in all that we do.**

**To deliver this objective we will:**

- **Renew Cyber Essentials and Cyber Essentials Plus Accreditation;**
- **Retain Investors in People Silver Accreditation;**
- **Recruit people with relevant skills and experience to strengthen and enhance the effectiveness of our Committee, by election and co-option;**
- **Devise and issue a bi-annual employee satisfaction survey and devise an appropriate action plan based on the results;**
- **Review employee benefits and well-being initiatives to promote a positive workplace culture.**

11. To what extent do you agree with the type of activities we are planning to do?

- |   |  |
|---|--|
| <input type="checkbox"/> Strongly agree             | <input type="checkbox"/> Disagree          |
| <input type="checkbox"/> Agree                      | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree |  |

If your answer is disagree or strongly disagree, it would be helpful if you could explain.

12. Are there any other activities you think we should be doing in relation to achieving the highest standards in what we do?

- Yes
- No
- Don't know

If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

## Contact Details

13. Please provide us with your contact details

Name:

Address:

Mobile Number:

Landline Number:

Email: