

# homenews

a newsletter from ROSEHILL HOUSING CO-OPERATIVE LIMITED



## Rosehill reaches over 1000 homes!

See page 2 for the full story.



## Opening of the New Build

On 26th March 2019 Rosehill's 48 new homes were officially opened by Cllr David McDonald, Deputy Leader of Glasgow City Council. The new homes are an important milestone for Rosehill as this has taken us to over 1000 homes.

The development was funded through grant from Glasgow City Council and by Rosehill itself, no private funding was needed.

Over 50 people attended the opening which saw Cllr McDonald hand over the keys to the new home of Mr and Mrs Dickson who have been Rosehill tenants for almost 30 years.

They are delighted with their new home which will see them have a much better quality of life as they are both suffering with health problems. The guests were then invited to look around the last properties to be completed on the smaller site at Glenlora Drive/Househillwood Road.

Geri Mogan, Acting Director, Kerry Stevenson, Chair of the Management Committee and Cllr McDonald all gave speeches about how important the new homes are to the area and the community; providing much needed high quality, affordable housing in the area.



## Annual Rent Increase

Please remember that your rent increased on 1st April 2019. You will have received a rent notification letter from us in February 2019.

If you are on Housing Benefit you do not need to inform Glasgow City Council of your

new rent; Rosehill has already done this for you.

If you receive Discretionary Housing Benefit because you under occupy your home, you do not need to do anything, Glasgow City Council have confirmed that this award will continue until 1st April 2020.

If you are in receipt of Universal Credit including the housing element, you need to update the DWP through your online portal. Failure to inform the DWP will mean they will pay the

housing element at last year's rate, this could lead to you having to meet the shortfall yourself.

If you pay by Standing Order you will need to advise your own bank of the new amount to be paid before the 28th April 2019.

If you pay by Direct Debit, Rosehill's Income Maximisation staff will automatically arrange to have your existing mandate increased for the new rent from April 2019.

# A Gathering of Members

Despite the wind and rain we enjoyed another good turnout at our AGM which was held on Tuesday 19th February 2019 at The Hall, Peat Road. Members heard Kerry Stevenson give her report as Chair of Rosehill.

This report included information on our 30th anniversary celebrations and the community fun day. Kerry also spoke about Michael Clarke's, (Rosehill's former Director) retirement at the end of September after almost 32 years' service. She also advised members that Rosehill has reached the milestone of building its 1000th property and that building still continues.

Members also heard a presentation on our accounts from Alison Stewart, Finance Manager and noted that Rosehill continues to be in a healthy financial position.

Members received a glowing report, from Adam Armstrong from Armstrongs auditors, on Rosehill's performance. Armstrongs were also formally re-appointed as Rosehills auditor for 2018/19.

Three of our longest serving Committee Members, Nicki Finlayson, Sadie Bannerman and Ellen Henderson stood down in accordance with rule 35.2. All three members advised they wished to stand for re-election. However, the nine year rule applies to Nicki Finlayson. Under our rules any Committee Member who has served for nine years or more must obtain the permission of the Management Committee to stand for re-election. In addition, the Scottish Housing Regulator requires a review of such a Committee Member to ensure he/she is still able to demonstrate objectivity and independent challenge. The Members heard from the Chair that she could confirm that such a review had been undertaken, and that the Management Committee was satisfied that Nicki Finlayson was able to demonstrate her continued effectiveness. As such the Management Committee resolved to permit her to stand for re-election.

It was further noted that three valid nominations had been received to stand for election: Joanne McArthur, William Anderson and Karen Leitch.

The Chair advised that as there are more vacant places on the Management Committee, than people standing for election, there was no need for a vote, and advised that Nicki, Sadie and Ellen were re-elected and Joanne, William and Karen were elected



to the Management Committee. Kerry thanked the three new members for standing as it is vital for Rosehill's continued success that there are sufficient members on the Management Committee.

The Chair closed by thanking her fellow Committee Members for their hard work and support during her third year as Chair. She also thanked Geri Mogan and all the staff team for their hard work and finally all members present for their continued support to Rosehill.

Following the formal business there was a presentation by Anne Wright from Workingrite on the Youth Employment Programme that Rosehill is currently taking part in. Kerry Stevenson then invited members to stay on for a prize raffle, refreshments, buffet and bingo.

## Raffle

1st Prize **Agnes Gibson**, Glenlora Terrace

2nd Prize **Catherine McGurn**, Johnsburn Drive

3rd Prize **Maria Goldfarb**, Househillwood Road

There were also various other minor prizes drawn.

## Bingo

Single Line - **Catherine Joyce**, Peat Road

Double Line - **Helen Cummins**, Lunderston Drive

Full House - **Helen Cummins**, Lunderston Drive

# Rosehill's First Christmas Panto

Rosehill's first Christmas Panto took place on Friday 21st December 2018. The panto was Dick Whittington and was performed by M & M Productions from Ayr.

Over 80 children enjoyed the show and they were accompanied by parents and grandparents who we are sure had a great time too. One young man got so excited he nearly rugby tackled the villain to the floor in a bid to assist Dick Whittington, magical memories!



This event was such a success we have booked M & M productions for Christmas 2019.

The show is Aladdin and will take place on Friday 20th December 2019. More details will follow later in the year.

Here are some of the magical moments from the panto:



# Party time!



## Christmas Lunch Party - December 2018



Rosehill sponsored the Priesthill United Reform Church over 60's Christmas Lunch for the fourth year.

Around 40 of Rosehill tenants enjoyed a festive lunch, followed by live music and a prize raffle.

Parmjit Purewal and Sandra Green from Rosehill joined in with the festivities and chatted to those attending.

## Making our information more accessible

This newsletter, along with other information we provide, can be produced in other formats e.g. large print or other languages if required.

If you need this service please let us know.



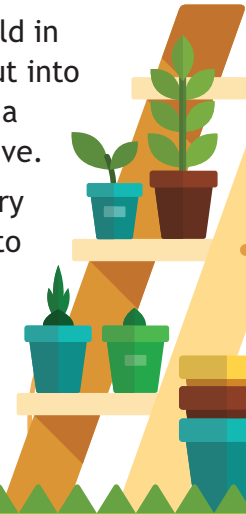
## Annual Garden Competition

This summer we will be holding our 23rd Annual Garden Competition.

The Garden Competition is an annual event held in recognition of all the hard work our tenants put into their gardens which makes the neighbourhood a more pleasant, colourful and better place to live.

There are some fantastic prizes to be won every year and this year is no different. Don't want to miss out? Start now and get planting!

Full details of the competition will be published in the summer Newsletter and will also be posted on our website in the coming months.



## Garden Assistance Scheme

Are you having difficulty maintaining your garden?  
Could you benefit from some assistance?

We currently operate a Garden Assistance Scheme, the purpose of this scheme is to provide assistance to tenants who are medically unfit to maintain their garden through reasons of age related problems, ill health or a disability and the tenant has no means of access to support from family or other relatives living with them or in the area. If you have a disability or serious medical condition which makes maintaining your garden difficult you may wish to consider applying for assistance. You can apply by requesting a form at our office either in person or by phone.

Glasgow City Council also provide a service for residents of Glasgow who meet the following criteria:

- The householder is a registered Council Tax Payer
- The householder is over the age of 70 years of age
- The householder has a medical condition that prevents them from maintaining the garden
- There are no able bodied persons between the ages of 16 and 69 in the household

To apply for assistance from Glasgow City Council you should phone 0141 287 5064.

An application is also available for download from the Glasgow City Council website or you can write to Glasgow City Council at 231 George Street, Glasgow G1 1RX to request an application.

It should be noted that there could be a waiting list for both schemes which means you may have to wait for a place to become available. Meanwhile you would still be responsible for the maintenance of your garden.

## Bulk Waste

A gentle reminder that Glasgow City Council provide a special collection service for bulky items of domestic waste, please take advantage of the service if and when required to help reduce the amount of bulk in front and back gardens. This service is provided to all households in Glasgow and is free of charge for most items, however, some types of materials are chargeable, or for health and safety reasons cannot be collected. It is an individual resident's responsibility to arrange the removal of their bulk refuse and this can be done by calling 0141 287 9700 or



online via the council website by registering to use the my govscot app. Once you have reported your bulk waste, please ask for a reference number and provide this to Rosehill; this will help to track your items and help with any complaints that need to be raised.

Collections of bulky waste items will take up to 28 days so please ensure these items do not obstruct roads or pathways while awaiting collection.

## Missed Bin Collection

If you think your scheduled bin collection has been missed then you must report it to Glasgow City Council either by phoning them on 0141 287 9700 or reporting it on the MyGovscot App or by using the website.

Make sure to obtain a reference number upon reporting a missed collection. Please allow until 6pm on the day of uplift before reporting it as a missed collection.

To check your bin collection days please refer to Glasgow City Council's website: [www.glasgow.gov.uk](http://www.glasgow.gov.uk)



# Adam and Angela's patches are changing

From the 6th May the areas that Adam and Angela cover are changing. The following is a list of their new areas:

## Adam's patch

Address	Number
Bankbrae Avenue	1 - 21
Galston Street	21 - 71
Glenlora Drive	3 - 7 & 237 - 279
Glentyan Drive	1 - 7 & 46a - 64b
Glentyan Place	1 - 41
Hartstone Road	2 - 12
Househillwood Road	230 - 244 & 271 - 277
Maybole Street	20 - 74
McCloy Gardens	1 - 23
Newmilns Street	1 - 27
Nitshill Road	192 - 254
Peat Road	96 - 104
Pinmore Place	1 - 45
Pinmore Street	39 - 121 & 124 - 134
Rosehill Crescent	1 - 17
Rosehill Court	1 - 7
Rosehill Drive	1 - 17
Rosehill Gate	1 - 7
Seamill Street	8 - 110
Seamill Path	1 - 7
Househillwood Road	74 - 92
Househillwood Crescent	1 - 25

## Angela's patch

Address	Number
Dunside Drive	15 - 21
Elliston Crescent	1 - 35
Elliston Drive	2 - 26
Glenlora Drive	2 - 167
Glenlora Terrace	84 - 90
Hartstone Road	150
Househillmuir Road	164 - 332
Househillmuir Crescent	6
Househillwood Road	170 - 196 / 143 - 257
Johnsburn Drive	7 - 25
Johnsburn Road	1 - 44
Lunderston Close	1 - 7
Lunderston Drive	3 - 154
Lunderston Gardens	2 - 8
Neilston Avenue	2 - 8
Overtown Avenue	5 - 35
Peat Road	164 - 329
Priesthill Road	29 - 33
Priesthill Road (Tenements)	29 - 33
Ravenscraig Terrace	1 - 7
Ravenscraig Drive	109 - 111

## Welcoming Community Engagement!

We are delighted to announce that we now have a dedicated Community Engagement Officer at Rosehill; Courtney Thomas joined us in late March. Courtney's work will help to deliver our objectives of building and improving tenant and community engagement.

Watch this space for news of what Courtney will be doing over the next several months.



# Right to Repair

The Housing (Scotland) Act 2001 gives you the right to have small, urgent repairs carried out by your landlord within a given timescale.

The timescales shown are the maximum period in working days from the day after you report a qualifying repair (excluding weekends and public holidays). If we do not carry out the repair within the time limit set you may be entitled to compensation.

Defect	Days
Blocked flue to open fire or boiler.	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house.	1
Blocked sink, bath or drain.	1
Electric power : loss of electric power; Partial loss of electric power.	1 3
Insecure external window, door or lock.	1
Unsafe access path or step.	1
Significant leaks or flooding from water or heating pipes,tanks, cisterns.	1
Loss or partial loss of gas supply.	1
Loss or partial loss of space or water heating (where no alternative heating is available).	1
Toilet not flushing where there is no other toilet in the house.	1
Unsafe power or lighting socket, or electrical fitting.	1
Water supply : loss of water supply; Partial loss of water supply	1 3
Loose or detached banister or hand rail.	3
Unsafe timber flooring or stair treads.	3
Mechanical extractor fan in internal kitchen or bathroom not working (where there is no window)	7



# Annual Gas Safety Check

This year we have seen a rise in the amount of people not allowing our Contractors access to check the safety of the gas installations in their home.

The gas safety check is a legal and regulatory requirement. By not allowing access you are not only putting the safety of you and your family at risk but also the safety of your neighbours and their families.

Gas explosions are deadly, this is the devastation which can be caused!!!



Typically a gas service takes less than an hour once a year to have peace of mind that your gas appliances are safe.

If you do not allow access you will be in breach of your tenancy and we will force access into your home. This is very costly. Two senior members of staff from Rosehill will be in attendance, along with a joiner and a gas fitter. The average cost for this will be in excess of £500. It is much easier and cheaper to just allow the Gas Contractor access at the first time of asking.

Keep you, your family and your neighbours safe, have your annual gas safety check done!!!

# Update from Adam...

## Dog fouling in Gardens



During my garden checks I am noticing that more and more of our residents are allowing their pets to foul in their gardens. I know that we don't live in the sunniest climate and the weather can make it difficult to get the pets out for a proper walk. However, we would prefer that you do not allow your dog to foul in your garden and if you feel that you have no other choice then it must be picked up immediately; this is especially important if you share a garden with a neighbour.

We have a supply of doggy bags and holders in our office that are available to our tenants at no charge. Please pop into the office and collect your free bags.

## Road Repairs - Househillwood Road

We had previously advised that we had reported the very poor condition of this road and section of pavement to Glasgow city council for repair.

However, no work was carried out.

Fortunately, a local resident continued to complain and passed it on to a local Councillor who made contact with the roads department. They advised that work was going to begin at the end of February 2019, however, at the time of writing no work has started, we will continue to remind the Council that the work still isn't done. They have, however, fixed the section of pavement that collapsed, making it safer for pedestrians.

If you have any complaints about the condition of the roads/pavements in your neighbourhood, I would ask you, in the first instance, to contact the Road and Lighting department on either 0800 373 635 or 0141 276 7000. Please ask for a reference number as this will help to keep track of your complaint.

You can also log any issues via the Council's website at

[www.glasgow.gov.uk](http://www.glasgow.gov.uk) under the roads and parking section on their homepage.

## Good Neighbour Awards

We introduced the good neighbour award two years ago to recognise individuals who demonstrate special care, concern and provide assistance to other members of their community. Their efforts can make a difference in someone else's life and can generally make the neighbourhood a more pleasant place to live. We were disappointed that there were no nominations by the deadline of January 2019. However, we are still eager to recognise these unsung heroes and as such, we will continue to run the Rosehill Good Neighbour Award.

### Who can be nominated?

Anybody living within a Rosehill property of any age.

### Who can nominate?

Tenants living within a Rosehill property.

### How do I nominate someone?

Simply complete the good neighbour nomination form providing a brief description on how your neighbour helps you. The form will be available from reception or can be downloaded from our website. Once you have completed the form, please return it to our office.

### Can I nominate more than one person?

Yes, if you think there is more than one person who has made a difference.

### Deadline to nominate

Your nominations need to be in our office by the 16th of January 2020.

### Date of award ceremony

The winner will be announced at the 2020 AGM.

### What if I have questions?

Please contact the office and speak to Adam.

If you know of someone who you feel deserves a little appreciation for their hard work then please complete a nomination form and return it to the office.

We will put reminders about the Good Neighbour Award in the remaining newsletters for this year.



# An update from Angela...

## Hurlet Tenements

Over the last 6 months I have noticed the level of cleanliness has again deteriorated in some of the closes during my inspections. While some tenants are continuing to maintain a good standard of cleaning some close cleaning issues remain. We will continue to monitor and address these on a close by close basis. A huge thanks to the residents who continue to do their bit in maintaining the common areas, please keep up the good work, it definitely doesn't go unnoticed. We would ask that once you have cleaned your stairs and landing area please sign the rotas provided on your landing. This will help identify those who do not take their turn in the cleaning. If you are aware of anyone not taking their turn, please contact me to discuss.



## Gardens

As we come into the growing season again it is important that we work together to keep our neighbourhood looking good. We really appreciate the efforts of those who continue to work hard and keep their gardens and surrounding areas in a clean and tidy manner. This also includes the edging around the outside of your property, path and driveway. We have noticed that in parts of the area residents are failing to maintain the outside perimeter of their front gardens, please note that it is your responsibility to maintain these areas as per your tenancy agreement, the responsibility does not belong with Rosehill or Glasgow City Council, please keep them free from litter and weeds at all times.

This would also include any residents who live in a ground floor tenement with a garden area.

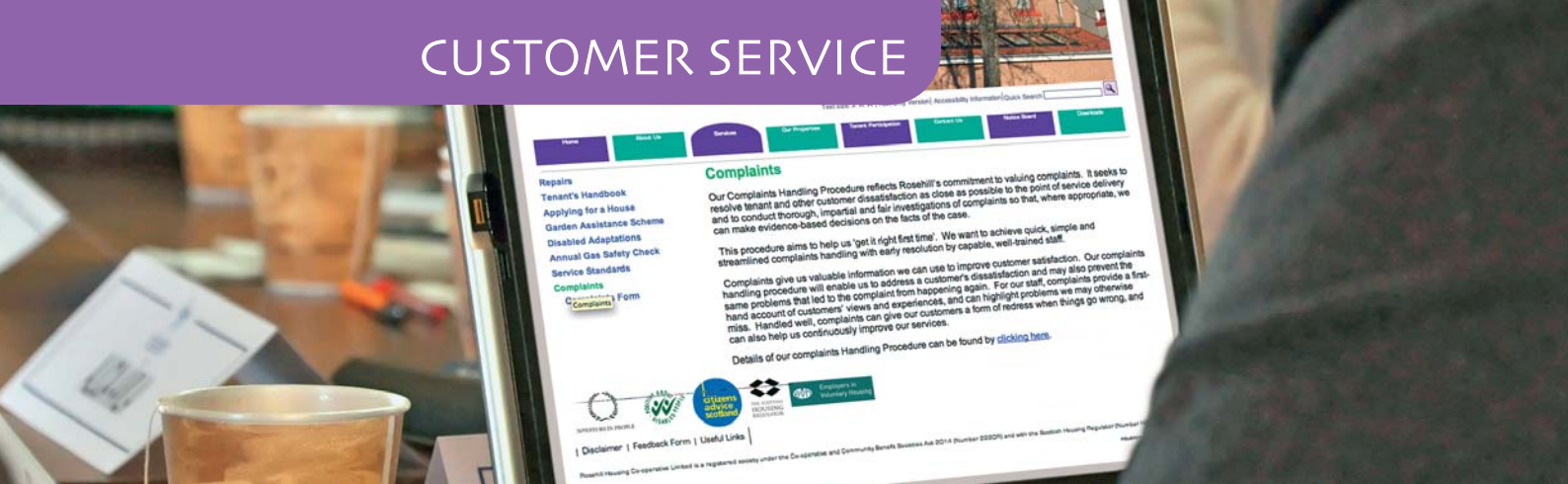


## Fire Safety

All tenants in tenement blocks will have received a letter reminding them that leaving items on landings constitutes a fire risk. If there is a fire in a close anything left on landings is either fuel for the fire, a trip hazard or both. Rosehill is taking a zero tolerance approach to items left in the closes. Anything left on a landing or service cupboard will be disposed of immediately and the cost of the work charged to the tenant.

## Litter Nitshill/ Craigbank

Litter continues to be a problem in these two areas, on the streets and outside the perimeter of some front gardens. You are responsible for any litter that is in and around your property, please ensure that you dispose of it in the correct manner. Litter is a breeding ground for bacteria; it is also unsightly and potentially dangerous to our environment. Please help us and report litter problems to The Environmental Task Force, telephone number is 0300 343 7027. Alternatively you can contact me on 0141 881 0595 to discuss. If we work together we might see a difference in the general look of the area. Please do your bit to keep the neighbourhood free of litter. I will continue to raise these issues with Glasgow City Council in the hope that we can make a difference to the areas.



# Complaints

Rosehill values complaints and uses information from them to help improve our services. You can complain to us about things like:

- Delays in responding to your enquiries and requests
- Failure to provide a service
- Our standard of service
- Dissatisfaction with our policy
- Treatment by or attitude of a member of staff or contractor
- Our failure to follow proper procedure

You can make a complaint in person at our reception, over the telephone, in writing or by email.

In the period October to December 2018, we received a total of 8 complaints.

5 of these were classed as **Stage 1 - Frontline Resolution** and we aim to resolve these complaints within 5 working days or less.

Category of Complaint	Complaint Subject	No. of Complaints	No. Upheld
Stage 1	Staff - Manner/Conduct	1	0
	Poor customer service	2	2
	Disagreement with decision	1	0
	Not fixed first time	1	0

Two of these complaints were upheld and the complainants were given full apology and the issues taken up with the relevant contractors.

The review of these complaints did not identify a need for any policy changes or improvements to our systems beyond raising issues directly with contractors to ensure these issues are not repeated. The garden maintenance contract is being closely monitored by staff to ensure there is no repeat of these failures.



100% of the complaints were resolved within the statutory timescales.

The remaining 3 complaints were classed as **Stage 2 - Investigation** and we aim to resolve these complaints within 20 working days or less.

Category of Complaint	Complaint Subject	No. of Complaints	No. Upheld
Stage 2	Dissatisfaction with policy/decision	1	1
	About a staff member	1	1
	Not fixed first time	1	0

Two of these complaints were upheld and the complainants were given a full apology and the issues taken up with the relevant persons.

The review of these complaints did not identify a need for any policy changes however, it did highlight the need for improved note taking.



67% of these complaints were resolved within the statutory timescales.

# Easy Thai Chicken Curry with Vegetables

For 4 servings

Preparation time: 10 mins

Cooking time: 35 mins

## Ingredients

- 2 tablespoons vegetable oil
- 3 tablespoons red Thai curry paste
- 1 onion, sliced
- 2 chicken breasts, cut into cubes
- Salt and freshly ground black pepper
- 200g broccoli florets
- 200g cups chopped carrots
- 1 teaspoon dried basil
- 3 cloves garlic, chopped
- Zest of ½ lime
- 1 tin coconut milk
- 60ml cup chicken stock
- 1 tin diced tomatoes
- Lime wedges, for squeezing

## Method

1. Cook 1 tablespoon of the oil, the curry paste and onions in a large saute pan over medium heat, stirring often and letting sizzle, 5 to 6 minutes.
2. Pat the chicken dry, sprinkle with salt and pepper and add the remaining oil to the pan. Cook the chicken in the onion-curry mixture until golden on all sides.
3. Add the broccoli, carrots, basil, garlic and lime zest and cook, stirring, until the vegetables are coated, about 2 minutes. Add the coconut milk, chicken stock and tomatoes and bring to a simmer.
4. Let the chicken simmer until cooked through and the sauce begins to thicken, about 20 minutes. Squeeze with lime juice before serving.

## Repairs Satisfaction

If you have reported a repair recently you would have received a survey through the post to ask if you are happy with the service.

**84 questionnaires were returned in the period October to December 2018, listed below is a summary of the results:**

**100%** of tenants are happy with the way Rosehill's staff dealt with them and their repair

**98%** of tenants rated the contractors' workmanship as either Excellent or Good

**98%** of tenants rated the contractors' manner and attitude as either Excellent or Good

**99%** of tenants rated the overall repairs service as either Very Satisfied or Satisfied

This is an excellent result and we aim to maintain this high level of satisfaction throughout the year. Any negative comments received are always followed up.

**Here are a few comments we received:**

*"I requested a first appointment and I got it, very very good"*

*"Workman was very well mannered and was very good at explaining everything"*

*"Between Rosehill and Contractors, they were very pleasant and great manners"*

**The winners for the monthly prize draws for a £10 voucher were:**

October 18	Mr Campbell
November 18	Mr Robertson
December 18	Mrs Kerr



## Emergency Repairs

For genuine emergency repairs outwith normal working hours please contact - 0141 552 8647

### points of view



If you have any comments or suggestions to make about the newsletter or about the services we provide, we would like to hear from you. Please contact us using one of the following options:

By telephone      **0141 881 0595**

By email            **admin@rosehillhousing.co.uk**

In writing            **Rosehill Housing Co-operative Limited**  
**250 Peat Rd, Glasgow, G53 6SA**

By using the feedback form on our website: **www.rosehillhousing.co.uk**

Or why not call into the office and ask to speak to someone in our Housing Services Team.



250 Peat Rd • GLASGOW G53 6SA • tel 0141 881 0595

email [admin@rosehillhousing.co.uk](mailto:admin@rosehillhousing.co.uk) • website [www.rosehillhousing.co.uk](http://www.rosehillhousing.co.uk)