



## Community Fun Day

Our Community Fun Day was held on Thursday 8th August from 12:30 pm to 4:30 pm. The event was open to all those living in the local area and was completely free of charge.

Nicki Finlayson, our chairperson officially opened the event and thanked everyone for coming along. She also thanked the following organisations for their support and/or donations:

- Greater Pollok Barratt Community Development Trust
- The National Lottery Community Fund
- CCG who donated the heras fencing to keep the site secure
- Morrison's Local
- Morrison's Store - Cardonald
- Tracey's Café
- Couteco
- Reid's Associates
- Nisa Local



*Continued on page 2...*



# Community Fun Day



Over 1,000 people came along to join in the fun! There were numerous activities to keep the children entertained including: football darts, bouncy castle, climbing wall, tot's farmyard zone, selfie station, face painting, crafts, competitions and games. The adults weren't left out either as there was head or shoulder massages available. If that wasn't enough, everyone received a portion of popcorn and waffle on a stick. Tea, coffee and water were available throughout the afternoon.

The prize giving ceremony for our Annual Garden Competition took place during the event. See the article "Blooming Marvellous" for details of this year's winners.

We are delighted that this event was a success again this year and the weather held up well. Despite the rain coming on about an hour before the event finished, everyone appeared to have a great time. We received so much positive feedback on the day as well as some ideas to consider for next year's event. Sharon Quinn, Housing Services Manager will be working through the feedback to see what ideas we can include in next year's event. Again, this year some people had to queue to get in due to restrictions around the number of people that could be on site at any one time due to the size of the area. This is a sign of how popular this event has become.

Thanks to everyone who attended for making it such a great day.



Here are a few of the comments that were received from attendees on the day:

*"Fantastic, no-one else does this in the community."*

*"Good that it's free, great for the community."*

*"Keep doing it! It brings people together"*



Come and join us at Rosehill's Panto

# Cinderella

Thursday 19th December 2024



Rosehill is pleased to announce that we will again be working with M & M theatrical productions of Ayr to bring the wonder of a Christmas Pantomime to the children of Rosehill. M & M Productions are a team of touring, professional actors who bring theatre productions to schools and communities.

The Panto (Cinderella) will be held on Thursday 19th December. This year, there will be one showing at 5pm at The Hall on Peat Road. Admission will be free; however it will be on a first come first served basis and will be strictly ticket only due to health and safety restrictions.

The children will need to be accompanied by a parent or a responsible adult. Unfortunately, due to there only being one showing this year, we may have to limit the number of adults to one per family. This is to allow as many children as possible to attend. For this reason, we are trying to ascertain numbers early.

Requests for tickets must be made to Eileen or Kelly at the office no later than Monday 28th October, this will allow us enough time to confirm numbers and issue tickets to those wishing to attend.... but please remember, it is first come first serve, so the earlier the request is made the better.

Let us know the names and ages of the children and who the responsible adult will be, and we will issue the tickets. We look forward to seeing you there.

1st Prize Well Established Gardens • Mrs McGroarty



## “Blooming Marvellous!”

This year saw Rosehill hold its Annual Garden Competition and, as in previous years, it was a huge success. The winners were announced during our community fun day on the 8th August 2024.

Tenants have pulled out all the stops once again and produced some fabulous displays of colour in their gardens to win this year's prizes.

We would really like to express our thanks to all those tenants who spend hours in their gardens making sure they have neat lawns, tidy paths and bright colourful blooms. That is why we run this competition every year to reward those who do their best to brighten up the neighbourhood for all of us.

The difficult task of judging the competition this year went to Craig McNab from Caledonian. Nicki, Chair of Rosehill presented the prizes to the winners and runners up.

Craig said: *“The standard of the gardens was of a very high calibre making it extremely difficult to choose the winners.”*



2nd Prize Well Established Gardens • Mr Chisholm



3rd Prize Well Established Gardens • Mr McCullagh

After much consideration a decision was made and the top three results in the Well Established Category and the top two for the New Build Category were as follows:

### Best Garden “Well Established” Category

1st Prize	Mrs McGroarty • Lunderston Drive
2nd Prize	Mr Chisholm • Lunderston Drive
3rd Prize	Mr McCullagh • Househillmuir Road

### Best Garden “New Build” Category

1st Prize	Mr & Mrs Logan • Rosehill Court
2nd Prize	Mr & Mrs Dickson • Glenlora Drive

### Runners-up

Mr Logan, Glenlora Drive  
 Ms Carney & Mr Caldwell,  
 Househillwood Road  
 Ms Hyland, Househillwood Road  
 Mr Courtney, Lunderston Gardens  
 Mrs Johnston, Lunderston Drive  
 Ms Schofield, McCloy Gardens  
 Ms Joyce, Peat Road  
 Mr McDonald, Peat Road  
 Ms McCluskey, Pinmore Street  
 Mr McGhee, Rosehill Drive  
 Ms Larkins, Seamill Street

### 1st Prize New Gardens • Mr & Mrs Logan



## The Scottish Housing Regulator: Rosehill Landlord Report

Each year all landlords must complete a return to The Regulator known as the ARC which contains a range of performance information to show how we are achieving the outcomes and standards of the Scottish Social Housing Charter. From these returns The Regulator publishes a selection of the performance results for each landlord, known as the Landlord Report. Our Landlord Report 2023/24 is available on our website <https://www.rosehillhousing.co.uk/rosehill-landlord-report-2023-24/>

If you require a paper copy of the Report please contact Kelly or Eileen in one of the following ways to request a copy is sent out to you: Phone our office on 0141 881 0595; Email: [admin@rosehillhousing.co.uk](mailto:admin@rosehillhousing.co.uk) or pop into our office at 250 Peat Road (Monday to Thursday from 9am to 5pm and Friday from 9am to 4pm).

# Home Contents Insurance

It is a good idea for residents to consider the importance of home contents insurance. As there is always a risk that belongings could be broken, damaged or stolen. Having the right insurance in place can help protect residents from potential risks.

Thistle Tenant Risks, administer the Thistle Home Contents Insurance Scheme, which is a specialist scheme designed to help protect residents home contents and belongings against loss or damage from specific events such as fire, theft, escape of water and more.

Thistle Tenant Risks offer a Call Back service which supports residents who are looking to obtain home contents insurance.

The Call Back service gives residents and tenants the opportunity to talk to a member of staff to understand the cover offered, costs, payment methods available, and how the home contents insurance policy works. The service is easy to use, and Landlords who have implemented the service have seen an increase in enquiries. If you would like to find out

more about Thistle's call back service you can contact Account Executive, Ann Park to discuss further. Email: [Ann.Park@thistleinsurance.co.uk](mailto:Ann.Park@thistleinsurance.co.uk) or telephone: 07436 244061



**THISTLE**  
TENANT RISKS

**Do you have  
home contents  
insurance?**

If not visit  
[www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)  
for more information



## Over 60s Xmas Lunch

We are proud once again to be sponsoring the Priesthill United Reform Church's over 60s Christmas Lunch.

This is open to anyone over the age of 60 and lives in the local area. The lunch will be held on Tuesday 10th December 2024.

This year, we have managed to secure 30 tickets for tenants of Rosehill which will be issued on a first come first served basis.

Are you interested in attending? If so, please contact Eileen or Kelly on 0141 881 0595 to request a ticket.

Please note tickets will be issued week beginning 2nd December.

# Handy Person Service

The Handyman Service is available to Rosehill tenants where all members of the household are aged 65 and over or have a disability or long-term medical condition.

The Handyman Service is FREE OF CHARGE for the work of the handyman - payment is only required for any materials used. Materials could be things like a light bulb, wood to make a shelf or curtain rings. If you want items such as wireless doorbells, towel rails or curtain rails fitted these will need to be purchased by you in advance and ready for the handyman to install.

During the last few months, the Handyman service has been instrumental in assisting some tenants make their homes ready for home improvements i.e. new windows and doors or new radiators and pipes. The service provided has been warmly welcomed by our tenants who want to make other tenants aware of this great service.

Doreen McGarry, who used the service before getting her new windows installed, shared how pleased she was with Eddie McGlone, our Community Engagement Officer. *“The handyman arrived exactly when he said he would, he took down all my blinds and put them back up a few days later after windows installed and he had great banter making me very comfortable, I would highly recommend the service to anyone.”*



The Handyman service provides practical assistance by carrying out small repairs and tasks around the home.

Rosehill's handyman service is managed on our behalf by Glasgow Care & Repair through Southside Housing Association. Tenants can contact them direct on **0141 433 2749**

or email:

[careandrepair@southside-ha.co.uk](mailto:careandrepair@southside-ha.co.uk)

## The Tenant's Safeguard:

- All staff and volunteers have been carefully selected and have undergone Disclosure Scotland checks
- All staff and volunteers have photographic ID cards
- You will be advised when to expect a visit to your home
- A password system can be used by the Handyman

## They can:

- Hang curtains/blinds.
- Change light bulbs
- Install wireless doorbells
- Secure loose flooring to prevent trips and falls

## Are your household details up to date?

Please remember to let us know who is living with you in your home. If we are not aware of everyone living in your home this may affect assignment and succession applications if the worst were to happen to you.

This also includes telling us when anyone moves out of your home, this will ensure that your tenancy rights are protected.

If you feel that you would like to discuss this in more detail, please contact a member of the Housing Services Team who would be happy to assist you.

## Update from Ruairidh...

# Galston Street and Maybole Street Open Spaces

There is a recurring issue with fly tipping at Galston Street and Maybole Street, after clean ups are carried out. The vast majority of the items being dumped in the street and on open grass spaces are accepted at Shieldhall depot. This is roughly a 15-minute drive from G53 postcodes.

The site is regularly monitored, and I would urge anyone with knowledge about who is responsible for the fly tipping to report this to Glasgow City Council. The fine for those found guilty of fly tipping in Glasgow has risen to £500. The quickest way to report is using their short online form, which you can find at <https://glasgow.gov.uk/article/5199/Report-an-Environmental-Crime>. Reports can also be made over the phone to 0141 287 1058. Please note the line is only open on Thursdays and Fridays from 1pm to 4pm.

With the recent introduction of the grey bins and permits for brown bins, it's more important than ever to familiarise ourselves with where to bin rubbish. Tenants can check what each bin is for, request a garden waste permit, check their collection days and more here:

<https://www.glasgow.gov.uk/article/1514/Bins-and-Recycling>. As well as paper leaflets posted by Glasgow City Council, the MyGlasgow app can also be used to check and request bins.



If used correctly, the new bins and permits can reduce the chances of your bins overflowing, particularly for larger households. Contamination of bins however remains a problem in the estate. If your bin is contaminated, you have to request a missed bin collection. An example of a contaminated bin would be food waste in the paper recycling bin.

The binmen will then collect your contaminated bin as part of a general collection. This can be requested via this link: <https://www.glasgow.gov.uk/missedbincollection>. By inputting your email address or phone number, the council then give you updates on your report. For example, if there are issues accessing a gate or if they have collected your bin. Tenants who have ordered new bins should expect to wait longer than usual due to the high demand unfortunately.

## Nitshill Bin Lanes

After recent walkabouts with our environmental contractor, the Nitshill bin lanes have also had a much needed clear up recently.

I would encourage tenants in Nitshill to make use of the bin lanes at the rear of their properties as intended. Having bins at the front of the properties increases the chances of litter in the street and takes up space in your driveways/front gardens. Bin lanes should be kept clear and not used to store items. Any items obstructing the lanes should be removed. Tenants dumping items may be charged for uplift costs if found responsible.



## Bulk in Gardens in Nitshill / Househillwood / Craigbank

For those of us having a clear out, I would like to encourage tenants to please make use of Glasgow City Council's uplift service for bulk waste collection. The uplifts can be requested on the "Bulk Waste and Bin Collection" section of Glasgow City Council's website, <https://glasgow.gov.uk/bulkywaste>.

Uplifts can be requested on 0141 287 9700 between 9am and 3pm on Tuesdays and Wednesdays. After requesting an uplift, you should receive 2 text messages - one with payment confirmation and a reference number, and another with your scheduled collection date.

Whilst I can appreciate that uplift costs can be difficult, the likelihood is many tenants are dumping old couches, chairs, mattresses etc. because they have bought new ones. I'm sure most of us will agree that this is unsightly and negatively impacts on the local environment. If transport can be arranged, it is free to take furniture to the dump. If you can't transport items to the dump for free, then tenants buying new couches or beds should factor in the cost of removing their old items too.

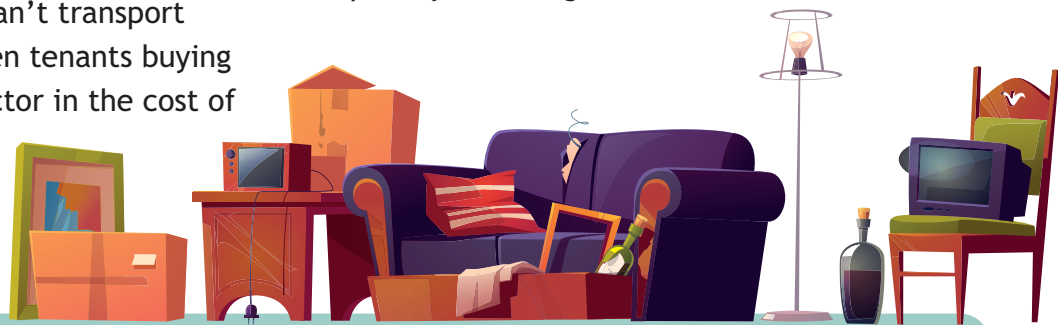
If items are not removed from gardens, Rosehill may be

forced to remove these items and recharge those responsible.

Glasgow City Council has introduced new areas within the recycling centres for furniture and upholstery. This change is in line with the Scottish and Environmental Protection Agency who require these items to be disposed of separately due to the materials they are made of.

Please also consider donating or selling old furniture. Local charities are increasingly taking in furniture items that are in good condition and collection is often free. I am noticing on inspections, furniture outside tenants' homes that is in decent condition initially, and then after a few days is ruined. This is furniture that someone less fortunate could make good use of.

As always if tenants are having issues with their gardens please get in touch and we may be able to offer assistance. It is always best to engage and make small steps before gardens become completely unmanageable.



## Hurlet Tenements

Whilst recent bin changes do not affect tenemental properties in the same way, there has still been issues with overflowing bins this summer.

Our environmental contractor carries out litter picks of the back courts, but it is not within their contract to fully clear out bin stores where loose bin bags have been torn open. To minimise the risk of vermin, can tenants ensure they are putting their rubbish within the bins. Bin bags can be taken to the dump if all bins are full. If you have left a bag outside the bin that has then been burst open, it is common courtesy to your neighbours to clear this up. Every tenant has a responsibility to keep the common bin stores clean.

New close cleaning rotas have been put up in the closes too. In most cases these have been put on the door of the service cupboards. Each sheet has the flat positions on the relevant floor. A reminder that keeping the common close clean and tidy is a part of everyone's tenancy agreement.

## Update from Sophie...

### Gardens

Most gardens are looking clean and well kept, however, some require to be brought back up to standard. I will continue to monitor these in upcoming weeks.

The growing season is coming to an end, however, it is important that we work together to keep the area well maintained and looking good. Please continue to keep your gardens in a good and tidy manner and make sure you carry out weeding and tidy outside the perimeter of your front garden. Thank you to everyone who continues to do their bit in keeping their gardens and area up to a good standard.

### Priesthill Tenements

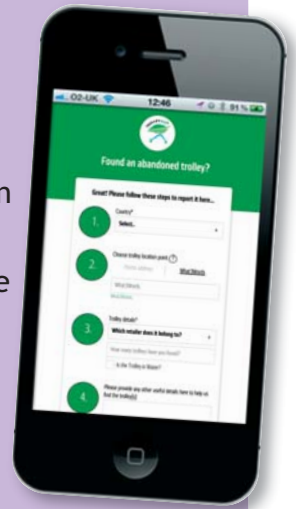
I have recently noticed some dog faeces on pavements and in some gardens and would like to remind all our tenants who have pets, and particularly dogs, of their responsibilities under their tenancy agreement in respect of keeping pets. These conditions can be found on page 5 sub section 2.7.2 of your tenancy agreement. One of the conditions states that you are responsible for cleaning up dog faeces, failure to meet these conditions may result in permission to keep the dog being withdrawn.

If you notice a problem in your area, you can contact Glasgow City Council's dog fouling team on **0141 287 1058**. I will continue to monitor garden areas over the coming months and pursue any tenant who does not fulfil their tenancy obligations.

### Abandoned Trolleys

I have noticed abandoned trolleys in the area and not only in the street but in tenants' gardens. These trolleys should not be removed from the supermarket areas and should not be left in or around your garden.

If it's been dumped there by someone else, then please report this to Wanzl using the website [https://www.wanzl.com/en\\_GB/360-degree-service/TrolleyWise](https://www.wanzl.com/en_GB/360-degree-service/TrolleyWise). If you are not able to report this yourself and you see a trolley lying in the street, then give me a call on **0141 881 0595**.



### Craigbank/Househillwood & Priesthill

Bulk items have been found in the gardens of several properties during recent inspections. Uplifts can be removed by Glasgow City Council at a cost per item. Please be mindful when putting items outside to only leave these outside once a collection has been arranged. It is tenants' responsibly to arrange a bulk uplift for any unwanted items. Collections can be arranged on Glasgow City Council's website, [www.glasgow.gov.uk/bulkywaste](http://www.glasgow.gov.uk/bulkywaste) or by calling **0141 287 9700**.

# Neighbourhood Gully Cleaning Programme

Glasgow City Council have commenced their Neighbourhood Gully Programme for 2024/2025.

The following information has been sourced from Glasgow City Council.

The risk-based gully programme is delivered over two years on the following frequencies:

- Flood location gullies - cleaned 3 times a year
- Arterial and city centre routes - cleaned 1 time per year
- Neighbourhood Gully Programme - cleaned 1 time every 2 years
- Leaf fall locations - will attend over the autumn period to remove leaf fall

It should be noted that the programme dates may be affected by adverse weather and weather warnings. If this occurs, the neighbourhood gully cleaning will be programmed at a later date and the web page updated accordingly.

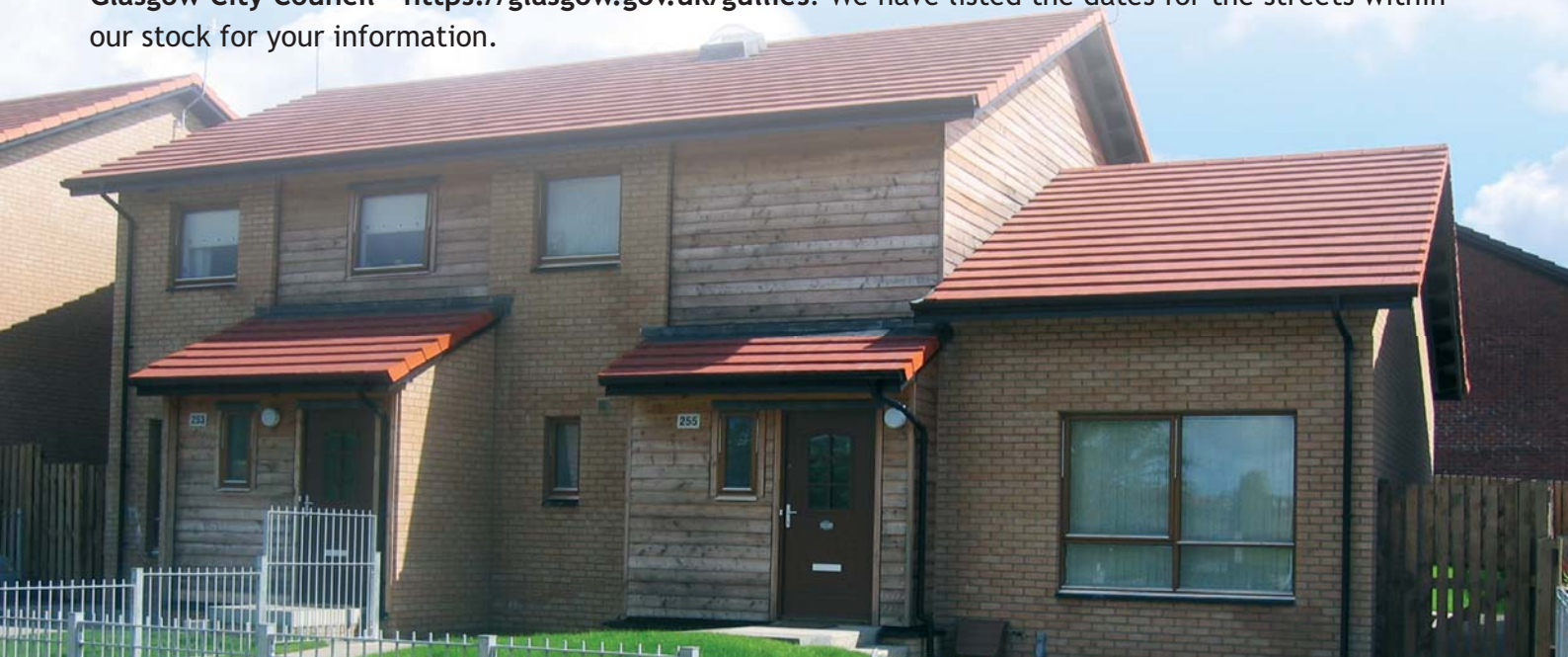
The Neighbourhood Gully Programme needs residents to comply with the restrictions so that any parked cars are moved to allow access for the large gully vehicles that clean and empty the roadside gullies.

When this programme is on your street, a Temporary Traffic Restriction Notice (TTRNs) will be highlighted as being in place. This means for the times stated please DO NOT park your vehicle on the street.

If your vehicle obstructs the works it will be moved, and you may receive a Parking Charge Notice (PCN). Also, your vehicle may be uplifted to the NRS Vehicle Pound and a charge will be applied to recover your vehicle.

As the TTRN works are being scheduled, we will confirm upcoming neighbourhoods and specific streets on this page. You will also see signage on lampposts and no parking cones on the kerbside, please look out for these and follow the guidance on the highlighted dates.

The full programme can be viewed on their website, using the link **Gully Cleaning Programme - Glasgow City Council** - <https://glasgow.gov.uk/gullies>. We have listed the dates for the streets within our stock for your information.



# Rent Information



## Direct Debit

This is by far the easiest method to pay your rent. A member of our Income Maximisation Section will aid you to complete a direct debit mandate. You can telephone us on **0141 881 0595**; to complete the process you will need your bank card. You can pay a specified amount to Rosehill on a date(s) between the first and last day of the month. Payments can be made weekly, fortnightly, four weekly or monthly. Once this is set up you do not need to do anything else.



## Allpay Payment App

Debit card payments can be made at your convenience 24/7 through the Allpay Payment App, available to download for free, to do this you will need an Apple or Android smartphone.



## Text

You will need to register online. Have your Rosehill rent card to hand along with your debit card to complete the four-step registration process. Once you are registered all you need to do is text “pay” and the text code which you will have set up during registration e.g. rent, along with the amount you want to pay and your password (the last four digits of your bank card) to **81025**.



When the transaction is complete you will receive a confirmation text.

Please note that there is a charge for using this service. You will be charged for sending a text message at a rate set by your own network provider.

## BACS

You can pay by bank transfer. Please make your payment to Rosehill Housing Co-operative Limited



Sort Code: **80-07-76**

Account Number: **00114408**

When making your payment please use the unique reference on your payment card as your payment reference. This is located near the bottom of the left-hand corner of the card and is shown directly below your name. The code will usually contain letters from your surname and at least one number e.g. **SMITH1**.

## Internet

To make a payment using this service you must register online before making your first payment.

When you come to make your payment, have your rent payment card to hand with your debit card. Available 24/7.



## By Telephone

By calling the Allpay automated payment line on **0330 041 6497**, you will need your debit card and your rent payment card to hand.



## Paypoint or Post Office

For payments by Paypoint or Post Office, all you need to do is take your payment card to the counter along with your payment and hand them over. Please note, Paypoint outlets usually only accept cash payments; payment by other methods is at the retailer’s discretion. In addition, Paypoint outlets will cap the value of a single transaction to £150 which means your payment will be processed over a number of transactions.



If paying at a Post office you can make your payment by cash, cheque, and debit card. You will be given a printed receipt as proof that you have made a payment to Rosehill, so please keep it in a safe place.

# Winter Fuel Payment

**All Change:** On the 29th of July 2024, Rachel Reeves, Chancellor of the Exchequer announced scrapping Winter Fuel Payments for all except the poorest of pensioners. Pensioners not in receipt of Pension Credit or other means tested benefits will no longer get Winter Fuel Payment worth up to £300. Previously it was available to everyone above state pension age. This change will dramatically reduce the number of pensioners getting this benefit.

The Winter Fuel Payment is designed to help pensioners pay for energy bills over the winter and for the last few years due to Covid and the Cost of Living it has been a life saver for many. The Government says around 880,000 older people in the UK are eligible for Pension Credit but not claiming - Are you one of them?

## What we want to do at Rosehill

We at Rosehill have our own Welfare Benefits Advisor and want to encourage as many of you to get a benefit check done and if eligible, we will help to make the application for Pension Credit. This could increase your weekly income to £218.15 per week or £332.95 per week if you are a couple - there are also added perks too. On average an appointment would only take 30 minutes.

We can arrange a visit for tenants who are unable to leave their home.

Alternatively, if you prefer to “go it alone” the following information may be of help.

## How to claim Pension Credit

There are many ways to claim Pension Credit. You can apply for Pension Credit online on the Government’s website, by calling 0800 991 234, or by printing out and filling in a paper application form. You can contact us at Rosehill and our Welfare Benefit Advisor can aid you with the application.

### What information you will need for the application:

- Your National Insurance Number.
- Information about any income, savings and investments you have.
- Information about your income, savings and investments on the date you want to claim from to backdate your application (if eligible).
- Your bank, building society or credit union account details.



# 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 April to June 24, we resolved a total of 7 complaints.

There were 4 **frontline complaints** resolved during the period.

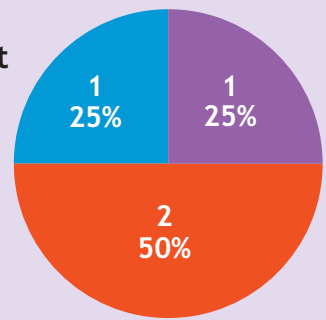
✓ 100% of these were responded to in full within the statutory timescale.

25% of these complaints were upheld.

Average Time to Resolve Stage 1 Complaints - 2.75 Working Days

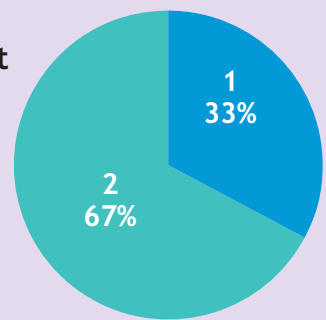
## Stage 1 Reason for Complaint

- Customer Service
- Contractor Service
- Factoring



## Stage 2 Reason for Complaint

- Customer Service
- Disagreement with decision



The other 3 complaints were stage 2 complaints.

✓ 100% of these were responded to in full within the statutory timescale.

33% of these complaints were upheld.

Average Time to Resolve Stage 2 Complaints - 9 Working Days

The review of these complaints did not find a need for any policy changes, staff training. Staff and contractors were reminded of customer service standards.

# 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.

26 questionnaires were returned in the period April to June 2024, 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
- ✓ 96.15% of tenants rated the contractors’ workmanship as either Excellent or Good
- ✓ 100% of tenants rated the contractors’ manner and attitude as either Excellent or Good
- ✓ 100% 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.

The winners of the prize draws were:

April 24 Robert Smith • May 24 Brenda Hughes • June 24 Georgina Burchill

Here are a few comments we received:

“Thank you for sending someone to fix lock.”

“I couldn’t be more happy with the service.”

“First class job.”



# Gutter Cleaning

We clean the gutters at our properties on a 3-year cycle, we are entering year 3 of our contract with Tenement Steps Limited.

The 3rd year of our contract will start in September 2024, where we will carry out cleans in the following developments:

## Original Stock - September / October 2024

Dunside Drive, Glenlora Drive 15-167, Glenlora Terrace, Glentyan Drive 84-90, Hartstone Road (not New Build), Househillmuir Crescent, Househillmuir Road, 143-257 Househillwood Road (not 66-92 even, 93-95 odd, 150-168 & 178-244 even), Lunderston Drive, Overtown Avenue 5-11, Peat Road 164-329, Priesthill Road 159-184

## SST Stock - October / November 2024

Galston Street, Maybole Street, Nitshill Road, Pinmore Street 37-57, Seamill Street 8-59



## Househillwood - Spring 2025

Glenlora Drive 3-7 (odd), Househillwood Crescent 15-33, Hartstone Road 2-12, Househillwood Road 74-92 (even) and 160-168 (even), Rosehill Court, Rosehill Gate

## Darvel Street - Spring 2025

McCloy Gardens, Newmilns Street, Pinmore Street 59A-67D, Seamill Street 50A-58D (Even) 61-83 (odd)

## Glenmuir Estate - Spring / Summer 2025

98-100 Glenmuir Drive, 233, 237, 241 Househillmuir Road, 18-48, 2, 4, 6, 8, 10, 20, 32, 36, 40, 44, 48 Linnhead Drive

# Electrical safety

As your landlord we must arrange an electrical safety check every 5 years to keep your home safe. The safety check is sometimes called an EICR and is carried out by a registered electrician. If during the check any repairs are required, we will arrange to have these done.

When you are due a check the office will contact you to make a suitable appointment, and the checks normally take under 2 hours to complete.

What you can do to help and keep yourself safe is:

- Give access when requested.
- Do not overload power circuits with multiple extension cables.
- Do not attempt to conduct any electrical works yourself.
- Switch off chargers etc. when not in use and check for overheating.



# 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	1
	Partial loss of electric power	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	
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	1
	Partial loss of water supply	3
Loose or detached banister or handrail.	3	
Unsafe timber flooring or stair treads.	3	
Mechanical extractor fan in internal kitchen or bathroom not working (where there is no window).	7	

## 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.



## 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](mailto: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](http://www.rosehillhousing.co.uk)