

homenews

a newsletter from ROSEHILL HOUSING CO-OPERATIVE LIMITED



issue 102 • Winter 2019

Aladdin



Our Second Annual Panto – Come and Join the Fun!

Come and join us at Rosehill's Panto,
Aladdin on Friday 20th December 2019.

We are proud to bring you the 2nd annual Panto. After the success of last year's Dick Whittington we are once again working with M and M Productions of Ayr to bring the wonder of a Christmas Pantomime to Rosehill's youngsters. M and M Productions are a team of touring, professional actors who bring theatre productions to Schools and communities.

The panto (Aladdin) is on Friday 20th December and will have two showings one at 2:00pm and one at 4:30pm 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 responsible adult.

Requests for tickets must be made to the office no later than Monday 16th December... but remember it is first come first served... 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 the tickets will be dispatched.

We look forward to seeing you there!!!

Rent first this Christmas...

Prioritise your bills over the festive period and pay your rent first this Christmas!

We accept it is a financially difficult time of year for everyone, however, rent needs to be the 1st priority this year. Anyone not making their payment by the last day of December will be considered to be in arrears and will run the risk of having further action taken against them.

We offer many different methods of payment. Rent is due by the 28th, and as indicated above we will accept payments made right up to the last day of the month. However, the last day of the month in December 2019 is Tuesday 31st so please choose your method of payment wisely as some payment methods have to be set up in advance.

Please note: We no longer accept cash at our office. Cash can be paid at the Post Office or at Paypoint outlets as detailed below. However we do still accept debit card payments at the office.

The following payment methods are available to all of our tenants and are designed to be easy, convenient and some can be done without you even having to leave the comfort of your home.

Direct Debit - If you wish to pay by direct debit, a member of the Income Team will be happy to explain the procedure. All Direct Debits are set up online and this can either be done over the phone or in person. You can set your Direct Debit up for either weekly, fortnightly, four weekly or monthly payments from your bank account. By agreeing to allow Rosehill to collect your rent from your bank account on a frequency set by you, you don't need to remember to make payments and we can even apply any annual rent changes for you. **Please note: last date for setting this up for December payment is 9th December.**

Internet - visit - www.allpayments.net - To make a payment using this service you are required to 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. This service is available 24/7.

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. Visit www.allpayment.net/app for more information.

Phone - DIAL 0844 557 8321 - Have your payment card and a pen handy with your debit card, available 24/7. Each time you use this automated service you will be given an authorisation code as proof of payment which you should note for safe keeping. Please note that calls made to this number will be charged at 7 pence per minute plus your phone company's access charge which may vary depending on your provider.

Text - You will need to register online at www.allpayments.net/textpay/logon.aspx. to use this service. 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" to 81025 along with 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 you bank card). 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.

Standing Order - This is an agreement you make with your bank to pay Rosehill a specified amount from your bank account on a frequency set by you. Once this is set up you don't have to worry about remembering to make payments as your bank will do that for you. However, you will need to remember to contact your bank to make any changes to the payment, for example when your rent changes or at the end of your tenancy.

Post office or Paypoint - A list of outlets in the G53 can be found at the end of this article. 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've made a payment to Rosehill, so please keep it in a safe place.

Debit card at our office - payments can be made using your debit card by calling into our office at 250 Peat Road during office hours: 9am to 5pm Monday to Thursdays and 9am to 4pm on Fridays. Please note: the last date for December payments by this method is 12 noon on Tuesday 24th December.

By 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 8 digit code 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 contains in most cases all letters or a combination of letters and numbers.



Need a new rent card?

If you have lost or misplaced your rent card then you can contact a member of our Income Maximisation Team and they will order a replacement card for you and you will have this within 7 days.



List of Outlets

Stores

- Keystore 10 Craigbank Drive, Glasgow G53 6RA
- G101 335 Nitshill Road, Glasgow G53 7BL
- The Newsagent 331 Nitshill Road, Glasgow G53 7BL
- McCull's 195 Househillwood, Glasgow G53 6BX
- Peter's Store 189 Househillwood Road, Glasgow G53 6BX
- Couteco 402 Nitshill Road, Glasgow G53 7BW
- BP Darnley Filling Station 593-595 Nitshill Road, Glasgow G53 7RZ
- Spar 1357-1359 Barrhead Road, Glasgow G53 7DA
- H & R Family Stores 144 Leithland Road, Glasgow G53 5AT
- Co-op 20-24 Braidcraft Terrace, Glasgow G53 5AT
- Raja Minimarket 106 Lavernside Road, Glasgow G53 7RH
- Scott's Convenience Store 52 Beltrees, Glasgow G53 5TF

Post Offices

- Pollok Unit Z, Silverburn Shopping Centre, 763 Barrhead Road, Glasgow G53 6AG
 - Nitshill, 10 Craigbank Drive, Glasgow, G53 6RA
- If you want to make payments further afield, for instance closer to your workplace, you can just log onto the internet type in Paypoint outlets a relevant post code and a list of payment outlets will appear near that area.

Update from Adam...

Neighbourhood Bulk - Bulk Collections

It has been brought to my attention that there is an issue with uplifting bulk items. Glasgow City Council are either running way over the 28 day current deadline for uplift or missing out collections altogether.

I have raised this issue with the Council, and they have advised that at present it is a minimum of 28 days wait to have bulk uplifted and they have agreed that this does frequently run well over the timeframe.

However, Glasgow City Council has advised they are doing everything they can to improve on these timescales, and have suggested that any items not uplifted by the 28 day deadline should be reported as a missed collection and they will endeavour to uplift any items reported as missed collections within 7 days. The phone number for bulk uplift and missed collections is 0141 287 9700.

As a reminder for what to do during the Christmas Period. We know this is the time when people will have more rubbish than normal. If you have access to a car, and are able to do so,

you might want to consider taking your excess rubbish or bulk items to the local recycling centre, the nearest one for this area is:

Shieldhall Recycling Centre - Renfrew Road, Glasgow G51 4SL

Recycling centres operate in the winter months October to March - 8am to 8pm, 7 days a week last entry 7.45pm. The centres are closed on Christmas Day and New Year's Day and close at 6pm on Christmas Eve and New Year's Eve.



Hurlet Tenements

I continue to monitor the closes at the tenements on a weekly basis and have been finding that the condition of some of the landings are poor. This is because some people are not taking their turn in keeping the areas clean. If you are unsure of when your turn is you can refer to the rota that has been published on your landing. If you have any concerns relating to the cleanliness of your close or any other concerns you may have please do not hesitate to speak to me when I am out in the area. Alternatively you can call me at the office on 0141 881 0595. Thank you to all of those tenants who continue to do their part in keeping their close clean, your hard work is greatly appreciated.

Dog Fouling

I have noticed a rise in dog fouling in my area particularly in Pinmore Place which I have reported. If you have any information or know who the dog(s) belong to please contact me to discuss.

Alternatively, you can contact Glasgow City Council's Environmental Task Force on 0300 343 7027 and report it directly.



An update from Angela...

Priesthill Tenements

The outside areas around the tenements are looking rather poor at the moment. There are a number of issues that contribute to the condition of the general area i.e. bins being left at the front and side lanes after collection days, sometimes these bins can be left for days. There are some tenants who do not put their bins out for collection or who do not have a bin and dump their bags in the bin stores. This is not acceptable and I will be in touch with those concerned to discuss the problem. It is a condition of your tenancy to use your bins appropriately and to place them in the designated area allocated by us. You should return them on the same day after the rubbish has been collected. If you are missing a green bin or lid please contact me to order a new one on 0141 881 0595.

I have arranged to have the gated parts at the side of Ravenscraig Drive padlocked. As they have been cleared out, there is no reason why anyone should be accessing these areas. This will hopefully reduce the fly tipping and trolleys being dumped and improve the area's appearance.

I will continue to monitor the area and address any issues that arise. However, if you have any concerns please do not hesitate to speak to me when I am out on inspections in the area or give me a call at the office.



Priesthill - Flytipping

I have noticed recently there seems to be an issue with fly tipping in the area. After chatting to some of the local residents I understand that it may not be our tenants causing the problem. I have reported the matter to Clean Glasgow to monitor the situation. Clean Glasgow launched a campaign to encourage residents within the Glasgow area to report issues relating to litter, graffiti and fly tipping. The campaign combines enforcement action with clean-up operations, and has its own dedicated free-phone number, 0300 343 7027. While I will continue to monitor and report any issues with fly tipping to Clean Glasgow. You can also help by reporting this direct on the Freephone number noted above.

Public Health will also investigate cases of fly-tipping in order to identify those responsible to control this unacceptable behaviour. Fixed penalty notices of £200 may be issued for illegally dumping rubbish. Major offenders may also be referred to the Procurator Fiscal.

Trolleys

Over the last couple of months I have reported a number of abandoned trolleys within our stock in Priesthill to "Trolleywise". They have attended the area and they have all been removed.

If you see a trolley, let me know or go online to www.trolleywise.co.uk and report it.



Non-urgent Repairs

Do you have any non-urgent repairs to report? If so, you have until Friday 13th December 2019. After this date only emergency repairs will be dealt with during the festive season.

**Emergency Repairs -
0141 552 8647**

During the festive period from 2.00pm on Tuesday 24th December 2019 and 9.00am on Monday 6th January 2020, please report genuine emergency repairs only, using the usual number above.

Our emergency response target is - within 6 hours. We will continue to aim to meet this target through the holiday season for genuine emergencies e.g. burst pipes. However, as most contractors are likely to be on holiday throughout the festive season, our ability to meet this timescale may be affected. Therefore, we ask you to bear with us in the event any delays do arise in responding to emergency repairs.

To ensure that the repair service runs as smoothly as possible over the holiday period we need your co-operation and would ask you to undertake the following:

1. Only report genuine emergencies.
2. If you experience problems with your central heating system over the holiday period i.e. no heating available, report it to our emergency service. It would be helpful if you could avoid reporting no heating after 9 pm at night. Please wait until 9 am the next day to report it. We will then carry out the repair within a reasonable period of time. (We can provide a temporary heater if your house is very cold, but this may take several hours).

Please do not report non-urgent repairs to our emergency service during the holiday period as these will not be accepted. If you do, this could result in delays in dealing with tenants who do have genuine emergency repairs.

Having a Carefree Christmas



Christmas break planned? If you are intending to be away over the festive period we recommend that you leave your heating on a low setting, in the event of a freeze.



And you should leave the loft hatch slightly open, if applicable, to allow the heat to rise into the loft and prevent the pipes from freezing.



Remember to check that your home contents insurance is in order.



Emergency contact - where possible, leave a spare key with a neighbour in case of an emergency.



Find out where to turn off your water, gas and electricity in the case of an emergency.



Reduce the risks further - don't light candles and leave them burning unattended in another room. Please remember, good housekeeping can prevent unnecessary accidents.



Enquire about insurance if you do not already have this in place.

We recommend that you have contents insurance to protect you against losses to your personal property if the worst were to happen. There are two schemes which are aimed at tenants of Registered Social Landlords.



Enjoy yourself, it's Christmas!

Winter is Coming!

This article has been put together as a helpful guide with some basic advice that might help you to prepare should the weather this year end up taking a turn for the worst.

In the event you experience frozen pipes you should try to deal with this yourself by applying heat to your main water pipe. This will usually be the pipe which has a stop cock on it (see picture). You should make yourself aware of where your stop cock is; it will usually be located in your kitchen near the sink or in a hall cupboard near the front door. You should apply heat by, for example, using a hair dryer; applying towels soaked in hot water; using a hot water bottle; directing warm air from a fan-heater (make sure you keep the heater far enough back from the pipe) and so on. Under no circumstances use a naked flame. If you are able to thaw the pipe out you should turn the stop-cock to off and report it to us. Please bear in mind that a frozen pipe is not actually a repair, and our standard response times do not apply. Our ability to assist you will depend on the volume of calls we receive, priority given to things like burst pipes and no heating and how severe the weather is.



If you find that you are without water you will need to go and buy some from a local shop or supermarket to keep you going.

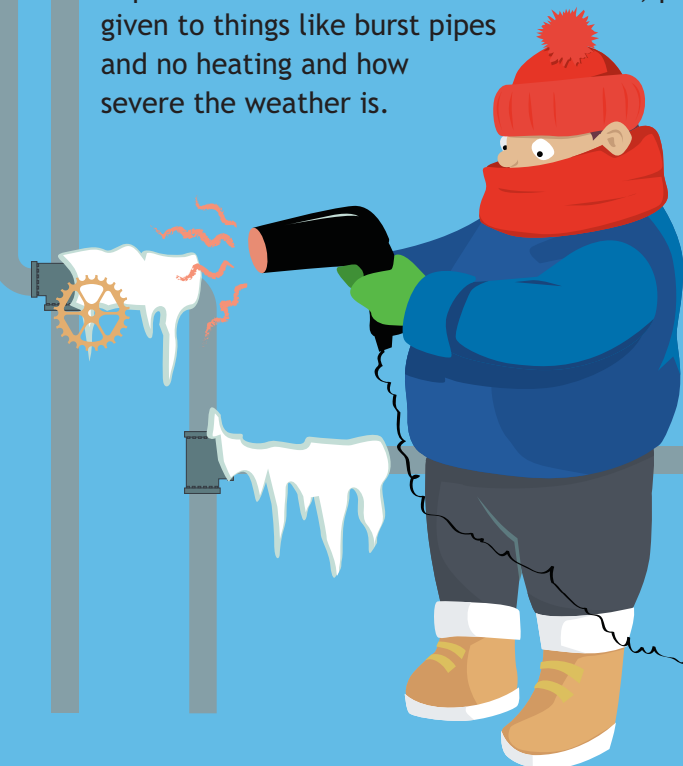
If you are unfortunate enough to have a burst pipe you should, as advised above, turn the water main off at the stop-cock. In some properties which have attic tanks there might also be valves in the loft (with round red coloured heads on them) which need to be turned off depending on which pipe has burst. You will have these if you do not have a combination boiler and they will usually be located around the water tanks.

In particularly cold spells, please leave your heating on to make sure the temperature is high enough to prevent the possibility of water pipes freezing. We would recommend a minimum temperature of 10°C is maintained in very cold periods.

Recent research by insurers has shown that people suffer financial loss more due to burst pipes than due to break-ins. You should bear in mind that any damage caused to your belongings, by frozen or burst pipes, would not be Rosehill's responsibility unless we have been negligent in some way. If you don't already have insurance, now is the time to think seriously about getting contents insurance in place before the bad weather sets in.

Things to do if you're going away over the Christmas Holidays

- **Please don't switch your heating off when you go away.** Instead leave it on at a low setting, or set the timer so it comes on at least once a day. If you have a thermostat, set your heating to come on if the temperature drops below a certain level. If you have a prepayment meter for gas and electricity, you should ensure both meters have enough funds until you return.
- Ask a neighbour or friend to check on your home in particularly cold spells. If this isn't possible, leave contact details with our office, in case of emergencies.



Service Levels - Winter Programme

As most of you will be aware Rosehill currently employs Tivoli for the garden assistance contract and open space maintenance. Now that the “growing season” is over Tivoli have started the winter maintenance programme. Below are details of the services that should be carried out:

Open spaces:

188 - 202 Househillmuir Road

240 - 278 Househillmuir Road

15 - 29 Lunderston Drive

101 - 143 Glenlora Drive

1. Tivoli will visit site and remove all litter, any bulk items and leaves (twice per month).
2. Sweep down hard standing paths and remove debris (twice per month).

**Rosewood Complex
(Glenlora Dr/Househillwood Rd)**

1. Courtyard, Car Park & Bin Areas - visit site and remove all litter, any bulk items and leaves (twice per month).
2. Sweep down hard standing paths and remove debris (twice per month).

**Johnsburn Complex
(Househillwood Rd/Johnsburn Rd & Dr)**

1. Open spaces, Parking strips & rear embankment - visit site and remove all litter, any bulk items and leaves (twice per month).
2. Sweep down hard standing paths and remove debris (twice per month).

Hurlet Complex (Pinmore St/Seamill Path)

1. Car Park & rear gardens - visit site and remove all litter, any bulk items and leaves (twice per month).
2. Brush down paths & bin areas (twice per month).

Priesthill Tenements (29/33 Priesthill Rd & 109/111 Ravenscraig Dr)

1. Visit site and remove all litter, any bulk items and leaves (twice per month).
2. Sweep down hard standing areas, paths and car parks and remove debris including leaves (twice per month).

Rosehill Cottages

1. Visit site and remove all litter, any bulk items and leaves (twice per month).
2. Sweep down hard standing areas, paths and car parks and remove debris including leaves (twice per month).

**Darvel Street Complex
(McCloy Gardens/Newmilns Street)**

1. Visit site and remove all litter, any bulk items and leaves (twice per month).
2. Sweep down hard standing areas, paths and car parks and remove debris including leaves (twice per month).

Craigbank Complex (Rosehill Crescent)

1. Visit site and remove all litter, any bulk items and leaves (twice per month).
2. Sweep down hard standing areas, paths and car parks and remove debris including leaves (twice per month).

**Overtown Bungalows
(Overtown Avenue)**

1. Visit site and remove all litter, any bulk items and leaves (twice per month).
2. Sweep down hard standing areas, paths and car parks and remove debris including leaves (twice per month).

Being Assured

In the Summer newsletter we published the outcomes of the audits carried out to areas of our work. The audits are carried out by our Internal Auditors, Wylie & Bisset. These audits act as a health check to see how we are doing and if our policies, processes and systems are sufficiently robust and to identify any areas that could be improved upon.

The following areas of our business have been selected for Internal Audit in 2020 (Internal Audit Programme 2019/20):

- Complaints Handling
- Repairs (day-to-day, cyclical and planned maintenance)
- Corporate Governance

We will publish the key outcomes from the audits once they have been completed.

Annual Rent Review 2020/21 - Have your Say

Each year we have to look at what it costs to give you a high quality housing service. We also need to look to the future and what works we have to do to keep your homes well maintained, modern and affordable.

Keeping our rents affordable and providing value for money are two important Business Plan objectives. Our commitment to our tenants that we will limit any rent increases to inflation only for the 5 years of our current Business Plan is fundamental to maintaining affordability and providing value for money. Whilst we are restricting any increases in rent until 2021 we are not restricting investment in our existing homes or in improving or providing new services and new homes over the same period.

In line with our 5 year commitment to limit rent increases to inflation only, we are proposing a rent increase of 2.1% which is based on October's RPI.

Later this month you will receive a consultation document which outlines how your rent money is spent and how we propose to invest in your homes over the coming years. This document will also outline the consultation process we will be undertaking to seek your views about the rent increase and the priorities within our Business Plan.

The consultation period will be in early January and we encourage as many of you as possible to take part. We will be holding two consultation events, one during the day and one in the evening:

**Monday 13th January 2020 10.30 am to 12 noon and
Monday 13th January 2020 5.30pm to 7pm.**

You can also send us your views via letter, telephone, email or via the website. All the details will be within the consultation document. To ensure we get as many views as possible we will also be telephoning and visiting people in early January.

Handyperson Service

In association with Care and Repair Glasgow, Rosehill are proud to offer a FREE Handyperson Service.

Available to tenants where all members of the household are aged 65 and over or where the tenant has a disability and no family assistance.

Care and Repair can help you with:

- Hanging curtains
- Changing light bulbs
- Install wireless door bells
- Fitting shelves / towel rails etc
- Secure loose flooring to prevent trips
- Prepare your home for major works or medical equipment being delivered.

Sorry, work we cannot carry out:

- Gas, plumbing or electrical work
- Cleaning / gardening
- Painting / decorating

The householder's safeguard

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

To request this service please call:

0141 433 2749

If you have any further questions regarding this please call Courtney on:

0141 881 0595.

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 July to September 2019, we received a total of 48 complaints.

35 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	DTD Repairs	2	1
	Garden Maintenance	3	3
	Planned Maintenance - Windows/Doors	30	30

34 of these complaints were upheld and the complainants were given a full apology and the issues taken up with the relevant contractor. The majority of these complaints were in relation to the windows/door replacement contract, and the contractor was called in numerous times to address the issues and at one point new installations were suspended in order to catch up with snagging works.

2 of the complaints resulted in our services being tightened up.

The review of these complaints did not identify a need for any policy changes or identify any training needs.



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

The remaining 13 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	About a Staff Member	1	0
	Attitude and Conduct	1	0
	Lack of response	1	1
	Planned Maint - Windows/Doors	10	8

9 of these complaints were upheld and the review of these complaints did not identify a need for any policy changes or training. Again, the majority of these complaints were in relation to the windows/door replacement contract, and the contractor was called in numerous times to address the issues and at one point new installations were suspended in order to catch up with snagging works.



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

Average Time to Resolve Stage 1 Complaint
1.69 Working Days

Average Time to Resolve Stage 2 Complaint
5.15 Working Days



Spicy Leftover Turkey Noodles



Ingredients

- 250g medium egg noodles
- 1 tbsp soy sauce
- 2 limes, juiced
- 2 tsp brown sugar
- 2 tbsp vegetable oil
- 1 garlic clove, thinly sliced
- 1 red chilli, thinly sliced
- 500g cooked turkey, sliced
- 2 spring onions, thinly sliced on a diagonal
- 100g beansprouts
- 30g salted peanuts (or any other nuts you have left over), roughly chopped
- coriander and lime wedges, to serve

Method

1. Cook the noodles according to pack instructions, then drain and rinse with cold water. Set aside. Mix the soy, lime juice and sugar together.
2. Heat the oil in a large frying pan or wok and add the garlic, chilli, turkey and spring onions, fry for around 2 mins, then tip in the noodles and the beansprouts and fry for 1 min more. Pour the sauce into the pan and toss everything together well, working quickly to coat all the vegetables and noodles. Once everything is heated through, season, and tip into bowls. Scatter over the nuts and coriander, and serve with lime wedges for squeezing over.



Looking for work?
Want to volunteer?



Write your CV

Apply for college courses or apprenticeships
Have fun

Rosehill and Aberlour Childcare Trust are running free one to one employability support workshops every **Tuesday 4-6pm**.

We aim to offer a relaxed space away from school where young people can access personalised support to help achieve their goals.

The sessions are at Rosehill's Office at 250 Peat Rd G53 6SA and refreshments are provided and all IT equipment is also available.

Festive Holidays

Please note that our office will close on Tuesday, 24th December 2019 at 2:00 pm and will re-open on Monday 6th January 2020 at 9:00 am.

Festive Wishes!

Everyone at Rosehill wishes all of you a very Merry Christmas and a Happy New Year! xxx



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.



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.

53 questionnaires were returned in the period July to September 2019, 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

100% 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.

Here are a few comments we received:

"Rosehill are always helpful and the work carried out is always good."

"The contractor was pleasant and he done a good job."

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

Jul 19	Ms Gaffney
Aug 19	Ms Mullen
Sep 19	Mrs Lochridge



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.

Emergency Repairs

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