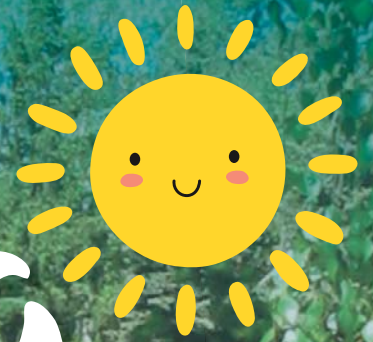


# Hello Spring



## 2025 Garden Competition



We will be running our Garden Competition in July 2025. This 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. We can't wait to see some of the great work that you do and the effort you go to each year.

There are some fabulous prizes to be won every year, and this year will be no different.

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

Get the green fingers out and start planting!

# Christmas Panto

December saw M&M Theatrical Productions return to Rosehill to present 'Cinderella' to the younger members of our households. The performance was enjoyed by everyone who attended. It was great to see the delight on the children's faces. Here are some photos of the event:



## Fuel Vouchers

Do you have a prepayment gas or electricity meter? Are you struggling with the rising costs of gas and/or electricity? If you are, we may be able to help you.

We have recently joined Housing Association Charitable Trust (HACT) which means we can access vouchers to help you top up your meters. There is a criterion of eligibility to be met before any vouchers can be requested. This is as follows:

- You will be required to provide a recent photo of your prepayment meter, ensuring that the serial number is clearly visible
- Provide proof of current benefits or willing to complete an income and expenditure assessment

If this is something that you think you could be eligible for or would like to discuss this further, please contact either Sharon Quinn, Housing Services Manager or Parmjit Purewal, Welfare Benefits Advisor on 0141 881 0595.

You do not have to be in receipt of benefits to access this support.

# Over 60s Christmas Lunch

Our over 60s Christmas Lunch was once again held in the Priesthill United Reform Church, Peat Road on 10th December 2024. This year saw around 50 people attend and enjoy an afternoon full of fun, including a festive lunch, music, dancing and a raffle.

Sharon Quinn, Housing Services Manager, joined in the festivities and chatted to those who attended.

A huge thanks to Anna, Alice, Ruth, Linda, Ruth and Ralph for all their time and hard work in preparing and serving the lunch.



## A sad farewell...

In February we received the sad news that Catherine Gillespie, a former Committee Member had died.

Cathy was originally a tenant of the former Hurlet Housing Association which became part of Rosehill, through a transfer of engagements, in February 1997. Within a month of becoming a Rosehill tenant, Cathy joined the Management Committee in March 1997. Cathy was passionate about tenants being at the heart of everything Rosehill did. She along with her fellow committee members worked hard to ensure good decisions were being made which were in the best interests of Rosehill and its tenants. She not only served on the Management Committee but also on some of its sub-committees. However, after 15 years of service Cathy decided to take a well-earned rest and stepped down from the Committee in 2012.

Cathy's years of dedication and commitment has helped make Rosehill the organisation it is today.



# Garden Assistance Scheme



We would like to remind you that Rosehill operates a garden assistance programme, as Rosehill funds this service, it is limited to 80 places. Tenants applying for and being eligible for garden assistance when the 80 places are full will then be placed on a waiting list and applications will be held in date order.

The service will operate during the growing season i.e. normally April to October. It relates to front, side and rear gardens and will consist of the following:

- Mow grass areas and all arisings removed (twice per month).
- Strim Grass edges and all arisings removed (twice per month).

- Fork over soft landscape once per month and trim back shrubs as required and all arisings to be removed.
- Trim privet hedges front, rear and side (if applicable) (once per month), and all arising to be removed.
- Clear Litter generally (twice per month).

If you would like to discuss in more detail regarding the criteria to be placed on our waiting list, please contact the Housing Services (Generic) Team on **0141 881 0595**.

## Our FREE Handyperson Service

The Handyperson Service is provided by Rosehill Housing Association and delivered by Glasgow Care & Repair.

The Handyperson Service is available to Rosehill tenants and provides practical assistance by carrying out small repairs and tasks around the home.

The labour is FREE OF CHARGE - payment is only required for any materials required to be purchased by the Handyperson. Materials could be items like a light bulb, shelf, wireless doorbell, towel rail or curtain pole. The Handyperson can purchase these items for you, or you may wish to provide them yourself.

There are also many jobs you may require which do not require materials, such as moving furniture from one room to another or moving large items outside for uplift (uplift is the responsibility of the tenant), turning heavy

mattresses, changing curtains, changing time on clocks and central heating timers, light shades, adjusting roller blinds, plane internal doors after new carpets fitted or re-seal around the bath.

Some small jobs around the garden may be carried out such as repairing locks on huts, gates or hanging flower baskets.

Glasgow Care & Repair also provide signposting to Rosehill tenants to local contractors for jobs such as: connecting washing machines, painting and decorating or building flat pack furniture.

Rosehill tenants can contact Glasgow Care & Repair direct on

Telephone: 0141 433 2749 or

Email: [careandrepair@southside-ha.co.uk](mailto:careandrepair@southside-ha.co.uk) or use the link below to access an online referral form: <https://southside-ha.org/southside-services/glasgow-care-repair/>

# Bulk

During estate visits, we will ask for Glasgow City Council (GCC) or private uplift references from tenants who have bulk items outside their property.



As Housing Assistants for the area, part of our role is to ensure that the neighbourhood is clean and safe for tenants. Leaving your old couches, furniture and electronic goods outside your house is a magnet for rats and other vermin. Very often, tenants will tell us that the items will be away by next week or the week after, and they are still in the garden months later. Shieldhall Recycling Centre is roughly a 15-minute drive away from the area. It's free to dump most items. Tenants who cannot access transport to get to the Recycling Centre, can request an uplift online here: <https://www.glasgow.gov.uk/bulkywaste>. Standard items are only £5 per item. You should receive 2 texts once you've paid for the collection - one with your reference, and the second with your date and collection time. If you're putting money towards new furniture or electrical goods, please factor in the cost of having the old ones removed. Whilst we understand that money is the biggest issue, the longer you leave bulk in your garden, the more difficult and expensive it is for you to remove.

As always, there are charities, such as the BHF, who may take your items free of charge: Book a free furniture and electrical goods collection - <https://www.bhf.org.uk/shop/donating-goods/book-furniture-collection-near-me>

# Dog Fouling

The level of dog fouling, both in communal areas and in tenant's private gardens is on the rise. Dog fouling is extremely unhygienic and makes the community look unsightly. We ask that tenants please clean up after their pets - it is part of everyone's tenancy agreement that you should do so. As we come into the spring, everyone should be able to walk the streets or through their private/communal spaces without worrying about dog fouling. Please be considerate to yourself and your neighbours. Please be aware that Rosehill will be required to request removal of dogs where there are persistent issues. Bagged dog waste can go in your green bin, or in the many litter and dog bins throughout the area. If you are caught letting your dog poo in a public place without picking it up, you could receive a fixed penalty notice of £80.

## Update from Ruairidh...

I hope everyone had a good Christmas and New Year. I look forward to working with everyone to make our area as nice as possible. I would like to say thanks to everyone that does their bit.

### Bins

The changes in the bins over the last few months have brought considerable challenges, with tenants reporting delays in stickers and bin replacements. Given the scale of the changes across the city, the bin services are under significant pressure. This has meant an increase in missed collections and contaminated bins. It's so important now that rubbish goes in the right bins. If there are wrong items in the bins, the sticker permits are missing, you have two of the same bins out or there are bin bags on the ground - the bin men won't collect your bins. Please report any missed bin collections to - <https://www.glasgow.gov.uk/missedbincollection>

### Seamill Street/Galston Street Pavement and Maybole Street Open Space



Although there was an improvement before Christmas, it's very disheartening to see more stuff dumped on the corner of Seamill Street and Galston Street. Anyone caught dumping on the site may be fined up to £500 by GCC. For the effort it takes to dump your waste in the community, you may as well take it to Shieldhall Recycling Centre - free of charge.

It's unfair on local residents that have to live with this unsightly state every day. If you know someone responsible for fly tipping, please get in touch with me urgently.

Fly tipping can also be reported via: <https://glasgow.gov.uk/article/5199/Report-an-Environmental-Crime>

### Hurlet Tenements - Bin Stores and Closes



A big thank you to tenants who keep their communal spaces clear and tidy for everyone to access. Changes to bin types and permits have not affected your properties. Therefore, everyone should be placing general waste in the green bins and recycling in the blue bins as normal. With that being said, the council are stricter than ever about bin contamination. If they see non-recyclable items in your blue bin, you risk them not collecting it. Similarly, the binmen won't collect loose bin bags. It is everyone's shared responsibility to make sure their bin store is clear.

You have access to a weekly uplift service, with the collections happening every Friday (weather permitting). If you have items that you don't want in your house anymore, please do not leave these in the close. In the event of a fire, your close is your only means of escape. If there are bikes, prams, or any other bulk items on the walkways this puts you and your neighbours at serious risk. We ask you to remove these for everyone's safety. If you have bulk items, please put these down next to your bin store area the night before for our contractor attends to collect on the Friday. The storage cupboards for every flat are big enough to store a lot of items, so please use these rather than keeping them on landings or doorways.

Update from Sophie...

## Ravenscraig Drive and Priesthill Road

Both the closes and bin store areas are looking well. I would like to thank the people who are continuing to keep these areas clean and tidy. However, on recent inspections I have noticed that the bins are not being put back in the bin stores once collected. Please be mindful of putting them back as these could potentially be blocking access at the bin path. Additionally, I have noticed at both Ravenscraig Drive and Priesthill Road there has been an increase in fly tipping at the fenced off areas and in particular, the bottom stairwell of 29 Priesthill Road. If you are witnessing anyone fly tipping in these areas, please contact us. I would like to ask everyone to use the Glasgow City Council app or website to record and report the fly tipping if they are seeing this <https://www.glasgow.gov.uk/flytipping>.

## Gardens

With the growing season fast approaching, it's time to start looking out your gardening tools in preparation for cutting your grass and hedges. Please ensure the garden is free of any rubbish both inside or around the perimeter of the property. It is essential that we all work together to help to improve the general look of the neighbourhood. I would like to thank those who already do this and hope this continues into the Spring/Summer season.



## UPDATES FROM THE INCOME MAXIMISATION SECTION

### Annual Rent Increase: Universal Credit



The Annual Rent Increase is applied on 29th March 2025. If your housing costs are paid for by Universal Credit, you will need to do the following:

- 1 Keep your rent increase letter which you will now have received - you will need it in April.
- 2 Wait until you are sent a to-do in April called 'Confirm your housing costs'.
- 3 Use the information in the letter to complete the to-do before the due date to avoid problems with your payments.

You must only use the 'Confirm your housing costs' to-do to report these changes. Do not contact Universal Credit to report them any other way.

# Universal Credit



## New Claimants

More than 40% of our tenants are now receiving Universal Credit. Over the next few months, you may receive notification from the DWP that you need to move to UC, they may use the term “transition”. If this happens, you can call our Income Maximisation Section who will help you through the process. Any delay in making the change could mean that your benefits stop.

## Existing Claimants

If you receive Universal Credit, it is extremely important that you keep the DWP up to date of even the smallest change in your circumstances.

## What Must Be Reported?

- **Family changes**, such as having a child, starting or stopping childcare, or taking on caring responsibilities for a relative.
- **Employment changes**, including starting or ending a job, altering work hours, or fluctuations in income, particularly for self-employed individuals.
- **Health changes**, such as becoming too ill to work or experiencing a significant change in medical conditions.
- **Housing updates**, such as moving house, changes in rent (as a Rosehill tenant your rent charge is reviewed annually) or living arrangements, including moving in with a partner.
- **Financial changes**, including adjustments to savings, investments, or the receipt of other income.

Even updates as seemingly minor as a change in mobile number, email address, or bank account details must be reported promptly. Failure to do so could jeopardise your claim and lead to avoidable complications.

Claimants are advised to report these and similar changes through their Universal Credit online accounts or by contacting the DWP directly.

## How to protect your claim and stay compliant

To avoid penalties, claimants should:

- **Regularly review their circumstances:** Ensure all details provided to the DWP remain accurate and current.
- **Report changes promptly:** The sooner a change is reported, the lower the risk of overpayments or penalties.
- **Keep detailed records:** Document any correspondence with the DWP, including updates submitted through online accounts or by phone (you can do this by taking a screen shot and saving it to your phone: the easiest way is to create a folder and name it DWP.)

The DWP’s guidance serves as a reminder that Universal Credit is a dynamic system, and payments are adjusted based on real-time information. Claimants who proactively manage their accounts and stay vigilant about changes can avoid the pitfalls of non-compliance.

## A System Under Scrutiny

This heightened vigilance is part of a broader effort by the government to tighten control over the benefits system. With significant public funds allocated to Universal Credit, ensuring fairness and accountability has become a top priority. While the measures aim to protect taxpayers and legitimate claimants, they also highlight the challenges of navigating an increasingly complex system.

Claimants are encouraged to seek assistance if they are unsure about their responsibilities. Resources are available through the DWP and third-party organisations to help individuals understand the reporting process and avoid costly mistakes.

By adhering to these requirements, claimants can ensure they continue receiving the support they need while maintaining compliance with government regulations.



# Welfare Rights Benefit Updates 2025

## Pension Age Disability Payment & Attendance Allowance

In Scotland, people getting Attendance Allowance in certain areas began to be automatically transferred to the new Pension Age Disability Payment, a benefit being run by Social Security Scotland. This transfer will happen automatically and the amount you receive and when it is paid will remain the same as your existing Attendance Allowance award.

You will receive a letter from Social Security Scotland advising when your entitlement will be transferred.



New claims for Pension Age Disability Payment are currently being piloted in various local authority areas around Scotland. Glasgow is not one of the pilot areas so anyone of state pension age in the area can continue to make a new claim for Attendance Allowance until the Pension Age Disability Payment is made available throughout Scotland from 22 April 2025.

## Winter Fuel Payment/Pension Age Winter Heating Payment

The Scottish Government is now responsible for the administration of the Winter Fuel Payment in this area however for this financial year 2024 - 2025 this will continue to be administered on the Scottish Government's behalf by the DWP. Entitlement this financial year is no longer available to everyone, you require to be in receipt of a qualifying benefit to get this payment. The qualifying benefits are Pension Credit, Universal Credit, Income Related ESA, Income Related JSA and Income Support. If you have not received a letter advising of your payment the deadline to make a claim for the 2024/25 Winter Fuel Payment is 31 March 2025.

The Social Justice Secretary for Scottish Parliament, Shirley-Anne Somerville, has recently announced all pensioners in Scotland will receive the Winter Fuel payment in the financial year 2025-2026. Pensioners will receive between £100-£300 depending on eligibility.

The deadline to pay voluntary National Insurance Contributions (NICs) for the contribution years 2006/7 to 2015/6, to increase New State Pension entitlement, is extended to 5 April 2025.

If you need any clarification or information on your own benefit entitlements, come and speak to our Welfare Benefit Advisor. You can do this by contacting the office on 0141 881 0595 or just pop in and we will be happy to arrange an appointment at a time and day suitable to you.

## Carers Allowance/ Carers Support Payment

Social Security Scotland is continuing to take responsibility for a number of benefits that are currently paid by DWP. In Scotland, the transfer of people from Carer's Allowance to Carer's Support Payment is expected to be complete by Spring 2025. This is being done automatically, and you will get a letter informing you of the change, you don't need to do anything.

## Benefit & National Minimum Wage Uprating - April 2025

Social security benefits will go up by 1.7%.

The earnings threshold for Carer's Allowance will increase from £151 to **£196**.

**The National Minimum Wage will increase by 6%:**

For people aged 21 and over it will rise to **£12.21 per hour**.

For 18 to 20 year-olds it will rise to **£10.00 per hour**.

For apprentices and those under 18 it will rise to **£6.40**.

## Planned Work

This year should see the replacement of bathroom suites in Elliston Crescent, Elliston Drive, Neilston Avenue, Ravenscraig Terrace, 2 - 24 Glenlora Drive, 150 - 158 Househillwood Road. Once we have appointed our contractor and have a programme in place, we will contact all tenants affected.

## Alterations

We have recently noted an increase in the number of tenants carrying out alterations without requesting permission from Rosehill.

Before carrying out any changes to your home (except decoration, carpet, lino) you must complete an alteration and improvements application form, these are available on our website and from our office. Then await written permission, if a request is urgent, please contact a member of the Technical Services Team once you have submitted your form.

Please note that structural changes are not permitted under any circumstances, this includes, removal of or alterations to internal walls and chimney breasts.

## Pend Door Renewal

We have recently completed 100 white composite front and rear pend doors at our terraced blocks in our original stock in keeping with new windows and doors. These were completed by CCG ensuring the levels of satisfaction were consistent. I am sure you will agree the difference this makes to our estate.



# Cyclical Maintenance

## External Painter work

This contract with J.S. McColl is progressing well and the properties that have been completed so far are looking great.

## Gutter Cleaning

We started year 3 of the current gutter cleaning contract in October 2024, managing to complete our Original Stock and SST Developments. We will continue from Mid-April in the following Developments:

### Househillwood:

New builds in Househillwood Road, Househillwood Crescent, Hartstone Road, Rosehill Court and Rosehill Crescent.

### Darvel Street:

Seamill Street, McCloy Gardens, Newmilns Street, Pinmore Street - please note that sections of Seamill Street and Pinmore Street are covered under different developments (all other properties in these streets have already been cleaned in the past 2 years)

### Glenmuir Estates (formally known as Barrat Flats):

This is the large development of flats in Ravenscraig Drive, Linnhead Drive, Househillmuir Road.

All developments will be complete Spring/Summer 2025. We will notify all tenants prior to their Development starting.

## Electrical Safety Inspections - EICR

As you will be aware, we are required to inspect the electrical wiring within your home every 5 years.

We are currently in the process of entering into a new 3-year contract for this service, we will notify you of the successful contractor in our next newsletter. In the meantime, we will continue to use our own electricians from Sight, Sound and Security Systems and C2C Electrical Services. We continue to stress the importance of allowing access for this work to be done when requested by our Technical Services Team to keep you and your family safe and reduce the risk of electrical fires within your home.



# 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 24, we resolved a total of **8 complaints**.

There were **6 frontline complaints** resolved during the period.

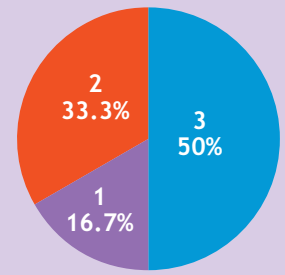
✓ 100% of these were responded to in full within the statutory timescale.

17% of these complaints were upheld.

**Average Time to Resolve Stage 1 Complaints - 3.83 Working Days**

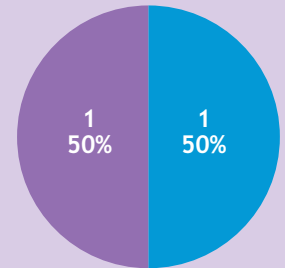
## Stage 1: Reason for Complaint

- Poor Customer Service
- Poor Contractor Service
- Disagreement with decision



## Stage 2: Reason for Complaint

- Disagreement with decision
- Poor Customer Service



There were **2 stage 2 complaints** resolved during the period.

✓ 50% of these were responded to in full within the statutory timescale.

33% of these complaints were upheld.

**Average Time to Resolve Stage 2 Complaints - 21 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.

25 questionnaires were returned in the period October to December 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
- ✓ 100% of tenants rated the contractors' workmanship as either Excellent or Good
- ✓ 95.45% 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:

- October 24 Elizabeth Norman
- November 24 Alan McDonald
- December 24 Alan John Kerr

Here are a few comments we received:

*"Prompt and professional repair."*

*"Thank you for the repair, it was done in 1 day."*

*"Contractor was here within 30mins, great service."*





## 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)

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)

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