

# Festive Greetings!

From all the Committee  
and Staff at Rosehill,  
we wish you all a happy, safe and  
healthy festive season.

Look out for our 2025 calendar  
which will be sent out shortly.

## Festive Season - Office Closure

Please note that our office will close at 2pm  
on Tuesday 24th December and will re-open  
on Monday 6th January 2025 at 9 am.

Please see page 13 for details  
of our emergency repairs service  
during the festive period.



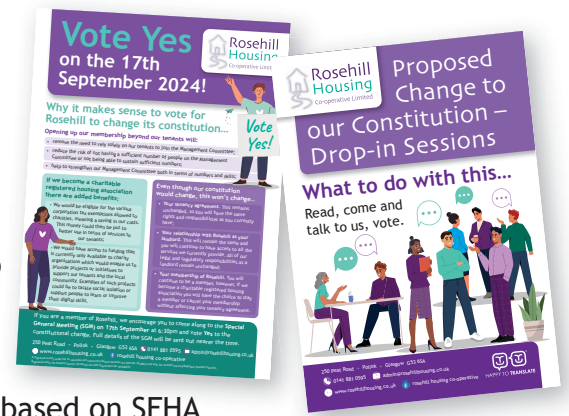
# SGM

This September in addition to holding our normal AGM we also held a SGM (Special General Meeting) at The Hall, Peat Road.

The SGM was held to enable Members to vote on our proposed constitutional change which involved the adoption of new rules (based on SFHA Charitable Model Rules (Scotland) 2020) and a name change to Rosehill Housing Association Limited.

Our Chair, Nicki Finlayson, explained that we had been engaging with our members about the proposed changes, over the last several months, starting with an information leaflet which was shared and posted out in April. She advised that as members were given various opportunities to ask questions or give their feedback on the proposal, the SGM was to facilitate a vote by ballot of the members.

For the resolutions for the new rules and name change to pass, three quarters of the votes at the SGM needed to be in favour. Our Chair was pleased to report that 88% of votes cast were in favour of the changes. She added that the final stages, for the changes to take effect, would now be carried out on our behalf by our solicitors, TC Young. The Chair then concluded the SGM by thanking those members present for attending and those who had submitted proxies, as this was an important meeting.



# Macmillan Coffee Morning

On the 12th of September we held a Macmillan Coffee Morning in order to help raise funds to support this irreplaceable charity that is used by thousands of cancer patients, their families and loved ones.

Staff bought and baked their way to raising a fantastic £275. Great teamwork Rosehill!! This money goes towards research, public campaigns, palliative care, support lines and cancer centres. Macmillan help everyone with cancer live life as

fully as they can and provide support in many forms. Please always be aware of symptoms of cancers and if in any doubt always get them checked by your G.P.





# AGM

Our AGM was held immediately after the SGM.

Nicki Finlayson, Chair, presented her report, as Chair, to Members which included a summary of our performance and activities over the last year. Members also heard from Aisha Sawar our Auditor from Chiene + Tait on our annual accounts and noted that Rosehill continues to be in a healthy financial position. Aisha then gave her Audit Report on Rosehill with Members noting it was positive.

The Members then approved the re-appointment of Chiene + Tait as our auditor for 2024/25.

Under the agenda item Election of Management Committee Members, those present noted the following:

Kerry Stevenson, Hugh McLatchie and Keiran Devaney had to retire in accordance with Rule 36 and each of them had confirmed they wished to stand for re-election. In addition, Karen Thomson is required to stand down under rule 36 as she was appointed by the Management Committee last year to fill a casual vacancy. Karen had confirmed she wished to stand for election.

However, our rules stipulate that a committee member who has served for a continuous period of 9 years or more and who is seeking re-election must be able to demonstrate their continued effectiveness.



The Management Committee must be satisfied of this and agree to permit him or her to stand again. Members noted that the 9 year rule applied to Kerry Stevenson and that having considered the matter, the Management Committee was satisfied of her continued effectiveness and therefore resolved to permit her to stand for re-election. This process ensures that committee members continue to demonstrate that they can properly fulfil their roles and act in the best interests of tenants and other service users.

Nicki Finlayson explained that as the number of Members seeking re-election and election was less than the number of vacancies, she was able to declare that all 4 Members were elected without the need for a vote. She thanked them all for

standing, reminding those present that Rosehill cannot exist without a Management Committee.

**Following conclusion of the formal business of the AGM, a prize raffle and bingo were held. The prizes were:**

## Prize Raffle:

- 1st Prize - £100 gift card  
*Ms Farrell, Glenlora Drive*
- 2nd Prize - £75 gift card  
*Mrs Bagley, Johnsburn Drive*
- 3rd Prize - £50 gift card  
*Mr McDonald, Peat Road*
- 4th Prize - £25 gift card  
*Ms McCarthy, Househillmuir Road*

## Bingo:

- Full House - £50 gift card  
*Mrs Howarth, McCloy Gardens*
- Double Line - Bottle of Wine  
*Mrs Howarth, McCloy Gardens*
- Single Line - Chocolates  
*Mrs McDonald, Elliston Drive*

# Being Assured

The delivery of our strategic objective “Achieve the highest standards in all that we do.” is supported by the use of Internal Audit to test our policies, processes and procedures to ensure that they are robust, effective and achieve necessary compliance with legal and regulatory requirements. It basically acts as a health check for what we are doing.

Our appointed Internal Auditor, Wylie+Bisset has carried out the first of two audits for the financial year 2024-25, which was about rent setting and affordability. They also did a follow up audit to ensure the recommendations from previous audits had been actioned.

We are pleased to report that we achieved a “Strong” level of assurance for the rent setting and affordability audit, which is the highest level of assurance that can be achieved. In addition, our Internal Auditor confirmed it was satisfied we had implemented most recommendations and were scheduled to implement the remaining recommendation in the next few months, from previous audits. Based on this we were awarded a “Strong” level of assurance for the follow up audit.

The previous audits related to Electrical Safety, our IT Systems and Damp & Mould.

Audit Area	Assurance Rating	Recommendations
Rent Setting and Affordability	Strong	2 x low recommendations

Area Audited	Recommendations	What we will do
<b>Rent Setting and Affordability</b>	<ol style="list-style-type: none"> <li>1. That Rosehill strengthen the consultation process by considering whether the provision of options is viable. This assessment should be completed at the beginning of the process. Thereafter, the Co-operative should ensure that decisions are appropriately documented and justifiable. Additionally, the Association distribute a survey to all tenants during the annual rent increase review.</li> <li>2. That the Association endeavour to collect current rental increase data from their local area and use this information as a benchmark during the annual review of rent.</li> </ol>	<p>An initial discussion will be held with the Management Team in early November re: potential to build-in increase options for 2025/26 for tenant consultation. This will further be discussed by Committee at its annual business planning event later in November, with a final decision reached at its November meeting.</p> <p>Then for future annual rent reviews, we will build-in the potential for rent increases options to put out for tenant consultation in the annual rent review processes.</p> <p>If the outcome is that meaningful rent increase options can be put out for consultation, a survey will be issued to all tenants.</p> <p>We will contact local RSLs for their current average weekly rents and if possible potential rent increases for 2025/26. We will also attempt to get current average weekly rents from other “local” RSLs.</p>

# Rosehill pays Tribute to 2 Founding Members

Sadly, in over a year we have lost 2 founding members of Rosehill, Agnes Kerr who passed away last year and Joan Brown who passed away in September 2024.

Agnes and Joan were two of the first Committee Members of Rosehill's Management Committee. They worked hard to ensure that Rosehill did its best for its tenants and as part of the Committee, overseen the delivery of a range of improvement works to the homes transferred to Rosehill in January 1988 from the then Glasgow District Council, with works completing in 1991. The end result was fully modernised homes, that were not only fit for living in, but that people wanted to live in and rents that were now value for money.

Agnes and Joan, along with the rest of the Committee had a vision that Rosehill should not only meet the needs of existing tenants/members but also future tenants/members which led Rosehill to embark on a programme of new build, with the first new homes being delivered in February 1995 at our Rosewood development. The Lindens development in Priesthill quickly followed later that year. That vision has now led to Rosehill having over 1000 homes.

Agnes and Joan believed in improving the lives of those living in the Rosehill area by ensuring our homes and the neighbourhood were places people wanted to live. Although both stepped down from the Committee a number of years ago, their contribution to the success of Rosehill has helped shape the organisation it is today. This is something both their families should be very proud of.



## We are now Rosehill Housing Association Limited

Following the successful outcome of the ballot at our Special General Meeting on 17th September, which saw 88% of votes cast being in favour of Rosehill adopting new rules and changing its name to Rosehill Housing Association Limited, we are pleased to announce that the Financial Conduct Authority has now approved and registered our new rules and our name change.

The Scottish Housing Regulator has confirmed it has received all the information it requires about our constitutional change. The Office of the Scottish Charity Regulator has recently confirmed that it was satisfied that we met the charity test and has now entered Rosehill in the Scottish Charity Register.



As we advised during the engagement process with our members/tenants, nothing changes on a day-to-day basis:

- The tenancy agreement remains unchanged, tenants will still have the same rights and responsibilities;
- The services we currently provide e.g. repairs service, remain the same;
- Our office will still be at 250 Peat Road;
- Our staff team remains the same;
- Tenants' membership of Rosehill will continue. (However, tenants will now have the choice to stay a member or cancel their membership without affecting their tenancy agreement);
- Existing members of the Management Committee will remain in their roles.



# Clean Up Initiatives



As Glasgow continues to have issues with litter in and around the city, now seems the right time to remind everyone that it does not just fall on Glasgow City Council (GCC) to keep our areas clean, we could all do a little bit to help keep our areas clean and tidy. If you would like to get involved and take on an active role within your community, the information below from GCC can tell you how to do so.

GCC deliver a range of initiatives which aim to clean up Glasgow making it a cleaner place for people to work, children to play and for everyone to visit.

The Neighbourhood Improvement and Enforcement Service (NIES) has an integral role in delivering our aims and objectives at a local level.

NIES works with individuals, residents' groups, schools and businesses, educating and encouraging them to take an active role in addressing local neighbourhood environmental issues.

From community clean-ups to open space enhancement, the service supports activities that, besides improving the environment, can help to reduce anti-social behaviour.

NIES Officers regularly visit schools and community groups around the city to talk about keeping Glasgow clean, as well as providing equipment and support for clean-ups.

A good example of how NIES can help stimulate community interest in cleaning a litter hotspot was the development of #givinganhour litter pick events which have been successfully delivered throughout the city.

If you would like to organise a cleanup in your area please complete Glasgow City Council's Service Request form at [www.glasgow.gov.uk/article/9690/Community-Group-Service-Request-Form](http://www.glasgow.gov.uk/article/9690/Community-Group-Service-Request-Form).

## Getting Involved

Whether you have already been involved in lots of litter picking activities or are thinking about becoming a volunteer, you can join the Neighbourhood improvement Volunteers.

Taking time to look after your Neighbourhood benefits the whole community and helps to create a brighter, cleaner and greener environment for everyone to enjoy.

It's up to you, litter picking can take place on an individual basis or as part of an organised group, business or school and here's how to go about it:

- If you want to volunteer on your own you can become a **Neighbourhood Improvement Volunteer (NIV)**, by carrying out a regular number of litter picks each month we will give you your own litter picking kit. Complete the **NIV Join up form** and they will be in touch.

- You can also organise your own group event, maybe with a group of friends by doing a one-off litter pick. You can borrow a kit from one of our growing number of Community Hubs or the NIES team can provide you with one.



## Community Hubs

The Community Hubs will support local communities to tackle local litter issues.

The hubs provide free kits containing litter pickers, disposable gloves, High visibility vests, bag hoops, refuse bags and a designated refuse uplift after your event. This would allow local business, groups and schools to easily access equipment and keep their neighbourhoods cleaner and safer.

Perhaps you'd prefer to join an established group or find out about a community hub in your area, contact Glasgow City Council by email at [CommsafetyNIES@glasgow.gov.uk](mailto:CommsafetyNIES@glasgow.gov.uk) and they will direct you to a group or hub in your area.

The locations of all the hubs and information on how to access the equipment can be found on an interactive map on the council's website at **Community Hub Locations** -

<https://glasgowgis.maps.arcgis.com/apps/webappviewer/index.html?id=e7df4372ad5e4f2a91e18279ffd40430>.



## Bulk

During recent estate inspections we have noticed a lot of bulk in the area. If you have bulk items you have to dispose of you can contact Glasgow City Council to remove these, however, this is a chargeable service.

You can make the request for bulk collection at <https://www.glasgow.gov.uk/bulkywaste>. Alternatively, you can use the Waste Recycling centres which are free of charge. Information on these can be found at <https://www.glasgow.gov.uk/hwrc>.

Some items you no longer want can be given to others. Many charities will collect unwanted items for free, an example the British Heart Foundation, collections can be arranged on Book a free furniture and electrical goods collection near me -<https://www.bhf.org.uk/shop/donating-goods/book-furniture-collection-near-me>

## Wheelie Bins

Over recent weeks we have noticed an increase in bins being left out or overflowing.

We are aware there has been some recent changes with regards to the bin collections and the introduction of new bins, including stickers to be placed on

each bin detailing what items can be placed in what bin.

If you did not receive these stickers you can request them at <https://glasgow.gov.uk/login?returnurl=https%3a%2f%2fglasgow.gov.uk%2farticle%2f8688%2fKerbside-Recycling-Change-Enquiry>

Please ensure that you have the correct stickers on the bins to ensure they are collected. Additionally, ensure you are putting your rubbish in the correct bins. If you are unsure of what items belong in certain bins you can check at <https://www.glasgow.gov.uk/article/4486/Residents-Bins>. If the incorrect items are put in the wrong bins, the bin will be tagged and you will be asked to remove the wrong items to then be put out for the next collection.



## Update from Sophie...

I would like to wish you all a Happy Christmas and New year when it comes. I would to thank you all for you hard work keeping your gardens and surrounding areas tidy and hope this continues into the New Year.

## Bin Stores

Recent inspections of the bins store areas at Ravenscraig Drive and Priesthill Road have highlighted that they are looking untidy and full of rubbish. If you could please be mindful and ensure all rubbish is in the correct bins and the bins lanes are clear to access in and out. Additionally, please ensure you utilise the weekly bulk collection service. It has been reported to Rosehill that there has been a lot of fly tipping in these areas. If you do see anyone doing this, please report this on the Glasgow City Council website at <https://www.glasgow.gov.uk/ECS>



## Update from Ruairidh...

### Galston Street and Maybole Street Open Spaces

I am pleased to say that there has been a decrease in the amount of fly tipping on both sites. The space on the corner of Galston Street/Seamill Street in particular has remained clear for the last few months. Unfortunately, there are still some instances of bin bags being dumped on the open space on Maybole Street. Anyone caught dumping on the site may be fined up to £500. I would urge any tenants with excess waste to please take this to the Shieldhall dump - free of charge. If you know someone responsible for fly tipping in the area, they can be reported via: <https://glasgow.gov.uk/article/5199/Report-an-Environmental-Crime>.

## Hurlet Tenements

### Bin Stores

I would like to thank the majority of tenants who do their bit to ensure that their bin stores are always tidy.

There are a handful of closes with reoccurring bin store issues. Due to the recent changes in how Glasgow City Council collect the bins, it's very important that items are disposed of correctly. The binmen will not pick up bin bags on the ground. Please report any missed bin collections to - <https://www.glasgow.gov.uk/missedbincollection>. If your bins are overflowing, please do not make piles of bin bags - these won't get collected and can attract vermin.

### Closes

I am pleased to see a lot of the closes being kept clean, with tenants taking their turn to clean the close. During weekly inspections, it has been recorded that there are a handful of closes where tenants are not taking their turn. Keeping the common areas clean and tidy is part of every tenant's tenancy agreement. Close cleaning rotas have been placed in all closes. I would also like to remind tenants that the back doors of the closes should be closed and locked.



# Rent first: don't start the New Year with money worries



The festive period can often be a challenging time of year for personal finances. Don't store up money worries for the New Year, stay on top of your essential bills during December, *make paying your rent a priority*. If you are paid early in December, you may wish to consider paying your rent earlier so that you have a better indication of what you have left to spend on Christmas.

Rent is due on or before the 28th of each month. Any payments received after the end of the month will be treated as late and may result in your rent account being flagged as in arrears. Enhanced monitoring of missed and underpaid payments during the festive period takes place early in the new year and you will be contacted if you have accrued arrears.

If you are struggling to make payment before the end of December, please contact the Income Team in advance.

If you have fallen into arrears, we would urge you to contact us as soon as possible, we will work with you to put in place an affordable and reasonable payment plan to clear your arrears.

The following payment methods are available to all 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:

Switch today! It's as easy as 1,2,3:



1. Get your bank account details handy
2. Call Michelle or Rhona on 0141 881 0595
3. We'll do the rest!

The last day available to set up a Direct Debit for your December payment is **Monday 9th December**.

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.

## Internet: Visit [www.allpayments.net](http://www.allpayments.net)

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 along with your debit card. This service is available 24 hours a day 7 days a week.

## Allpay Payment App

Debit card payments can be made at your convenience 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](http://www.allpayment.net/app) for more information.



# Gateway to Winter Fuel Payment

In our Autumn newsletter, we advised the Labour Government's announcement to means test the Winter Fuel Payment. Which means it will only be available to those in receipt of certain benefits. We would like to remind you and encourage you to come and speak to our Welfare Benefit Advisor who can carry out a benefit check and assist tenants to claim Pension Credit which, if eligible, gives them the Gateway to the Winter Fuel Payment.

# Bereavement Assistance

Most people at some point in their lives find themselves responsible for making the arrangements after the death of a relative or friend. It is a very difficult and worrying time.

The death of someone close to you can be very overwhelming, we will give you some practical advice to help you manage at this difficult time.

## Firstly, you need to Register the Death

### When do you need to register a death?

Deaths in Scotland must be registered within 8 days of the death.

### How to register deaths in Glasgow?

You can contact Glasgow Registrars:

- email: [genreg@glasgow.gov.uk](mailto:genreg@glasgow.gov.uk).
- phone: **0141 287 7654**. Monday to Friday, 9am to 3:30pm.
- [www.glasgow.gov.uk/Registrars](http://www.glasgow.gov.uk/Registrars)
- address: 45 John Street, Glasgow, G1 1JQ.

You will receive the following documents after the completion of the registration:

- An abbreviated Death Certificate, which is issued free of charge
- A Certificate of Registration of Death (Form 14) which will be required by the funeral director before any burial or cremation service. If the Funeral Undertaker's details are known at the time of the registration, this form is normally sent to them directly by email.
- **Tell us once** unique reference number, if you wish to utilise this service.

A full Death Certificate can be purchased for the statutory fee of £10.00 per copy.

Benefit payments will not automatically stop when someone dies. After registering the death, you will need to tell the government to stop their benefit payments. You also need to notify your landlord.

### Who notifies DWP when someone dies?

The DWP Bereavement Service allows you to report a death to the DWP in a single phone call, which will cover all the DWP benefits the person who died was getting.

Instead of notifying individual organisations such as DWP, passport office, SWD, DVLA etc you can go online at [www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once](http://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once) and complete the **Tell us once** application. For this you require the unique reference number given to you with the death certificate.

If you need any help applying for benefits, contact Parmjit our Welfare Benefits Advisor who can assist you.

Below are a couple of comments made by tenants that have used this service recently:

*"I have used the service provided by Rosehill housing for past few years. I have always found Parmjit to be very helpful, knowledgeable in helping my wife and myself with forms, benefits etc. I recently lost my wife and Parmjit came out to my home and gave valuable support. I cannot thank her enough, I wanted to leave feedback so others are aware to contact Parmjit, if you are not sure what you are entitled to, Parmjit will support you"*

*"Unfortunately I lost my husband on the 9th of August, at this time my whole world crumbled and I didn't know what way to turn. I contacted Pam at Rosehill housing to meet up and talk about this, during this time Pam was absolutely amazing, without her I really don't know where I would be. Pam made a number of phone calls and sorted all my money for myself. This caused me no stress and I was able to relax knowing that Pam had done this for me. This is for anyone who loses a partner or a family member and don't know what way to turn as I felt like there was no way out, but having someone like Pam at Rosehill really helped me. Pam is an amazing and understanding woman who does her all for the community and also Rosehill. I would like to say thank you again for all the help over this sad time"*

# 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.

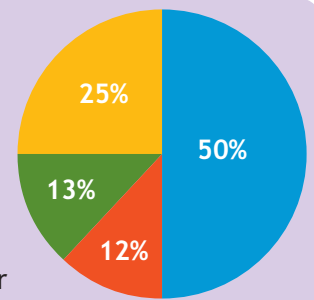
**88%** of these were responded to in full within the statutory timescale, one complaint did not meet the timescale due to issues making contact.

**13%** of these complaints were upheld.

**Average Time to Resolve Stage 1 Complaints - 3.75 Working Days**

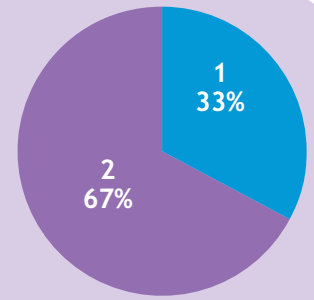
## Stage 1 Reason for Complaint

- Contractor Service
- Factoring
- Housing Application
- Maintenance - Other



## Stage 2 Reason for Complaint

- Customer Service
- Contractor Service



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 - 16 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.

44 questionnaires were returned in the period July to September 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
- ✓ **97.73%** of tenants rated the contractors' workmanship as either Excellent or Good
- ✓ **95.12%** 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:

- July 24 Helen Mo
- August 24 John Kerr
- September 24 Joseph Campbell

Here are a few comments we received:

*"Excellent contractor. Took time to find fault."*

*"Fast, clean and solid. Guy explained what was wrong and how to fix it, great job."*

*"No appointment arranged but repair dealt with very quickly. Very satisfied with work and prompt service".*





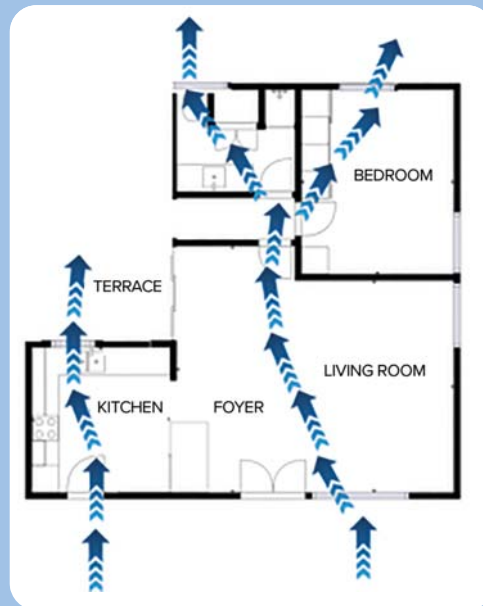
# Ways to prevent damp and mould



**Lüften** in the morning for a healthier home:

**‘Lüften’** is the German ritual you need to try this winter to prevent damp and create a healthier home.

Is airing your home a part of your morning cleaning power hour? Do you fling open the windows when you make the bed, or open the kitchen door while you’re eating breakfast? While letting in a breath of fresh air is something we might think about on a hot day, or if we’re troubled by mould, experts believe it’s a ritual that could do wonders for our health and the air quality in our homes.



There are two different types of *lüften*. *Stoßlüften* translates as ‘shock ventilation’ and means opening doors and windows to let in a rush of air. The general guidelines are to do it twice a day for 30 minutes in the summer, then reduce the time to 10-15 minutes in spring and autumn, **and just five minutes in the wintertime.**

You can combine *Stoßlüften* with *Querlüften*, which means opening the windows and doors on opposite sides of your home to create cross ventilation. This technique was recommended by the UK Government during the Covid pandemic, as research found that being in a room with fresh air can reduce the risk of infection from particles by over 70%. But blowing out the bugs with a blast of fresh air from outside can help prevent the spread of colds and flu, too.

*“Tiny particles of dust and dirt called particulate matter, which are released from open fires, log*

*burning stoves and cookers, can irritate the lungs, as can the chemicals found in sprays, aerosols and paint. Smoke, vapour, mould and damp are also harmful irritants, which is why it’s so important to keep your home or inside space well-ventilated, even in winter,”* explains Erika Radford, head of health advice at Asthma + Lung UK - <https://www.asthmaandlung.org.uk>.

*“Indoor air pollution affects everyone, but people with lung conditions like asthma and chronic obstructive pulmonary disease (COPD) are particularly at risk, as are children, because their lungs are smaller and still developing.”*

As a responsible social landlord, we must investigate cases of mould/dampness and quite often the findings of our investigations are actually due to condensation due to lack of ventilation.

The benefits of airing your home first thing in the morning delivers important benefits for sleep and health:

- **An infusion of fresh air:** Circulating fresh air through your home can improve the quality, creating an overall healthier environment for all.
- **Reducing odour and mould:** Stale indoor air often harbours unpleasant odours and mould. Lüften helps dissipate these odours, leaving your room smelling clean and fresh.
- **Enhancing breathing:** Clearing out allergens and irritants can improve breathing.

## Non-Emergency Repairs Service

As usual for the lead up to the Festive Period, we will be operating a reduced repairs service. If you have any routine repairs to report, please do so before Thursday 12th December 2024.

**\*\*IMPORTANT\*\*** Only emergency repairs will be carried out from 13th December, throughout the Festive Period until our return on Monday 6th January 2025.

## Reporting Emergency repairs during the Festive Period

During the Festive Period from 2pm on Tuesday 24th December 2024 and 9am on Monday 6th January 2025, please only report genuine emergency repairs via telephone to **0141 552 8647**.



## Alterations

We have recently seen a large volume of alterations being carried out within homes that have not been authorised by Rosehill.

We take this opportunity to remind you that as part of your tenancy agreement you must request permission by completing our alteration application form, this can be sent to you in the post, collected from our office or downloaded from our website.

Once you have returned your completed form, you will be notified of our decision in writing within 28 days, please do not carry out this alteration without Rosehill's permission.

## Stock Condition Surveys

An important part of our planning and investment programme revolves around the information we gather during our stock condition surveys.

This is a major exercise for our surveyors to visit all our properties and we carry this out over several years. Between now and the end of March we are aiming to visit approximately 300 homes to carry these surveys out. If your home has been selected to be surveyed, you will receive formal notification by letter. These survey visits should only take around 45 minutes to complete.

## Importance of reporting repairs

As your Landlord, Rosehill has an obligation to carry out repairs within your home.

In order for us to keep your home in a good state of repair we need you to report all repairs to us as they arise. Please do not wait until someone from Rosehill visits on another matter or you are speaking to a member of Rosehill staff on another matter to report repairs.

You can report emergency repair by telephone (during working hours) on **0141 881 0595** or **0141 552 8647** (out of normal working hours).

You can report non-emergency repairs by various methods, telephone or visit to our office, email to [admin@rosehillhousing.co.uk](mailto:admin@rosehillhousing.co.uk) or via our website.

# Tenant Health & Safety



To ensure ongoing safety to all our customers we carry out several vital checks regularly, we have highlighted a few that we are currently experiencing issues getting access for. Hopefully this information will empower you with the knowledge of what these checks are and encourage you to allow access when requested:

## Annual Gas Safety Check - Keeping you Safe

Under the Gas Safety (Installation and Use) Regulations 1998 we, as a landlord, are required to undertake the following:

- to ensure that the gas installation pipework, appliances and flues provided by us are maintained in a safe condition for you to use. This relates to the gas central heating and hot water systems and, if applicable, gas fires.
- to ensure that annual safety checks are carried out to appliances and flues.
- to ensure that maintenance and annual safety checks are carried out by a Gas Safe registered installer
- to issue you with a copy of the safety check (Landlord's Gas Safety Certificate) within 28 days of the check being completed
- to keep a record of each safety check for two years

We need your co-operation to give us access to your home so that we can carry out the annual gas safety check. If your home has gas central heating but no gas fire, the annual check will take approximately 30 minutes. It will take a little longer if you also have a gas fire, approximately 50 minutes.

To ensure that your heating is working properly and safely and to give you peace of mind only takes between 30-50 minutes once a year. Think about it!

## Fire Detection system testing for electric only properties

Most of our properties have a gas supply and the fire detection systems within these homes are tested at the annual gas service, However, we have a small number of properties that have no gas supply, and their source of energy is fully electric. We require access every year to carry out testing of these fire detection systems - smoke alarm and heat alarms. We will contact you in advance to make suitable arrangements. Please give access when requested.

## Gas Audits

As you will be aware as a landlord, we are legally required to carry out a service of Rosehill's gas appliances within your home every 12 months, this is done by our contractor City Technical.

As part of this process we employ an Independent Auditor, Argon Technical, to carry out audits on 10% of these services to ensure that we are receiving the best service and that City Technical gas engineers are carrying out the services accurately.

Following your annual gas service, you may receive a letter or a phone call from Argon Technical saying you have been selected for an audit, we would ask that you give access for this as it is extremely important. Please note that you can request times and dates alternative to those given in your letter by calling Argon Technical on **0141 473 3636** or calling our Technical Services Team on **0141 881 0595**.

## EICRS - Electrical Safety Inspections

As with the Gas Services, we are required to carry out a full inspection and test of the fixed electrical wiring within your home every 5 years. Our electricians carry out this work and you will be notified by us in advance to make arrangements to suit you. The inspection can take up to 3 hours (occasionally longer if faults are found) and they will need full access to all light fittings, sockets, etc, consumer unit (electrical board / box containing trip switches) - this is located next to your electricity meter. We ask that you allow suitable access when requested.



# Carbon monoxide poisoning

Carbon monoxide gas is colourless and does not smell, so you cannot tell if it is around you.

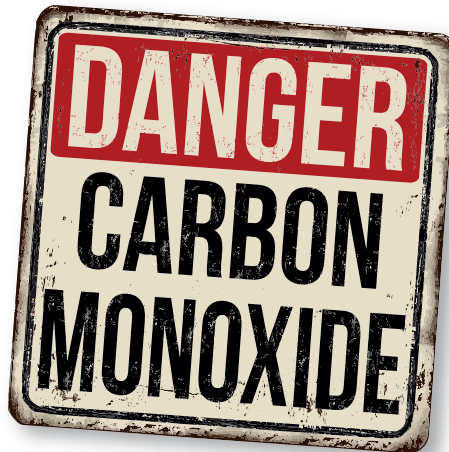
This is why your property is fitted with a carbon monoxide detector which you should test weekly.

If you do not know how to test your alarm please speak to a member of the Technical Services Team.

## Symptoms of carbon monoxide poisoning include:

- headache
- dizziness
- feeling sick or being sick
- feeling weak
- confusion
- chest and muscle pain
- shortness of breath

The symptoms may come and go. They may get worse when you spend time in an affected room or building and get better when you leave or go outside.



## Causes of carbon monoxide poisoning

Common household appliances used for heating and cooking can produce carbon monoxide if they are not installed properly, are faulty, or are poorly maintained.

## Appliances that can cause carbon monoxide include:

- gas boilers
- gas cookers and clay ovens
- gas or paraffin heaters
- wood, gas and coal fires
- portable generators

## What to do if you think you have carbon monoxide poisoning

If you think you might have carbon monoxide poisoning:

- stop using appliances you think might be making carbon monoxide (such as a boiler, cooker, or heater) if you can
- open any windows and doors to let fresh air in
- go outside
- get medical advice as soon as possible - do not go back into the affected building until you have advice.

**If you think a gas appliance is leaking carbon monoxide, call the free National Gas Helpline immediately on 0800 111 999.**

The service is open 24 hours a day, 7 days a week.

We recently had to attend a call from a tenant when their detector alerted them to the presence of Carbon Monoxide (CO). The gas network visited and were then followed by our engineer who attended the callout and was able to identify the source. The source was noodles with fermented vegetables bought online that were releasing the deadly gas. Had the detector not picked up the odourless gas there was a possibility that this could have resulted in harm or death to the occupants of this property. Please be careful what you purchase from the internet.



# Winter Protection for your home



If you are planning to be away from home during the Festive Period, please remember to take extra precautions to prevent fire and floods:

Leave keys with a family member, friend or neighbour and ask them to check on your home while you are away, make sure they have our emergency number in case of an emergency situation.

Leave heating on a low setting to prevent frozen pipes.

Inform Rosehill if you are planning on being away more than a couple of days and give us emergency contact information, in case any issues arise in your home.

Make sure your home is secure with windows closed and doors locked.

Unplug non-essential electrical appliances, including indoor and outdoor Christmas Lights.

## 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)