

homenews

a newsletter from ROSEHILL HOUSING CO-OPERATIVE LIMITED



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Community Fun Day

**FREE
EVENT**

As you will be aware, we re-introduced our community fun day last year. This event was as popular as ever and seems to grow each year, therefore, we will be holding the event again this year. The event will take place on **Thursday 8th August 2024** between 12.30pm and 4.30pm. As in previous years the event will be held at the junction of Priesthill Road and Peat Road heading towards Househillwood Road. The fun day is open to anyone living in the local area and is completely free.

We listened to the feedback we received after last year's event and where possible have included additional activities. However, it hasn't been possible to include everything that was requested. The key addition that attendees asked for was on-site toilet facilities, which we are happy to say have been sourced and will be available on the day.

There will be plenty of activities on offer including Bouncy castles, face painting, football darts, toddler station, selfie station, arts & crafts and a smoothie bike.

To ensure that the adults don't miss out there will also be head or shoulder massages and therapy sessions including file and polish for nails. This year we plan to have goody bags to hand out to the children as they pass through the gates. As we are taking a healthier approach to the day, fruit and water will be included in the goody bag.

The prize giving ceremony for the Annual Garden Competition will take place during the event.

We will be advertising this event on our website, Facebook page and by placing posters in local shop windows, so please keep an eye out for these and we hope that everyone will join us again this year for a day of fun and laughter.

Should you be travelling to this event by car, we ask that you respect the surrounding neighbours by not blocking access to driveways. This will help to ensure that everyone enjoys the event.

Annual Garden Competition 2024

It's time to look out your gloves and spades and add those special touches to your gardens. The judging of the competition will take place week commencing 8th July 2024.

There are three prizes for each category:

1st Prize	£125	B&Q voucher
2nd Prize	£100	B & Q voucher
3rd Prize	£75	B & Q voucher

In addition, all winners in each category will be presented with a trophy.

Prizes will be presented at the Rosehill Community Fun Day on Thursday 8th August 2024.

Categories

The main categories for Best Garden are "Well Established Gardens" and "New Gardens".

What category do you fall under?

Well Established Gardens

- Original ex-council properties
- Hurllet Tenements
- Priesthill Road/Ravenscraig Drive Tenements
- Second Stage Transfer Stock (4 in a block, Nitshill)
- Rosewood
- The Lindens
- Johnsburn
- New Hurllet
- Turnberryhill
- Rosehill Cottages
- Hurlethill
- Overtown Cottages
- Darvel Street
- Craigbank

New Gardens

- Househill



Criteria

The judges will take account of and award marks for design/layout of gardens, features and focal points, hard surface and enclosures and all year-round interest. If you would like to nominate your garden or someone else's then please do not hesitate to contact our office. Short-listed entrants who do not receive a main prize will be presented with a £20 gift voucher in recognition of their efforts.

Rules of the Competition

1. The competition is open to tenants only.
2. Committee members cannot be entered in the competition. However, close relatives of committee members can be entered in the competition.
3. All gardens will automatically be checked, but if you specifically want to draw our attention to your garden and have it entered in the competition then speak to Angela, Ruairidh or Sophie (Generic Section).
4. Back gardens can be entered.

If you do not want to take part in the garden competition please contact the office and let us know.

Rosehill Defibrillator is ready to serve the community

As we advised in the Autumn '23 newsletter we have installed an automatic defibrillator at our office. This can be used by members of the public or Medical Crews in the event of a medical emergency. The facts show that in event of a person suffering a sudden cardiac arrest, there is less than 10 minutes in which to help save their life through CPR and the use of a defibrillator. Therefore, the more that are available across the country for people to access may increase the chance to save someone's life. The defibrillator is located on the wall on the entrance to the staff car park as shown in the pictures.

We would like to thank our contractor at Sight and Sound who showed their community spirit by installing the defibrillator completely free of charge for the community.

If any tenant is interested in free professional training on the proper use of the defibrillator then you can let us know by calling the office to register your interest or drop us an email admin@rosehillhousing.co.uk



Garden Assistance

We currently operate a Garden Assistance Scheme to aid tenants who are medically unfit to maintain their gardens, through reasons of age-related problems, ill health or a disability and the tenants have no means of access to support from family or other relatives living with them or in the area. If you have a disability or serious medical condition which makes maintaining your garden difficult you may wish to consider applying for assistance.

Unfortunately, due to high demand, the Assisted Scheme is already full for the coming year. However, you can still apply and be put onto a waiting list until any vacant places become available, please contact Ruairidh or Sophie. Meanwhile you would still be responsible for the maintenance of your garden.



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. It basically acts as a health check for what we are doing.

Our appointed Internal Auditor, Wylie+Bisset carried out 2 main audits in March. They also did a follow up audit to ensure the recommendations from the previous year’s audits had been actioned.

The two main audits related to Governance and Tenant Safety which covered our management arrangements for gas safety, asbestos and damp and mould.

Audit Area	Assurance Rating	Recommendations
Governance	Strong	None
Tenant Safety	Substantial	3 - of which 2 are medium rated and 1 is low rated

We are pleased to report that we achieved a “Strong” level of assurance for the governance audit, which is the highest level of assurance that can be achieved. We achieved a “Substantial” level of assurance for tenant safety which is the second 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 two recommendations shortly, from last year’s audits. Based on this we were awarded a “Strong” level of assurance for the follow up audit. The previous audits related to Electrical Safety and our IT Systems.

Area Audited	Recommendations	What we will do
Tenant Safety	1. That Rosehill create a formalised Damp and Mould Policy alongside any required related procedures.	A draft Damp and Mould Policy has been developed. It has been provisionally approved by the Management Committee, subject to tenant consultation. Consultation will begin soon.
	2. That Rosehill monitors all properties on the Damp & Mould Register where damp & mould repairs have been completed and, complete a follow up (3-6 months) after the original issues have been repaired.	As part of the Policy, follow up visits will be included where a need has been identified. Some visits potentially result in no need to follow up and will be identified as such.
	3. All repair works regarding damp and mould are completed within the target 7 days. Where this is not achieved, the reasoning as to why should be understood and lessons learned should feed into continuous improvement.	We currently manage damp and mould cases as reactive repairs with a 7 day target. These are monitored by our normal response time processes but in some cases due to weather and the complex nature of the works (sometimes require visits by specialist consultants) these will be completed outside these times. In the case of complex repairs these will be recategorised as per our repairs procedures.

Rosehill Tenants' Voice

Rosehill Tenants' Voice (RTV) are a group of tenants who meet once a month to look at services we provide and express what they would like to see us do in the local area.

In the past year RTV have worked on the following:

- Updated the Lettable Standards Document - this is the standard that tenants should expect to receive their new property in.
- Reviewed paperwork for tenants signing up for a new home.
- Produced an information leaflet to be included in the sign-up process - this provides information on local schools, doctors surgeries, food pantries etc.



They are now currently looking at relaunching a Tenants' Handbook which will provide information on all areas of Rosehill and its services i.e. Rent, Repairs & Maintenance, how to make a complaint etc.

The group are looking to increase the number of tenants on the group to strengthen the work they do. Are you interested in having a say on the services provided by us? If so, we would like to hear from you.

You can contact our Housing Services Manager, Sharon Quinn for further information.

Eviction - Anti-Social Behaviour

In May of this year, Rosehill enforced a decree for eviction against a tenant for Anti-Social Behaviour. While we consider eviction to be a last resort, we feel it is necessary to act where there has been a serious breach of tenancy.

In this case, we received information that a household member of one of our tenants had been involved in an incident which resulted in them being arrested, convicted and given a liberation order for committing a crime within the locality of their tenancy.

We referred the matter to our partner agency Community Safety Glasgow and our solicitors who agreed the nature of the case merited that we had reasonable grounds to raise action against

the tenant under the streamlined eviction process which was introduced by the Housing (Scotland) 2014 Act.

The case was heard at court in February and the Sheriff granted Decree for Eviction against the tenant.

The eviction has taken place and was attended by Rosehill Staff and Sheriff Officers.

We understand this is not a pleasant article and we really would prefer not to have to report such stories. However, we feel it is necessary to highlight to you what we are doing behind the scenes to keep you and our Neighbourhoods safe and to send a message to make people think twice before engaging in behaviour that could impact on their tenancy.

Update from Ruairidh...

Fly Tipping & Bins

Unfortunately, there are still issues with fly tipping at the corner of Galston Street/Seamill Street.

I would ask that people refrain from dumping anything here as it is blocking access to lanes and causing damage to property. Bulk items attract vermin and make the area look bad. The site is regularly monitored, and I have also reported some tenants to Glasgow City Council who I suspect are responsible for part of the dumping. Glasgow City Council has the power to enforce fines for anyone found guilty of fly tipping. Please consider taking items to the dump for free, instead of dumping them in the community.

I would also urge anyone else with information about fly tipping to please report this to Glasgow City Council. The quickest way to do so is using their online form which can be found at www.glasgow.gov.uk/article/4250/Report-Environmental-Issues. Reports can also be made over the phone to 0141 287 1058. Please note the line is only open on Thursdays and Fridays from 1pm to 4pm.

To avoid bins not being collected due to contamination this summer, we need to make sure rubbish is disposed of in the correct bins. The most common contamination being noted on inspections is plastic/bin bags in the blue recycling bins. Tenants can also check their bin collection days by going to www.glasgow.gov.uk/forms/RefuseAndRecyclingWebApplication/AddressSearch.aspx and inputting their postcode.

Bulk & Gardens

For those of us having a clear out, I would like to encourage tenants to please make use of Glasgow City Council's uplift service for bulk waste collection.

The uplifts can be requested on the "Bulk Waste and Bin Collection" section of Glasgow City Council's website at www.glasgow.gov.uk. Alternatively, you can request an uplift on 0141 287 9700 between 9am and 3pm on Tuesdays and Wednesdays. After requesting an uplift, you should receive 2 text messages - one with payment confirmation and a reference number, and another with your scheduled collection date.

Please also consider donating or selling your unwanted goods - this may save you money and help someone else in need. Organisations like the Accord Hospice and British Heart Foundation can sometimes collect items free of charge too.

Now we are into the warmer weather, we all have a role to play in keeping our area clean and tidy. I will be out in the estate often this summer keeping on top of the gardens and would urge any tenants who are struggling with the upkeep of their garden to please get in touch to discuss any options available to them.

Hurlet Tenements

I am pleased to note that there has been a general improvement in dog fouling over the past couple months. I would like to thank tenants for their increased effort in keeping the area tidy.

Please continue respect your neighbours and clean up after your dogs.



Update from Sophie...

My name is Sophie Turnbull. I have recently been promoted from Customer Service Assistant to Housing Assistant and I am responsible for areas including Priesthill, Glenmuir Estate and Original stock. I will be out in the area on a regular basis so please feel free to stop me and introduce yourself.

Gardens

Most properties and areas are looking clean and tidy with only a small number of issues relating to untidy gardens. These will continue to be monitored on a regular basis.

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

During the growing season the open spaces are maintained on a regular basis by our Contractor, this work began in April and will continue until the end of the growing season, all open spaces are looking good.



Priesthill Tenements

There have been numerous issues with fly tipping at Priesthill Road tenements over the last few months. There is a weekly bulk uplift service in place for Rosehill tenants who live in these properties.

This service is not available to other residents, therefore, if you are aware of anyone dumping at the side of our properties, I would ask that you contact me to discuss your concerns in confidence.



Craigbank/ Househillwood & Priesthill

There are currently several properties with bulk located in the gardens. I do understand there is now a cost associated with having bulk items removed by Glasgow City Council and I appreciate financially this is difficult for some. Please remember that it is your responsibility to arrange an uplift of any large items that you may have in your garden by contacting Glasgow City Council by telephone on **0141 287 9700** to arrange a bulk uplift.

Annual Rent Increase

The Annual Rent Increase was applied to rent accounts on the 1st of April 2024.

If you receive **Housing Benefit** our Income Maximisation Section have already contacted Housing Benefit to let them know your new rent charge. You do not need to do anything.

If you get **Universal Credit** including the housing element, if you have not already done so, you need to update your journal. You need to tell them your new rent charge and that it is applicable from 1st April 2024. If you don't let the DWP know, your housing element is likely to be paid at last year's rate; this could lead to you having to meet the shortfall yourself. If you need help to do this, please contact our Income Maximisation Section.

Tenants who pay by Standing Order should by now have contacted their own bank to increase their payment. If you have not, we will write to you to let you know if you have an arrears balance.

If you currently pay by Direct Debit, staff have automatically amended your existing Direct Debit mandate.



Eviction - The Last Resort (Rent)

Rosehill recently had to enforce a decree for eviction against a tenant in respect of rent arrears. At the date of eviction, the tenant owed almost 9 months' rent. Rosehill's staff make every effort to work with tenants to assist with any problems with arrears. However, on occasion we are left with no option but to take legal action against those who persistently fail to pay their rent. We do not take the decision to request decree for eviction lightly and will only do so as a last resort.

If you are having any problems paying your rent, we would urge you not to ignore the matter and contact the Income Maximisation Section, who are there to help. In addition, you can speak to Parmjit our Welfare Rights Advisor; call our office and arrange an appointment.

If you have health issues and are unable to attend the office, Parmjit can arrange a convenient time to call to your home.

If you do not want to lose your home, please make sure you pay your rent. If you have any difficulties meeting this responsibility, please contact our Income Maximisation Staff immediately.



Switch to Direct Debit

Modern life is hectic - but paying your rent charge by Direct Debit can help. It takes away much of the hassle associated with paying bills and means that you can spend more time doing the things you want to.

Direct Debit is one of the safest and most convenient ways of paying your bills:

- Payments are made automatically, so bills are never forgotten and there's no risk of late payment charges
- Organisations using the Direct Debit Scheme have to pass a careful vetting process, and are closely monitored by the banking industry
- The Direct Debit Guarantee protects you and your money in the unlikely event that there is an error in the payment of a Direct Debit, for instance if a payment is collected on the incorrect date, or the wrong amount is collected.

You can choose a payment date to suit your needs, helping you easily schedule your bills. Payments can be made weekly, four weekly or monthly, allowing you a greater choice.

Direct Debit payments come with a guarantee. So, you're automatically protected by three important safeguards:

- An immediate money back guarantee from your bank or building society in the event of an error in the payment of your Direct Debit
- Advance notice if the date or amount changes
- The right to cancel at any time.



Rent Arrears

Our Income Maximisation Section have seen an increase in the total arrears. They are very much aware that some tenants are struggling with the increased fuel costs and cost of living and will work with you to help you through this period of difficulty.

We will carry out a benefit check, consider your income and expenditure and discuss an arrangement to allow you to pay off your arrears.

However, if you continue to allow your arrears to increase without agreeing an arrangement Rosehill may be left with no option but to begin legal action against you which could ultimately lead to you losing your home.

Please do not bury your head in the sand things will only get better if you deal with it as soon as possible.

Tenants express their satisfaction for new Windows & Doors

The 2nd year of our windows installation programme is well under way with our contractor CCG, the feedback from tenants so far has overwhelmingly been fantastic not only have you been pleased with the new windows and doors once installed but you have been delighted at the how the installation was carried out and the contractor's attitude and willingness to assist.

Rosehill are more than happy with not only the installation of the windows but also management of it by CCG and their site foreman David Strang and his assistant Robert McKitting. Their management of the install teams has been outstanding and how they have handled any issues arising, resolving them quickly and to the tenant's satisfaction.

Below are comments from tenants who have already had their windows installed and how pleased they were at not just the new windows themselves but how quickly they were installed, how little disturbance it was and the manner of the teams.

"I'm very pleased with my new windows and doors, install took just the morning to complete, the workmen were very helpful, couldn't have asked for nicer people to do the job."

Margaret McKee

"Team arrived early morning and finished install by lunchtime, there was absolutely no mess, just a bit of dust to be cleaned which is easy, windows are great and can feel the difference, overall, a brilliant job, very pleased."

Julie Harris

On completion of your install you will be given the opportunity to give us your feedback via a customer satisfaction survey this can be in paper format or text message, or send us an email requesting the link be emailed to you: admin@rosehillhousing.co.uk

We welcome all feedback from you whether good or bad as it helps us to look where we can make improvements in the service that we provide to our tenants.

If you have any questions or concerns about installation of your windows, then please contact the office and ask

to speak to our Community Engagement Officer Eddie McGlone who will be more than happy to help you. If you need any help completing one of our surveys Eddie is available to help you do this.

"I'm amazed at how quick a whole set of windows were fitted, so efficiently and with almost no mess, we now have no drafts, and they look absolutely amazing".

Catherine Laughlin

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 January to March 24, we resolved a total of 7 complaints.

There were **7 frontline complaints** resolved during the period.

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

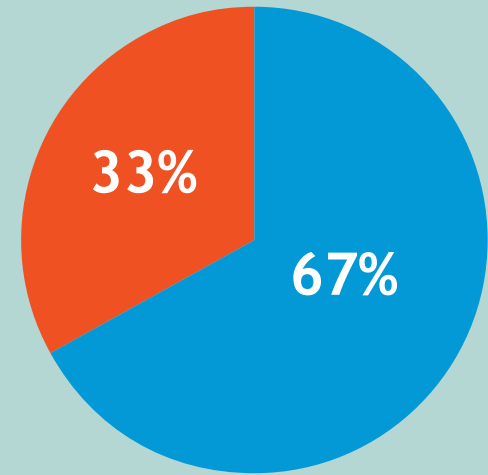
29% of these complaints were upheld.

Average Time to Resolve Stage 1 Complaints - 2.86 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.

Stage 1 - Reason for Complaints

- Customer Service
- Contractor Service



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.

28 questionnaires were returned in the period January to March 2024, listed below is a summary of the results:

- ✓ 100% of tenants are happy with the way Rosehill’s staff dealt with them and their repair
- ✓ 96.15% of tenants rated the contractors’ workmanship as either Excellent or Good
- ✓ 86.96% of tenants rated the contractors’ manner and attitude as either Excellent or Good
- ✓ 92.86% 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:

- January 24 Jeanette Lee
- February 24 Jessie Herrity
- March 24 Johan/Lynda McPherson

Here are a few comments we received:

“Particularly difficult problem and contractor went out of his way to fix it.”

“Polite & friendly.”

“Delighted with job.”





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**

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