



All the fun

of the

fair!

After the success of last year's community fun day, the Management Committee decided to have another one this year. The event, which was held on Thursday 8th August from 12:30 pm to 4:30 pm, was open to all those living in the local area and was absolutely free.

Continued on page 2...



All the fun of the fair!

Kerry Stevenson, our Chair, officially opened the event and thanked everyone for coming. She also thanked the following organisations for their support:

- The Barratt Trust
- CMS Windows

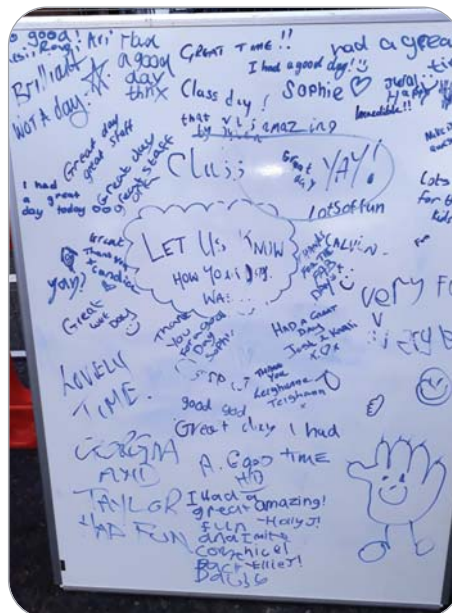
Nearly 1000 people came to join the fun! There were plenty of activities to keep the kids entertained including: bouncy castle, rodeo bull, selfie station, bhangra dancing, climbing wall, face painting, messy play, funfair

stalls, balloon art, competitions and games. The adults didn't miss out as there were head or shoulder massages and file and polish treatments for nails. If that wasn't enough everyone got a choice of candy floss or popcorn and tea, coffee, water, juice, fruit and sweets were available throughout the afternoon.

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

We are delighted that the community fun day was such a success and we have received so much positive feedback, however we do realise that many people had to queue to get in. This was due to restrictions on the number of people admitted due to the size of the area. We are currently looking for ways to allow for greater capacity for next year's event.

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



Summer may be over but it is still in the 90s at Rosehill!

This summer we commissioned Knowledge Partnership to carry out our 3 yearly large scale tenant satisfaction survey, which saw 50% of our tenants taking part. Thank you to all who took part, your views are invaluable to us. As part of the survey the Scottish Housing Regulator requires us to gather satisfaction levels on key aspects of our service.

The results are in and we are delighted to announce them as follows:

| Satisfaction Measure | Rosehill Results 2019 | Rosehill Results 2016 | Scottish RSL average 2017-18 (source ARC data - mixed methods) |
|---|-----------------------|-----------------------|--|
| Satisfaction with Rosehill Housing Co-operative's overall service | 94% | 94% | 91% |
| Satisfaction with being kept informed about services and decision | 98% | 95% | 93% |
| Satisfaction with opportunities to participate in decision making | 97% | 88% | 86% |
| Satisfaction with quality of home | 92% | 87% | 88% |
| Satisfaction with Rosehill Housing Co-operative's contribution to the management of the neighbourhood | 92% | 89% | 89% |
| Rating of rent as very good or fairly good value for money | 93% | 84% | 83% |

We are currently working through the results and any commentary received to identify any areas for improvement. To assist with setting up any improvement plan we would welcome input from you if you took part in the survey. Courtney, Community Engagement Officer will be looking for your input in the next month or so.

As a thank you to everyone who took part in the satisfaction survey, we held a prize draw for 5 x £25 giftcards. Alan Kennedy, Knowledge Partnership, did the draw for us and the winners are:

Miss Pender, Glenlora Drive • Ms Dowdall, Priesthill Road

Mr Giffen, Johnsburn Road • Ms Ferry, Overtown Ave

Mr Nealis and Ms Gaynor, Hartstone Terr

If you have not yet received your prize, this will be issued to you shortly. Congratulations to the winners and a big thank you again to everyone who took part.

Thinking of moving house?

Are you considering moving house? If so there are a few things that you need to do:

1. Provide us with 28 days' notice that you will be leaving (preferably in writing).
2. Arrange for a pre-termination inspection to be carried out by our Repairs Co-ordinator and Generic Housing Officer.
3. If you have carried out any alterations e.g. changed light fittings, you will be required to change these back to the original fittings.
4. You should report any repairs that have been outstanding and have them done.
5. Clear your home of all of your belongings including floorcoverings, then thoroughly clean your house.
6. Hand all keys into our office on the agreed date.

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.



The Regulator publishes Landlord Reports

All social rented landlords in Scotland have to provide the Regulator with a range of information on their performance against the standards and outcomes set out in the Scottish Social Housing Charter which was first launched in April 2012 and updated in 2017. These are the standards and outcomes that all social landlords should be aiming to achieve for their customers when performing their housing activities.



Scottish Housing Regulator

The Charter sets out the outcomes and standards that tenants can expect from Rosehill around the quality and value for money of the services that you receive, the standard of your homes, and the opportunities for communication and participation in the decisions that affect you.

At the end of August this year the Regulator produced its latest individual report for each landlord based on the performance information provided by landlords. The Regulator has published the performance information which it states tenants said were of most interest to them.

Our own Annual Performance Report

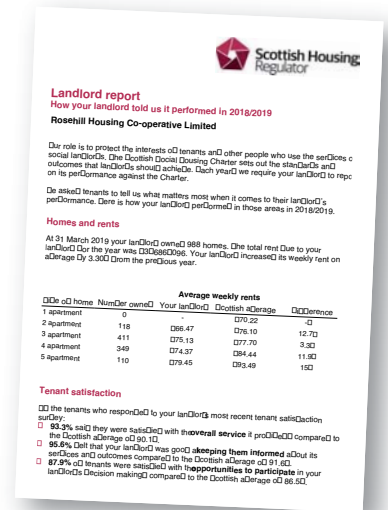
Following on from The Regulator's Landlord Report we are currently working on our own report which will be published at the end of October. We are working with a group of tenants to decide on the volume, content and format of the performance report to ensure it reflects what our tenants want to know and get information about.

We are delighted with our latest Landlord Report which compares our performance against the Scottish average. This shows that in all areas we are better than the average across all social rented landlords in Scotland.

If you would like a copy of this report you can do so in one of the following ways:

- Phone us on **0141 881 0595**, email us at admin@rosehillhousing.co.uk or pop into our office at 250 Peat Road to request a copy.
- Download the Report from our website www.rosehillhousing.co.uk
- Download the Report from the Regulator's website www.scottishhousingregulator.gov.uk

If you use the Regulator's website you will also be able to use its interactive comparison tool which allows you to compare our performance against other individual landlords. You will also be able to compare this year's and last year's results.



Modern Apprenticeships

You may have seen or heard some new faces/names at Rosehill recently, that's because two Modern Apprentices have just started.

Ainslie has joined the Customer Services Team and Matthew the Technical Services Team.

What is an apprenticeship?

Modern Apprenticeships help employers to develop their workforce by training new staff, enhance Scotland's work-based learning system and reduce youth unemployment.

For individuals, a Modern Apprenticeship is a job which lets them earn a wage and gain an industry-recognised qualification.

Best of luck to Ainslie and Matthew!

Christmas is coming (oh no it isn't...)

We are proud to be working with M and M Productions of Ayr again this year to bring the wonder of a Christmas Pantomime to Rosehill's youngsters.

M and M Productions are a team of touring, professional actors who bring theatre productions to Schools and communities.

Last year's panto went down really well with the young people who attended last year and we are hoping that this year's Panto, which is Aladdin will be even better.

There is nothing more magical than the look in a child's eyes at a Christmas Pantomime. This year Rosehill is proud to be staging its very own panto for Children 11 and under.

The panto is on Friday 20th December and will have two showings one at 2pm and one at 4.30pm at the hall on Peat Road. Admission will be on a first come first served and will be strictly ticket only due to health and safety restrictions. The children will need to be accompanied by a parent or responsible adult.

Requests for tickets must be made to the office no later than Monday 17th December... but remember it is first come first served... so the earlier the request is made the better.

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



Aladdin



Bursting with energy, magic and adventure, our Pantomime productions provide a colourful, musical and dynamic theatrical experience for the whole school; children & teachers alike.

These fun-filled, animated productions actively encourage audience participation, expertly combining the tradition of theatre pantomime with up to date and age appropriate humour, music and themes.

Wonderful costumes, superb scenery and magical special effects all combine to deliver an electric atmosphere and guarantee audiences a truly imaginative, enthralling journey into the enchanting world of Pantomime!

In this most well known and traditional of pantomime stories; the fun loving and streetwise Aladdin, along with his sidekick, the cheeky monkey, Abu, discovers the secret of an old oil lamp and, in releasing the larger than life Genie, tries to win the heart of the beautiful Princess Jasmine.

Featuring a flying carpet, life size camel, magic tricks and packed full of slapstick, excitement and toe-tapping musical numbers; this extravaganza is certain to have the whole audience cheering, booing and clapping along!









magicoftheatre.com



1st Prize Well Established Gardens • Ms Carney & Mr Caldwell

“Rosehill in bloom”

This year saw Rosehill hold its 23rd Annual Garden Competition and, like previous years, it was a huge success. The winners were announced during our community fun day on Thursday 8th August. As usual tenants appeared to pull out all the stops to produce some fabulous displays of colour in their gardens to win this year’s prizes. We would really like to express our thanks to all those tenants who spend hours in their gardens making sure they have neat lawns, tidy paths and bright colourful blooms. That is why we run this competition every year to reward those who do their best to brighten up the neighbourhood for all of us.

The difficult task of judging the competition this year went to Tam Ballentyne from our garden maintenance contractors, Tivoli Services. Tam said he was very pleased to be asked to judge the competition on behalf of Rosehill and commented as follows: *“The standard of gardens in the competition this year was exceptionally high and this made the task of deciding the winners even more difficult than it already was. It was apparent that a lot of time and effort has went into bringing the gardens up to the standard they were. Well done to everyone”*.



3rd Prize Well Established Gardens • Mrs Hyland



3rd Prize New Gardens • Mr Dempsey



1st Prize New Gardens • Mr & Mrs McCloskey

However, after much consideration a decision was made and the top three results for each category were as follows:

Again, we would like to take this opportunity to thank Tam Ballentyne for all his assistance with choosing the winners and runners up.

Best Garden “Well Established” Category

1st Prize Ms Carney & Mr Caldwell
Househillwood Road

2nd Prize Mrs Joyce • Peat Road

3rd Prize Mrs Hyland • Househillwood Road

Runners-up

Mr & Mrs Cochrane, Lunderston Drive

Mr & Mrs Kerr, Peat Road

Mr Shaw, Lunderston Drive

Mr Rashid, Peat Road

Mrs O’Rourke, Peat Road

Mrs Hamilton, Peat Road

Mr McCullagh, Househillmuir Road



2nd Prize Well Established Gardens • Mrs Joyce

Best Garden “Well Established” Category

1st Prize Mr & Mrs McCloskey • Pinmore St

2nd Prize Mrs Waddell • Rosehill Crescent

3rd Prize Mr Dempsey • Glentyan Place

Runners-up

Mrs O’Brien, Glentyan Drive

Mr Young, Elliston Crescent

Mrs MacLennan, Pinmore Street

Mrs Scotland, Pinmore Street

Ms McGoran, Rosehill Crescent

Ms McIntosh, Seamill Street

Mrs Larkins, Seamill Street



2nd Prize New Gardens • Mrs Waddell

Changes to Funeral Payment - Scotland

Funeral expenses can be quite a shock to anyone who's already having to deal with the death of a loved one.

But if you're on benefits such as **Universal Credit**, because you are unemployed or on a low income, it's even more of a challenge.

So how is it changing - and who is affected?

People in Scotland on Universal Credit and other eligible benefits will be able to get more help with the costs of funerals.

A new fund to help bereaved families on low incomes with funeral expenses will be administered by Social Security Scotland and starts on Monday, September 16.

You can apply for the new benefit by post, on the phone or online

The general flat-rate element of the benefit is expected to be £700 for most applicants.

Cold Weather Payment

A Cold Weather Payment is money to help with fuel costs during periods of very cold weather. The period of cold weather must cover seven consecutive days, between 1 November and 31 March, when the average temperature must be zero degrees Celsius or below.

You might qualify for a Cold Weather Payment if you are claiming

1. Pension Credit and do not live in a care home.
2. If you do not live in a care home and are claiming income-related Employment and Support Allowance or income-based jobseekers or Universal Credit as long as one of these statements also applies to you.
 - a) You get an extra amount in your benefit (a premium) for having a disability or if you are over state pension age
 - b) You have a child under five

Universal Credit

Changes to Universal Credit from October 2019

What does this actually mean for you?

When you claim Universal Credit, the Department for Work and Pensions (DWP) can reduce your personal allowance by a maximum of 40%. From our experience this is generally the amount they have taken from a claimant's personal allowance to repay things like advance payments, rent arrears or sanctions.

From October 2019, the maximum rate of which deductions can be made from Universal Credit, to repay an advance payment, will be reduced from 40% to 30% of the standard allowance of Universal Credit.

Is this good?

For some of you, this is good news as it means the DWP can take less of your benefits each month leaving you more money each month. However it will take longer to clear any debt or pay back an advance.



Affordable Warmth Dividend

The Affordable Warmth Dividend is a payment of £100 from Glasgow City Council to help you keep warm in winter.

To qualify you need to be 80 years of age or older on or before the 31st of March 2020 and a resident of Glasgow. If you qualified for Affordable Warmth Dividend last year, you don't need to do anything you will automatically receive a payment.

For those of you who turned 80 after the 31st of March 2019, it is very important that you don't miss out. If you are unsure if you qualify our Welfare Benefit Advisor Parmjit Purewal, can check for you. Parmjit can assist you with completing the application form, or alternatively send a copy in the post.

If you require a home visit due to ill health or mobility issues, telephone our office and we will arrange for Parmjit to call at a convenient time.

Warm Home Discount Scheme 2019 - 2020

Are you eligible for the one off discount of £140 from your electricity bill?

Don't miss out!!

You could get £140 off your electricity bill under the Warm Home Discount Scheme. The money is not paid to you - it's a one off discount on your electricity bill between September 2019 and March 2020.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity.

Are you eligible?

There are 2 ways to qualify for the Warm Home Discount Scheme:

1. You get the Guarantee Credit element of Pension Credit - known as the 'core group' or
2. You are on low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'.

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.

Pre-Pay or Pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

How to Apply

You'll receive a letter by the first week of December 2019, telling you how to get the discount if you qualify. Your letter will also give you date by which you need to contact the helpline to confirm your details.

Your electricity supplier will apply the discount to your bill by the end of March 2020.

If you're on low income

You may be able to apply directly to your electricity supplier for help if:

1. Your energy supplier is part of the scheme or
2. You are on low income or get certain means-tested benefits

To get the discount you'll need to stay with your supplier until it's paid.

When is it available?

The scheme opens for applications each year in September or October 2019 and runs until end of March 2020 the following year.

The GOV.UK website states that the 2019 to 2020 scheme will start on 14th October 2019.

For further information you can contact Warm Home Discount Team on 0800 731 0214 or speak to our Welfare Benefit Advisor Parmjit, call us on 0141 881 0595 for an appointment or pop into the 'Drop In' on Wednesday mornings between 9:30 to 12:30.

Winter Fuel Payment 2019

We can feel the change in the weather already, it has started to get colder. If you are worrying how to pay your gas and electricity bills in the coming months, we want to make sure we keep you updated regarding the Winter Fuel Payment.

If you are born before 5 April 1954 for winter 2019 to 2020 (dates change every year) you may be entitled to between £100 - £300 depending on your age and household.

For most claimants payment is made automatically. You should receive your payment by the 13th January 2020. If you qualify for a payment but do not receive it by this date, please contact us. If you're eligible but do not get it automatically, you will need to make a claim, our Welfare Benefit Advisor Parmjit can help you with this.

The deadline for claiming payments for winter 2019 to 2020 is 31 March 2020.

If you do not get your payment, call the office that pays your benefits - their details are on any letters they send you, or pop into our office and speak to Parmjit.

Any money you get will not affect your other benefits.

If you would like further information or advice on any income/benefit related topic, you can call our office to arrange an appointment with Parmjit, or come along to her "drop-in" service on a Wednesday morning.

An update from Angela...

Gardens

It is almost time to give your garden a final cut and relax until Springtime. I will continue to monitor garden areas over the coming months, therefore, please make sure that all gardens look tidy and there is no rubbish or bulk waste lying in the garden areas.



Dog Fouling

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

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



Abandoned Trolleys

Over the last couple of months I have noticed abandoned trolleys in the area. The trolleys are not only in the street but in tenants' gardens and at the side of the tenement closes in Priesthill. These trolleys should not be removed from the supermarket areas and should not be left in or around your garden. If it's been dumped there by someone else then please report this to Trolleywise, using the website below or download the Trolleywise app. If you are not able to report this yourself and you see a trolley lying in the street then give me a call on 0141 881 0595. The trolley wise website is www.trolleywise.co.uk



Priesthill Tenements & Backcourts

I have noticed an increase in the amount of bulk in the side lanes at Priesthill Rd tenements and believe there is some fly tipping going on in and around the area. If you are aware of who is responsible please contact Glasgow City Council's Public Health Department where staff will investigate and hold those responsible to account for this unacceptable behaviour. Fixed penalty notices of £200 may be issued for illegally dumping rubbish, i.e. fly-tipping. Major offenders may also be referred to the Procurator Fiscal.

Just to update you on the works within the lanes/stairways as advised in the last newsletter, I am awaiting a date from the Environmental Task Force and have been liaising with one of the Managers who has advised that due to a number of staff shortages he is unable to give me a specific timescale, however, he has reassured me that the works will get done at a later date.

Fire Detection Systems

You may be aware that following the tragedy of Grenfell in London, the Scottish Government has implemented new Fire Safety Legislation in Scotland, which came into effect in February 2019.

What it means for Rosehill and our tenants:

Rosehill

- We have 2 years to fully comply with the new legislation from February 2019 to February 2021. This will involve our contractor visiting most of our houses and upgrading existing alarms and in some cases, fitting additional new alarms.

Tenants

You will have your home upgraded to comply with the new legislation:

- Smoke alarms are required in all living rooms and halls - possibly in multiple locations dependant on the layout of your home.
- All kitchens will have heat detectors fitted (if you already have one fitted it will be upgraded).
- Dependent on the use of rooms and the layout of your home, there will be many variations of systems installed.

Our contractors will visit your home between October 2019 and February 2021 to carry out this work... But don't worry, you don't have to do anything except let them in.

Once installed the alarms will be linked to each other, so that in the event one alarm is activated, every alarm in the house will sound.

This ensures that no matter where in the house you are - you will hear the alarms sounding.

Further information will be issued to you prior to works commencing in your home.

Also - As you have at least one gas appliance (boiler) in your home you require a carbon monoxide alarm - you already have this fitted and it is serviced by our heating contractors every year along with your annual gas service of your boiler. If replacements/additions are required this will be carried out at the time of service. Dependant on the appliances within your home you may need additional carbon monoxide alarms fitted.

If you are concerned or just need a reassurance chat about your existing alarms, please contact Elaine Aitchison, Repairs Co-ordinator, who will be happy to help.

It's so important that you continue to test your smoke, heat and carbon monoxide alarms every week - any issues or concerns... call us.

Keep our drains free from blockages

We have seen a rise in the number of blocked toilets, baths, wash hand basins, kitchen sinks and main sewage lines. Unfortunately this

is mostly due to misuse of the drains by tenants which cause blockages.

Please see the diagrams which clearly show the types of items that should never be put down toilets and kitchen sinks. Smaller items such as excessive hair, cotton buds and plasters are often found in the waste pipe of baths and wash hand basins too.

Please do your bit to keep the wastes and drains free from blockages, your help is much appreciated.



Stay safe this Bonfire Night:

Bonfire Night is usually the busiest night of the year for Scotland's firefighters, with crews typically dealing with a 40% increase in calls.

BONFIRES ARE NOT ALLOWED AT ANY ROSEHILL PROPERTY

Bonfire Safety

NEVER drink alcohol if you are tending a bonfire or setting off fireworks.

Bonfires should comprise of untreated wood and paper-based materials only, to reduce harmful smoke.

Never throw fireworks, pressurised containers or sealed vessels on a bonfire.

Never use flammable liquids to ignite bonfires - use proprietary firelighters.

Smoke from bonfires must not pose a public nuisance or affect visibility on roads and sparks, embers or burning debris must not endanger property.

Never leave a burning or smouldering bonfire unsupervised. Make sure it is completely extinguished.

Firework Safety

DO NOT give sparklers to under-fives - and never hold a baby or child if you have a sparkler in your hand.

Show older children how to hold sparklers - away from the body at arm's length. Teach them not to wave them at other people or run while holding them.

Don't dress children in loose or flowing clothes that could catch light easily, and give them gloves when holding sparklers.

Steer clear of alcohol.

Plunge finished sparklers hot end down into a bucket of water straight away.

In an Emergency...

COOL the burn or scald with cold water for at least 10 minutes.

Cut around material sticking to the skin - don't pull it off. Don't touch the burn or burst any blisters.

Cover the burn with clean, non-fluffy material - clingfilm is ideal.

If clothing catches fire, get the person to stop, drop to the floor and roll them in heavy material like a curtain

Seek medical help immediately.





Recycling Centres

Do you have items to be thrown out? Did you know that as well as telephoning Glasgow City Council's Cleansing Department for a bulk uplift and waiting approximately 28 days for the items to be uplifted, you can take these to your local recycling centre free of charge?

The nearest Recycling Centre is at Shieldhall, Renfrew Road, Glasgow, G51. They are open 7 days a week from 8am to 8pm. Last entry to the centre is 7.45pm.

Planned Maintenance Coming Soon

Our next planned work will be commencing soon and this sees us embarking on the replacement of the radiators and associated pipework within our oldest properties within the Original Stock Area (Dunside Drive, Glenlora Drive, Glenlora Terrace, Glentyan Drive, Househillmuir Crescent and Road, Househillwood Road, Lunderston Drive, Overtown Avenue, Peat Road, Priesthill Road)

Preventing Legionella

Legionella bacteria occur naturally in locations such as rivers, lakes and reservoirs, but it may also be found in and around the home in:

- Domestic water systems
- Places where water droplets may be formed such as showers and taps
- Hose pipes

Legionella bacteria will thrive in any suitable water system. The temperature at which the bacteria will grow is between 20°C and 45°C. The risk of infection from exposure in domestic systems is very low but everyone should be aware of the risks and take the necessary steps to avoid being exposed to the bacteria in water droplets.

How to reduce the risk of legionella around the home:

- Disinfect and de-scale your shower head every three months using products like Milton or antibacterial disinfectants
- If you have a shower or water outlet you don't use regularly you should flush the system out once a week by running water through it for several minutes.
- If you don't use your shower for two weeks or more you should remove the shower head and let it run for two minutes. Disinfect the shower head before refitting it.
- If you have an external hose pipe you should flush this through every week and if they are not used for two weeks or more you should remove the nozzle or adjust it so it doesn't produce a spray and let the hose run for two minutes.
- Disinfect the nozzle before refitting it.



Further information can be found on the Health and Safety Website www.hse.gov.uk.



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 2019, we received a total of 12 complaints.

10 of these were classed as **Stage 1 - Frontline Resolution** and we aim to resolve these complaints within 5 working days or less.

| Category of Complaint | Complaint Subject | No. of Complaints | No. Upheld |
|-----------------------|-------------------------------------|-------------------|------------|
| Stage 1 | Garden Maintenance Service | 4 | 3 |
| | Open Space Maintenance | 1 | 1 |
| | Planned Maintenance - Windows/Doors | 5 | 4 |

Eight of these complaints were upheld and the complainants were given full apology and the issues taken up with the relevant contractor.

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



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

The remaining 2 complaints were classed as **Stage 2 - Investigation** and we aim to resolve these complaints within 20 working days or less.

| Category of Complaint | Complaint Subject | No. of Complaints | No. Upheld |
|-----------------------|---------------------------------|-------------------|------------|
| Stage 2 | Problem with Advice/Information | 1 | 0 |
| | Attitude and Conduct | 1 | 1 |

One of these complaints was upheld and the review of these complaints did not identify a need for any policy changes or training.



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

Halloween Cupcakes



Ingredients

- 100g butter, cubed
- 100g plain chocolate
- 100g golden caster sugar
- 1 egg
- ½ tsp vanilla extract
- 125g self-raising flour
- 250g white fondant icing
- 500g mixed pack coloured fondant

You will need:

- paper cases
- icing pens
- icing eyes

Method

1. Heat oven to 160C/140C fan/gas 3. Line a 12-hole cupcake tin with paper cases. Gently melt the butter, chocolate, sugar and 100ml hot water together in a large saucepan, stirring occasionally. Set aside to cool a little.
2. Stir the egg and vanilla into the chocolate mixture. Put the flour in a large mixing bowl, then add the chocolate mixture and stir until smooth. Divide the mixture evenly between the paper cases; they should be about three-quarters full. Bake on a low shelf in the oven for 20-22 mins. Press on the cupcakes to check if they're cooked; the tops should spring back. Remove from the oven and leave to cool.
3. Use the image above as a guide to decorating the cupcakes. Packet fondant can often be quite sticky; if yours is, pat walnut-sized lumps of fondant over the surface of each cake, rather than trying to roll it all out. Knead yellow and red fondant together to make orange icing. Make extra decorations, like hair and mouths, out of fondant and stick them on using a little water. Use the icing pens to draw lines in the fondant. Add icing eyes wherever you like.

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.

51 questionnaires were returned in the period April to June 2019, listed below is a summary of the results:

100% of tenants are happy with the way Rosehill's staff dealt with them and their repair

98% of tenants rated the contractors' workmanship as either Excellent or Good

100% of tenants rated the contractors' manner and attitude as either Excellent or Good

100% of tenants rated the overall repairs service as either Very Satisfied or Satisfied

This is an excellent result and we aim to maintain this high level of satisfaction throughout the year. Any negative comments received are always followed up.

Here are a few comments we received:

"I am pleased with all the work"

"very happy with engineer, he tried his best"

"very pleased, the repair was made very quickly"

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

April 19 Ms Ogilvie

May 19 Ms Pender

June 19 Ms Kennedy



Braving the Shave

for MacMillan Cancer Support

Brave Rosehill Housing tenants and their family members bid farewell to their lovely long locks in support of Caitlin O'Brien's (16) battle with Acute Myeloid Leukaemia.

Michelle and Robert Ross, Caitlin Handvidge, Jenna Handvidge and Sarah O'Brien had their heads shaved to raise funds for Macmillan Cancer Support. During the event Michelle and Robert Ross made cakes and encouraged donations.

Robert Ross said 'We decided to 'brave the shave' as soon as Caitlin was diagnosed. Her treatment meant she would lose her hair so we wanted to show her she wasn't alone in this fight. The support we have received has been overwhelming and we would like to whole heartedly thank everyone'

Everyone involved would also like to thank Christine from toptotoe salon for providing her services free of charge.

If you would like to donate please visit:

<https://bravetheshave.macmillan.org.uk/shavers/support-for-caitlin>

points of view



If you have any comments or suggestions to make about the newsletter or about the services we provide, we would like to hear from you. Please contact us using one of the following options:

By telephone 0141 881 0595

By email admin@rosehillhousing.co.uk

In writing Rosehill Housing Co-operative Limited
250 Peat Rd, Glasgow, G53 6SA

By using the feedback form on our website:
www.rosehillhousing.co.uk

Or why not call into the office and ask to speak to someone in our Housing Services Team.

Emergency Repairs

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