



# Garden Competition 2022

This year marks Rosehill’s 25th Annual Garden Competition and again there are some great prizes to be won. So, for all you green fingered enthusiasts it’s time to look out your gloves and spades and add those magical touches to your gardens. The judging of the competition will take place week commencing 25th July 2022.

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.

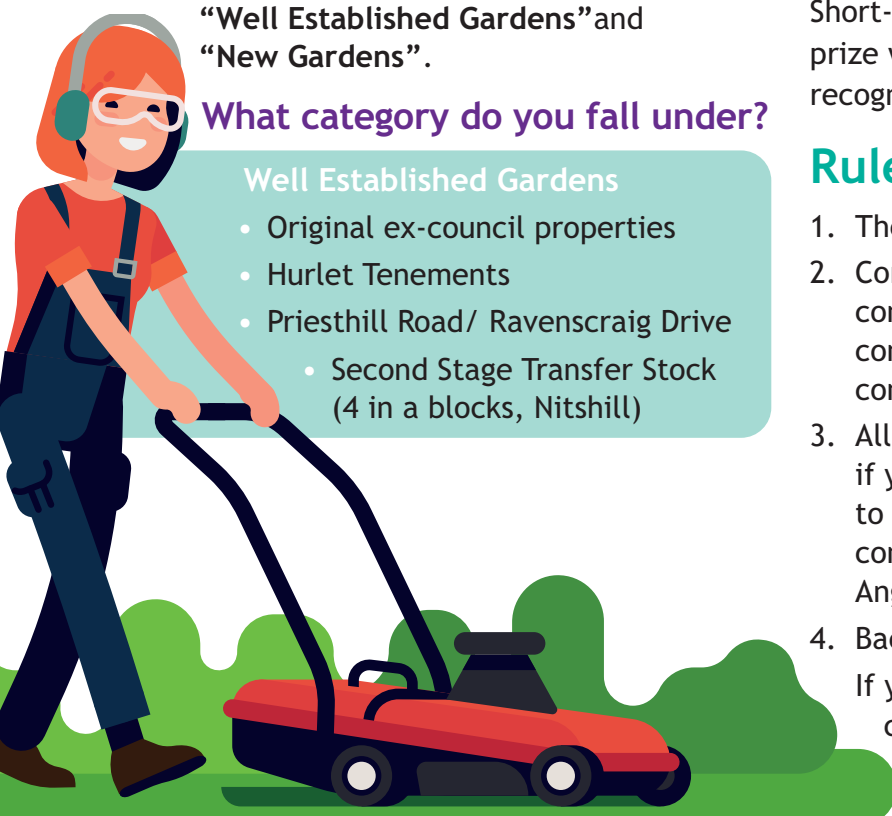
## Categories

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
  - Second Stage Transfer Stock (4 in a blocks, Nitshill)



#### New Gardens

- Rosewood
- The Lindens
- Johnsburn
- New Hurllet
- Rosehill Cottages
- Turnberryhill
- Hurlethill
- Overtown Cottages
- Darvel Street
- Craigbank
- 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 Fiona, Adam or Angela (Generic Team).
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.

## Tenants' Satisfaction Survey 2022

It is now time for us to carry out our Tenant Satisfaction Survey and we have commissioned Knowledge Partnership to carry this out on our behalf.

This is the same company that carried out our previous survey back in 2019. The aim of the survey is to hear your views on the services we provide and what we are good at as well as what we could improve on. Therefore, it is important that you participate if possible.

In the coming weeks, all tenants will receive a letter providing information about Knowledge Partnership and how they will conduct the survey. Their team of surveyors will then be out in the area between mid-July and end of August. They will of course have identification with them, and they don't intend to enter your home.

## Rosehill Tenants' Voice

Rosehill Tenants' Voice (RTV) was formed in January 2021. They were set up to carry out scrutiny activities which involves having an input into how our services are delivered to tenants and to express what they would like to see us do in the local area.

The group are looking to recruit additional members to

strengthen the values they believe in. They meet one afternoon each month via zoom, the day and time can be arranged to suit everyone involved.

**Are you interested in becoming a part of RTV?** If so, please contact Sharon Buchanan, Housing Services Manager on **0141 881 0595** or by email to **admin@rosehillhousing.co.uk**



## Staff Changes

**We are pleased to announce that there are some new staff at Rosehill...**

**Sophie Turnbull** - Sophie joined us in April as our Customer Services Assistant. She came from another Housing Association and the knowledge and experience she has obtained to date will be put to good use at Rosehill.

**Eddie McGlone** - Eddie also joined us in April as our temporary Tenant Liaison Officer. He provides advice and assistance to our tenants during planned maintenance works e.g. kitchen renewals. We have already received positive feedback from our tenants about the support Eddie has been providing.

**Fiona Jolly** - Fiona joined us in May as our Housing Officer within the Generic Sub-Team - Housing Services Team. She joined us from another Housing Association, where she worked for over 25 years; she brings a wealth of experience in housing management.



# Update on Adam and Angela's patches

The following is a reminder of what areas Adam and Angela cover:

## Adam's patch

Address	Number
Bankbrae Avenue	1 - 21
Galston Street	21 - 71
Glenlora Drive	3 - 7 & 237 - 279
Glentyan Drive	1 - 7 & 46a - 64b
Glentyan Place	1 - 41
Hartstone Road	2 - 12
Househillwood Road	230 - 244 & 271 - 277
Maybole Street	20 - 74
McCloy Gardens	1 - 23
Newmilns Street	1 - 27
Nitshill Road	192 - 254
Peat Road	96 - 104
Pinmore Place	1 - 45
Pinmore Street	39 - 121 & 124 - 134
Rosehill Crescent	1 - 17
Rosehill Court	1 - 7
Rosehill Drive	1 - 17
Rosehill Gate	1 - 7
Seamill Street	8 - 110
Seamill Path	1 - 7
Househillwood Road	74 - 92
Househillwood Crescent	1 - 25

## Angela's patch

Address	Number
Dunside Drive	15 - 21
Elliston Crescent	1 - 35
Elliston Drive	2 - 26
Glenlora Drive	2 - 167
Glenlora Terrace	5 - 12
Glentyan Drive	84 - 90
Hartstone Road	150
Househillmuir Road	164 - 332
Househillmuir Crescent	6
Househillwood Road	170 - 196 / 143 - 257
Johnsburn Drive	7 - 25
Johnsburn Road	1 - 44
Lunderston Close	1 - 7
Lunderston Drive	3 - 154
Lunderston Gardens	2 - 8
Neilston Avenue	2 - 8
Overtown Avenue	5 - 35
Peat Road	164 - 329
Priesthill Road	29 - 33
Priesthill Road (Tenements )	29 - 33
Ravenscraig Terrace	1 - 7
Ravenscraig Drive	36, 44 & 109 - 111



## Greater Pollok Local Development Framework

Glasgow City Council (GCC) is currently preparing a framework for development in Greater Pollok to provide a structure for future developments and change in the area.

The Greater Pollok Local Development Framework (LDF) will include developments such as housing, retail centres, employment areas, community facilities, transport infrastructure, roads, pavements and public spaces like parks and green spaces.

The Council welcome as many ideas and thoughts you have to help them shape the next 10 years of development in your area:

- How can we make it nicer to live in?
- How can local people move around more easily and safely?
- How can we enhance open spaces, improve wildlife and play areas?
- How can we help develop better quality local job opportunities?
- How do we improve Greater Pollok's town centres and the heart of its neighbourhoods?

More information and background can be found by visiting <https://greaterpollokldf.commonplace.is/>

The initial consultation ends at 4.00pm on 9th September 2022. GCC want to hear as many views as possible, so we'd urge you to comment and complete the survey.

## Handy Person Service - Do you need help carrying out minor household tasks?

We have teamed up with Southside Housing Association to provide a free (only cost will be for materials) handyperson service to our tenants where all members of the household are aged 65 & over or have a disability. The service provides practical assistance by carrying out small repairs and tasks around your home.

### What they can do:

- ✓ Hang curtains
- ✓ Change light bulbs
- ✓ Install wireless door bells
- ✓ Fit shelves, bannisters, towel rails
- ✓ Fit thresholds
- ✓ Supply and install key safes to allow easy access for family & carers
- ✓ Prepare the home for works such as central heating or medical equipment being delivered

### What they can't do:

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

Would this be useful to you? If you could benefit from this service, please contact Care and Repair on 0141 433 2749 for further information.



## Garden Maintenance Contract

Tenants may be aware that the current Grounds Maintenance Contract provided by Tivoli Group is not up to the normal standard Rosehill would like.

They have not got off to a good start to the grass cutting season and have failed to maintain the gardens, back courts and open spaces as per the programme of works.

This is far from ideal, and we are in discussion with Tivoli Group as to how this has impacted the tenants and how best to resolve this situation. We hope that they should be back on track in the coming weeks and apologise for any inconvenience that this has caused.

## Update from Angela...

### Common Areas, Tenements & Backcourts Closes

There have been several issues at 33 Priesthill Rd tenement block in relation to the back door being left unlocked and several repairs to the front door; please refrain from leaving the back door unlocked, this door must be locked at all times. There has also been some evidence to suggest there may be smoking going on inside the close, under no circumstances should anyone be

smoking inside the close, it is a potential fire hazard and can have devastating consequences. If you are aware of who is accessing the building and causing any damage or smoking within the building, please report this to me to investigate.

### Bin Stores

I am pleased to say that all bin stores are looking better than ever, thanks to everyone who took the time to make sure they were cleaned out, please keep up the good work in maintaining these areas.

### Craigbank/ Househillwood

In general, these areas are looking clean and tidy with only a small number of issues relating to untidy gardens.

I will continue to monitor these areas on a regular basis.

As we are now well into the growing season, and it is important that we work together to keep the area 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. While I do appreciate the weather has not been that great it is imperative that you keep on top of your garden works. Thank you to everyone who continues to do their bit in keeping their gardens and area up to a good standard.

### Bulk

Since Glasgow City Council have introduced a charge for the uplift of bulk items I have noticed bulk remains at a number of properties. If items are in good condition, Residents can use Zero Waste Scotland's National Re-use Tool and donate these items to charity.

Alternatively, Residents can dispose of items free of charge at Glasgow City Council's Household Waste Recycling Centres (HWRC) or can arrange a Bulky Waste collection.

Glasgow City Council offer a service for bulk uplifts from residents in main door properties and Residents can place a request by using the online form.

You can set up an online account using a single username and password to access a range of online Glasgow City Council Services. They will collect up to 10 standard items for £35. Large electrical items are charged at £35 each.

Payment can be made by credit or debit card. Following payment, you will receive an email acknowledgement and once your request has been processed you will receive notification of your Collection Date.

Please note as per your tenancy agreement the removal of all bulk items from your property belongs to the tenant and not Rosehill.

If there is anything you would like to discuss with me, please contact me on 0141 881 0595.



## Update from Adam...

# Community Led Action Group - Nitshill

I provided some information relating to the Community Action Group in the Spring newsletter. We are working towards a Fun day on the 13th of August to get the local community involved with taking an interest in the surrounding area. This will be a free event and will provide information to residents on improvements works that are planned in the area and give you a chance to have you say speaking directly with the local stakeholders in the area. It will also be a chance for local children to see what changes they can make to improve the area they live in.

If you feel strongly about your area and want to become involved in making it a clean, tidy and great place to live. Please contact me at the office or email [Adam.Hughes@Rosehillhousing.co.uk](mailto:Adam.Hughes@Rosehillhousing.co.uk) or 0141 881 0595.

### Current Local Project that needs your support:

## Nitshill Greenspace Garden - 111 Seamill Street

I reported in the Spring Newsletter about the Nitshill Green Space Garden run by Amy and Annabelle and other residents in Nitshill.

This project and the group still need your help to improve the area and raise awareness of what ordinary people can achieve if they work together. The group are only asking for people to help when they can, there are no expectations for volunteers to commit days or weeks of their time, only that they are able to help when possible. It is also a great time to get your children involved with the summer holidays now here.

You can check out the work they are doing you can contact them by:

Email: [nitshillgarden@outlook.com](mailto:nitshillgarden@outlook.com)

Facebook: Nitshill Greenspace Garden

## Hurlet Tenements

During my weekly inspection of some common areas of each building, I am noticing evidence of smoking within the common areas.

Smoking within an enclosed public space is illegal and carries a £50 on the spot fine. If you do not wish to smoke inside your own home then you must leave the close, ensuring you put the cigarette butts in the bin and not on the ground. This also includes any visitors you have coming and going from your property, you are responsible for their behaviour.

Any damaged caused by cigarettes being put out on the window ledges or frames in the close will lead to rechargeable repairs being raised to fix the damage.

We would like to remind residents that storing bulk items in the close for any amount of time is **very dangerous**. These items are either a fire or trip hazard and should not be stored in the common areas **at any time**. We will remove and dispose of items left in the common areas without notice.



# Gardens

I appreciate the weather has been a bit up and down this year with the odd dry spell followed by heavy rain. This makes maintaining your garden extra hard work, more cuts and trying your best to get it done when you can. I appreciate the effort most of you have made to keep on top of things. However, we do have the odd garden that is not being maintained as it should.

Every tenant signed a legally binding Scottish Secure Tenancy Agreement which sets out their obligations to maintain their gardens. Section 2: "Use of the Property and The Common Parts", sub section 2.12, which states:

*"If you have exclusive use of a garden attached to the house, you must take reasonable care to keep it from becoming overgrown, untidy or causing a nuisance (unless we have agreed to take care of it). If you fail to do this, we are entitled to decide exactly what work requires to be done so as to comply with this duty. Before making our decision, we will consult with you. Our decision will be binding on you. If you do not do the work contained in this paragraph, we may do it ourselves and charge you for it and you agree to pay such charges. This is in addition to any other legal remedies we may have. You must not remove, chop down or destroy any bushes, hedges or trees without our written permission unless you planted them."*



## Litter/fly tipping /Dog fouling - My Glasgow App

You can help to do your bit in keeping the area clean and tidy by picking up any litter in your garden and areas surrounding your property, including the outside perimeter of your garden. We are aware there are some issues with the litter accumulating on Glentyan Dr, Pinmore and Seamill Street parking bays and will continue to monitor and raise complaints with Glasgow City Council.

In the meantime, it would be extremely helpful if all residents could also raise a complaint for litter, fly tipping and dog fouling when they notice it by reporting issues to Glasgow City Council using the newly redesigned My Glasgow App; this will help in keeping our areas clean and tidy.

MyGlasgow is a mobile phone app that enables you to report issues to Glasgow City Council. You can attach photos, video or any other pinpoint the exact location via integration with Google Maps.

Once submitted your report is routed to Glasgow City Council for processing and allocation to the relevant Service Delivery Team.

The Council's Neighbourhood Coordinator has agreed to monitor the amount of issues raised and work to ensure that all the reports are dealt with as soon as possible.

## Annual Rent Increase

**Universal Credit:** Some of our tenants have not yet told Universal Credit that their rent increased on 1st April 2022. This means that the tenant is now liable to pay the difference, on average this is around £10 per month. If you need assistance on how to report a change to Universal Credit, please contact our Income Maximisation Team.

## Rent Arrears

**Are you experiencing difficulty in making your monthly rent payment?**

Our Income Maximisation Team 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 take **drastic** action.

# Welfare Rights Advice

Parmjit, our Welfare Rights Adviser (WRA) is available to offer free, impartial and confidential advice to our tenants or members of their household. She can assist you with:

- Mandatory reconsiderations, reviews, supersessions and appeals
- Financial health check
- Help to apply for benefits
- Liaise with benefit offices
- Assistance to make a claim for Universal Credit/Housing benefit claims
- Assistance to apply for clothing grants etc



Parmjit offers an appointment service. This service is available in our office at 250 Peat Road. However, if you are housebound, Parmjit can arrange a home visit. In addition, it is possible for a digital appointment via WhatsApp. Many of our tenants used this service whilst our office was closed due to coronavirus.

There are other agencies who can help if you need to discuss debt management these include:

Organisation	Telephone Number	Email address
<b>Pollok CAB</b>	0141 881 2462	admin5@gpollokcab.org.uk
<b>Govan Law Centre</b>	0141 440 2503	m@govanlc.com
<b>Legal Services Agency</b>	0141 353 3354 or 0800 316 8450	mail@lsa.org.uk
<b>Money Matters</b>	0141 445 5221	advice@moneymattersweb.co.uk

## Universal Credit: Managed Migration - Move to UC



Between May 2022 and 2024, the DWP is planning to move existing claimants of legacy benefits to UC through “managed migration”. You will be contacted by the DWP and told that your legacy benefits are ending and will be invited to apply for UC instead. If your UC is less than what you received under your previous legacy benefits, you will receive transitional protection to make up your UC to the level of your legacy benefits.

However, if you have a change in circumstances e.g. you change the number of hours you work which results in you applying for Universal Credit, you will not be entitled to transitional protection. Don’t lose out, contact Parmjit, our WRA, for advice.



# Rodents, Bees and Wasps

We have recently received a number of enquiries about services relating to rodents, bees and wasps.

Unfortunately, this isn't a service that is provided by us.

If you have to report any of these issues, you can do so by contacting Glasgow City Council - Pest Control on 0141 287 1059.

What do they cover:

- investigate and treat issues with mice when the pests occur indoors at domestic properties.
- investigate and treat issues with rats at domestic property either indoors or outdoors.
- liaise with property managers to resolve issues that cause the rodent infestation.
- collect stray dogs throughout the city.
- offer a non-refundable service for live wasps nests to residents in Glasgow between June and September (please note if an Officer inspection identifies bees they will not be treated and cannot refund this service). This service is chargeable at £102 including VAT. The exact location of the wasp byke must be known, visible, accessible and no more than 20 feet from the ground.



# 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.

23 questionnaires were returned in the period January to March 2022, 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
- ✓ 95% 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
- ✓ 95% 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:

*"Very pleased with outcome"*

*"Most grateful to Rosehill and the lovely ladies that answer the phone and who were very kind and helpful"*

*"Never had any complaints regarding repairs"*



# Complaints

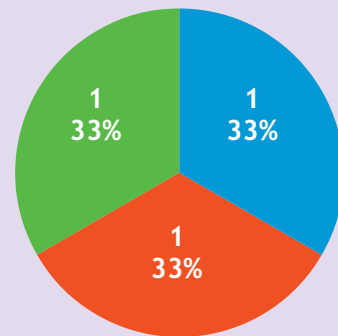
Rosehill values complaints and uses information from them to help improve our services.

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

## Stage 1 - Reason for Complaints

- Maintenance - other
- About a staff member
- Disagreement with decision



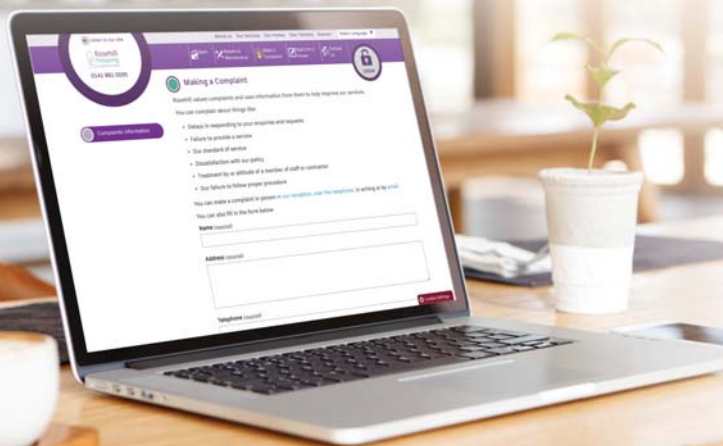
You can make a complaint in person at our reception, over the telephone, in writing or by email.

In the period January to March 2022, we resolved a total of 3 complaints.

All of these were classed as **Stage 1 - Frontline Resolution** and we aim to resolve these complaints within 5 working days or less. 2 of these complaints were upheld.

**Average Time to Resolve Stage 1 Complaints 4 Working Days**

The review of these complaints did not identify a need for any policy changes or staff training. Staff were reminded of customer service standards.



## REPAIRS AND MAINTENANCE

# 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 October we are aiming to visit approximately 200 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.



## Save Time Go Online

Save Time Go Online is a campaign to raise awareness of Glasgow City Council's online services. These services are available 24/7 and you will receive email updates on the progress of your requests.



MyGlasgow app is an app to make it easier to report issues like potholes, graffiti, broken streetlights, dog fouling or requesting a bulky waste collection. The app uses GPS technology to pinpoint the location, making it easier to find and fix it. You can also add photographs and video footage to the reports providing extra detail which will help the Council handle the matters quickly and efficiently. The app can be downloaded onto your smart device from your app store.

## Satisfaction Survey

Providing a good service to our factored owners and other service users is very important to us. We value your feedback on the services we provide to you and use this information to shape and improve our services.

Satisfaction surveys help us gain valuable feedback from you the customer. They help us to determine areas of improvements, as well as letting us know what we are doing well. Most importantly satisfaction surveys help us to deliver the best customer experience.

Rosehill will be carrying out a factoring satisfaction survey over the next few months. We would appreciate you taking the time to complete and return the survey. We welcome your feedback, suggestions for improvement or compliments at any time and you don't have to wait until the survey to have your say. Please feel free to contact Jacqueline, the Factoring Coordinator, on 07932 650 156 or email [factoring@rosehillhousing.co.uk](mailto:factoring@rosehillhousing.co.uk)



## Under One Roof

Under One Roof is a website that provides impartial advice on repairs and maintenance for flat owners in Scotland.

Under One Roof was set up in 2015 to help homeowners who live in flats or other developments understand their rights and responsibilities with common/shared facilities.

You can access the website at [www.underoneroof.scot](http://www.underoneroof.scot)

## Keep us up to date with changes

Let us know if you move home, are selling, have a new contact number or would prefer contact by email or text. We need this to ensure that we hold up to date information for correspondence or if we need to contact you about your property. To check or update your details please contact Jacqueline, the Factoring Coordinator, on 07932 650 156 or email by [factoring@rosehillhousing.co.uk](mailto:factoring@rosehillhousing.co.uk)



## 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 05953

email [admin@rosehillhousing.co.uk](mailto:admin@rosehillhousing.co.uk) • website [www.rosehillhousing.co.uk](http://www.rosehillhousing.co.uk)