



# Business Plan 2021 – 2026: Key Priorities for 2022/23

## Consultation Leaflet

## Introduction

Last Autumn we launched our new 5 Year Business Plan (2021 -2026) following consultation with our tenants and other stakeholders about what our priorities should be for the next 5 years. The outcome of the consultation was that most respondents (most of whom were our tenants) supported our plans.

The key priorities we identified, are linked to our 7 Strategic Objectives:

1. Provide high quality affordable homes
2. Engage effectively with our tenants and service users
3. Deliver value for money
4. Be innovative and risk aware
5. Build and contribute to effective partnerships
6. Use resources efficiently and effectively
7. Achieve the highest standards in all that we do

We have almost completed the first year of our Business Plan and are now seeking your views on our proposed priorities for Year 2 (October 2022 to September 2023). We are keen to hear your views and suggestions and would ask that you complete the accompanying survey.

## Current Position

We are in the final quarter of the first year of delivering our new 5 Year Business Plan. The following information is a summary of where we are at with some of our main priorities for Year 1. We will publish the key results of the first year's plan in our Winter Newsletter.

Whilst we are striving to deliver our priorities for Year 1, we have encountered some issues. Likely to be a combination of Covid-19 and Brexit, we are seeing some disruption to the supply chain relating to labour and materials for day-to-day maintenance, cyclical, and planned maintenance works. A consequence of which is rising costs which is compounded by the rising fuel and energy costs. Businesses are looking to pass the increase in costs onto their customers and we are all experiencing this with utility companies and the increase in prices for food and other products. Rosehill is not immune to this, and we are seeing an increase in the cost of delivering services to our tenants and carrying out various maintenance works to their homes.

Despite these challenges we have largely been able to continue to roll out our planned maintenance works to some of our older new builds which involves the renewal of kitchens and boilers. Unfortunately, we had to stop the radiator replacement contract (to the homes within our original stock) due to the contractor experiencing rising costs. Whilst we would rather not pause any works to our homes, it is important that we achieve best value where possible and as such the contract is currently back out for tender.

We successfully completed the fire safety works to tenants' homes which included installing interlinked smoke alarms. This work was a legal requirement and the

Scottish Government set a deadline of 1<sup>st</sup> February 2022 to complete it. Most of our homes required this work, which was carried out by the deadline.

The lack of available labour is also having a negative impact on our ground maintenance and garden assistance service. Our contractor is facing significant issues in recruiting and retaining a workforce to provide this service. We are aware of the issues that this is causing in terms of the quality of the service and continue to work with our contractor to find a suitable solution.

We are currently developing our Digital Strategy which will go live in late Autumn (Year 2 of our Business Plan). In terms of service provision, we are fully aware of the importance of building our digital platform to provide greater access, flexibility, and convenience for our tenants. However, we are equally aware of the importance of providing services to all our tenants, some of whom are unable to or do not wish to engage digitally. Therefore, we will continue to provide more traditional ways of delivering our services to ensure that “no-one is left behind”. A key element of our Digital Strategy is to tackle digital exclusion to ensure that those who want to engage digitally can do so. We will publish our Digital Strategy later this year.

We also continue to work closely with key personnel within Glasgow City Council to tackle local environmental issues. We ensure we are represented at local and citywide environmental planning meetings, so that we can raise awareness of the issues that are happening in our neighbourhood and lend a voice to our tenants’ concerns.

We continue to support our tenants, who are facing financial difficulties, through our Welfare Advice Service. A number of our tenants have benefited from receiving support and advice and ensuring they are receiving all the benefits they are entitled to. Applying for Universal Credit and other benefits for the first time can be a daunting experience. Therefore, it is crucial that our tenants have access to advice and support services to help them navigate the benefit system.

## Priorities for Year 2 – October 2022 to September 2023

Our Management Committee and Management Team held its annual business planning event in early Summer to consider a number of matters including:

- Where we were at with achieving our priorities for Year 1;
- The challenges facing Rosehill and the Social Rented Sector;
- Understanding the local and wider context that we operate within.

Taking account of the above, the proposed priorities for Year 2 were identified. The next stage, before the priorities are finalised, is to seek your feedback. Your views and suggestions are invaluable to us and having your say can help shape what Rosehill does.

## Consultation

### Online survey

If you have a smart device (e.g. a phone or tablet) and have provided us with your mobile number and/or email address, you will receive links to this consultation document and the survey. Please complete the survey by the undernoted deadline.

### Paper Survey

If we do not hold a mobile phone number (must be a smart phone) or email address for you, you will receive a paper copy of this consultation document and the survey. Please complete the survey by the undernoted deadline and return to us in one of the following ways:

- Putting it through our office letter box – 250 Peat Road or,
- Post it back to us at:     Rosehill Housing Co-operative Limited  
  250 Peat Road, Glasgow, G53 6SA

You will have the opportunity to add comments or make suggestions within the survey. If you provide any information you wish to be treated as confidential, then please mark the envelope “Private and Confidential” and “For the attention of the Director”.

If you do have a smart phone or have an email address and would now like to share this with us, please contact Kelly or Sophie in our Customer Services Team, who will update our records.

Whether you are completing the form online or as a paper copy you have the choice of submitting it anonymously. However, we would encourage you to add your name and address in the last section of the survey. This would enable us to reach out to you, if needed, to discuss any specific matters you may raise in your survey. In addition, if you want to be included in the prize draw (please see details below) you will need to provide your name and address at the end of the survey.

## Thank You!

As a thank you, if you complete and return the survey your name will be entered into a prize draw for the chance of winning one of six £25 gift cards.

**The deadline for submitting your response is 4:00 pm on Monday, 22<sup>nd</sup> August 2022.**

Business Plan 2021-2026 - Year 2 Priorities: Consultation

Welcome to Rosehill's Survey

**Thank you for taking part in our survey. Your feedback is important to us.**

**The deadline for submitting your feedback is 4 pm on Monday 22nd August 2022.**

## Business Plan 2021-2026 - Year 2 Priorities: Consultation

### Strategic Objectives 1 and 3

**Provide high quality affordable homes.**

**Deliver value for money.**

#### **To deliver these objectives we will:**

- **Get our planned maintenance programme back on track with delivery of radiator replacement to Original Stock, external doors to The Lindens, external doors and windows to Rosewood and Johnsburn;**
- **Continue to roll out our planned maintenance programme with delivery of external doors and windows to Priesthill Tenements and New Hurllet, bathrooms to Rosewood and The Lindens;**
- **Continue to roll out our cyclical programme covering gas, carbon monoxide, smoke detector, roof anchor bolt and electrical safety checks along with external painterwork, gutter cleaning and open space maintenance;**
- **Explore / seek funding to support net zero heat achievement e.g. changing the type of heating systems we use in our homes;**
- **Look to increase the number of our homes through new build and individual acquisitions where possible e.g. acquisition of the former Gowanbank School site and increasing ownership at the Glenmuir Estate to 25.**

1. To what extent do you agree with the type of activities we are planning to do?

Strongly Agree

Disagree

Agree

Strongly Disagree

Neither agree nor disagree

If your answer is disagree or strongly disagree, it would be helpful if you could explain.

2. Are there any other activities you think we should be doing in relation to maintaining and improving our homes and, delivering value for money?

- Yes
- No
- Don't know

If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

## Business Plan 2021-2026 - Year 2 Priorities: Consultation

### Strategic Objective 2

#### **Engage effectively with our tenants and service users.**

#### **To deliver this objective we will:**

- **Develop enhanced methods of rent consultation for 2023 proposed increase;**
- **Re-establish our Scrutiny Group; recruit tenant members to ensure a minimum membership of 8;**
- **commission specialist support;**
- **Develop more inter-active consultation methods;**
- **Increase Rosehill's visibility in communities;**
- **Re-start social activities (pantomime, etc.);**
- **Trial late night opening of the office. Review the number of days the office is opened;**
- **Review and develop how we deliver customer service to our tenants (communication, response times etc).**

3. To what extent do you agree with the types of activities we are planning to do?

- Strongly agree  Disagree
- Agree  Strongly disagree
- Neither agree nor disagree

If your answer is disagree or strongly disagree, it would be helpful if you could explain.

4. Are there any other activities you think we should be doing in relation to tenant engagement?

- Yes
- No
- Don't know

If your answer is Yes, please provide your suggestions. It would also be helpful if you could explain why we should do these?



## Business Plan 2021-2026 - Year 2 Priorities: Consultation

### Strategic Objective 4

#### Be innovative and risk aware

#### To deliver this objective we will:

- **Roll out our Digital Strategy - ensure no one is left behind;**
- **Seek / promote funding for tenants to support digital access;**
- **Develop our digital platform;**
- **Launch 'Near Me' platform to support virtual contact with tenants;**
- **Establish and promote Tenant Net App.**

5. To what extent do you agree with the types of activities we are planning to do?

Strongly agree

Disagree

Agree

Strongly disagree

Neither agree nor disagree

If your answer is disagree or strongly disagree, it would be helpful if you could explain.

6. Are there any other activities you think we should be doing in relation to innovation in terms of service delivery or other activities?

Yes

No

Don't know

If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

## Business Plan 2021-2026 - Year 2 Priorities: Consultation

### Strategic Objective 5

#### **Build and contribute to effective partnerships.**

#### **To deliver this objective we will:**

- **Promote partnership working: Ensure Rosehill continues to work with other agencies for the benefit of our customers;**
- **Raise Rosehill's profile as a respected / recognised community partner;**
- **Work in partnership with local and national organisations to minimise fuel poverty;**
- **Look to access initiatives to support any tenant experiencing difficulty paying their energy costs.**

7. To what extent do you agree with the type of activities we are planning to do?

- |   |  |
|---|--|
| <input type="checkbox"/> Strongly agree             | <input type="checkbox"/> Disagree          |
| <input type="checkbox"/> Agree                      | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree |  |

If your answer is disagree or strongly disagree, it would be helpful if you could explain.

8. Are there any other activities you think we should be doing in relation to partnership working?

- Yes
- No
- Don't know

If your answer is Yes, please provide your suggestions. It would also be helpful if you could explain why we should do these?

## Business Plan 2021-2026 - Year 2 Priorities: Consultation

### Strategic Objective 6

**Use our resources effectively and efficiently.**

**To deliver this objective we will:**

- **Promote our Handyperson Service;**
- **Review staff training to ensure staff are equipped with the appropriate skills to carry out their role to the highest standard;**
- **Review our Hybrid Working Policy to ensure we continue to provide appropriate support to our tenants while offering flexibility to our staff;**
- **Review supplier costs within the Office and where required re-tender of contracts.**

9. To what extent do you agree with the type of activities we are planning to do?

- |   |  |
|---|--|
| <input type="checkbox"/> Strongly agree             | <input type="checkbox"/> Disagree          |
| <input type="checkbox"/> Agree                      | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree |  |

If your answer is disagree or strongly disagree, it would be helpful if you could explain.

10. Are there any other activities you think we should be doing in relation to using our resources efficiently and effectively?

- Yes
- No
- Don't know

If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

## Business Plan 2021-2026 - Year 2 Priorities: Consultation

### Strategic Objective 7

**Achieve the highest standards in all that we do.**

**To deliver this objective we will:**

- **Seek Cyber Essential + Accreditation;**
- **Develop committee recruitment video for our website;**
- **Review constitutional form/fully-mutual status;**
- **Establish the factoring service at the Glenmuir Estate.**

11. To what extent do you agree with the type of activities we are planning to do?

Strongly agree

Disagree

Agree

Strongly disagree

Neither agree nor disagree

If your answer is disagree or strongly disagree, it would be helpful if you could explain.

12. Are there any other activities you think we should be doing in relation to achieving the highest standards in what we do?

Yes

No

Don't know

If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

## Business Plan 2021-2026 - Year 2 Priorities: Consultation

### Contact Details

13. Please provide us with your contact details

Name:

Address:

Mobile Number:

Landline Number:

Email: