

Snow White



theatrical productions

Our Christmas Panto is coming back - come along and join in the fun!

Come and join us at Rosehill's Panto, Snow White, on Monday 19th December 2022.

Now that we have returned to some sort of normality, Rosehill is pleased to announce that we will again be working with M & M theatrical productions of Ayr to bring the wonder of a Christmas Pantomime to the children of Rosehill. M & M Productions are a team of touring, professional actors who bring theatre productions to schools and communities.

The Panto (Snow White) will be held on Monday 19th December and will have two showings, one at 2pm and the other at 4.30pm at The Hall on Peat Road. Admission will be free, however it will be on a first come first served basis and will be strictly ticket only due to health and safety restrictions.

The children will need to be accompanied by a parent or a responsible adult.

Please contact Sharon Quinn, Housing Services Manager on 0141 881 0595 to request tickets. Please 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 we will issue the tickets. We look forward to seeing you there.

Festive Holidays



Please note that our office will close on Friday 23rd December at 2:00 pm and will re-open on Thursday 5th January 2023 at 9:00 am.

Please see page 14, for details of our emergency repairs service during the festive period.



Over 60s Xmas Lunch

The Priesthill United Reform Church's over 60s Christmas Lunch is also back and we are proud, once again, to be sponsoring it. This is open to anyone over the age of 60 and lives in the local area. The lunch will be held on Tuesday 13th December 2022 at 12.30pm.

This year, we have managed to secure 30 tickets for tenants of Rosehill which will be issued on a first come first serve basis.

Are you interested in attending? If so, please contact Sharon Quinn on 0141 881 0595 to request a ticket.

Please note tickets will be issued week beginning 5th December.

Festive Greetings!

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

Look out for our 2023 calendar which will be sent out shortly.



Fuel Vouchers

Are you in debt to your Utility Supplier and struggling to make payments?

Do you have to ration your energy supply, and struggle to heat your home?

If so, please contact our Welfare Benefits Adviser Parmjit (0141 881 0595) who may be able to access funding to assist with current fuel costs.

We are working in conjunction with Southside Housing Association who are a partner of [Homeheatingadvice.scot](https://www.homeheatingadvice.scot). They are working in partnership with the Scottish Government to deliver the next phase of the Home Heating Support Fund for Scottish households struggling with energy costs.

The fund seeks to provide financial relief to energy consumers who are experiencing significant financial hardship and strives to provide this support to households regardless of the fuel or payment method used. The funding comes in the form of a voucher which is either sent via text message, email or by post. It provides a payment of £49 for families and £29 for single persons and three applications can be made for this assistance. Unfortunately, the funding is limited, and we are anticipating a high demand for this, therefore it is important that you get in touch with us as soon as possible, if you require assistance with this.

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 & Bissett carried out 2 main audits earlier this year:

Overall Financial Controls

Risk Management

We are pleased to report that the Audit on our Overall Financial Controls received a “strong” assurance rating which is the highest rating that can be attained. We achieved a “substantial” assurance rating for Risk Management which is the second highest rating that can be attained. A number of areas of good practice at Rosehill were identified for both audits.

Audit Area	Assurance Rating	Recommendations Made
Overall Financial Controls	Strong	None
Risk Management	Substantial	4 Minor • 1 Medium

There were five recommendations made from the Risk Management Audit which are as follows:

Recommendation	Rating	What we did
1. Develop our risk appetite approach further	Medium	We are currently developing a new risk appetite model which will be presented to Committee for approval in November
2. Include the inherent risk rating as well as the residual rating in the Risk Registers	Low	Inherent risk rating added to the Risk Registers (Completed by August)
3. Reform Risk Registers to separate Strategic and Operational Risks	Low	Risk Registers split into Strategic and Operational Risk Registers (Completed by August)
4. Refresher training for Audit Sub-Committee	Low	Training sessions held for staff (May) and the Management Committee (August)
5. Add to the Strategic Risk Register the Strategic Objective impacted by the risk identified.	Low	Incorporated the associated Strategic Objective into the Register. (Completed by August)

Delivering the first year of our Business Plan - how did we do?

We recently published our Annual Performance Report on our website. The second part of the report reflects on the last year and what we did and achieved. You can access the report by going to our website www.rosehillhousing.co.uk

Some of our tenants still prefer to receive such information in paper format and so we have issued paper copies to them. If you would prefer a paper

copy, and haven't already received one, then please contact our office (0141 881 0595) and Kelly or Sophie will be happy to send it out to you or alternatively you can arrange to collect it from the office.

If you still receive paper copies of information from us but would prefer to access it digitally then please let us know and we will update your communication preferences.



Scottish Housing Regulator

National Panel of Tenants and Service Users

Share your views...

Would you like to help improve social landlord services in Scotland? Add your voice to the National Panel!

What's involved?

The Panel is one of the ways that the Scottish Housing Regulator hears from tenants and people who use council or housing association services. Feedback helps the Regulator focus on the important things.

We have more than 400 people already having their say. Members receive occasional surveys and take part in other feedback exercises. Participation is always optional.

Who can join?

The Panel is open to anyone who uses Council or housing association services. Members include social tenants, people who have been homeless, homeowners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

Ready to join?

By phone

0800 433 7212

Online

bit.ly/shr-panel

On your smartphone:



**Join today for
a chance to win £50!**

Nitshill Festival

On the 13th of August 2022 we took part in the Nitshill Festival. The purpose of the event was to ask locals what we and other organisations could do to improve and maintain the area with their support.

Activities included in the event were face painting, children's entertainer, live music, bouncy castle and food and refreshments. There were also workshops which included Arts and Crafts, Urban Roots, Village Storytelling and Eco drama. The event was further supported by Glasgow City Council, Pollok Pantry, Thriving Fives, Three Hills and Nitshill community Gardens.

Glasgow City Council also provided tipper trucks for residents to bring out bulk items. This was a great success, and we are looking at ways for Rosehill to do something similar in the future.

Overall, the festival was a great success and was very well attended; it brought the local community together and provided information on projects available to assist everyday life and of course for everyone to have a good time.

A huge thank you to everyone who took part, and to those who helped organise the event and volunteered their time.



Update from Angela...

I hope that you and your family are keeping well and now looking forward to Christmas and any other festivities that you are preparing for, I hope that you all have a wonderful time.

Craigbank/Househillwood & Priesthill

We have now reached the end of the growing season and should be thinking about preparing for winter, I would be grateful if you could continue to keep your garden and areas within your property up to a good standard and would like to take this opportunity to thank the tenants who continue to do so, it is very much appreciated.

Presently there are several properties with bulk outside their property. I appreciate there is now a cost associated with having bulk items removed by Glasgow City Council. With the current financial crisis that

many may be facing right now I recognise such costs may be difficult for some. However, as per your tenancy agreement it is your responsibility to make sure all outside areas within your property are free from bulk.

Please do not store bulk against your building as this is a potential health and safety risk and most importantly a potential fire risk. You can also use the local recycle centre, which is Shieldhall Recycling Centre, Renfrew Rd, G51. I would encourage you to take advantage of this service where possible, they are opened 7 days a week and their opening hours are 8am to 6pm.

Trolleys

Over the last couple of months, I have reported a few abandoned trolleys within our stock in Priesthill to "Trolleywise". They have attended the area and they have all been removed.

If you see a trolley, let me know or go online to www.trolleywise.co.uk to report this.



Priesthill Tenements

The outside areas around the tenements are looking poor at the moment. There are a few issues that contribute to the condition of the general area i.e., bins being left at the front and side lanes after collection days, sometimes these bins can be left for several days.

It is a condition of your tenancy to use your bins appropriately and to place them in the designated area allocated by us. You should return them on the same day after the rubbish has been collected. If you are missing a green bin or lid, please contact me to order a new one on 0141 881 0595.

I will continue to monitor the area and address any issues that arise. However, if you have any

concerns, please speak to me when I am out on inspections in the area or give me a call at the office.

I have also noticed recently there seems to be an issue with fly tipping around the tenements, after chatting to some of the residents I understand that it may be residents of other areas who may be fly tipping and are aware that we have a bulk service in place for the tenements. If you suspect someone is fly tipping, you can report it to Glasgow City Council on 0141 287 1058. Please note they deal with issues relating to litter, graffiti, and fly tipping. Your assistance is welcomed to help keep the surrounding areas clean and tidy.

Update from Adam...

Hurlet Tenements: Close Inspections

We are inspecting the closes are regularly inspected to ensure people are taking their turn at cleaning. We are aware that it is always the same residents who do take their turn however it is not down to a few to maintain a good standard of cleanliness.

Residents should be aware that not taking your turn to clean the close constitutes a breach of your Scottish secure tenancy agreement. Those found to be in breach of this condition may face action against their tenancy.

When you take your turn please remember to sign and date the rota located on each landing on completion of cleaning/washing stairs and landing.

We would also like to remind residents that storing bulk items in the close for any amount of time is potentially dangerous. These items are either a fire or trip hazard and should not be stored in the communal areas for any reason.

We have carried out improvement work to the mono blocked area in and around the square.

Nitshill

In general, these areas are looking clean and tidy with only a small number of issues relating to untidy gardens and bulk lying around. There is a problem with litter which is making the area look very unclean and messy. It is the responsibility of everyone to ensure that the rubbish is put into the bins or kept until you reach a bin.

We have also noticed that wheelie bins are not being emptied or left on the pavement. If you do not know what day your bins are due to be emptied, please visit

<https://www.glasgow.gov.uk/> and under the Bins and recycling heading you can check both your collection or arrange for a bulk uplift.

Craigbank/Nitshill Gardens

Now that we are at the end of the growing season, 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 this includes the outside edges of your gardens.

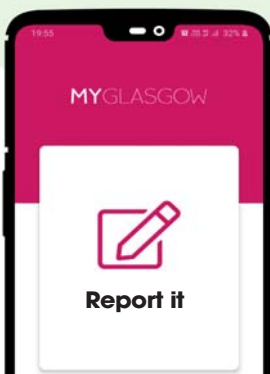
MYGLASGOW

Help us to help you keep your community clean

Don't accept litter or fly-tipping on your doorstep

REPORT IT!

Report issues in detail with ease and convenience.



Using the **Myglasgow App**

You can download our app from the App store and Google Play,

or online at www.glasgow.gov.uk

or by calling 0141 287 9700

Bulk items can be disposed of **FREE** of charge at your nearest local recycling centre located at:

Shieldhall Recycling Centre
Renfrew Road, Glasgow G51 4SL

You can use our app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. Our "More Services" section also has handy links to useful information.



Thinking of moving house?

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

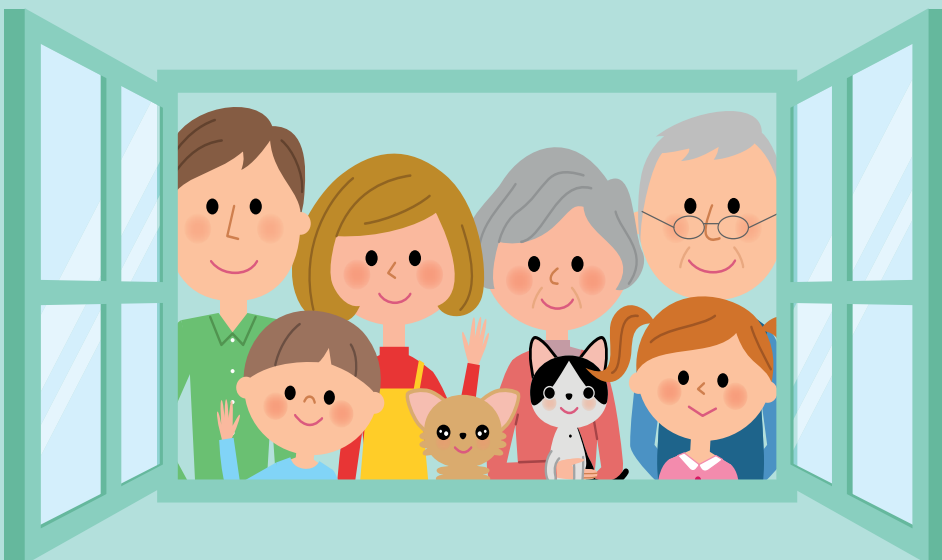
- 1 Provide us with 28 days' notice that you will be leaving (preferably in writing).
- 2 Arrange for a pre-termination inspection to be carried out by our Technical Services Officer and Generic Housing Officer.
- 3 If you have carried out any alterations e.g., changed light fittings, you will be required 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 your belongings including floorcoverings, then thoroughly clean your house.
- 6 Hand all keys into our office on the agreed date.



Are your household details up to date?

Have there been any changes within your household recently?

If so, it is important that you contact us to advise of these changes i.e. if someone has either joined or left your household. This allows us to update our records accordingly and gives you and others



clarification regarding tenancy rights and responsibilities including the right to qualify for succession to tenancy. Unfortunately, if the correct process isn't followed, this could result in your application being refused and you having to leave the property. Don't delay - update your details today by contacting the office and asking for a member of the Generic Team.

Rent first this Christmas...

We know that some of our tenants have found it difficult over the last year and that money is tight. The increase in energy prices may also have an impact on how you can make ends meet, especially over the festive period. If you are struggling please contact us, we can assist you with benefits advice and carry out an assessment to refer you for a fuel payment.

However, making sure that your rent is paid should always be your top priority.

The following payment methods are available to all of our tenants and are designed to be easy, convenient and some can be done without you even having to leave the comfort of your home.

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

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

The last day available to set up a Direct Debit for your December payment is **Wednesday 7th December**. You can set your Direct Debit up for either weekly, fortnightly, four weekly or monthly payments from your bank account. By agreeing to allow Rosehill to collect your rent from your bank account on a frequency set by you, you don't need to remember to make payments and we can even apply any annual rent changes for you.

Internet - visit - www.allpayments.net - To make a payment using this service you are required to register online before making your first payment. When you come to make your payment, have your rent payment card to hand along with your debit card. This service is available 24 hours a day 7 days a week.

Allpay Payment App - Debit card payments can be made at your convenience through the Allpay Payment App, available to download for free, to do this you will need an Apple or Android smartphone. Visit www.allpayment.net/app for more information.

Phone - DIAL 0330 041 6497 - Have your payment card and a pen handy with your debit card, available 24 hours a day. Each time you use this automated service you will be given an authorisation code as proof of payment which you should note for safe keeping. Please note that calls made to this number will be charged at 7p per minute plus your phone company's access charge which may vary depending on your provider.



(continued on page 10)

Text - To use this service, you will need to register online at www.allpayments.net/textpay/logon.aspx. Have your Rosehill rent card to hand along with your debit card to complete the four step registration process. Once you are registered all you need to do is text “pay” to 81025 along with the text code which you will have set up during registration e.g. rent, along with the amount you want to pay and your password (the last four digits of your bank card). When the transaction is complete you will receive a confirmation text.

Please note that there is a charge for using this service. You will be charged for sending a text message at a rate set by your own network provider.

Standing Order - This is an agreement you make with your bank to pay Rosehill a specified amount from your bank account on a frequency set by you. Once this is set up you don't have to worry about remembering to make payments as your bank will do that for you. However, you will need to remember to contact your bank to make any changes to the payment, for example when your rent changes or at the end of your tenancy.

Post office or Paypoint - AA list of outlets in the G53 postcode area can be found at the end of this article. For payments by Paypoint or Post Office, all you need to do is take your payment card to the counter along with your payment and hand them over. Please note, Paypoint outlets usually only accept cash payments; payment by other methods is at the retailer's discretion. In addition Paypoint outlets will cap the value of a single transaction to £150 which means your payment will be processed over a number of transactions.

If paying at a Post office you can make your payment by cash, cheque, and debit card. You will be given a printed receipt as proof that you've made a payment to Rosehill, so please keep it in a safe place.

Debit card at our office - Unfortunately we are unable to offer this service however we are exploring alternative ways that you can make your payment in our office or by telephone.

By BACS - you can pay by bank transfer.

Please make your payment to Rosehill Housing Co-operative Limited

Sort Code: 80-07-76 • Account Number: 00114408

When making your payment please use the unique 8 digit code on your payment card as your payment reference. This is located near the bottom of the left hand corner of the card and is shown directly below your name. The code contains in most cases all letters or a combination of letters and numbers. If you do not have your rent card please use your surname and address, e.g. **ANON1 2a Ashton Lane**



Need a new rent card?

If you lost or misplaced your rent card then you can contact a member of our Income Maximisation Team and they will order a replacement card for you and you will have this within 7 days.

If you are struggling financially this Christmas period, please contact the Income Maximisation Team and make an appointment on 0141 881 0595 or email admin@rosehillhousing.co.uk.



Bank Payments:

Please be aware that it is essential if you pay through the bank by Standing Order or Faster Payment Credit that the reference number you enter is correct. This is to ensure that your payment is allocated accurately and speedily to your rent account.

The payment reference should bear your surname and tenant reference. For example: your surname followed by a number i.e BROWN99. If you are unsure what your tenant reference is, please contact a member of the Income Maximisation Team at this office.

Any tenant who currently pays this way and where the reference number is not correct or incomplete, the office will be in touch with you in due course to provide you with the actual details you require. All you need to do is then let your bank know of the correct details. Alternatively, you can change these yourself via internet or mobile banking if you use these facilities.

As Standing Orders and Faster Payment Credits rely on you setting up the payment yourself via your bank, why not consider moving over to a Direct Debit. These can be set up by the Income Maximisation Team over the phone. Or if you prefer to do this as a paper exercise, a form can be posted or e-mailed to you for you to then complete and return to us.

Direct Debits are safe and carry the Direct Debit Guarantee. The payment will never be taken off prior to your specified date and when the time comes for your rent to change, we inform your bank of the new amount required to come off. This means that you do not need to remember to tell your bank of any change in your rent. It's simple, convenient and hassle free!!

List of Outlets

Stores

Keystore 10 Craigbank Drive, Glasgow G53 6RA

G101 335 Nitshill Road, Glasgow G53 7BL

The Newsagent 331 Nitshill Road, Glasgow G53 7BL

McColl's 195 Househillwood, Glasgow G53 6BX

Peter's Store 189 Househillwood Road, Glasgow G53 6BX

Couteco 402 Nitshill Road, Glasgow G53 7BW

BP Darnley Filling Station 593-595 Nitshill Road, Glasgow G53 7RZ

Spar 1357-1359 Barrhead Road, Glasgow G53 7DA

H & R Family Stores 144 Leithland Road, Glasgow G53 5AT

Co-op 20-24 Braidcraft Terrace, Glasgow G53 5AT

Raja Minimarket 106 Lavernside Road, Glasgow G53 7RH

Day to day Express 52 Beltrees, Glasgow G53 5TF

Post Offices

The Wedge 1066 Barrhead Road Glasgow G53 5AB

Nitshill, 10 Craigbank Drive, Glasgow. G53 6RA

If you want to make payments further afield, for instance closer to your workplace, you can just log onto the internet type in Paypoint outlets and a relevant post code and a list of payment outlets will appear near that area.



Welfare Rights Service - Rosehill

Our Welfare Rights Advisor, Parmjit, continues to help tenants by phone, office appointments and home visits where required. Due to many changes in the benefit system, it is important to assist our tenants with accurate and up to date information on their benefit entitlement to ensure they do not lose out financially. Below is a list of just a few of things we do to help our tenants.

- Assist tenants with online applications.
- Discuss the award decision and if required assist with a Mandatory Reconsideration
- Assist with Benefit Appeals
- Making sure that tenants are properly advised about whether they need to claim Universal Credit or whether they can stay on old style benefits
- Helping reduce rent arrears by assisting tenants to apply for Housing benefit, Change of Circumstances for Universal Credit, as well as housing Benefit on two homes.
- Challenging Housing Benefit decisions as well as overpayments.
- Challenge DHP overpayments
- Assist tenants with Scottish Welfare Fund application for items of furniture and white goods etc
- Advocating on behalf of tenant with other agencies such as Social Security, Glasgow City Council, Doctors as well as Gas and Electric suppliers



Some advice
from Parmjit...

Pension Credit

Are you missing out on Pension Credit?

Since I have been working as a Welfare Benefit Advisor with Rosehill, I have come across many pensioners missing out on claiming Pension credit. Pension Credit is a means-tested benefit that tops up your basic State Pension if you have low income. There are two elements of Pension Credit, Guarantee Credit and Savings Credit.

- Guarantee Credit: tops up your weekly income to £182.60 for single people and £278.70 for couple.
- Savings Credit: up to £14.48 a week for single and £16.20 for couple.

If you are single, you can get Pension Credit if you have reached State Pension age. If you have a partner, you can only get Pension Credit when both have reached State Pension age.

The rise in energy and fuel prices have forced many of us to cut back on spending, or struggle to pay for food and heating. Many of you have told us that you are having to choose between heating your home and feeding yourself. We urge you to come and see me, I will carry out a benefits assessment check in case you're missing out on additional money that you may be entitled to.



Winter fuel Payment

If you were born on or before 25 September 1956 you could get between £250 and £600 to help you pay your heating bills. This is known as the 'Winter Fuel Payment.'

The amount you will get includes a 'Pensioner Cost of living Payment.' This is between £150 and £300. Winter Fuel Payment is made automatically you do not need to do anything if you are eligible.

Eligibility

You will get your Winter Fuel Payment automatically (you do not need to claim) if you're eligible and receive either:

- State Pension
- another social security benefit (not including Adult Disability Payment from the Scottish Government, Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

If you do not get either of these, or if you live abroad, you may need to make a claim.

If you received a Winter Fuel Payment before, you do not need to claim again unless you've deferred your State Pension or moved abroad. The deadline for you to make a claim for winter 2022 to 2023 is 31 March 2023.

If you need more information or help to claim Winter Fuel Payment, you can speak to Parmjit, our Welfare Benefit Advisor, on 0141 881 0595.

Non Emergency Repair Service Update

As usual on the lead up to the Festive Period, we will be operating a reduced repairs service. If you have any routine repairs to report, please do so before Wednesday 14th December 2022.

****IMPORTANT**** Only emergency repairs will be carried out from 14th December, throughout the Festive Period until our return on Thursday 5th January 2023.

Reporting Emergency Repairs during the Festive Period

During the Festive Period from 2 pm on Friday 23rd December 2022 and 9 am on Thursday 5th January 2023, please only report genuine emergency repairs via telephone to the number below.

0141 552 8647



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.

120 questionnaires were returned in the period April to September 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
- ✓ 96% of tenants rated the contractors' workmanship as either Excellent or Good
- ✓ 98% of tenants rated the contractors' manner and attitude as either Excellent or Good
- ✓ 98% 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:

"Great service - much appreciated"

"Really pleased with the job done"

"The man was very nice, pleasant, did the job and away he went"

"response time from reporting repair to repair being made excellent - no complaints"

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 2022, we resolved a total of 16 complaints.

There were **11 frontline complaints** resolved during the period.

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

✗ 1 complaint was not resolved within the statutory timescale due to awaiting information from a contractor.

91% of these complaints were upheld.

Average Time to Resolve Stage 1 Complaints
3.27 Working Days

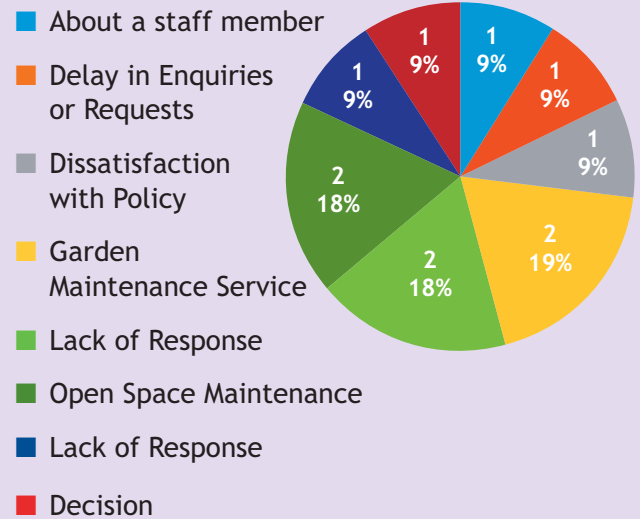
The other 5 complaints were stage 2 complaints.

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

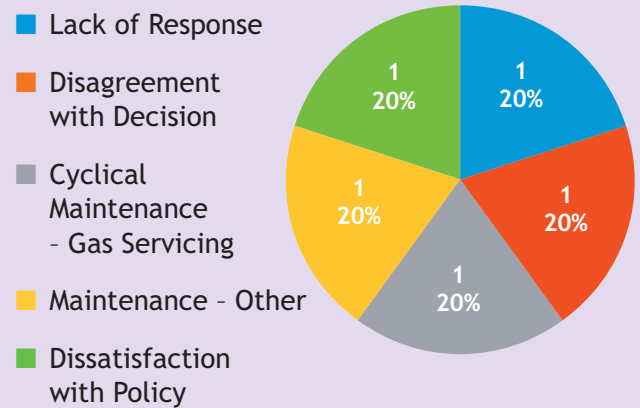
40% of these complaints were upheld.

Average Time to Resolve Stage 2 Complaints
15 Working Days

Stage 1 - Reason for Complaints



Stage 2 - Reason for Complaints



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

Winter Protection for your home

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

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

Leave heating on a low setting to prevent frozen pipes.

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

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

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

Annual Gas Safety Check - Keeping you Safe

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

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

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

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

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