



Being Assured

The delivery of our strategic objective *“Demonstrating the highest standards of governance, accountability and compliance”* 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 3 main audits during March and April 2021. Due to the ongoing challenges of Covid-19, the Auditor considered the impact on Rosehill and our response to it when carrying out the following audits:

- Gas Safety
- Rent Arrears Management
- Business Continuity

We are pleased to report that for each of these we attained a “strong” level of assurance which is the highest assurance rating that can be achieved. However, minor recommendations for areas of improvement can still be identified.

Area Audited	Assurance Rating	Recommendations Identified
Gas Safety	Strong	None
Rent Arrears Management	Strong	1 - low rated
Business Continuity	Strong	None

Only the audit on Rent Arrears Management identified one recommendation which was rated as “low”.

Recommendation	What we will do
Former Tenant Arrears Policy needs updating.	Policy review will be carried out in June 2021.

In addition to the 3 main audits, the Internal Auditor also did a follow up on the audits carried out last year, to establish our progress with any recommendations identified. All of last year’s audits had attained a “Strong” level of assurance and only one, which was on Complaints, had any recommendations identified. There were 4 low rated recommendations. The Auditor reviewed our progress and concluded that it could provide a strong level of assurance that Rosehill had endeavoured to implement the recommendations, with 3 of them being completed and one yet to be completed.

The remaining recommendation is scheduled for completion in August 2021.

Recommendation
Add to final stage of the complaints handling procedure an opportunity for customers to provide feedback on the process.
What we will do
Senior Managers undertaking training provided by Scottish Public Services Ombudsman over April, May and June. Following which a customer experience survey will be developed for customers to use once they have been through the complaints process.
Completion Date
August 2021

Rosehill Tenants' Voice

Rosehill has a newly formed service scrutiny panel called Rosehill Tenants' Voice (RTV). RTV formed in January and have undertaken a very rigorous training programme which they completed in May.

The group have just finished their first scrutiny activity which was reviewing Rosehill's service standards. The group's first report was delivered to the Management Committee at the end of June and the recommendations they made were unanimously accepted.

RTV decided that the standards were too long and that they should be renamed to become the Rosehill Customer Charter. This is to show that the document is a two way commitment between customers and Rosehill.

This is the new Customer Charter:

Rosehill Customer Charter

We will:

Good Communication

- Treat you as an individual and with respect
- Use plain language in our communication so that it is clear and easy to understand.
- Communicate in a relevant and accessible format
- Listen to what you have to say and take account of your views
- Treat everyone fairly and respect people's differences
- We will aim to answer your query fully the first time you contact us.
- If it isn't possible to answer fully first time we will let you know what will happen next and how long an answer will take.

Effective Partnership

- Make sure that we keep you updated with regular and frequent feedback in a variety of different ways



- Give you information at least once a year on our overall performance
- Provide and promote a variety of opportunities for you to get involved with us and to give us feedback on the services we provide
- Work in partnership with you to explore services that are wanted, needed and relevant.

Getting Services Right

- Ensure we put customer and staff safety first in all aspects of the business
- Follow processes correctly
- Provide you with the correct decisions and information
- Say sorry and put it right if we make a mistake
- Use your feedback to improve, where needed, how we deliver services
- Do what we say we will do and consult you, where possible, if we need to change our services
- Work with you, other partners and the wider community to assist in keeping the area a place where people want to live.
- If we can't help you we will ensure we direct you to an organisation who can.

Access to Services in the Way You Want

- Make more of our services available online for you to use at a time that suits you

- Publish information online and ensure you know how to access the online information
- We will be visible and available within the neighbourhood
- Ensure that information is available in other more traditional formats for people who don't have access to the internet.

As our customers, we will ask you to:

- Pay your rent on time, look after your property and respect your neighbours
- Be polite to staff and treat them with respect
- Let us know when you are not happy with our service, so that we can try to put things right and improve our service
- Give us the information we ask for and respond to requests to contact us so that we can do our best to help you
- Give access to our contractors and staff when you have said you are available

'The Rosehill Commitment'

Rosehill's commitment to customers is to 'Continuously Improve' as a business by listening and taking action that reflects the feedback and contribution of tenants and other customers.

Anyone wishing to join the panel can contact Housing Services Manager, Linda Chelton on the office number **0141 881 0595** or by email to admin@rosehillhousing.co.uk

Thank You to Parmjit!

Parmjit Purewal is Rosehill's Welfare Rights Officer. Parmjit is used to getting lots of thank you messages as she helps so many people to access benefits and money they are entitled to.

This month though has been exceptional, despite the lockdown and restrictions Parmjit has still been supporting people over the phone and via video calls.

Just recently she was given a Google review which read - *"Thank you very much to Parmjit as she has been a pure treasure to me. I lost my husband and she got all my benefits fixed for me and couldn't do enough for me. I want to recommend to the manager of this company that they are lucky to have such a lovely person on their staff."*

In June Parmjit also received this:

"I would just like to say a huge thanks to Parmjit on the Rosehill team for her help over these past few months. She has helped my parents enormously in getting them additional financial help during what has been a difficult period. She has kept in regular contact, returned calls and has been working hard to make sure my parents get everything they need."

In these difficult times I just want to extend my appreciation to her, it's not the kind of help I was aware of and if this feedback can be passed on then it may help other Rosehill tenants get in touch and get the additional help they may also require. Once again, many thanks for all the hard work, it's greatly appreciated."

Parmjit can help with any benefit related issues whether it's just support to complete a form or something more complex just get in touch and she will help where she can.

Congratulations to Sharon Buchanan

Sharon Buchanan, Housing Officer has successfully completed the Post Graduate Diploma in Housing. Most of you know Sharon as she has worked for Rosehill for over twenty years. She has put two years of her own time into completing the Degree Level qualification and has passed with flying colours. Well Done Sharon!

Planned and Cyclical Maintenance - Recovery after Covid 19

As you are aware our planned and cyclical maintenance programmes have been hit hard by the delays due to the Covid19 pandemic. No works are currently being cancelled but the order in which we can deliver them are subject to change as we face material and labour shortages during this recovery period.

Kitchens and Boilers (Turnberryhill, Rosehill Cottages, Darvel Street, Craigbank 1A&B, Hurtlehill and Overtown Cottages)

We have now appointed a contractor, Novus, to deliver the replacement kitchens and boilers. They will be commencing with surveys and kitchen design work with the properties in Turnberryhill during July with other developments following on after that. You will be notified by letter that your property is due for a survey before Novus make an appointment with you. We hope to have this contract complete by late 2022.

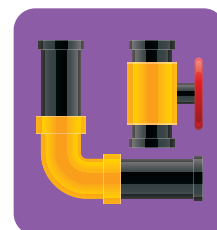
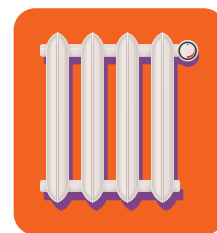
Replacement Radiators and Associated Pipework (Original Stock) and External Doors (Lindens)

We are currently going through the procurement process to appoint contractors to carry out these two contracts. We are aiming to have these in place and be delivering the contracts later in the year. We appreciate that the replacement radiators have been delayed by a considerable period of time but these delays have been beyond our control and we are trying to get the work completed as soon as we can.

Cyclical Works

Electrical testing of our properties along with the upgrading of the fire detection systems will continue throughout the stock with the painters scheduled to be busy taking care of the external painterwork at Original Stock, Johnsburn, Darvel Street and Craigbank 1C later in the summer. The gutters at Original Stock, Darvel Street and Househillwood are also being cleaned.

If you are unsure of your development area please speak to a member of staff or check the website for details at www.rosehillhousing/homes.



No Access

We have recently seen an increase in the number of customers making appointments for repairs then not staying in to allow access to the contractor.

We have also had a few occasions where the contractors have been refused entry when the customers are at home. Our contractors' time is in high demand, therefore, if you make an appointment for repairs to be carried out please be at home and allow access for the work to be undertaken. We do understand that things may happen so if you need to change your appointment please contact us on 0141 881 0595 and we will be happy to reschedule the appointment for you.

All our contractors are following the Scottish Government Guidance to reduce the spread of Coronavirus. Please make sure that when a contractor is in your home that you maintain a safe social distance at all times, you open windows to ensure the area is well ventilated and if you or any member of your family has tested positive for coronavirus or is displaying symptoms that you let us know as soon as possible. Further details and a short video explaining this can be found on the website at www.rosehill.co.uk/update-to-service-provision-during-covid/ or a paper copy can be sent to you if needed.



25 WAYS TO GET RID OF ANTS

IN HOUSE, YARD & GARDEN

- | | |
|------------------------|--------------------|
| 1. Vinegar | 13. Marigolds |
| 2. Cinnamon | 14. Boiling water |
| 3. Chalk | 15. Peppermint oil |
| 4. Garlic | 16. Cayenne pepper |
| 5. Cloves | 17. Lemon juice |
| 6. Paprika | 18. Dish soap |
| 7. Sage | 19. Tea tree oil |
| 8. Mint | 20. Corn starch |
| 9. Pepper | 21. Baking soda |
| 10. Neem oil | 22. Tansy |
| 11. Lavender | 23. Rosemary |
| 12. Thyme | 24. Nematodes |
| 25. Diatomaceous earth | |

THAT ARE PET SAFE

Alterations

If you are planning on carrying out any changes within your home (with the exception of wallpaper, paint, carpets and lino) you must complete an alteration application and await written permission. If you undertake any improvements without permission we may require you to remove and make good the work. We need to make sure that any work is undertaken by competent contractors and that the work is to a safe and good standard. Alteration forms can be downloaded from our website or requested from our office on 0141 881 0595.

Repairs Satisfaction

During lockdown we had been unable to send out the usual quality satisfaction surveys when you report a repair. This has now re-started and we will report the outcome of any surveys returned in future issues of this newsletter.

Humza Yousaf MSP



Hi, I'm Humza Yousaf and I am the local elected Member of the Scottish Parliament (MSP) for Glasgow Pollok, which includes a lot of the Greater Govan area.

It is my duty to represent and support my constituents, whether you voted for me, you didn't vote for me, or you didn't vote at all.

For now my surgeries are still remote (over the phone or video calls) and are being held fortnightly on Friday mornings. If you have a case related to housing, health, crime, the environment, your business or even if you have a project you need help getting off the ground, get in touch to book into my next surgery.

Even if your question is one that I can't answer, or a case I cannot take on, me and my team can support and direct you to local services which may be of benefit to you. Do not hesitate to get in touch using details below.

Please note, my office in Cardonald remains shut for now, but my team are still working away at home, so it is best to contact us via email or phone.

Website: <https://humzayousaf.scot/>

Telephone: 0141 882 4647

Email:

humza.yousaf.msp@parliament.scot

Address: 1612-1614 Paisley Road
West, Cardonald G52 3QN

Update from Adam

Close Inspections

I am inspecting the closes regularly to ensure people are taking their turn at cleaning. I am 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. I will be writing to those involved and closely monitoring the situation over the summer. 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 are looking at ways to improve the general outlook of the tenements which has begun with a one off clean to bring some of the closes up to an easily maintainable standard.

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.

Craigbank/Nitshill Gardens

The growing season is well underway and I am pleased to see that the people who put in some hard work last year during lockdown are continuing to look after their gardens. There are however a small number of gardens which are not being maintained. I would ask that all tenants make an effort to keep their gardens neat and tidy. This should include any area at the front of your garden, driveways and paths that are prone to weeds.



Nitshill

There has been an increase in fly tipping in some streets in Nitshill. Please remember that Glasgow City Council are still operating their bulk collection service but it is now a chargeable service, however, there is no need for items to be dumped in the street.

I have also noticed that wheelie bins are not being emptied. If you do not know what day your bins are due to be emptied please visit <https://www.glasgow.gov.uk/> where you can check both your bin collection day or arrange for a bulk uplift.

Update from Angela

Common Areas, Tenements & Backcourts

The garden maintenance contractor, Tivoli, are currently working on the main landscape areas and back courts. They will de-weed and de-moss the areas in and around the tenements to make sure the general areas are kept in order.

Recently rubbish and dirty nappies have been left at the front of the tenements after the bins have been emptied. If you notice any spillage after the bins have been emptied please report this to Glasgow City Council's cleansing department on 0141 287 9700 immediately.

Bin Stores

Some of the bin stores have rubbish and black bags dumped inside them. Please make sure you use the bins provided to dispose of your household waste. If you have bulk items these should be placed at the side of your building where our contractor will pick them up on a weekly basis, this service is free of charge.

Dog fouling in Gardens

During my recent garden checks I noticed that some residents are allowing their pets to foul in their gardens. This is unpleasant and a health hazard. Failure to clean up after your pet is a breach of the tenancy agreement and may result in Rosehill retracting permission to keep a pet.

Pollok/Craigbank/ Househillwood

In general these areas are looking clean and tidy with only a small number of issues relating to untidy gardens and bulk lying around. I will continue to monitor these area on a regular basis.

As we are now well into 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 and make sure you carry out weeding and tidy the area around the perimeter of your front garden.

Good Neighbour Award

We introduced the good neighbour award some years ago to recognise individuals who demonstrate special care, concern and provide assistance to other members of their community.

People can and do make a difference in someone else's life and can generally make the neighbourhood a more pleasant place to live. We were disappointed that there have been very few nominations over recent years, as we know there are tenants out there helping each other. We are still eager to recognise these unsung heroes and as such, we will continue to run the Rosehill Good Neighbour Award.

Who can be nominated? - Anybody living within a Rosehill property of any age.

Who can nominate? - Tenants living within a Rosehill property.

How do I nominate someone? - Simply complete the good neighbour nomination form providing a brief description on how your neighbour helps you. The form can be downloaded from our website or requested from the office. Once you have completed the form, please return it to the office or email it to admin@rosehillhousing.co.uk.

Can I nominate more than one person? - Yes, if you think there is more than one person who has made a difference.

Deadline to nominate - Your nominations need to be in by the 17th of January 2022.

Date of award ceremony - The winner will be announced at the 2022 AGM.

What if I have questions? - Please contact the office and speak to Adam.

If you know of someone who you feel deserves a little appreciation for their hard work then please complete a nomination.

We will put reminders about the Good Neighbour Award in the remaining newsletters for this year.



Complaints

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

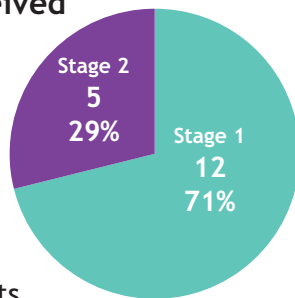
You can complain to us about things like:

- 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 October to March 2021, we received a total of 19 complaints.

No. of Complaints Received

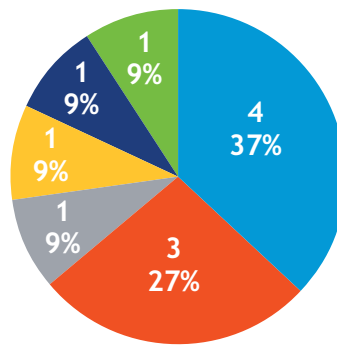


In the majority

of cases the complaints did not provide an opportunity

to improve our service beyond taking the issues up with the contractors in an effort to ensure the problems are not repeated' However one complaint did result in a new procedure being introduced.

12 of these were classed as **Stage 1 - Frontline Resolution** and we aim to resolve these complaints within 5 working days or less. 3 of these complaints were upheld.

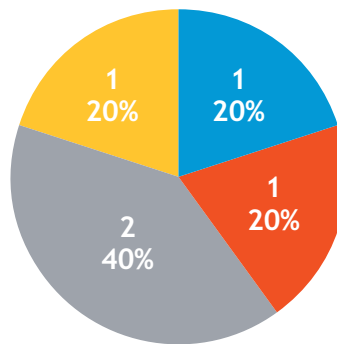


Stage 1 - Reason for Complaints

- DTD Repair
- About a staff member
- Maintenance - other
- Delay in inquiry or request
- Cyclical Maintenance - gas servicing
- Maintenance - other

Average Time to Resolve Stage 1 Complaints
3.45 Working Days

The other 5 complaints were classed as **Stage 2 - Investigation** and we aim to resolve these complaints within 20 working days or less. These complaints were not upheld.



Stage 2 - Reason for Complaints

- DTD Repair
- About a staff member
- Maintenance - other
- Delay in inquiry or request
- Cyclical Maintenance - gas servicing
- Maintenance - other

Average Time to Resolve Stage 2 Complaints
18.4 Working Days

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