



Local Response to the Pandemic



April 2020 was an extremely challenging time. Due to the many issues lockdown caused local organisations, community activists and faith groups were responding to the growing needs that were arising within the Pollok community. The self-employed and people who were working zero hour contracts suddenly found themselves with no money. Some elderly and vulnerable people found themselves isolated at home unable to go out to the shops, pay bills, pick up prescriptions and top up energy meters.

As a result of the numerous issues lockdown caused local volunteers got together to provide support to local residents. At the start of lockdown our Community Engagement Officer, Courtney, was in regular contact with Greater Pollok Services and Pollok Baptist Church. These organisations were responding to the ever growing needs of the community by providing emergency food parcels, shopping services, prescription pickups, emergency fuel tops and emotional support.

In Pollok there were numerous organisations who secured funding from the Scottish Government and were working on the ground to support people. Various community meetings involving local councillors, charities, housing providers, volunteers, health professionals, community activists and residents looked at what the funding needed to concentrate on. Swamp (a local community Development Trust and registered charity) applied

for funding to be the anchor organisation to support residents of G53. The aim was to bring organisations and local people together. A 'one stop shop' for support and advice for anyone affected by Covid 19.

At the start of June, G53 Together was formed. It is a call centre staffed by volunteers whose main duties are to refer residents who call them asking for advice to the appropriate organisations. They support residents with hot meals, shopping services, fuel vouchers, taking bookings for G53 together's big activity zoom days, summer football camp and youth employability sessions.

We wanted to contribute to the local effort and throughout lockdown we arranged for Courtney to help in the community delivering hot meals, picking up prescriptions and calling tenants to inform them of the support that is available. Courtney is now spending two days a week helping at the G53 Together call centre. He reports that a typical day in the new G53 Together centre involves answering the phone and referring callers to organisations that can help them. There is currently no end date for the project and G53 Together will continue to support local residents for as long as it is needed. If you require any further information on G53 Together and the services they can offer please get in touch on **0141 378 8541** or visit their website www.g53together.scot

Annual Fun Day

Sadly due to restrictions on large gatherings, our Annual Fun Day has been cancelled for 2020. Restrictions permitting we will hold the fun day in 2021.

The provisional date for the fun day is 29th July 2021.

Bulk

As Glasgow City Council bulk uplift service hasn't resumed yet, we are looking at ways we can assist you with the removal of any large household items you may have in your gardens. If you have bulky items you need removing please contact us and tell us what needs moving.

We can't promise we can remove everything but once we know how much bulk needs removing we can look at ways of helping.

Call the office on **0141 881 0595** or email admin@rosehillhousing.co.uk



Have your say



Whilst Covid-19 has been dominating our lives, we are still trying to get on with business as usual where possible.

Over the Spring and Summer months we reviewed three of our Policies and as part of this we consulted you on the proposed changes.

- Repairs Recharge Policy
- Unacceptable Actions Policy
- Complaints Handling Procedure

Whilst we didn't receive any responses to the Repairs Recharge Policy consultation we did receive feedback on the other two policies. The Management Committee considered the responses and in particular any suggestions received. One of the suggestions we received about the Unacceptable Actions Policy was to have a more summarised version which would be easier for people to read. We are taking this on board and have decided to look through all key policies and produce a series of information leaflets to assist with providing information in a more easily readable format for our tenants and customers.

We have just finished consulting you on our proposed priorities and activities for the coming year (October 2020 to September 2021) and we are currently reviewing the feedback received.

To reflect the way most people communicate nowadays, our consultations consist of surveys, via survey monkey, being posted on our website, with links emailed and/or text to our tenants. We are committed to involving tenants in a meaningful and effective way so people are able to influence the delivery of our services at all levels.

Thanks to all of you who took part in our consultations over the last several months and a further thanks to those who expressed an interest in taking part in any further consultations; we will be in touch.

Over the coming months we will be consulting on more policies and our annual performance report and would welcome your views. We can only deliver the services in a way you want to see if we receive feedback from as many tenants as possible.

We will send you a link to any consultations but it is always worth checking the website regularly to see if there are any new consultations.

If you don't want to miss out on the chance to have your say then please provide us with your current mobile number (smart phones) and/or email address.

Electrical Testing & Fire Detection Systems

As you will be aware we have now started our electrical testing and Smoke detection system renewal programme. Our contractor for these works is C2C Electrical Services. To date all appears to be going well and we are meeting our projected targets.

We would like to take this opportunity to remind everyone that these works are essential and new legislation insists that all landlords bring their properties up to a standard that meets all health and safety requirements. As such we do require access to your property to complete the works. The works will not take long and there will be no major disruption to your property. Could we please remind you that if you are not in on the arranged day for your works to be carried out, the contractor will leave a no access card with his details. We would ask that you respond to this using the number provided as quickly as possible to arrange a new date for access.

When the contractor is in your home you must observe social distancing at all times. If you or anyone in your household has symptoms of Covid-19 please contact us immediately to re-arrange the appointment.

We have prepared a video which guides you on what to expect and what is expected from you when we visit your home. You should have received a link to this video or a paper copy. If you haven't received these or would like to see the video again please visit our website www.rosehillhousing.co.uk/update-to-service-provision-during-covid/. Alternatively contact the office and a PDF version can be sent to you.

Should you require any further information, please contact David Montgomery, Technical Services Officer and he will be more than happy to answer any questions you may have.



Get Help via Whatsapp

People can now access the most up-to-date benefits and support information via their smart phones using WhatsApp.

The automated "chatbot" service, which can be accessed by sending 'Hi' in a WhatsApp message to 07860 064 422, has been launched to help combat the spread of incorrect information and to make the correct information easily accessible. For employment, business and benefit information you should select option 5. Please note the service is for information only, your messages will be answered by an automated

chatbot. If you need to contact DWP you should do so using the usual method of contact. DWP is one of the first government departments to provide information via the WhatsApp service which includes information on benefits support available, how to check if you are eligible and how to apply.

Further information can be found by visiting: <https://www.gov.uk/government/news/governmentlaunches-coronavirusinformation-service-on-whatsapp>

Another useful support link is Citizen's Advice Helpline Scotland - 0800 028 1456 Monday to Friday 9am to 5pm.

<https://www.citizensadvice.org.uk/scotland/about-us/get-advice-s/>

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.



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 systems, 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 & Bisset has recently completed the final year of our current 3 year internal audit programme. During 2019/20 the following areas of our business were audited:

Reactive, Cyclical and Planned Maintenance • Complaints Handling • Corporate Governance

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.

In the case of Reactive, Cyclical and Planned Maintenance and Corporate Governance no recommendations were made. In relation to Complaints Handling 4 “low rated” recommendations were identified. A summary of these is as follows:

Recommendation	What we have done
Refresher training for staff on complaints handling.	Due to Covid-19 restrictions this training may need to be delivered remotely. It is intended that it will be undertaken by the end of September.
Complaints should be allowed to be made via our website anonymously.	Our online complaints form can now be completed without the need for the person to add their name and contact details.
Add to final stage of the complaints handling procedure an opportunity for customers to provide feedback on the process.	The Complaints Handling Procedure (CHP) has been revised in light of the publication of the new Model Procedure by the Scottish Public Services Ombudsman. The revised procedure was recently put out for tenant consultation. We will build in a feedback facility for customers upon closure of a complaint as a means of gauging the customer experience of the process.
Update the CHP to reflect current roles and responsibilities.	This was done as part of the revision of the CHP.

Looking after your mental health during COVID-19

The Scottish Government’s “clear your head” campaign highlights practical things you can do to look after your mental health and wellbeing while continuing to stay at home.

Visit <https://clearyourhead.scot/> for tips resources and support.

If you need to talk someone about your mental health you can contact:

NHS 24 on 111. Monday to Sunday 6pm to 2am.

Breathing Space on 0800 83 85 87. Weekdays Monday to Thursday 6pm - 2am. Weekends Friday 6pm - Monday 6am.

Samaritans on 116 123. Free from any phone. Open 24 hours a day 365 days a year.



Office and Home Visits

Currently the office is still closed to the public and unfortunately this may be the case for a while yet. However we are busy with our preparations for making the office safe for staff returning to work in it and for visitors. When we are ready to let visitors into the office we will let you know, however, initially this will be on an appointment basis only.

Before resuming some services we have to think about things like:

- What government phase are we in and what guidance is available
- How can we abide by these guidelines and still provide a good service to our tenants
- What measures can we put in place to keep tenants, contractors and staff safe

Although our office has been closed, our staff have been working hard remotely, to ensure we can continue to provide the best service we can during these unprecedented times. As part of our efforts to resume “normal service” as soon as we can, we now have a small number of staff back working in the office on a part-time basis. It is our intention to build on this over the coming weeks and months, bearing in mind that we have to be ever mindful of the Scottish Government guidance. We will need to continue to observe Government guidelines relating to social distancing and take measures to reduce the risk of spreading the virus at the office and on home visits.

We also propose to restart home visits. Contractors and staff who need to enter your home will only do so if they (and you) are not showing any COVID-19 symptoms and that everyone adheres to social distancing (currently the ‘2 metre’ rule, though this may also change). It is your responsibility to let us know if you are isolating, or if you have any symptoms, when we are making arrangements for any home visit. Staff and contractors will be made aware of what to do if they get any COVID-19 symptoms. As you know, if any person in Scotland feels unwell with the symptoms of COVID-19 they should immediately isolate at home and organise a test. We propose that contact with tenants relating to housing management and maintenance issues is via the telephone, video calls, email and/or text, in the first instance. Home visits will only take place if absolutely necessary and this will only be relaxed as government guidelines permit. Staff and contractors will have access to face masks and hand sanitiser and will take these on all home visits.

We have prepared a video which guides you on what to expect and what is expected from you when we visit your home. You should have received a link to this video or a paper copy. If you haven't received these or would like to see the video again please visit the website at www.rosehillhousing.co.uk/update-to-service-provision-during-covid/. Alternatively contact the office and a PDF version can be sent to you.



Paying your Rent...

While we are aware this is a particularly difficult time, we wanted to inform you that you are still required to pay rent if you are in receipt of benefits receiving housing cost or are still receiving income from your employer. Anyone that is not in receipt of any income, please contact us urgently and our Welfare Rights Advisor can assist you to apply for the right benefit.

We offer many different methods of payment. Rent is due by the 28th, and we will accept payments made right up to the last day of the month by prior arrangement.

Please note: We no longer accept cash at our office. Cash can be paid at the Post Office or at Paypoint outlets as detailed below.

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 - If you wish to pay by direct debit, a member of the Income Maximisation Team will be happy to explain the procedure. All Direct Debits are set up online and this can either be done over the phone or in person. 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 with your debit card. This service is available 24/7.

Phone - DIAL 0844 557 8321 - Have your payment card and a pen handy with your debit card, available 24/7. 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 7 pence per minute plus your phone company's access charge which may vary depending on your provider.

Allpay Payment App- Debit card payments can be made at your convenience 24/7 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.



Text - You will need to register online at www.allpayments.net/textpay/logon.aspx. to use this service. 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 you 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 - 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.



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.

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.



Staying at Home - shouldn't mean living in fear

If you are experiencing domestic abuse, help is still available. During the current coronavirus situation, you are not alone. Don't delay in seeking help during the current situation.

If you are worried about a loved one or a neighbour or if you know someone who is experiencing domestic abuse, don't delay in seeking help...

Call the 24-hour Domestic abuse Helpline in confidence on 0800 027 1234 or visit www.Safer.Scot.



Anti-Social Behaviour

Sadly, despite the current pandemic and government lockdown restrictions, we have received a high number of complaints regarding parties, noise and people continually breaking the lockdown rules. This is causing distress to many people and putting people at risk of infection from Covid-19.

Any noise disturbances can be reported to Police Scotland on 101. Tenants can then inform us that they have done this and we can investigate what action we can then take. If anyone is concerned about lockdown breaches, please contact Police Scotland, and while this behaviour on its own may not be a breach of a tenancy agreement, if the behaviour causes nuisance, alarm or distress, then this could be a different matter and we encourage you to report this to Sharon, Angela or Adam.

We ask that residents behave responsibly and abide by the rules the Scottish Government has set out so that we can all remain safe during these unprecedented times.

Glasgow City Council Bins & Recycling Information

Green and blue bin collections are continuing as normal. The purple glass recycling bin is on a new rota, please check the Glasgow City Council website for your new collection day.

Ways to help your refuse collection crews:

Please give consideration to the regular cleaning of bin handles and lids.

Please wash your hands before and after touching bins.

If you see refuse collection crews in the street, please keep a safe distance from them, of at least 2 metres. This is to protect them and you.

The refuse collection crews are delivering essential services under challenging circumstances - please don't be afraid to show your appreciation of their efforts by thanking them, from a safe 2 metre distance.

Please be mindful where you park your car on collection days, so that refuse collection vehicles can gain access. With more people at home, residential roads are busier with parked cars making it harder for collection vehicles to get through, this is a particular issue in areas with narrow streets and lanes.

Please act responsibly and avoid presenting additional waste.

People with a confirmed or suspected Covid-19 Case

Any individuals within households with a confirmed or suspected Covid-19 case should follow this advice to dispose of their household waste to ensure the virus is not spread via personal waste.

All personal waste such as used tissues and disposable cleaning cloths should be placed securely in a plastic bag or bin liner.

This plastic bag should then be placed in another plastic bag and securely tied.

These bags must be stored separately to other waste for at least 72 hours before being placed in the green/metal general waste bin.

Bulky Waste

Collection of bulky waste was suspended from Thursday, March 19, 2020 at 12 noon until further notice.

While the suspension of bulk uplift is in place please do not leave items on the street. These items will not be collected. Please leave any unwanted items safely on your own property such as your back garden or your back court and remain mindful of any fire risk.

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