

Community

Fun Day

This summer saw the welcome return of our Community Fun Day.

The event, which was held on Thursday 10th August from 12:30 pm to 4:30 pm, was open

to all those living in the local area and was completely free of charge.

Kerry Stevenson, our Vice Chair officially opened the event and thanked everyone for coming along. She also thanked the following organisations for their support and/or donations:

- Greater Pollok Barratt Community Development Trust
- The National Lottery Community Fund
- CCG who donated the heras fencing to keep the site secure
- Morrison's Local who donated water, crisps and sweets

We were delighted that Scotland's First Minister, Humza Yousaf was able to take time out of his busy schedule to come along to our event. After saying a few words he then took time to speak to members of the community. He also managed to join in on some of the day's activities!

Continued on page 2...



Community Fun Day

Over 900 people came along to join in the fun! There were numerous activities to keep the children entertained including: football darts, rodeo bull, bouncy castle, climbing wall, tot's farmyard zone, selfie station, face painting, crafts, competitions and games. The adults weren't left out either as there were head or shoulder massages and file and polish treatments for nails. If that wasn't enough, everyone received a portion of popcorn and candy floss. Tea, coffee, water, juice and sweets were available throughout the afternoon.

The prize giving ceremony for our Annual Garden Competition took place during the event. See the article "Blooming Marvellous" for details of this year's winners.

We are delighted that this event was a success again this year. We received so much positive feedback on the day as well as some ideas to consider for next year's event. Sharon Quinn, Housing Services Manager will be working through the feedback to see what ideas we can include in next year's event. Again, this year some people had to queue to get in due to restrictions around the number of people that could be on site at any one time due to the size of the area. This is a sign of how popular this event has become.

Thanks to everyone who attended for making it such a great day.



The Scottish Housing Regulator: Rosehill Landlord Report

Each year all landlords must complete a return to The Regulator known as the ARC which contains a range of performance information to show how we are achieving the outcomes and standards of the Scottish Social Housing Charter. From these returns The Regulator publishes a selection of the performance results for each landlord, known as the Landlord Report. Our Landlord Report 2022/23 is available on our website at https://www.rosehillhousing.co.uk/upload/download_document/c8e905fa-4b13-11ee-a71e-005056a3/ If you require a paper copy of the Report please contact Kelly or Sophie in one of the following ways to request a copy is sent out to you:

Phone our office on 0141 881 0595 • Email: admin@rosehillhousing.co.uk

Or pop into our office at 250 Peat Road (Monday to Thursday from 9 am to 5 pm and Friday from 9 am to 4 pm)

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+Bisset carried out 2 main audits in April and May. They also did a follow up audit to ensure the recommendations from the previous year’s audits had been actioned.

The two main audits related to Electrical Safety and our IT Systems, we are pleased to report that we

achieved a “Strong” level of assurance for both audits, which is the highest level of assurance that can be achieved. In addition, our Internal Auditor

Audit Area	Assurance Rating	Recommendations Made
Electrical Safety	Strong	2 - low rated
IT Systems	Strong	2 - low rated

confirmed it was satisfied we had implemented any recommendations from the last year’s audit and again awarded a “Strong” level of assurance. The previous audits related to Risk Management and Complaints.

Area Audited	Recommendations	What we will do
Electrical Safety	<ol style="list-style-type: none"> 1. Develop a target for electrical inspections and add to tenant safety assurance exercise. Annually report performance against KPIs to Management Committee. 2. Section on electrical safety to be published annually in newsletter to inform tenants of any specific updates within the Electrical Safety Inspection process and to keep them informed of any legislative changes to Electrical Safety. Electrical safety is outlined in tenants’ handbook to ensure tenants are aware of severity of electrical safety. 	<p>Target set of all inspections done within 5 years. Reporting will be done quarterly and a target added to our quarterly performance management framework to Management Committee Implemented from May 2023</p> <p>Annual newsletter article will be published, beginning with Autumn ’23 newsletter. A tenant safety leaflet will be developed which can be issued to tenants as part of the “sign up” process for their new home. Will be implemented from September ’23</p>
IT Systems	<ol style="list-style-type: none"> 1. Rosehill to build upon previous good practice by delivering a robust, mandatory cyber awareness training for staff. 2. Carry out a risk assessment, considering Data Leakage Prevention (DLP). This is to ensure risks relating to unmanaged USB storage devices and access to unmanaged file-sharing websites are assessed and subsequent solutions are considered and, if necessary, further control measures are put in place. 	<p>All staff undertook cyber security (an introduction) by end of June 2023. Cyber awareness/security training will now be added to the mandatory staff training programme and carried out annually. Further training will be carried out by the Management Team by the end of October ’23</p> <p>A mapping exercise of how staff access, store and share data carried out in early August. Findings are being considered in conjunction with our IT Provider. This will help inform the risk assessment and what additional controls are required. Following on from this our ICT: Acceptable Use Policy will be updated. Full task should be completed in October or November.</p>

“Blooming Marvellous!”

This summer saw Rosehill hold its Annual Garden Competition and, as in previous years, it was a huge success. The winners were announced during our community fun day on the 10th of August.

Tenants have pulled out all the stops to again produce some fabulous displays of colour in their gardens to win this year’s prizes.

We would really like to express our thanks to all those tenants who spend hours in their gardens making sure they have neat lawns, tidy paths and bright colourful blooms. That is why we run this competition every year to reward those who do their best to brighten up the neighbourhood for all of us.

The difficult task of judging the competition this year went to Tam Ballantyne from Tivoli. Nicki Finlayson, Chair of Rosehill presented the prizes to the winners and runners up.

Tam said: *“The standard of the gardens was outstanding and it was quite difficult to pick the winners.”*

After much consideration a decision was made and the top three results for each category were as follows:



1st Prize Well Established Gardens • Mr McDonald



1st Prize New Gardens • Mr Courtney

Best Garden “Well Established” Category

- 1st Prize Mr McDonald • Peat Road
- 2nd Prize Mrs McGroarty • Lunderston Drive
- 3rd Prize Mr & Mrs Cochrane • Lunderston Drive

Runners-up

- Mr Logan, Glenlora Drive Mrs Quinn, Lunderston Drive
- Mr McCullagh, Househillmuir Road Mr Campbell, Lunderston Drive
- Mrs Hanining, Househillmuir Road Mrs Andrew, Peat Road
- Mr Chisholm, Lunderston Drive Mrs O’Rourke, Peat Road

Best Garden “New” Category

- 1st Prize Mr Courtney • Lunderston Drive
- 2nd Prize Mrs Kerr • Househillwood Road
- 3rd Prize Mr & Mrs Logan • Rosehill Court

Runners-up

- Mrs Drummond, Glenlora Drive Mrs McLennan, Pinmore Street
- Mr & Mrs Gawron, Pinmore Place Mr Gilani, Overtown Avenue
- Mrs White, Glenlora Drive



2nd Prize Well Established Gardens Mrs McGroarty

Annual Rent Review

In late Autumn the Management Committee will begin the annual process of reviewing rent levels to determine what level of rent increase should be proposed for next year. The proposed rent increase will be put out for tenant consultation in early to mid-December and will run until mid-January 2024.

Each year Committee is faced with the challenge of balancing the affordability of rents with ensuring that our costs are covered and that we can deliver on our key commitments such as planned improvements to our tenants' homes.

For several years Rosehill has committed to applying inflation only increases and made this a firm commitment in its current 5 Year Business Plan and the previous Plan. However, with the onset of Covid-19 in 2020, the Management Committee proposed a below inflation increase for April 2021 and did this again for April 2022.

	April 2021	April 2022
Annual Rent Increase	0.9%	1.4%
Inflation at time of annual rent review	3.1%	4.9%

In response to the cost of living crisis which saw energy costs soar and a rapid rise in inflation, Committee decided to propose a further below inflation increase for 2023. Following tenant consultation, a rent increase of 5% was applied from April this year. At the time Committee held its annual rent review process last Autumn, inflation was sitting at 10.1%.

Despite applying below inflation increases for the last 3 years Rosehill has remained committed to continuing to deliver planned improvements, where possible, to our tenants' homes.

Since April this year we have...

- Completed external painterwork to 380 properties;
- Replaced radiators and pipework in 84 properties;
- Installed 6 boilers;
- Installed 2 bathroom suites;
- Replaced 1 kitchen;
- Recently completed gutter cleaning to 54 properties;
- Recently started the replacement external doors and window contract, completing 37 properties to date.

Over the coming months we will...

- Continue with the replacement radiator and pipework contract to increase the completed properties to around 320;
- Also install replacement external doors and windows to another 144 properties.

Upcoming planned works will also include the replacement of 54 bathroom suites along with the ongoing delivery of gutter cleaning and painter work programmes.



2nd Prize New Gardens
Mrs Kerr



3rd Prize Well Established Gardens
Mr & Mrs Cochrane



3rd Prize New Gardens
Mr & Mrs Logan



Changes to collection of garden waste

From 1st October 2023, Glasgow City Council (GCC) are introducing a permit scheme for brown bin garden waste.

All households that have a brown bin and wish to use this for garden waste, must now purchase a permit which costs £50 per year for each brown bin you have. Should any tenant not purchase the permit, then they will only be allowed to use their brown bin for food waste. Any bins not displaying the permit sticker, but which contains garden waste will NOT be emptied by GCC.

Tenants are not under any obligation to use this service to dispose of garden waste. You can still take waste to any of the Household Waste Recycling Centres or may choose to compost waste in your own garden. The nearest Recycling Centre is **Shieldhall Recycling Centre, Renfrew Road, G51 4SN**. It is open Monday - Sunday 8am to 6pm with the last entry being 5.15pm.

For further information on the new garden waste charge and to apply for a permit, please visit GCC's website at www.glasgow.gov.uk/gardenwaste.

AGM 2024

When we hold our Annual General Meeting (AGM) is changing!

Our AGMs are normally held in February or March each year but from next year the AGM will now be held in August or September.

Why is this changing?

Rosehill is changing its financial year. Currently our financial year runs from October to September but this is changing to April to March, effective from 1st April 2024. We are doing this in response to the main recommendation from a Governance Review we commissioned. It was recommended that we change our financial year to align with the vast majority of our sector. By doing so, this should improve the value of benchmarking and performance comparisons with other RSLs.

To facilitate the change, our current financial year (which was due to end on 30th September) has been extended by 6 months and will now end on 31st March 2024. In accordance with our Rules (Rule 18) we will hold our AGM within 6 months of the end of our financial year.

Defibrillator

We are pleased to announce that we will soon be installing a defibrillator outside our office for the use of the community and are looking for residents who may be interested in learning how to use the defibrillator safely and correctly.

The facts show that in event of a person suffering a sudden cardiac arrest, there is less than 10 minutes in which to help save their life through CPR and the use of a defibrillator.

We are trying to gauge interest in people learning how to use the defibrillator correctly. Rosehill would like to offer free professional training to all residents, if you are interested, please leave your name and contact telephone number with reception, or contact Eddie McGlone our Community Engagement Officer via our email: admin@rosehillhousing.co.uk

Come and join us at Rosehill's Panto Jack and the Beanstalk on Monday 18th December 2023

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 (Jack and the Beanstalk) will be held on Monday 18th December. This year, there will be one showing at 4pm 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. Unfortunately, due to there only being one showing this year, we may have to limit the number of adults to one per family. This is to allow as many children as possible to attend. For this reason, we are trying to establish numbers earlier than in previous years.

Requests for tickets must be made to Sandra Green at the office no later than Monday 13th November, this will allow us enough time to confirm numbers and issue tickets to those wishing to attend.... but 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.



Over 60s Xmas Lunch

We are proud once again to be sponsoring the Priesthill United Reform Church's over 60s Christmas Lunch. This is open to anyone over the age of 60 and lives in the local area. The lunch will be held on Tuesday 12th December 2023.

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

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

Please note tickets will be issued week beginning 4th December.

Rosehill Tenants' Voice

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

The group are looking to recruit additional members to strengthen the values they believe in. They meet on the last Monday of each month in our office, and the meetings generally last around 2 hours.

Are you interested in becoming a part of RTV?

If so, please contact Sharon Quinn, Housing Services Manager on 0141 881 0595 or by email to admin@rosehillhousing.co.uk

Update from Angela... Gardens

Summer is now over; it is almost time to give your garden a final cut and relax until Springtime. I will continue to monitor garden areas over the coming months and would be grateful if you could make sure that all gardens look tidy and there is no rubbish or bulk waste lying in the garden areas.

Dog Fouling

I have recently noticed some dog faeces on pavements and in some gardens and would like to remind all our tenants who have pets, and particularly dogs, of their responsibilities under their tenancy agreement in respect of keeping pets. These conditions can be found on page 5 sub section 2.7.2 of your tenancy agreement. One of the conditions states that you are responsible for cleaning up dog faeces, failure to meet these conditions may result in permission to keep the dog being withdrawn.

If you notice a problem in your area, you can contact Glasgow City Council dog fouling team on 0141 287 1058. I will continue to monitor garden areas over the coming months and pursue any tenant who does not fulfil their tenancy obligations.

Abandoned Trolleys

I have noticed abandoned trolleys in the area and not only in the street but in tenants' gardens. These trolleys should not be removed from the supermarket areas and should not be left in or around your garden.



If it's been dumped there by someone else, then please report this to Trolleywise using the website below or download the

Trolleywise app. If you are not able to report this yourself and you see a trolley lying in the street, then give me a call on **0141 881 0595**. The website is www.trolleywise.co.uk

Priesthill Tenements and Backcourts

There are still ongoing issues with bulk being dumped in the side lanes at Priesthill Rd tenements.

We believe there is some fly tipping going on which is contributing to the amount left there each week. If you are aware of who is responsible for dumping here, please contact Glasgow City Council's Public Health Department where staff will investigate and hold those responsible to control this unacceptable behaviour. Fixed penalty notices

of £200 may be issued for illegal dumping of rubbish, such as fly-tipping. Major offenders may also be referred to the Procurator Fiscal.



Update from Ruairidh...

Gardens - Nitshill and Craigbank

A big thank you to the tenants who have taken the time and effort this summer to keep their gardens in good condition. Everyone doing their bit contributes to the entire area.

To avoid contractors quoting large amounts to clear your overgrown grass, bushes and weeds, tenants should keep on top of garden maintenance. Rosehill offers a free garden assistance programme to households that are physically unable to maintain their gardens, however this service is at full capacity. I would advise any tenants struggling with the upkeep of their gardens to enquire about being added to the waiting list as early as possible.

Tenants who do not have equipment can enquire about borrowing items such as strimmer's and lawnmowers, free of charge, from local enterprises like the Southside Tool Library. You can visit them at 514 Victoria Road, Glasgow, G42 8BG or telephone them on 0141 636 3959.



Hurlet Tenements

I am happy to note that there has been an improvement in many of the back courts over the summer. This is down to tenants keeping the bin stores tidy and the environmental contractor conducting regular visits. With that being said, there are certain blocks where issues with the bin stores are persistent, and I will be paying particular attention to these in the Autumn.

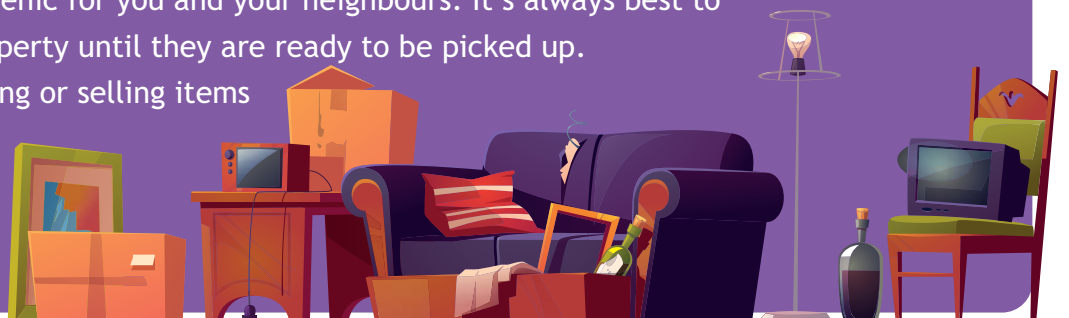
Similarly, I have noticed a general decrease in the evidence of smoking in most closes over the summer. Again, there are one or two closes where these issues remain. I would like to remind tenants that smoking in an enclosed public space, like your common close, is illegal and this carries with it the risk of fines. Tenants should smoke within their own home, or outside the close. Cigarettes should be disposed of safely, without leaving a mess for neighbours.

Bulk

For those without access to a car or van, moving unwanted bulk items can be difficult. There are various charities - such as Shelter, British Heart Foundation, and 2nd opportunities - you can book free uplifts with for certain items in good condition.

This is particularly useful for furniture that someone else can put to good use. Furniture left outside will become unhygienic for you and your neighbours. It's always best to keep items within your property until they are ready to be picked up.

Please also consider donating or selling items on social media marketplaces. People are often willing to pick up items sold on these sites.



Stay on top of your rent by setting a budget...

The increase in the cost of living over the last 18 months has been well documented and the impact of this has been felt by everyone, even those who may have previously considered themselves financially stable.

With so many demands on your finances it can sometimes be difficult to keep track of your spending. A good way of keeping track of your income and outgoings is to create a budget, knowing what you're spending your money on is the first step in helping you identify any changes you need to make if you are struggling to make ends meet.

Rent is a priority expenditure, and it is important that you make the necessary arrangements within your budget to meet this cost each month. Prioritising your essential bills such as your rent, gas, electricity, and council tax will help you stay in control of your money and keep you from falling into debt. If you use online banking a number of the high street banking apps and online banks now have the facility to create separate pots within your existing bank account to allow you to put aside money for essential bills such as rent, this can help you with planning your monthly spending allowing you to budget directly from your bank account. For those that are paid weekly it

may be easier to pay a proportion of your rent each week, this can help lessen the strain on your finances come the end of the month.

The government backed website [moneyhelper.org.uk](https://www.moneyhelper.org.uk) is a free and impartial source of help around the issue of money and has useful articles and tools to help you stay in control of your household finances. The site has a budgeting tool that can help you think about your money and where you spend it, and it also offers tailored suggestions about ways that you can improve your financial position and get the most out of your money.

For those that do not use the internet even just writing down the amount of money coming in and going out each month can help you keep track. Keeping a tally of your receipts and bills when you do this can help you get an

accurate reflection of your spending, as it can be easy to underestimate just how much you spend on items such as groceries, clothing, and leisure.

If your budget shows that you have more going out than you have coming in, then it is important to take stock of your situation and address the underlying issues and you may benefit from speaking with a free independent money adviser from an advice agency such as the Citizens Advice Bureau or Step Change. If you have multiple debts a money adviser will assist you to look at your spending priorities and to assist you with managing priority debts such as rent. Since the pandemic, a number of these organisations also have an online facility to access their support.

If you have had a change of circumstances, it is always worthwhile to check if you have



any unclaimed benefit entitlement that can help maximise money into your household; Rosehill's Income Maximisation Team can assist you with this.

For those that have already fallen behind with rent, it is important that you contact us to discuss your situation. We can then agree and put in place an arrangement that is reasonable and affordable to clear your rent arrears as soon as possible.

Taking control of the situation and sticking to an affordable arrangement can help alleviate the stress and anxiety if you have rent arrears. Rosehill is committed to engaging and working with those tenants who have fallen behind with their rent payments. Rent arrears are classified as a priority debt so you should look to take steps to deal with this as soon as possible. Avoid the risk of court costs and possible eviction action by contacting a member of the income team as early as possible if you are struggling to make your rent payment.



Tenant Reference for Rent payments

To allow Rosehill to allocate your rent payment as quickly as possible it would help the process if you could please quote your tenancy reference alongside your payment. If you have permanently moved to a new property, switched from a joint tenancy to a sole tenancy or vice versa or changed your name you may find that your tenancy reference has changed. If you are unsure of your reference, please contact a member of our income team who would be happy to confirm this for you.

Debit Card payments

Rosehill has a range of ways to allow our tenants to pay rent. Alongside our existing payment methods please note that during office opening hours a member of our income team can take a debit card payment over the phone. If you are paying via this method, please have a note of your email address to allow an electronic receipt to be sent to you. Please note that our Allpay Debit Card facility continues to operate 24 hours a day which allows you to make payments via this method even when the office is closed. Details of how to pay this way along with a list of all other methods are contained on our website. If you have any queries about the ways to pay, please contact Michael or Michelle in the income team.

Late Payments

The terms of your tenancy agreement state that rent is due on or before the 28th of each month. Rosehill appreciates that due to the timing of wages it is not always possible to pay by this date and with prior agreement, payment can be made up to and including the final day of the month. Please be aware that any payment received after the final day of the month will be treated as late which may see your rent account flagged as being in arrears and you may be contacted in line with Rosehill's rent arrears management policy.

To the parents of pre-school children or those ladies who are expecting:

Are you aware that you may be entitled to additional grants? Best Start Foods, Pregnancy and Baby Payment and Early Learning Payment. If you would like some information, please contact Michelle or Michael who can provide you with more information.

Scottish Welfare Fund - Glasgow City Council



Scottish Welfare Fund (SWF) is a discretionary scheme administered by Glasgow City Council. The fund is split into Crisis Grants and Community Care Grants. Any grant awarded is based on Glasgow City Council assessment of your circumstances.

It is important to remember that the Scottish Welfare Fund is a budget limited scheme and grants will only be fulfilled if there is enough money left in the allocated budget. The decision to award and amount awarded, will be determined by the Council, and is based on the eligibility and qualifying criteria set by the Scottish Government.

Crisis Grants

Crisis grants aim to help people who are in crisis because of a disaster or an emergency.

Examples of this may include when:

- you have had a fire or flood at home.
- an unexpected situation has occurred.
- you're a victim of domestic abuse and you need help with things like moving away from an abuser.
- you're a grandparent or other relative who has taken over caring for a child, and you're waiting on a transfer of benefits.
- you're facing a gap in your normal income because of a redundancy or change at work
- you have just been released from prison.

Community Care Grant

A community care grant aims to help people who may have to go into care unless they get some support to stay at home. Or if they are leaving any form of care and need help to set-up their own home. For example:

Cooker, fridge/freezer, carpets or washing machine

If you meet the eligibility and qualifying criteria for a Community Care Grant, any award made will be fulfilled through goods which are sourced and delivered to you by your local council.

A Community Care Grant can be given, if you qualify, to help with costs if:

- you're leaving care or prison and need help to start a new and settled home.
- you've been homeless, or living an unsettled life such as sofa surfing, and need help to set up a new and settled home.
- you need support to stay out of care like a hospital or a homeless unit.
- you're caring for someone who's been released from prison or a young offender's institution.
- you're experiencing great pressure and need help to keep your home to a liveable standard or you require an item such as a washing machine and you are incontinent.
- you're escaping domestic abuse and need help.
- a child's health is at risk due to not having a settled home or essential items like a washing machine for their clothing, or a suitable bed for the child to rest.

Once you have made the application and if refused an award or you are unhappy with the award given, you can ask your council to look at the decision again. This is called a review, someone other than the person who first made the decision will look at your application again.

The First Tier Review

- Can decide to uphold or agree with the original decision
- Change the original decision

They cannot reduce the award or take it away.

If you're still unhappy with the decision of the First Tier Review, you can ask the Scottish Public Services Ombudsman for an independent review. If you have access to the internet this can be completed online. You can go to www.glasgow.gov.uk choose Scottish Welfare Fund, then select "I wish to complain about the way my application was handled by the council, how do I do this?"

Alternatively contact us and we will arrange an appointment with our Welfare Rights Advisor.

Who's living in your home?

Please remember to let us know who is living with you in your home. Should you fail to declare anyone living with you in your tenancy, this may affect assignation and succession applications if the worst were to happen to you.

Please contact a member of the Housing Management, Generic Team if you would like to confirm or update your household composition.

Gutter Cleaning

We clean the gutters at our properties on a 3 year cycle, this year we entered into a new 3 year contract with a new contractor Tenement Steps Limited.

The first year of our contract started at the end of July and the following will have their gutter cleaned before the end of October 2023.

Glenmuir Estate

98-100 Glenmuir Drive , 233, 237, 241 Househillmuir Road, 18 - 48, 2, 4, 6, 8, 10, 20, 32, 36, 40, 44, 48 Linnhead Drive

Rosewood

2- 24 Glenlora Drive, 150 - 158 Househillwood Road

Lindens

1-35 Elliston Crescent, 2-26 Elliston Drive, 2-8 Neilston Avenue, 1-7 Ravenscraig Terrace

Priesthill Tenements

29 - 33 Priesthill Road, 109-111 Ravenscraig Drive

New Hurllet

1-17 & 2-28 Pinmore Place, 77-95 Pinmore Street

Rosehill Cottages

2-4 Hartstone Place, 1-3 Hartstone Terrace, 1-7 Househillwood Crescent, 66-70 & 93-95 Househillwood Road, 1-7 Lunderston Close, 11 & 31 Lunderston Drive, 2-8 Lunderston Gardens, 96 -104 Peat Road

MAINTENANCE

Electrical safety

As your landlord we must arrange an electrical safety check every 5 years to keep your home safe. The safety check is sometimes called an EICR and is conducted by a registered electrician.

If during the check any repairs are required, we will arrange to have these done.

When you are due a check the office will contact you to make a suitable appointment and the checks normally take under 2 hours to complete.

What you can do to help and keep yourself safe is:

- Give access when requested.
- Do not overload power circuits with multiple extension cables.
- Do not attempt to conduct any electrical works yourself.
- Switch off chargers etc. when not in use and check for overheating.



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 2023, we resolved a total of 12 complaints.

There were **8 frontline complaints** resolved during the period.

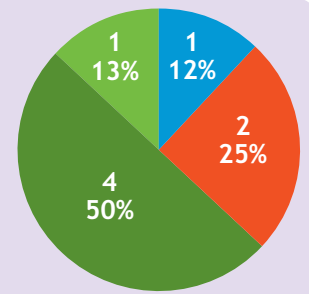
✓ **100%** of these were responded to in full within the statutory timescale.

63% of these complaints were upheld.

Average Time to Resolve Stage 1 Complaints - 3.75 Working Days

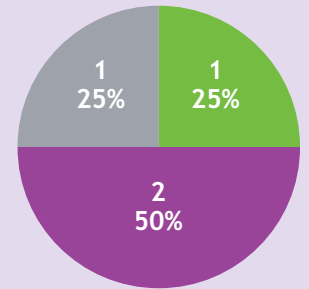
Stage 1 Reason for Complaint

- About a staff member
- Day to Day Repair
- Garden Maintenance Service
- Maintenance - Other



Stage 2 Reason for Complaint

- Cyclical Maintenance - Painterwork
- Dissatisfaction with Policy
- Maintenance - Other



The other **4 complaints** were stage 2 complaints.

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

✗ **1** complaint was not resolved within the statutory timescale due to staff availability.

75% of these complaints were upheld.

Average Time to Resolve Stage 2 Complaints - 18.5 Working Days

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

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.

40 questionnaires were returned in the period April to June 2023, listed below is a summary of the results:

- ✓ **97%** of tenants are happy with the way Rosehill's staff dealt with them and their repair
- ✓ **95%** of tenants rated the contractors' workmanship as either Excellent or Good
- ✓ **97%** of tenants rated the contractors' manner and attitude as either Excellent or Good
- ✓ **97%** 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.

The winners of the prize draws were:

Apr 23 June Clark/James O'Brien

May 23 Raymond Chrisholm • June 23 Anne Stewart

Here are a few comments we received:

"Very happy with the service. No complaints"

"Contractor always pleasant and always does excellent work"

"Good job. Very efficient."

"Contractor was really nice and friendly."



New customers welcomed to Rosehill Housing Co-operative

On 1st June 2023 we welcomed the owners of properties in the Glenmuir Estate to our factoring portfolio. Owners have been issued with Welcome Packs containing all the information they need about our role, our services, and their role and responsibilities as an owner.

We look forward to working with owners over the coming months as we welcome those owners and residents to our factoring service.



Gutter cleaning programme

Our contractor, Tenement Steps, have recently commenced the gutter cleaning programme throughout our stock.

This commenced at the end of July/beginning of August and to date the Glenmuir Estate has been completed with work in other areas continuing over the coming weeks/months. The contractor is using an extended vacuum system and provides us with before and after photographs of the gutters. This service helps to keep the gutters and downpipes free from debris and ensures any areas of concern are highlighted to us on completion of works.

If you need any help or information in relation to this contract please contact the office on 0141 881 0595 or email factoring@rosehillhousing.co.uk

Litter, bulk refuse, and fly tipping

This continues to be a blight on our community. Please help us and dispose of your rubbish safely and responsibly. If you see fly tipping, please report this to Glasgow City Council using the following link -

<https://www.glasgow.gov.uk/index.aspx?articleid=17179>

Download the My Glasgow app to report issues:

<https://www.glasgow.gov.uk/stgo>

Close cleaning (Glenmuir Estate)

For those owners and residents, you will be aware that our contractor Tenement Steps have commenced service to the blocks. We hope that this will lead to an improvement in the closes, and we would ask residents to ensure that they do not leave items within the common areas that would hinder the contractor performing cleaning duties in the close. This is particularly relevant to bulky items as these are a fire hazard and should never be stored within a common area.

If you need any help or information in relation to this contract please contact the office on 0141 881 0595 or email factoring@rosehillhousing.co.uk

Keep us up to date with changes

Let us know if you move home, are selling, have a new contact number or would prefer contact by email or text. We need this to ensure that we hold up to date information for correspondence or if we need to contact you about your property.

To check or update your details please contact the office on 0141 881 0595 or email by factoring@rosehillhousing.co.uk





Looking to get more involved in your local community?

Become a **Neighbourhood Community Volunteer** by visiting - <https://www.glasgow.gov.uk/article/23781/Neighbourhood-Improvement-and-Enforcement-Service>

Glasgow City Council deliver a range of initiatives which aim to clean up Glasgow making it a cleaner place for people to work, for children to play and for everyone to visit. The Neighbourhood Improvement and Enforcement Service (NIES) has an integral role in delivering GCC's aims and objectives at a local level.

NIES works with individuals, residents' groups, schools and businesses, educating and encouraging them to take an active role in addressing local neighbourhood environmental issues. From community clean-ups to open space enhancement, the service supports activities that, besides improving the environment, can help to reduce antisocial behaviour.

NIES Officers regularly visit schools and community groups around the city to talk about keeping Glasgow clean, as well as providing equipment and support for clean-ups. A good example of how NIES can help stimulate community interest in cleaning a litter hotspot was the development of #givinganhour litter pick events which have been successfully delivered throughout the city.

If you would like to organise a cleanup in your area, please visit the link above to find more information on how to get involved.

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