



Community Fun Day

**FREE
EVENT**

As previously advised in our Autumn newsletter, this summer sees a welcome return to our community fun day. The event will take place on **Thursday 10th August 2023** between 12.30pm and 4.30pm. As in previous years the event will be held at the junction of Priesthill Road and Peat Road heading towards Househillwood Road. The fun day is open to anyone living in the local area and is completely free.

There will be plenty of activities on offer including Bouncy castles, face painting, football darts, toddler station, selfie station, arts & crafts and climbing wall.

To ensure that the adults don't miss out there will also be head or shoulder massages and therapy sessions including file and polish for nails. There will be candy floss and popcorn, water, juice, sweets and fruit available throughout the afternoon.

The prize giving ceremony for the Annual Garden Competition will take place during the event.

Our last Fun Day in 2019 was a huge success and we received a lot of positive feedback so we hope that everyone will join us again this year.

Should you be travelling to this event by car, we ask that you respect the surrounding neighbours by not blocking access to driveways. This will help to ensure that everyone enjoys the event.

Annual Garden Competition 2023

Calling all you green fingered enthusiasts it's time to look out your gloves and spades and add those magical touches to your gardens. Our garden contractors, Caledonian Maintenance Services have agreed to carry out the difficult task of judging the competition week commencing 17th July 2023. They have also kindly agreed to make a contribution towards the prize fund.

There are three prizes for each category:

1st Prize	£125	B&Q voucher
2nd Prize	£100	B & Q voucher
3rd Prize	£75	B & Q voucher

In addition, all winners in each category will be presented with a trophy.

Categories

The main categories for Best Garden are "Well Established Gardens" and "New Gardens".

What category do you fall under?

Well Established Gardens

- Original stock
- Hurllet Tenements
- Priesthill Road/ Ravenscraig Drive
- Glenmuir Estate (tenants only)
- Second Stage Transfer Stock (4 in a block, Nitshill)

New Gardens

- Rosewood
- The Lindens
- Johnsburn
- New Hurllet
- Turnberryhill
- Rosehill Cottages
- Hurlethill
- Overtown Cottages
- Darvel Street
- Craighbank
- Househill

Criteria

The judges will take account of and award marks for design/layout of gardens, features and focal points, hard surface and enclosures and all year-round interest. If you would like to nominate your garden or someone else's then please contact our office. Short-listed entrants who do not receive a main prize will be presented with a £20 gift voucher in recognition of their efforts.

Rules of the Competition

1. The competition is open to tenants only.
2. Committee members cannot be entered in the competition. However, close relatives of committee members can be entered in the competition.
3. All gardens will automatically be checked, but if you specifically want to draw our attention to your garden and have it entered in the competition then speak to Fiona, Ruairidh or Angela (Generic Team).
4. Back gardens can be entered.

If you do not want to take part in the garden competition please contact the office and let us know.



Handy Person Service

The Handyman Service is available to Rosehill tenants where all members of the household are aged 65 and over or have a disability or long-term medical condition.

The Handyman Service is **FREE OF CHARGE** for the work of the handyman - payment is only required for any materials used. Materials could be things like a light bulb, wood to make a shelf or curtain rings. If you want items such as wireless doorbells, towel rails or curtain rails fitted these will need to be purchased by you in advance and ready for the handyman to install.

The Handyman provides practical assistance by carrying out small repairs and tasks around the home.

Rosehill's handyman service is managed on our behalf by Glasgow Care & Repair. Tenants can contact them direct on **0141 433 2749** or careandrepair@southside-ha.co.uk

What they can do:

- Hang curtains
- Change light bulbs
- Install wireless door bells
- Secure loose flooring to prevent trips and falls
- Prepare the home for works such as major works or medical equipment being delivered
- Fit shelves, towel rails etc.



Bulk Uplift

Disposing of refuse can be an issue for some of us whether that is not being sure what goes in which bin, when bins are due to be emptied, disposing of bulk items, or having to endure the anti-social eyesore of fly tipping, dog fouling or littering.

Glasgow City Council has lots of information to assist you via their website. If you cannot access this, then please contact Rosehill and we will be more than happy to assist and advise you.

Glasgow City Council is now charging for removing bulk items from your property; however, this does not make it

acceptable for tenants to leave bulk items on the pavement or common land. This is fly tipping and is an environmental crime and will be reported which may result in fines or further action, including action against your tenancy.

If you have bulk items for disposal these can be taken to Shieldhall, Queenslie or Dawsholm Recycling Centre and disposed of for free.

If you have any issues disposing of your bulk items, then please contact us for more help and advice. If you notice any issues within your local environment, then please let us know so that we can take action to resolve any problems.



Staff Changes

In May we welcomed another new member of staff:

Michael Allan was successful in being appointed as Housing Assistant, within the Income Maximisation Sub-Team of the Housing Services Team.

Michael joined us from Govan Law Centre where he worked in the prevention of homelessness team as a money adviser. He also has previous experience of working within a debt management team.

As there have been a few staff changes at Rosehill recently, we thought it would be useful to set out who your team at Rosehill is.



Gerri Mogan	<i>Director</i>
Sharon Quinn	<i>Housing Services Manager</i>
Michelle Grassam	<i>Housing Officer (Income Team)</i>
Michael Allan	<i>Housing Assistant (Income Team)</i>
Parmjit Purewal	<i>Welfare Rights Advisor (Income Team)</i>
Fiona Jolly	<i>Housing Officer (Generic Team)</i>
Angela Valente	<i>Housing Assistant (Generic Team)</i>
Ruairidh McMillan	<i>Housing Assistant (Generic Team)</i>
Sandra Green	<i>Clerical Assistant</i>

Sandra Hunter	<i>Technical Services Manager</i>
Elaine Aitchison	<i>Technical Services Officer</i>
Stephen Connolly	<i>Technical Services Officer</i>
Eddie McGlone	<i>Community Engagement Officer</i>
Emma Crawford	<i>Technical Services Admin Assistant</i>

Claire Williamson	<i>Senior Finance Officer</i>
Tracy McDonald	<i>Factoring Co-ordinator</i>

Aileen Innes	<i>Corporate Services & HR Manager</i>
Kelly McCallum	<i>Customer Services Officer</i>
Sophie Turnbull	<i>Customer Services Assistant</i>

Garden Assistance

We currently operate a Garden Assistance Scheme to provide assistance to tenants who are medically unfit to maintain their gardens, through reasons of age-related problems, ill health or a disability and the tenants have no means of access to support from family or other relatives living with them or in the area. If you have a disability or serious medical condition which makes maintaining your garden difficult you may wish to consider applying to us for assistance.

Due to high demand, currently all places on the Scheme are full. However, you can still apply and be put onto a waiting list until any vacant places become available. Should you wish to do this please contact either Angela or Ruairidh on 0141 881 0595.

In the meantime, you would still be responsible for the maintenance of your garden.



Update from Angela... Gardens

Most properties and areas are looking clean and tidy with only a small number of issues relating to untidy gardens. I will continue to monitor these areas 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 outside the perimeter of your front garden. Thank you to everyone who continues to do their bit in keeping their gardens and area up to a good standard.



Craigbank/ Househillwood & Priesthill

There are currently several properties with bulk outside their property, I do understand there is now a cost associated with having bulk items removed by Glasgow City Council. I appreciate financially this is 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 at present.

Priesthill Tenements

There have been numerous issues with fly tipping at Priesthill Rd tenements over the last few months. We have a weekly bulk uplift service in place for Rosehill residents only, if you are aware of anyone dumping at the side of our properties you can either contact me at the office to discuss in confidence or report it to Glasgow City Council on 0141 287 1058.

We must work together to try and eradicate this type of behaviour. There are also other factors 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 out 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 in the area or give me a call at the office.

Update from Ruairidh...

Gardens/bulk - Nitshill & Craigbank

I appreciate the time spent by the majority of tenants to maintain their gardens this summer. The whole area looks and feels nicer when everyone does their bit and I thank those that do so. With the sunnier weather, everyone should be able to enjoy being outdoors.

I would encourage all tenants with bulk items in their gardens to please get rid of these instead of keeping them in your garden or driveway. Items can be disposed of for free at your local recycling centre at Shieldhall Road. There are very few items that they will not accept.

The current cost of living crisis means that the biggest obstacle for many tenants to maintain their garden or remove bulk is money. For those without access to a car, van or lawnmower the condition of a garden can quickly deteriorate. It is always cheaper to maintain gardens consistently, as the cost quoted by contractors to clean up a large

amount of bulk or cut overgrown grass and weeds is always far greater if left for months at a time.

There are various upcycling pages online where items can be sold or given away for free. Often people can pick these items up from your home. Local charities may also be willing to collect some items. Goods dumped outside could be reused by someone else instead. Please think about keeping unwanted items within your home, until such time as they are ready to be picked-up.

Local enterprises, such as the Southside Tool Library can lend you items like lawnmowers and strimmers **for free**. Membership of the organisation is free if you are in receipt of benefits. More details on this service can be found at

www.southsidetoollibrary.myturn.com

I will be out in the estate as much as possible this Summer and have already contacted many tenants regarding their gardens.

Hurlet Tenements

During weekly inspections of common areas, there have been reoccurring issues of rubbish in some back courts. We ask that tenants please dispose of rubbish in sealed bin bags, into the correct bins. Leaving bin bags outside of the bins attracts rats, foxes and birds who often burst the bags and create more mess.

There is also evidence of smoking within the common areas. Smoking within an enclosed public space is illegal and can incur fines. If you do not wish to smoke inside your own home then you must leave the close, ensuring you put the cigarette butts safely in the bin - not in

common areas or neighbours' gardens. This also includes visitors to your home, as you are responsible for their behaviour.

Tenants causing damage to window ledges or frames, caused by cigarettes being put out, will be charged for the damage.



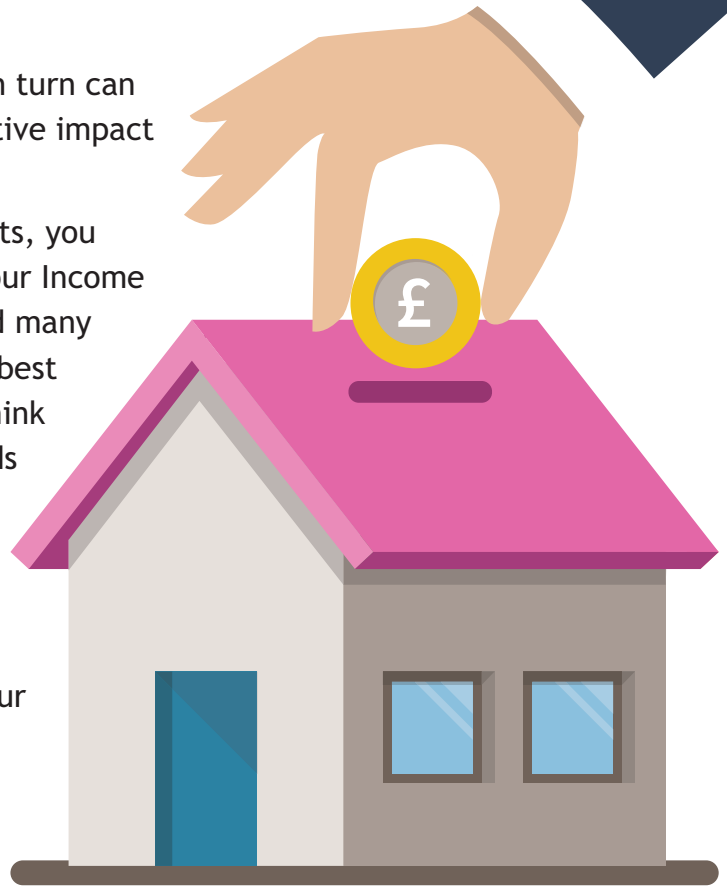
Rent

Rosehill is very aware how financially difficult it has been for tenants over the last year. We have been working hard to balance our responsibility to collect rent - so we can continue to repair and improve your homes - with providing the best support we can through the changes tenants have faced.

Missing your rent means you are in debt, this in turn can cause stress, all these factors can have a negative impact on your life and those around you.

If you are struggling to meet your rent payments, you should never be afraid to talk to us about it - our Income Maximisation Team are here to help. We spend many hours every week helping our tenants find the best way to resolve rent arrears - so please don't think you are alone if you are struggling to make ends meet. It is far better you take the lead and contact us first. As always, our Welfare Rights Adviser is available - just contact us to book an appointment.

Rosehill will continue to look at ways to help our tenants, where possible we will make funding applications and will continue to direct our tenants to other agencies to access help, e.g. food banks or fuel vouchers.



Eviction - The Last Resort (Rent)

In February and April of this year, Rosehill enforced decree for eviction against two tenants in respect of Rent Arrears. Both Decrees were granted at Glasgow Sherriff Court only after the Sherriff was satisfied that Rosehill had carried out all of the necessary processes to assist tenants.

This includes home visits, letters, telephone calls, referrals to our in-house Welfare Rights Adviser and information on independent agencies. However, at times tenants do not engage and it is necessary to request Decree. The arrears left on the two cases totalled £8,000. It is unlikely that this money will be recovered. We do not take the decision to request decree for eviction lightly and will only do so as a last resort.

If tenants work with our Income Team at the earliest opportunity to agree an affordable arrangement to clear the account this would prevent the need for a Notice of Proceedings being raised.

If you have rent arrears, please contact our Income Team without delay to agree a repayment plan.

Childcare Changes 2023

From Summer 2023 the childcare costs support will be paid upfront to parents on Universal Credit moving into work or increasing their hours.



Working parents (for two parent households, where both parents work at least 16 hours a week) can claim up to 85% of childcare costs up to a maximum of £646.35 for one child. This will increase to a maximum of £951.00 for one child. From July 2023 the amount is between £1,108.04 to £1,630.00 for two children.



Universal Credit - Managed Migration

The DWP is gradually contacting those who are still claiming legacy benefits to notify them that those benefits will be ending and inviting them to claim Universal Credit. If you receive a Migration Notice before making your Universal Credit Claim, contact Parmjit, our Welfare Benefit Adviser, who can help you through the process.



When you receive the **Migration Notice**, you have three months to make a claim, make sure you make the claim by the deadline date.

What is the difference between managed migration and natural migration?

The main difference between voluntary/natural migration and managed migration is transitional protection. The Government has committed that there will be no cash losers at the point of moving to UC (assuming no change of circumstances) for those who are part of the managed migration.

Pension Credit - don't miss out

Are you over State Pension Age, or do you know someone who is? Come in and meet Parmjit, she will carry out a benefit check and ensure that you are not missing out on Pension Credit.

Pension Credit tops up pension income and can help with day-to-day living costs. You may also be eligible to claim Pension Credit if you have savings.

People who claim Pension Credit may also be able to get:

- Help with heating costs
- Help with rent and Council Tax
- For those 75 or over a free TV license
- Help with NHS dental and other NHS Services such as glasses and transport costs for hospital appointments.

Our service is confidential, so you have nothing to lose.



Annual Visits

We want you to feel safe and happy at home - and our annual visits play an important part in this.

It is our aim that over the coming year you will get a visit from a member of our Housing Team. It's one way we can make sure your home remains safe and is in good condition.

You do not need to do anything before your housing assistant arrives and you should not be worried about this visit - all we ask is that you provide access when required.

The visit will last no more than 30 minutes and will give you the chance to see your housing assistants face-to-face.

It is also an opportunity to discuss any issues you have and find out how we can support you - we want to help.

This annual visit is an important part of your tenancy agreement.

A member of staff will be in touch to agree a date and time that suits you.



What's New?

Passport to Housing - Our New Online Application Form

Rosehill is delighted to announce that on Monday 3rd July 2023, we will be launching our user-friendly online passport to housing and housing application form. This will make it easier for applicants to apply directly from their phones, tablets or laptops as well as providing information and advice.

Applicants who wish to apply for housing will be required to complete the passport to housing module and once they have passed the short exercise, they will be issued with a code that will allow them to access the application online, and upload supporting documents using their mobile device.

We believe this is the way forward and will prove popular with the majority of applicants choosing to use this method rather than the traditional application form.

If you don't have access to the internet or are unable to complete an application online, please contact a member of our Housing Services (Generic Team) on 0141 881 0595 who will be happy to help you.

Further information including direct links to Passport to Housing can be found on our website at www.rosehillhousing.co.uk

Aggressive Behaviour towards staff

At Rosehill, our staff strive to provide a first-class service to you as tenants.

However, we recognise that, at times, things can go wrong, leaving you dissatisfied and perhaps wishing to make a complaint.

Generally, our tenants treat our staff with consideration and respect in much the same way as they would expect to be treated themselves. However, during the last 12 months, we have seen an increase in aggressive behaviour towards staff either during telephone calls, or face to face.

We understand that people may act out of character in times of trouble or distress. We do not view behaviour as unacceptable just because someone is demonstrating their dissatisfaction, however displaying aggression and being verbally abusive towards staff, causing them to feel offended, afraid, threatened or abused will not be tolerated and will be managed via our Unacceptable Actions Policy (a copy of which is available on our website).

We want to reassure you however that we always aim to be open, approachable, and responsive when dealing with complaints to ensure the best outcome for you as a tenant.



Don't Abandon Us - Terminate your tenancy correctly!

Unfortunately, as a landlord there is the risk of properties being abandoned, and even one is too many for Rosehill. The reasons why this happens are not clear. It may be the cost-of-living crisis or other personal issues.

Often the first time we discover a house has been abandoned is when the rent stops being paid. If you feel you need to give up your tenancy, please contact us and we can advise on the steps to take and offer any assistance. Abandoning your tenancy can incur additional costs to you and prevent you from securing a future tenancy. We want to help.

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 2022 to March 2023, we resolved a total of 26 complaints.

There were **20 frontline complaints** resolved during the period.

- ✓ 19 of these were responded to in full within the statutory timescale.
- ✗ 1 complaint was not resolved within the statutory timescale due to the availability of the complainer.

75% of these complaints were upheld.

Average Time to Resolve Stage 1 Complaints - 3.25 Working Days

The other 6 complaints were stage 2 complaints.

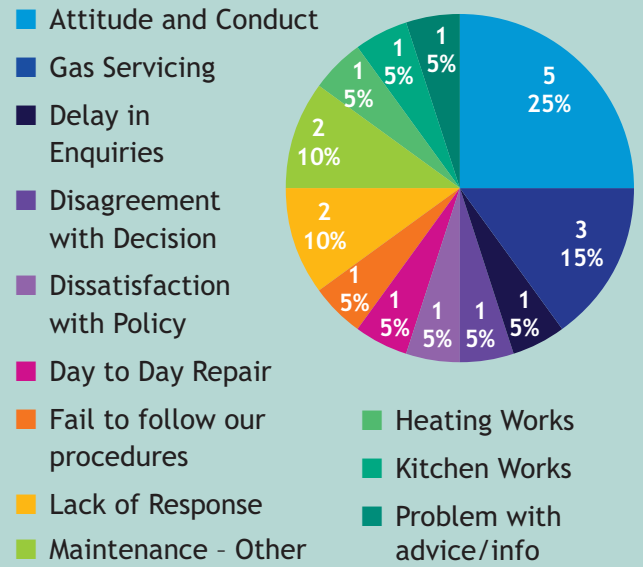
- ✓ 5 of these were responded to in full within the statutory timescale.
- ✗ 1 complaint was not resolved within the statutory timescale due to staff availability

50% of these complaints were upheld.

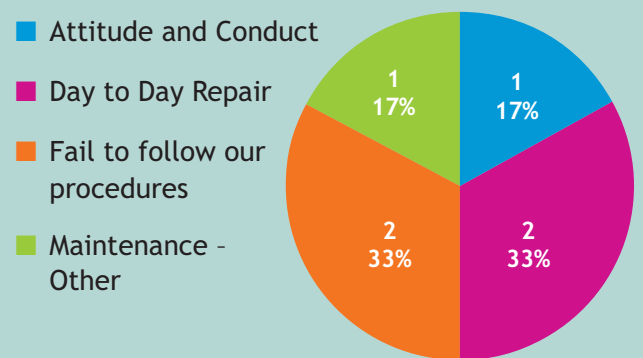
Average Time to Resolve Stage 2 Complaints - 14.5 Working Days

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

Stage 1 - Reason for Complaints



Stage 2 - Reason for Complaints



How to Report a Rat or Mice problem



If you are experiencing any issues with rats or mice at your property you can report this through Glasgow City Council Pest Control Service.

This can be reported through an online form on Glasgow City Council website www.glasgow.gov.uk/index.aspx?articleid=17609

Or alternatively you can call them on 0141 287 1059.

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!



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.

56 questionnaires were returned in the period October 2022 to March 2023, listed below is a summary of the results:

- ✓ 99% of tenants are happy with the way Rosehill's staff dealt with them and their repair
- ✓ 99% of tenants rated the contractors' workmanship as either Excellent or Good
- ✓ 99% of tenants rated the contractors' manner and attitude as either Excellent or Good
- ✓ 94% 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:

"Very happy with the workmanship"

"Excellent service from both Rosehill staff and contractor"

"Office staff are great and very obliging"

"Excellent service"

The winners of the prize draws were:

- January 2023 Ms O'Brien, Glentyan Drive
- February 2023 Ms Handlin, Peat Road
- March 2023 Ms Fee, Glenlora Drive
- April 2023 Mr O'Brien and Ms Clark, Glentyan Drive
- May 2023 Mr Chisholm, Lunderston Drive

Glenmuir Estate - formerly known as Barratt Flats

Owners of the 198 properties within this development were invited to attend a meeting to decide on whether they wanted to appoint Rosehill as the factor for the development.

This meeting took place on Tuesday 23rd May 2023 at our office (and online via Teams) and we are delighted to advise that of the votes cast 98% were in favour of Rosehill taking on the role of factor and we were duly elected with services commencing on 1st June 2023.

We have written to all owners advising of the outcome and welcome packs have been issued. If you haven't received your welcome pack yet, please contact Tracy, the Factoring Co-ordinator. Owners will begin to see additional services commencing in the coming weeks beginning with close cleaning and progressing to gutter cleaning. The contractor carrying out the close cleaning is Tenement Steps, and you will see their operatives onsite carrying out this task in the coming weeks. We ask that you ensure that no items are left in the common areas to allow free access for operatives to carry out the cleaning.

We will write to owners advising when the gutter cleaning programme is due to start in their street when we have programme dates for this work.

Your contact for factoring services at Rosehill is Tracy McDonald, Factoring Co-ordinator, 0141 881 0595, 07932 650156 or email on factoring@rosehillhousing.co.uk.

Invoices - timetable reminder

We issue invoices to our factored owners 4 times a year covering the following periods -

April 2023 - June 2023 -
due to be issued July 2023

July 2023 - September 2023 -
due to be issued October 2023

October 2023 - December 2023 -
due to be issued January 2024

January 2024 - March 2024 -
due to be issued April 2024

Your invoice is due for payment in full within **14 days** as per your Written Statement of Services and it is important that you ensure your payment method meets these requirements. We offer many ways to pay, and these are always detailed on the letter that comes with your invoice. It is important that you observe these timescales for payment to avoid further action being taken to recover outstanding sums.

Keep us up to date with changes

Keeping us updated with your contact details is important. We sometimes need to access your property when dealing with a common repair or advise you of an issue at a neighbouring property and if we don't have your current contact details this can delay taking action to rectify an issue.

Please 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 information to ensure that we hold up to date information for correspondence or if we need to contact you about your property.

This is particularly important for those owners in blocks of flats and private landlords letting out their properties. If we need to contact, you and we don't have the correct information this may delay instructing works at your block.

To check or update your details please contact Tracy, the Factoring Co-ordinator, on 0141 881 0595, 07932 650156 or email on factoring@rosehillhousing.co.uk

Struggling to pay your factoring bill?

If you are struggling to pay your factoring bill and need help, in the first instance please contact Tracy.

If you don't want to speak to Rosehill you can access help and advice via the Citizen's Advice Bureau, their nearest office is - Pollok Civic Realm, 27 Cowglen Road

Glasgow G53 6EW

Telephone - 0141 881 2462

Email - admin5@ppollokcab.org.uk



The Lunch Club

The 50p Church
100 Priesthill Road,
G53 6QL

EVERY FRIDAY
FROM
12.30PM-2.30PM
COME ALONG ENJOY
A LUNCH AND A
CATCH UP WITH
FRIENDS
FREE OF CHARGE

The Breakfast Café

Every Tuesday Morning
9.30am - 11.30am
in Peat Road Hall

Meet up with others or a vhat and a roll
and a cuppa, everyone welcome.



Free

TO **G53** ETHER

pollok pantry

registration £1 per month

plus
£2.50
per
visit
for
10/15
items

mon/tues/thurs
10am-3pm

saturday 10am-2pm

25-27 Brockburn Road
Pollok, Glasgow G53 5BQ
0141 378 8541



Come garden with us!

Join our weekly community gardening sessions across Pollok for some fresh air, a blether, and perhaps some home-grown food!



When and Where?

Peat Road Hall Garden
Mondays and Tuesdays 11-1pm
Thursdays 10-12:30pm

Carnwadric Parish Church
Thursdays 11-2pm

Rainbow Garden, Noble Art Boxing Club, Nitshill
Fridays 9:30-12:30pm



Find us on facebook:
"Urban Roots Pollok & Priesthill"
or our website:
www.urbanroots.org.uk

Urban Roots is a Scottish Charity,
SC040647, regulated by the Scottish Charity Regulator (OSCR)



Parents and carers:

Do you ever feel...

- Overwhelmed or isolated?
- Like you are the only one struggling?
- Worried about screen-time, behaviour or mental health?



Come along to the Parent/Carer Peer Support Group
Join other parents/carers in a similar situation for a free cuppa and a listening ear. Get tips and advice.



Mondays 6-7.30pm
Children 1st,
Pollok Civic Realm,
27 Cowglen Road,
Glasgow,
G53 6EW.



Contact Ayisha for more information: 07816 225 889





Your Citizen Voice Pollok

Glasgow's Neighbourhood Infrastructure Improvement Fund has made £1 million available for infrastructure improvements.

Cards and voting boxes are available across your area, all you have to do is pick up a card and tell us about your priorities and ideas to improve your area.

[Scan here to find your nearest box or vote online!](#)



Emergency Repairs

For genuine emergency repairs outwith normal working hours please contact - 0141 552 8647

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.



How would you improve your area?

Your voice matters!

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



250 Peat Rd • GLASGOW G53 6SA • tel 0141 881 05953

email admin@rosehillhousing.co.uk • website www.rosehillhousing.co.uk