

homenews



Community Fun Day

**FREE
EVENT**

We had so much fun at last year's event, which was for our 30th Anniversary, we decided to do it again! This year's fun day will be on Thursday 8th August from 12:30pm to 4:30pm, and is open to all those living in the local area and is absolutely free.

There will be plenty of activities on offer including: bouncy castles, face painting, rodeo bull, selfie station, toddler station, mini Olympics, climbing wall, messy play station, Bhangra dancing workshops, competitions and games.

The adults won't miss out either as there will be head or shoulder massages and beauty therapy sessions including file and polish treatments for nails. If that isn't enough everyone gets a choice of candy floss or

popcorn and water, juice, fruit and sweets will be available throughout the afternoon.

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

Last year's community fun day was such a success and the feedback we received very positive, so we hope to see you there.

The event will be on the land at the junction of Peat Road and Priesthill Road heading up to Househillwood Road.

Rosehill's Annual Garden Competition



This year sees Rosehill hold its 23rd Annual Garden Competition.

This year the competition will be judged week commencing 22nd July 2019.

Below is a reminder of the prizes for each category:

Prizes

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 ex-council properties • Hurllet Tenements Priesthill Road/Ravenscraig Drive
Second Stage Transfer Stock (4 in a blocks, Nitshill)

New Gardens

Rosewood • The Lindens • Johnsburn • New Hurllet
Rosehill Cottages • Turnberryhill • Hurllehill
Overtown Cottages • Darvel Street • Craigbank

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 £10 gift voucher in recognition of their efforts.

The winners will be announced and the prizes awarded at the Annual Fun Day on the 8th August.



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, so long as they live at a different address.
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 Sharon, Adam or Angela (Generic Team) or Kelly, Customer Services Officer.
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.

Adam and Angela's patches have changed

A reminder that from the 1st April the areas that Adam and Angela cover have changed. The following is a list of their new areas:

Adam's patch	
Address	Number
Bankbrae Avenue	No 1 - 21
Galston Street	No 21-71
Glenlora Drive	No 3-7 & 237-279
Glentyan Drive	No 1-7 & 46a-64b
Glentyan Place	No 1-41
Hartstone Road	No 2-12
Househillwood Road	No 230-244 & 271-277
Maybole Street	No 20-74
McCloy Gardens	No 1-23
Newmilns Street	No 1-27
Nitshill Road	No 192-254
Peat Road	No 96-104
Pinmore Place	No 1-45
Pinmore Street	No 39-121 & 124-134
Rosehill Crescent	No 1-17
Rosehill Court	No 1-7
Rosehill Drive	No 1-17
Rosehill Gate	No 1-7
Seamill Street	No 8-110
Seamill Path	No 1-7
Househillwood Road	No 74-92
Househillwood Crescent	No 1-25

Angela's patch	
Address	Number
Dunside Drive	No 15-21
Elliston Crescent	No 1-35
Elliston Drive	No 2-26
Glenlora Drive	No 2-167
Glenlora Terrace	No 5-12
Glentyan Drive	No 84-90
Hartstone Road	No 150
Househillmuir Road	No 164-332
Houshillmuir Crescent	No 6
Houshillwood Road	No 170-196 / 143-257
Johnsburn Drive	No 7-25
Johnsburn Road	No 1-44
Lunderston Close	No 1-7
Lunderston Drive	No 3-154
Lunderstone Gardens	No 2-8
Neilston Avenue	No 2-8
Overtown Avenue	No 5-35
Peat Road	No 164-329
Priesthill Road	No 29-33
Priesthill Road (Tenements)	No 29-33
Ravenscraig Terrace	No 1-7
Ravenscraig Drive	No 109-111



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.



£1.9m Investment in our Homes

During June we commenced our latest contract to deliver our planned maintenance programme. This contract will replace the windows and doors in our oldest stock (Dunside Drive, Glenlora Terrace and Drive, Glentyan Drive, Househillmuir Road, Househillwood Road, Lunderston Drive, Overtown Avenue, Peat Road and Priesthill Road) and is being delivered by CMS Window Systems. The windows are fully reversible 'A' rated double glazed PVCu windows and the doors are Secured by Design and either composite or PVCu. The contract is due to be completed by October.

A couple who have recently had their windows and doors completed on Peat Road are delighted and said

"It's wonderful, the traffic noise has all gone and our home feels much warmer. We have so much peace of mind knowing our door is so secure as well".



Good Neighbour Awards

We introduced the good neighbour award two years ago to recognise individuals who demonstrate special care, concern and provide assistance to other members of their community. Their efforts can make a difference in someone else's life and can generally make the neighbourhood a more pleasant place to live. We were disappointed that there were no nominations, we are still eager to recognise these unsung heroes and as such, we will continue to run the Rosehill Good Neighbour Award.

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

Who can nominate? Tenants living within a Rosehill property.

How do I nominate someone? Simply complete the good neighbour nomination form providing a brief description on how your neighbour helps you. The form will be available from reception or can be downloaded from our website. Once you have completed the form, please return it to our office.

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

Deadline to nominate Your nominations need to be in our office by the 16th of January 2020.

Date of award ceremony The winner will be announced at the 2020 AGM.

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

If you know of someone who you feel deserves a little appreciation for their hard work then please complete a nomination form and return it to the office.

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



Eviction - The Last Resort

In July this year Rosehill enforced a decree for eviction against a tenant in respect of rent arrears. Rosehill's staff make every effort to work with tenants to assist with any problems with arrears. However, on occasion we are left with no option but to take drastic action against those who persistently fail to pay their rent.

Rent

If you are having any problems paying your rent we would urge you not to ignore the matter and contact Michelle or Anne in the Income Team, who are there to help. In addition you can speak to Parmjit our Welfare Rights Advisor at her surgery held every Wednesday morning in our offices at 250 Peat Road.

If you do not want to lose your home, please make sure you pay your rent. If you have any difficulties meeting this responsibility please contact our Income Maximisation Staff immediately.

Eviction - The Last Resort

It is with regret that we have to announce we evicted one of our tenants in January for Anti-Social Behaviour. While we consider eviction to be a last resort we feel it is necessary to take action where there has been a serious breach of tenancy as we have a zero tolerance approach to any behaviour that constitutes as a breach of tenancy.

ASB

In this case, we received information that one of our tenant's adult children had been involved in possession of drugs which resulted in the tenant being arrested, convicted and imprisoned for a year for committing a crime within the locality of the tenancy.

We referred the matter to our partner agency Community Safety Glasgow and our solicitors who agreed the nature and severity of the case merited that we had reasonable grounds to raise action against the tenant for a Decree for Eviction for Recovery of the property. This was duly granted in the Sherriff Court and the family lost their home as a result.



Update from Adam...

Road Repairs - Househillwood Road (Finally)

We are pleased that the work has finally been completed and the sections that were in complete disrepair have been resurfaced. We have also been advised that road gullies have been cleared as well, this will alleviate the problems with the road flooding during the wetter months.

If you have any complaints about the condition of the roads/pavements in your

neighbourhood, I would ask you, in the first instance, to contact the Road and Lighting department on either **0800 373 635** or **0141 276 7000**. Please ask for a reference number as this will help to keep track of your complaint.

You can also log any issues via the Council's website at www.glasgow.gov.uk under the roads and parking section on their homepage.

Craigbank / Househillwood Area

In general these areas are looking clean and tidy with only a small number of issues relating to untidy gardens and bulk lying around.

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 this includes the outside edges of your gardens.

If there is anything you would like to discuss with me please contact me on **0141 881 0595** to discuss.

Hurlet Tenements...

Close Inspections

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

Residents should be aware that not taking your turn to clean the close constitutes a breach of your Scottish secure tenancy agreement. I will be writing to those involved and closely monitoring the situation over the summer. Those found to be in breach of this condition may face action against their tenancy.

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

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

Common Areas and Backcourts

The garden maintenance contractor, Tivoli who work as the main landscaper for the open areas and back courts. There has been some disruption in their service which we have all noticed, however they have assured us that these issues will be rectified. They will be de-weeding and de-mossing the areas in and around the tenements to make sure these sections are brought up the reasonable standard.

We have added the pavements and paths within the square to the landscaping contract this will improve the area and keep the weeds under control.



Update from Angela...

Dog Fouling in Gardens

During my garden checks I am noticing that some of the residents appear to be allowing their pets to foul in their gardens. This must stop as it is unpleasant and a health hazard. If this continues we may ultimately require those involved to remove their dog(s) from their property.

...in Public Areas

Not picking up dog faeces in a public area is also illegal. People caught not picking up after their dogs are liable to prosecution. If any of our tenants have action taken against them by the Council for this, we will take action as part of their tenancy conditions.



Priesthill Tenements, Common Areas & Backcourts

The garden maintenance contractor, Tivoli are currently working on the main landscape areas and back courts. They are de-weeding and de-mossing the areas in and around the tenements to make sure the general areas are kept in order. We are looking at a few options to have the area surrounding the tenements maintained by our contractor and I have also met with one of Glasgow City Council's Neighbourhood Liaison Co-ordinators to discuss a clean-up of the stairs, trees & bushes on both sides of the tenements that lead from Priesthill Rd to Ravenscraig Dr. I am awaiting confirmation from Glasgow City Council of when the works will commence, I'm sure you will agree that once the works are complete it will make a huge difference to the area.

I must bring to your attention the rubbish and dirty nappies that I have witnessed lying at the side of the tenements, when the bins are being emptied in your area and you notice any spillages you must report this to Glasgow City Council's cleansing department asap on 0141 287 9700.



Your Rosehill Team...

There have been a few changes to the staff team over the last several months, so we thought it would be useful to set out who your team at Rosehill is.

Geri Mogan	Director
Linda Chelton	Housing Services Manager
Michelle Grassam	Housing Officer (Income Team)
Anne Storrie	Housing Assistant (Income Team)
Parmjit Purewal	Welfare Rights Advisor (Income Team)
Sharon Buchanan	Housing Officer (Generic Team)
Angela Valente	Housing Assistant (Generic Team)
Adam Hughes	Housing Assistant (Generic Team)
Sandra Green	Clerical Assistant
Courtney Thomas	Community Engagement Officer
Sandra Hunter	Technical Services Manager
David Montgomery	Technical Services Officer
Elaine Aitchison	Repairs Co-ordinator
Alison Stewart	Finance Manager
Claire Williamson	Finance Officer
Kelly McCallum	Customer Services Officer



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 January to March 2019, we received a total of 6 complaints.

Category of Complaint	Complaint Subject	No. of Complaints	No. Upheld
Stage 1	No Response Or Acknowledgement	1	1
	Poor customer service	1	1
	Staff - Manner/Conduct	1	0

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

Two of these complaints were upheld and the complainants were given full apology and the issues taken up with the relevant contractor.

The review of these complaints did not identify a need for any policy changes but did result in an improvement to our systems in terms of responding to emails within a defined timescale.



100% of the complaints were resolved within the statutory timescales.

The remaining 3 complaints were classed as **Stage 2 - Investigation** and we aim to resolve these complaints within 20 working days or less.

Category of Complaint	Complaint Subject	No. of Complaints	No. Upheld
Stage 2	New Build	1	0
	About a staff member	2	0

None of these complaints were upheld and the review of these complaints did not identify a need for any policy changes however, it did highlight the need for improved note taking.



100% of these complaints were resolved within the statutory

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.

67 questionnaires were returned in the period January to March 2019, listed below is a summary of the results:

100% of tenants are happy with the way Rosehill's staff dealt with them and their repair

97% 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

100% 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:

"Contractor was really nice & helpful."

"Thank you for all your work, it was done so fast."

"Contractor was excellent in their work and manner, work done was the best I have seen in a long while."

The winners for the monthly prize draws for a £10 voucher were:

Jan 19	Mrs McGroarty
Feb 19	Mrs O'Brien
Mar 19	Ms Lee



Free for all

FOOTBALL COACHING

HOUSEHILLMUIR
ROAD MUGA
PRIESTHILL
EVERY TUESDAY
6pm - 8pm
Participants
age 10+



Glasgow City Council - Equal Pay Compensation

If you are or were a Glasgow City Council employee and recently received compensation as part of the "Equal Pay Dispute" you need to check that this does not affect your current benefit entitlement, examples include but are not limited to pension credit, housing & council tax benefit, child & working tax credits.

If you are unsure please contact our office where a member of staff will be able to provide advice.



CHRIS STEPHENS MP
Glasgow South West



Drop-in advice surgeries

If you have a problem or require advice please come along to one of my surgeries at the date, time and location which suits you best. If you require help or advice outwith surgery times please drop in to my office at the address on the right and ask to speak to one of my staff. They will be very happy to help you.

1st THURSDAY of the Month
 12.30pm: 50p Church, Priesthill Rd
 G53 6QL

1st FRIDAY of the Month
 6.30pm: Sainsbury's Darnley
 Darnley Mains Road, G53 7RH

1st SATURDAY of the Month
 10am: Cardonald Library,
 1113 Mosspark Drive G52 3BU
 12noon: Citizens Advice Bureau, Pollok
 Civic Realm, 27 Cowglen, G53 6EW

2nd FRIDAY of the Month
 11am: Pearce Institute,
 840-860 Govan Road G51 3UU
 1pm: Crookston Community Group,
 56 Beltrees Road G53 5TF

3rd SATURDAY of the Month
 10am: Ibrox Library, 1 Midlock Street
 G51 1SL
 12noon: Pollok Community Centre,
 134 Langton Road G53 5DP

4th FRIDAY of the Month
 2pm: Riverside Halls, 29-31 Clydebrae
 Street, Govan G51 2AJ

Constituency Office
 1612-1614 Paisley Road West
 Glasgow G52 3QN
Open: Mon, Tues and Friday 10am-4pm
 Thursday 10am-6pm
CLOSED: Wednesday and weekends

You can contact me at:
 ☎: 0141 883 0875
 ✉ chris.stephens.mp@parliament.uk
 🌐 www.chrisstephens.scot
 📘 ChrisStephensMP
 🐦 @ChrisStephens

Being Assured

It is important to us to ensure we are doing things right and to help us achieve this we can use external sources to validate what we are doing. One of the main methods we use is Internal Audit. We are currently in Year 2 of our 3 Year Internal Audit Programme.

During the last 6 months, Wylie & Bisset, the company we employ to carry out Internal Audits, conducted the following audits:

Procurement and Contract Management systems/processes

This is about how we determine which companies do work for Rosehill, such as delivering our day-to-day repairs service, delivering improvement works to our homes and building our new homes. We need to ensure that the processes we follow are fair, open and transparent and enable us to achieve value for money.

Our Internal Auditor reported to us that, on the whole, we are doing things well but made two minor recommendations where we could improve; these relate to some training and an update of our Policy. Both these points will be addressed before the end of September 2019.

Financial Controls

This is about managing Rosehill's finances such as setting appropriate budgets and monitoring expenditure; having systems in place so that all money spent and income received is accounted for.

Our Internal Auditor reported to us that we are doing things well and had no recommendations for improvement to make.

Data Protection and Risk Management

These were audits carried out last year and to check that any recommendations have been put into practice the Internal Auditor does follow-up audits.

Data Protection relates to how we handle, process, store and share information we hold about our tenants, other customers and our staff.

Risk Management is about ensuring that we understand the risks Rosehill face and how we will respond to them.

The Internal Auditor reported that all recommendations had been dealt with and no further action was required.

In the Autumn our Audit Sub-Committee will decide, together with our Internal Auditor, what areas of Rosehill's work should be checked in the next 12 months.

Calling all young people!

There is hopefully going to be an addition to our staff team in the next couple of months.

Rosehill is planning to create a Modern Apprenticeship post which will be based in our Customer Services Team. We are in the process of identifying a Learning Provider to deliver the relevant training.

We hope to begin the recruitment process in the next few weeks and will post more information about this exciting opportunity, for a young person to join our Staff Team, on our website shortly.

Starting Monday 15th July

Free for all

DANCE CLASSES

**Priesthill United Reformed Church Hall
160 Peat Road G53 6DE**

**Every Monday EXCEPT the first Monday of each month
6.30pm - 8.30pm**

Participants age 5+



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

Or why not call into the office and ask to speak to someone in our Housing Services Team.



250 Peat Rd • GLASGOW G53 6SA • tel 0141 881 0595

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