

## Rosehill to participate in National Fraud Initiative Pilot

In December 2023, the Scottish Housing Regulator circulated information about a pilot for RSLs in a “National Fraud Initiative” managed by Audit Scotland.

This would allow the information provided to Audit Scotland as part of the Initiative to be matched against public sector data sets to help identify and prevent fraud. The Initiative has been in operation in the public sector for many years and has now been extended to registered social landlords on a voluntary trial basis.

Rosehill has decided to participate in the pilot, which involves sharing some information about our staff and tenants with Audit Scotland.

Participation will also help us make sure the controls we have in place around this are appropriate.

We will be updating our transparency statements to include more information about the Initiative. This is to meet data protection law requirements. Please look out for an updated transparency statement coming your way very soon.

If you have any questions about the Initiative, please contact us. If you want to know more about data protection, then please contact our Data Protection Officer, Daradjeet Jagpal, at: [daradjeet@infolawsolutions.co.uk](mailto:daradjeet@infolawsolutions.co.uk) or **07852 905 779**.

## Save the Date - 17th September 2024!



As reported in the Autumn 2023 edition, Rosehill is changing its financial year effective from 1st April 2024. To enable this change, our current financial year (which began on 1st October 2022) has been extended by 6 months, ending on 31st March 2024.

This change affects when we hold our AGM. We are required to hold our AGM within 6 months of the financial year ending. Normally this has meant it has been held in March. However, from this year onwards it will be held in August or September.

We have now set the date for this year's AGM which is Tuesday 17th September 2024 at 6:30 pm. It is still being held in the usual venue - The Hall at Peat Road.

You will receive formal notice of the meeting nearer the time.

# Fuel Funding Payments

We are pleased to announce that after securing funding from the Scottish Government to support tenants with the exceptionally high increases in fuel costs and to assist with debt relief, a total of 925 tenants provided their bank details and ALL payments have now been processed and should have been received in their bank accounts. **If you provided us with your details but haven't yet received your payment, please contact Sharon Quinn, Housing Services Manager on 881 0595 to discuss this.**

A condition of receiving the funding from the Scottish Government was that we provided a report of how these payments made a difference to our tenants. We would therefore be grateful if you could take a couple of minutes to provide us with some feedback. This can be done by either telephoning the office or by email at [Admin@rosehillhousing.co.uk](mailto:Admin@rosehillhousing.co.uk).

## Rosehill Tenants' Voice

Rosehill Tenants' Voice is a group of tenants who meet once a month to look at services we provide, recommend any improvements needed and to provide feedback on what they would like to see us do in the local area. Are you interested in having a say on the services provided by us and to help drive improvements? If so, we would like to hear from you. You can contact our Housing Services Manager, Sharon Quinn for further information.

# Christmas Panto



In December, M&M Theatrical Productions returned to Rosehill and presented 'Jack and the Beanstalk' to the younger members of our households. The performance was enjoyed by all who attended. Here are some photos of the event:



# Christmas Lunch

Our over 60's Christmas lunch was again held in Priesthill United Reform Church, Peat Road on 13th December 2023. This year saw around 50 people attend and enjoy a fun filled afternoon which included a festive lunch, music, dancing and a raffle.

Sharon Quinn and Sandra Green from Rosehill joined in the festivities and chatted to those who attended.



## We are now on Facebook 😊

You told us you wanted a Social Media presence and we listened.

Rosehill's Facebook page has now been launched and will be used to keep you updated on all things Rosehill, as well as providing information on other community related matters.

Do you have anything you would like to see featured on our new Facebook page? If so, please contact us via messenger (after giving us a like 👍)



# Changes to Bin Collections

Glasgow City Council has notified us that they are making changes to the bin collection service they provide in the coming months.

Some changes include:

- Blue recycling bin will only be for paper and cardboard
- Introduction of additional bin for recycling (including plastic carrier bags)
- Frequency of bin collections



There will be no change to the day on which your bin will be emptied.



Glasgow City Council will notify all households by letter approximately one month before the changes take place (which are estimated to be around June/July for our area). We will provide more details of these changes within our summer newsletter.

# 2024 Garden Competition

Our annual garden competition is held in recognition of all the hard work our tenants put into their gardens which without doubt makes the neighbourhood a more pleasant, colourful and better place to live. We can't wait to see some of the spectacular work that you do and the effort you make each year.

There are some fabulous prizes to be won every year and this year is no different. Don't want to miss out? Get the gloves on and start planting!

Full details of the competition will be published in the Summer Newsletter and will also be posted on our website and Facebook page in the coming months.

So, this year it is really worth getting the gloves and the spades out and making an extra effort to have a spectacular garden.



# Tenants' Hub App Info

Staff at Rosehill have been using the Rosehill Connect app to carry out estate management and some tenancy related tasks. The next phase will be to roll out the app for use by our tenants. Our aim is for the app to be a helpful resource for tenants to find out about what is going on in their community, and a useful tool for tenants to give and receive information about their tenancy. We are working with the developer to add various features and once ready, the app will be free to download on Android and iOS devices.

# Bulk



It is everyone's responsibility to keep our community clean and tidy. We would like to encourage tenants to please make use of Glasgow City Council's uplift service for bulk waste collection.

At £5 per item for most items, the uplifts can be requested on the "Bulk Waste and Bin Collection" section of Glasgow City Council's website. Alternatively, you can request an uplift on 0141 287 9700. After requesting an uplift, you should receive 2 texts - one with payment confirmation and a reference number, and another with your scheduled collection date.

Please also consider donating or selling your unwanted goods - this may save you money and help someone else in need. Organisations like Shelter can sometimes collect items free of charge.

## Garden Assistance/ Maintenance Contract

The time is now approaching for our contractors Caledonian Maintenance Services Ltd to begin the garden assistance & open space maintenance programme. The service runs during the growing season i.e. normally April to October. It relates to front, side and rear gardens and will consist of the following:

- Mow grass areas and all arisings removed (twice per month)
- Strim grass edges and all arisings removed (twice per month)
- Fork over soft landscape areas once per month and trim back any shrubs as required, and all arisings removed
- Trim privet hedges front, rear and side (if applicable) (once per month), and all arisings removed
- Clear litter generally (twice per month)

The summer maintenance programme will also begin at the same time.



## Abandoned trolleys

Abandoned trolleys within the neighbourhood is on the rise. If you notice a trolley out in the street, you can report this to Trolleywise, by Wanzl at [www.wanzl.com](http://www.wanzl.com), via the trolleywise app or by phone on **01926 451951**. They are a company that collects abandoned shopping trolleys for most of the major supermarkets - for free.

## Fly tipping

Fly tipping is a problem in most areas, and we would ask that if you are aware of fly tipping in your area that you report the problem to Glasgow City Council via its website at [www.glasgow.gov.uk](http://www.glasgow.gov.uk). Bulk items can also be disposed of free of charge by taking these to the local recycling centres found at Dawsholm, Easter Queenslie, Polmadie and Shieldhall.

We are aware that fly tipping is more common after missed bin collections. The Housing Services, Generic Sub-Team has been liaising with Glasgow City Council, reporting fly tipping and missed bin collections. One factor for missed collections is contaminated bins. Residents can follow the instructions on the bins themselves to minimise the risk of missed collections. They can also check their bin collection days by going to the collection days section of Glasgow City Council's Website and inputting their postcode.

## Update from Jacqueline...

### Litter

Litter continues to be a problem in our areas, on the streets and outside the perimeter of some front gardens. You are responsible for any litter that is in and around your property, please ensure that you dispose of it in the correct manner. Litter is a breeding ground for bacteria, it is also unsightly and potentially dangerous to our environment. Please help us and report litter problems to The Environmental Task Force, their telephone number is 0300 343 7027, alternatively you can contact me on 0141 881 0595 to discuss any issues. If we work together, we might see a difference in the general look of the area, please do your bit to keep the neighbourhood free of litter.

### Fly Tipping

Fly tipping has been highlighted as an ongoing problem at Lunderston Drive/Glentyan Drive. This is being monitored on a regular basis and if the culprits are identified, their details will be passed onto Glasgow City Council to take appropriate action. Please see separate article on fly tipping for details on how to dispose of bulk in the proper manner to help alleviate fly tipping in the area.

### Dog Fouling

There has been a significant increase in dog fouling within our community, on the pavements/streets and some garden areas. Dog fouling **threatens the health of the local community**, particularly young children, so it is a priority to make sure our public spaces are clean, safe, and free of dog mess. If you allow a dog in your control to foul it is your responsibility to dispose of the mess straight away. We will continue to work with our residents and other agencies to tackle this ongoing issue.

### Gardens

As we come into the growing season again it is important that we work together to keep our neighbourhood looking good. We really appreciate the efforts of those who continue to work hard and keep their gardens and surrounding areas in a clean and tidy manner. This also includes the edging around the outside of your property, path, and driveway. We have noticed that in parts of the area residents are not maintaining the outside perimeter of their front gardens, please note that it is your responsibility to maintain these areas as per your tenancy agreement. The responsibility does not belong with Rosehill or Glasgow City Council. Please keep them free from litter and weeds at all times. This would also include any residents who live in a ground floor tenement with a garden area.



## Update from Ruairidh...

# Fly Tipping & Bins



There has been an increase in the level of fly tipping in the Nitshill and Craighbank areas. In particular, on the old Gowanbank School site. I have arranged for a bulk clear up at the site, however continued dumping like this attracts vermin and makes the area look unsightly. In the year 2022-23, Glasgow City Council issued nearly 150 enforcement notices and fined dozens of people for fly tipping. The site is regularly checked, and anyone found to be fly tipping on the site will be reported.

There is also a section of pavement at the start of Galston Street, just off Seamill Street, where there have been regular incidents of fly tipping over the last few months. Items continue to be dumped here after collections are carried out. I would urge anyone with any information about who is responsible for fly tipping to please report this to Glasgow City Council. Please always consider taking items to the dump for free, instead of leaving items on the streets.

## Hurlet Tenements

Recently, there has been an increase in dog fouling in the back courts and gardens in this area. The back courts and gardens should be safe for everyone to use. Please consider your neighbours and clean up after your pet - this is your responsibility.

### TECHNICAL SERVICES

## Gutter Cleaning - Year 2

Our 2nd year in our 3-year cyclical gutter cleaning programme will commence on 18th March 2024 and run through to the summer.

Properties due to be cleaned are :

#### Johnsburn Development:

9-11 Glenlora Drive, 186 - 192 (Even)  
Househillwood Road, Johnsburn Drive,  
Johnsburn Road, 10-12 Lunderston Drive,  
35 Overtown Avenue

#### Hurlet Tenements Development:

1 - 7 Seamill Path,  
124 - 134 Pinmore Street

#### Hurlethill Development:

19 - 45 (odd) Pinmore Place, 30 - 40 (even)  
Pinmore Place, 99 - 121 Pinmore Street,  
64 - 108 (even) Seamill Street

#### Turnberryhill Development:

54 - 64 Glentyan Drive, Glentyan Place

#### Overtown Cottages Development:

17-31 Overtown Avenue

You will be notified a week in advance of work starting at your property, please note that we only need access to your gardens, not inside your home.

If you have any questions or concerns, please contact Elaine Aitchison at the office.

# Migration from “Legacy Benefits” to Universal Credit

The government is currently phasing out several older benefits. If you are currently receiving any of these older benefits (such as Child Tax Credit, Working Tax Credit, Housing Benefit, Income Support, Income-based Jobseeker’s Allowance, and Income-related Employment and Support Allowance) you will be contacted in advance of your existing claim ending to recommend that you should make a claim for Universal Credit.

You need to transition to **Universal Credit** within **3 months** from the date your **Migration Notice letter** was sent. To ensure you continue receiving necessary financial support, it’s crucial to make the transition promptly as you will not automatically be moved over onto Universal Credit. If you’re eligible, you can apply for Universal Credit online [www.gov.uk](http://www.gov.uk) or use the Universal Credit Migration Notice helpline to apply by phone, call **0800 169 0328**, Monday to Friday, 8am to 6pm. Advice agencies such as the Citizens Advice Bureau have a dedicated service that can help you claim, and you can also contact our

Welfare Rights service if you need assistance.



Universal Credit is a monthly amount but if you live in Scotland, you can also ask that this is paid to you in instalments, twice a month.

If you are used to budgeting for payments every fortnight this can be an ideal way to help you manage your money if you think you may struggle to manage a one-off monthly payment. Once your claim has been made you can make this request for more frequent payments.

The rules and calculations around Universal Credit are different to the older benefits so you may see the amount of financial support you receive change. Using an online benefit calculator from a trusted independent source such as *Turn2Us* or *Entitled To* will help provide you with clarity of the level of support you will receive on Universal Credit. An advice agency can also help you with this calculation.

## Benefit Increases

April 2024 will see an increase to most benefit rates. DWP benefits that are linked to inflation will increase by 6.7% and the basic and new State Pension will be updated by 8.5%.

## Universal Credit: Rent Increase

The Annual Rent Increase is applied on the 29th of March 2024. If you are on Universal Credit you need to update your journal on that day. **You should complete the ‘Confirm your housing costs’ to-do, on the 29th of March 2024.** Failure to do so will mean they will pay housing element at last year’s rate; this could lead to you having to meet the shortfall yourself. The following pictures show you how to notify your change.

If you are unsure how to complete this task, contact our Income Team and we will talk you through it.

Confirm your housing costs  
**Date of change**

Did your housing costs change on 1 April 2024?  
Check the letter from your landlord for the date of the change.

Yes  
 No

[Continue](#)  
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Confirm your housing costs  
**Changes to your rent**

You previously told us the total rent for your property is £150.00 per week.

Your landlord should have written recently with details of changes to rent or eligible service charges.

**Are you still charged weekly for your rent?**

Yes  
 No

**How much is your new rent per week?**  
Do not include any service charges or rent arrears.

£

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Confirm your housing costs  
**Changes to your service charges**

You previously told us the total eligible service charges for your property are £5.00 per week.

Your landlord should have written recently with details of changes to rent or eligible service charges.

**Are you still charged weekly for your service charges?**

Yes  
 No

**How much are your new eligible service charges per week?**  
Only include 'eligible' service charges. They will be listed separately on the letter from your landlord.

£

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# Take away the hassle of paying your rent - switch to Direct Debit

**Paying your rent charge by Direct Debit takes away much of the hassle associated with paying bills.**

Give yourself peace of mind and take away the worry of forgetting to pay your rent on time. Once you are set up on Direct Debit, the Income Team at Rosehill can also update your instruction with any changes to your rent charge.

Direct Debit is one of the safest and most convenient ways of paying your bills. Payments are made automatically, so bills are never forgotten and there's no risk of late payment charges. The Direct Debit Guarantee protects you and your money in the unlikely event that there is an error in the payment of a Direct Debit, for instance if a payment is collected on the incorrect

date, or the wrong amount is collected.

You can choose a payment date to suit your needs, helping you easily schedule your bills. Payments can be made weekly, four weekly or monthly, allowing you a greater choice to help you manage your finances.

Direct Debit payments come with a guarantee. So, you're automatically protected by three important safeguards:

- An immediate money back guarantee from your bank or building society in the event of an error in the payment of your Direct Debit
- Advance notice if the date or amount changes
- The right to cancel at any time.

**Switch to Direct Debit...**

**It's as easy as 1, 2, 3:**

1. Get your bank account details handy
2. Call the Income Team on **0141 881 0595**
3. We'll do the rest!



## Rent Arrears

**Staying on top of your rent is an important obligation of your tenancy. We understand that difficult circumstances and disruption to your income can sometimes make managing your finances difficult.**

If you are struggling with paying your rent or have already fallen behind for whatever reason, it is important to contact our Income Team as soon as possible to discuss your situation and work with us to agree on a plan to reduce your arrears in an affordable and reasonable manner. Our Welfare Rights Adviser can assist you to review your benefits entitlement and sign post you to the correct support if you have other money worries or debt.

When the income team contact you about your arrears, it is important that you respond to our correspondence within the time frames requested

to avoid escalation of your arrears in line with current policy.

We will always endeavour to work closely with our tenants that are struggling with rent and arrears to put things back on track. Unfortunately, there are some instances when tenants refuse to or avoid engaging with us to resolve their arrears. This means we may have no option but to take legal action in these cases. The Scottish Government legislation which limited evictions during the cost-of-living crisis expires on 31 March 2024. Tenants who have increasing, persistent, high arrears face the risk that we will take formal legal action to recover the tenancy and seek an order for eviction. Such serious action is only undertaken as the last resort, once all other measures have been exhausted.

**If you have rent arrears and have not agreed an arrangement to tackle them, please do not delay in contacting a member of the Income Team who will be happy to discuss your options.**

# Carer's Allowance changes in Scotland

A new benefit called Carer Support Payment will replace Carer's Allowance in Scotland. This is planned to happen between February 2024 and Spring 2025 as part of Scottish Devolution.

Your benefit will move from the Department for Work and Pensions (DWP) to Social Security Scotland if you:

- get Carer's Allowance and
- live in Scotland

## You do not need to apply for Carer Support Payment

If you get Carer's Allowance, you do not need to apply for Carer Support Payment. DWP and Social Security Scotland will move your benefit for you.

## Your Award will stay the same

There will be no gap in your award and the amount you get will stay the same. DWP will continue to pay you until Social Security Scotland take over. If you get Carer's Allowance Supplement, you'll still get payments twice a year.

## When your benefit will move

DWP will send you a letter to say when your benefit will move to Social Security Scotland. This is

planned to happen between February 2024 and Spring 2025. Social Security Scotland will then send you a letter to say what's happening during the move. You will then receive a further letter to confirm the move to Carer Support Payment has started.

For any new application you will need to first check if applications are accepted in your area. This can be done by going onto [www.gov.uk](http://www.gov.uk) or call our Welfare Rights Adviser, Parmjit Purewal.

## Your other benefits

Moving from Carer's Allowance to Carer Support Payment will not affect your entitlement to other benefits. If you get benefits from providers like DWP, you might need to tell them when you move to Carer Support Payment. Social Security Scotland do not know what other benefits you get. So, they cannot contact providers for you, but they'll send you a letter saying how to contact providers.

## If your circumstances change - before the move - and during the move

Report any change of circumstances at [www.gov.uk](http://www.gov.uk). This will help DWP make sure they're paying you the right amount.

If DWP overpay you, they may claim it back by taking some

money off your Carer's Allowance payments.

When your benefit moves over to Carer Support Payment, DWP will arrange with you if you need to repay an overpayment.

Call DWP free on **0800 121 4600** or contact the Carer's Allowance unit at [www.gov.uk](http://www.gov.uk).

Social Security Scotland may contact you to confirm details like:

- your address
- your bank account
- whether you normally live in Scotland

If you're unsure that a call or email is really from Social Security Scotland, call them free to confirm on **0800 182 2222**.

## After the move

Tell Social Security Scotland if your details or circumstances change after you move to Carer's Support Payment.

You can tell Social Security Scotland:

- online: [socialsecurity.gov.uk](http://socialsecurity.gov.uk)
- by telephone: **0800 182 2222**

If you need clarification or more information regarding Carers Allowance changing to Carer Support Payment, or any other benefit you can contact our Welfare Benefit Adviser.

## Rent Payment Card

Do you prefer to pay your rent using your rent payment card at either the post office or local Paypoint outlets? Does your card fail to swipe in the machine? Staff at the local Paypoint outlets have advised us that they are having to manually input tenants' details into their payment terminals, this increases the risk of human error and payments being made to the wrong accounts. If you are experiencing this issue, please contact our office to arrange for a new rent card to be ordered.

# Complaints

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

You can complain to us about things like:

- Delays in responding to your enquiries and requests
- Failure to provide a service
- Our standard of service
- Dissatisfaction with our policy
- Treatment by or attitude of a member of staff or contractor
- Our failure to follow proper procedure

You can make a complaint in person at our reception, over the telephone, in writing or by email.

In the period October to December 2023, we resolved a total of 3 complaints.

There were **2 frontline complaints** resolved during the period.

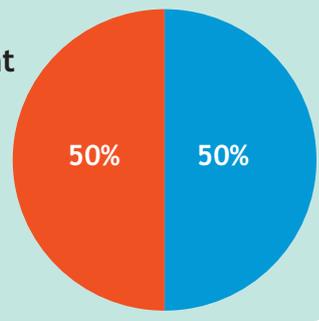
✓ **100%** of these were responded to in full within the statutory timescale.

**50%** of these complaints were upheld.

**Average Time to Resolve Stage 1 Complaints - 3 Working Days**

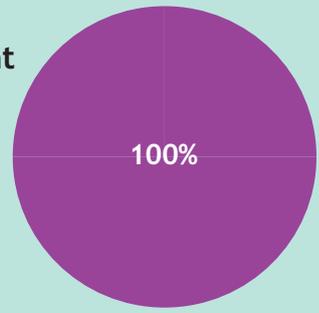
## Stage 1 Reason for Complaint

- Customer Service
- Contractor Service



## Stage 2 Reason for Complaint

- Lack of Response



The other complaint was a **stage 2 complaint**.

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

**100%** of these complaints were upheld.

**Average Time to Resolve Stage 2 Complaints - 10 Working Days**

The review of these complaints did not find a need for any policy changes, staff training. Staff and contractors 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.

42 questionnaires were returned in the period October to December 2023, 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
- ✓ **100%** of tenants rated the contractors’ workmanship as either Excellent or Good
- ✓ **100%** 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.

The winners of the prize draws were:

- October 23 John O’Reilly
- November 23 Catherine Ferry
- December 23 Maureen Taylor

Here are a few comments we received:

*“Reported on Monday, repaired on Tuesday.”*

*“I have lived here 28 years and for every repair I have put in has been done absolutely perfect every time, Rosehill is a great Housing that looks after their tenants.”*

*“Marvellous”*

# Disposable vapes and the damage they cause

On my travels around the community, I have noticed an alarming increase in the amount of discarded vapes/e-cigarettes in our streets, these vapes which are mostly made of plastic are being swept away in heavy rain, which we have had a lot of recently. Not only is this more litter on our streets, but they are having, and will continue to have, an impact on the drainage systems.



The vapes are being caught up in the gutters by the rain and dragged along by the force of the water and into the drainage system and as they are plastic they stay there for a long time and more will just be added.

Last week I walked the full length of Lunderston Drive and counted over 100 thrown away vapes, they are becoming a real blight on our streets as well as the impact they are having on the environment.

The contents of these put a real strain on the environment, adding to plastic pollution, risk to wildlife and contamination as the contents are a mixture of hazardous vaping liquid and a lithium battery. When littered these can often end up near watercourses, down drains, or be smashed open by traffic.

What is vital people do not do, is throw them into the environment as litter, or throw them into regular bins which go to landfill or incineration plants. If you must use a vaping product, please use a reusable choice and when you need to dispose of a vaping product make sure it goes to a proper e-waste recycling point - [www.recycleyourelectricals.org.uk/electrical-recycling-near-me/](http://www.recycleyourelectricals.org.uk/electrical-recycling-near-me/).

## 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](mailto: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](http://www.rosehillhousing.co.uk)