



homenews

a newsletter from ROSEHILL HOUSING ASSOCIATION LIMITED

A fond farewell...

After more than three decades of dedicated service, Rosehill has said goodbye to Geri Mogan, Rosehill's Director and longest serving staff member. Geri retired at the end of May, bringing to a close an impressive 35-year career with Rosehill.

Geri has been at the heart of the association through some of its most important milestones. Most notably, she led the organisation through its transition from a fully mutual housing co-operative to a charitable housing association – a significant change that led to increased

opportunities and safeguarded the future of Rosehill.

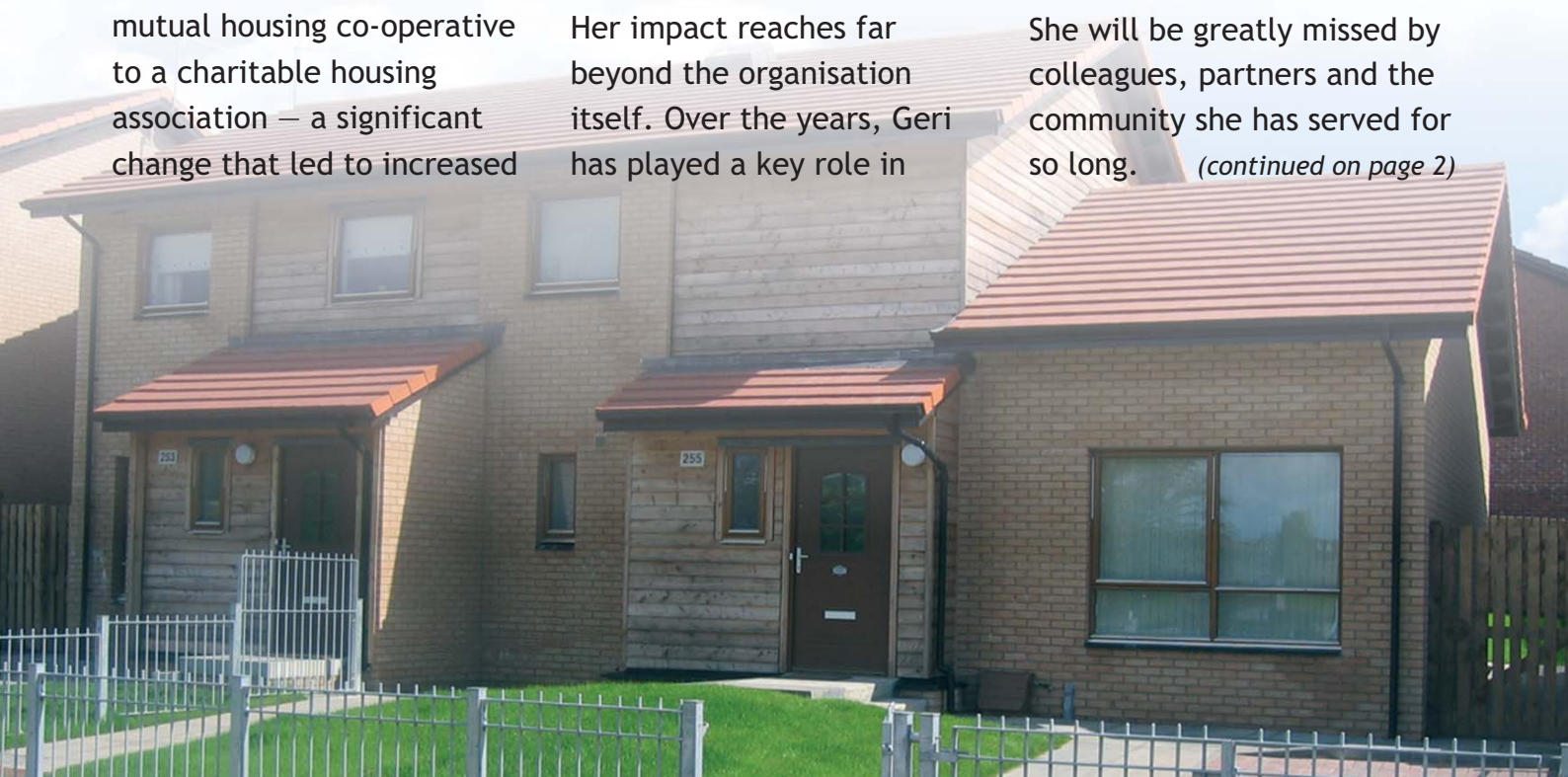
Colleagues and governing body members describe her leadership as steady, thoughtful and deeply committed to the community. Under her guidance, Rosehill has continued to flourish as a strong and resilient organisation delivering excellent services to tenants and residents through strong governance, sound finances and consistent high performance.

Her impact reaches far beyond the organisation itself. Over the years, Geri has played a key role in



collaborative partnerships across Greater Pollok, leaving a lasting mark on the wider community.

As she steps down, Geri leaves Rosehill in a strong position for the future – a testament to her years of hard work and dedication. She will be greatly missed by colleagues, partners and the community she has served for so long. *(continued on page 2)*



A fond farewell...

(...continued)

On retiring Geri said *“I have had the honour and privilege to have served Rosehill’s tenants and the Pollok Community for the last 35 years. I have seen big changes in Pollok and I’m proud to say that Rosehill has played its part in driving improvements in the local area.*

I started at Rosehill as a Housing Assistant in 1991 and have been fortunate to have had the opportunity to develop my career here, moving into senior management roles from the late 90s and as Director for the last 8 years.

It was a huge decision to leave and not one I took lightly. I have many happy memories of my time at Rosehill, and I am proud to have played my part in its long and successful history. I have worked with many great people, past and present, committee and staff alike. At the heart of Rosehill’s success is its people; having a great Committee and staff team ensures Rosehill will continue to flourish and meet the challenges facing the Sector.”

Paula McCann, Chair said, *“On behalf of the Management Committee, I want to thank Geri for her outstanding service to Rosehill and to the wider Pollok community over the past 35 years. Geri has been a stable and trusted presence throughout her time here, showing real commitment, care and leadership in all she has done. She has helped guide Rosehill through important change and challenges, while always keeping our tenants, residents and community at the heart of every decision. Her contribution has made a genuine and lasting difference, not just to the organisation, but to the people and local area we are proud to serve. We wish Geri a long, happy and well-earned retirement, and thank her sincerely for everything she has given to Rosehill and to the Pollok community.”*





Community Fun Day

Summer is fast approaching which means it will soon be time for us to hold our community fun day.

This year, it will be held on Thursday 6th August 2026 between 12.30pm and 4.30pm.

This event continues to be popular and last year we saw over 900 people attend throughout the day. The turnout was great despite the last-minute change to the date. Even the weather held up. 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 a variety of activities on offer including bouncy castles, face painting, football darts, beat the goalie, toddler station and many more.

To ensure that the adults don't miss out, there will also be head or shoulder massages and therapy sessions including a file and polish for your nails.

This year, we hope to create a family picnic atmosphere by encouraging families to bring a bottle of water, a blanket, and some light snacks.

Throughout the day, staff will be speaking to those in attendance to gather feedback on how you feel the day has been and to obtain any suggestions you may have for future events.

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

We will be advertising this event on our website, Facebook page and by placing posters in local shop windows, so please keep an eye out for these and we hope that everyone will join us again for a day of fun and laughter.

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.



Tenant Satisfaction Survey



In January this year, Knowledge Partnership commenced fieldwork on our Tenant Satisfaction Survey. This is required to be carried out on a three yearly basis by all Registered Social Landlords (RSLs).

A total of 520 tenants (52%) took part in the survey, and we are delighted to say that satisfaction levels have improved significantly since our previous survey in 2022.

Below are some of the results, compared to 2022:

Arc Indicator number	Measure	% tenants very and fairly satisfied 2022 (516 cases)	% tenants very and fairly satisfied 2026 (520 cases)
Indicator 1	Satisfaction with Rosehill's overall service	86.2%	93.3%
Indicator 2	Satisfaction with being kept informed about services and decisions	88.8%	97.5%
Indicator 5	Satisfaction with opportunities to participate in decision making	89.3%	96.3%
Indicator 7	Satisfaction with quality of the home	84.5%	90.2%
Indicator 12	Satisfaction with repairs in general	86.8%	93.6%
Indicator 13	Satisfaction with contribution of Rosehill to the management of the neighbourhood	79.5%	92.1%
Indicator 25	Rating of rent as very good or fairly good value for money	87.6%	91.7%

A number of other questions were asked within the survey which produced some feedback. Sharon Quinn, Housing Services Manager will be working through the comments and will devise an action plan to address any actions required.

Save the Date!

We will be holding our AGM on Tuesday 15th September 2026 at 7:00pm at The Hall, Peat Road. We will issue the papers 2 weeks before the event and would encourage our members to attend.

Important information about your Membership of Rosehill

This is our second AGM since we became a Housing Association.

We encourage as many of our members to attend the AGMs as possible, to hear from our Chair about what we have been doing and how we are performing, to receive a presentation on our annual accounts and a report from our Auditor. It is also a good opportunity to have a chat over a cuppa with our Committee and Staff once the formal proceedings are finished. You also have the chance to win a prize from the raffle or bingo.



If you can't attend, you have the option to submit apologies or appoint a proxy. Under the new rules, a member's membership will be ended if they miss 5 AGMs in a row. Under Rule 11.1/11.1.3. it states that your membership will end if for 5 meetings in a row you have not attended, submitted apologies or appointed a representative to attend and vote on your behalf (proxy).

When the information pack for the AGM is sent out towards the end of August, you will find more information about how to appoint a proxy and the timescale for doing so.

Garden Assistance & Maintenance Works Schedule

We have recently had a few enquiries from tenants advising that it has been 3 weeks since their grass was last cut. There seems to be some confusion in relation to the programme of works therefore I thought it would be a good idea to explain the works programme below and set out the remaining dates for this year.

There are 14 cuts carried out from week commencing 30th of March 2026, until week commencing 12th of October 2026, which will be the last cut for the season.

Please see below the dates for the remainder of the growing season up to and including week commencing 12th of October 2026, that week will be your final cut for the growing season.

w/c 29/06/2026

w/c 13/07/2026

w/c 03/08/2026

w/c 17/08/2026

w/c 31/08/2026

w/c 14/09/2026

w/c 28/09/2026

w/c 12/10/2026



If you have any questions relating to the above, please contact us to discuss.



Annual Garden Competition 2026

It's that time of year again to start thinking about adding those special touches to your gardens, to make them blooming marvellous. Our annual Garden Competition is just around the corner.

The judging of the competition will take place week commencing 20th of July 2026 by our garden contractor Caledonian.

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.

Prizes will be presented at the Rosehill Community Fun Day on Thursday 6th of August 2026.

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 block, Nitshill)
- Glenmuir Estate

New Gardens

- Househill (2018)

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 Angela, Ruairidh, Sophie or William (Generic Section).
4. Back gardens can also be entered.

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



IMPORTANT UPDATE

HMS SYSTEM GO-LIVE

We are improving the way we work for you.

Our new Housing Management System (HMS) goes live soon.



We are transitioning to a new Housing Management System to improve our services, communications and the customer experience. This update provides key information about upcoming changes.



KEY DATES



Migration & transition activity period

3 – 7 August 2026



Go-Live Date

5 August 2026



Essential services continue throughout this period



WHAT THIS MEANS FOR YOU

- ✓ Some systems and services may operate with reduced functionality
- ✓ Processing times for non-urgent requests may increase temporarily
- ✓ Staff availability may be prioritised toward critical activities
- ✓ Access to some information or account updates may be delayed during reconciliation periods



ACTIONS REQUIRED



At present, no action is required.

We will keep you informed as we move closer to go-live.



If you have any urgent transactions or enquiries, please contact us.



SERVICE CONTINUITY

During the transition period, urgent and emergency services will continue as normal. Non-urgent requests and enquiries may experience delays while migration activity is completed.

We appreciate your understanding and patience during this important system transition.



ADDITIONAL INFORMATION

Our office will be closed and services limited to essential only between 3 August and 7 August 2026.



QUESTIONS?

We are here to help.

Call: 0141 881 0595

Email: admin@rosehillhousing.co.uk



Thank you for your understanding and support as we invest in better services for our customers and communities.

*Better systems.
Better outcomes.*

Welcome...

On the 1st of June 2026, we welcomed William Clark to Rosehill. William joins the Housing Services Team as Housing Assistant (Generic) and will work alongside Ruairidh and Sophie.

All three Housing Assistants will be carrying out estate management walkabouts in their relevant patches. If there are any issues with your property, garden or bulk items outside, we will chap your door for a chat about them. A big thank you to everyone who has been doing their bit this summer. If you're struggling to maintain your garden, please get in touch with us to discuss the criteria for garden assistance.

Update from Sophie...

Gardens

The growing season is approaching, and we would like to ensure all tenants' gardens are looking up to standard. Please be reminded that it is your responsibility to ensure your garden's grass and hedges are cut regularly. Please also ensure that the garden areas are free of any rubbish and dog fouling. Thank you to all those tenants who already do this, and I hope this continues throughout the growing season.



Ravenscraig Drive and Priesthill Tenements

Upon recent close inspections, the standards of the bin lanes and areas have fallen. Please bear in mind that it is your responsibility to ensure the bin stores are kept free of any additional bin bags. In addition, I also urge anyone who has left their bin out the front of the building to have this located back in the bin store.

There has been an increase in bin fires in the area recently, so to minimise this and ensure you and your neighbours' safety, please move these where they belong. If you witness anyone setting bin fires, please contact the Fire Brigade on 999.

Fly-tipping in the areas has increased again, so if you are witnessing anyone fly-tipping in these areas, please contact us. I know it has been a continued issue with fly-tipping at the bottom stairs at 29 Priesthill Road. I would like to ask everyone to use the Glasgow City Council app or website to record and report fly-tipping if they are seeing this <https://www.glasgow.gov.uk/flytipping>.

Update from Ruairidh...

New Bins at Pinmore Street & Seamill Path tenements

Glasgow City Council have confirmed to me the plans for the bins here. Residents will have noticed the bin hubs that have been installed across the road at the two-storey GHA/Wheatley flats on Pinmore Street. However, these will not be installed for any of our blocks at Pinmore St/Seamill Path.

Instead, the council should have delivered new blue and grey bins to the bin stores. These are all the same size as before. They've also delivered smaller, light grey food bins to each flat. These were delivered outside front doors, and not to the bin stores.

I'm aware that a few blocks are short of bins since these changes. I am in contact with Glasgow City Council about this and expect this will be sorted very soon.

Blue bins are only for paper/cardboard, grey is for plastic, bottles, tins & cartons, and green is for non-recyclable items within black bin bags. Illustrations on each new bin also show what's supposed to go into them. Please double-check this to ensure that your rubbish is in the correct bin. The most common mistake I see is plastic waste in the blue recycling bins.

The council won't collect the blue bins if there is plastic in them. Bins not being collected in these communal bin stores can quickly turn into a mess.



Fly Tipping

I am pleased to note a general improvement in fly-tipping within Nitshill, and in some other pockets of the Craigbank area. This has been a concerted effort from residents of Rosehill, Wheatley Homes, and Glasgow City Council. A big thanks to everyone for doing their bit.

There are still regular fly-tipping issues at the old Gowanbank School site, and the parking bay across from it on Glentyan Drive.

Fly-tipping is a criminal offence, punishable by fines starting at £500, up to £40,000.

Dumping rubbish in the community brings the whole area down, attracts vermin and poses fire risks. I've heard some reports that people are pulling up in vehicles and dumping items here. Taking most items to the dump is free. Shieldhall Depot on Renfrew Road (G51 4SL) is a 15-minute drive. Registration numbers of any vehicles dumping will be reported.

Everyone can report fly-tippers to Glasgow City Council via:

<https://glasgow.gov.uk/article/5199/Report-an-Environmental-Crime>, the MyGlasgow app, or by calling 0141 287 1058. If you think the fly-tippers are Rosehill tenants, please also let us know.

Bulk uplifts can be arranged via:

<https://www.glasgow.gov.uk/article/1519/Collection-of-Bulky-Waste-Items>, the MyGlasgow app, or by calling 0141 287 9700 (on Tuesday and Wednesday between 9am - 3pm).

Clearing dumped items costs GCC and Rosehill considerable amounts of money that can be better spent on other areas.

Rent obligation and payment methods

Rent is due on or before the 28th of each month. Any payments received after the end of the month will be treated as late and may result in your rent account being flagged as in arrears. Our Income Maximisation Team monitor all rent accounts with an arrears balance and will contact you if you have accrued arrears.

If you are struggling to pay your rent, please contact the Income Team as soon as possible. We will work with you to agree an affordable and reasonable payment plan to clear the arrears. You can telephone our office on **0141 881 0595** or send an email to **admin@rosehillhousing.co.uk**

The following payment methods are available to all our tenants and are designed to be easy, convenient, and some can be done without you even having to leave the comfort of your home.

Direct Debit: Switch today!

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

1. Get your bank account details handy
2. Call Michelle or Rhona on 0141 881 0595
3. We'll do the rest!

You need to allow 14 days to set up a Direct Debit, e.g. if you wish to start in August, you must contact us by the 14th.

You can set your Direct Debit up for either weekly, fortnightly, four weekly or monthly payments from your bank account. By agreeing to allow Rosehill to collect your rent from your bank account on a frequency set by you, you don't need to remember to make payments, and we can even apply any annual rent changes for you.



Internet - visit - www.allpayments.net - To make a payment using this service you are required to register online before making your first payment. When you come to make your payment, have your rent payment card to hand along with your debit card. This service is available 24 hours a day, 7 days a week.



Allpay Payment App - Debit card payments can be made at your convenience through the Allpay Payment App, available to download for free. To do this, you will need an Apple or Android smartphone. Visit www.allpayment.net/app for more information.

Phone - DIAL 0330 041 6497 - Have your payment card and pen handy with your debit card, available 24 hours a day. Each time you use this automated service, you will be given an authorisation code as proof of payment which you should note for safekeeping. *Please note that calls made to this number will be charged at 8p per minute plus your phone company's access charge which may vary depending on your provider.*

Text - To use this service, you will need to register online at www.allpayments.net/textpay/logon.aspx. Have your Rosehill rent card to hand along with your debit card to complete the four-step registration process. Once you are registered, all you need to do is text "pay" to 81025 along with the text code which you will have set up during registration e.g. rent, along with the amount you want to pay and your password (the last four digits of your bank card). When the transaction is complete, you will receive a confirmation text.

Please note that there is a charge for using this service. You will be charged for sending a text message at a rate set by your own network provider.

Standing Order - This is an agreement you make with your bank to pay Rosehill a specified amount from your bank account on a frequency set by you. Once this is set up, you don't have to worry about remembering to make payments as your bank will do that for you. However, you will need to remember to contact your bank to make any changes to the payment, for example when your rent changes or at the end of your tenancy.

Post office or Paypoint - A list of outlets in the G53 postcode area can be found at the end of this article. For payments by Paypoint or Post Office, all you need to do is take your payment card to the counter along with your payment and hand them over. Please note, Paypoint outlets usually only accept cash payments; payment by other methods is at the retailer's discretion. In addition, Paypoint outlets will cap the value of a single transaction to £150, which means your payment will be processed over a number of transactions.



If paying at a Post office you can make your payment by cash, cheque, and debit card. You will be given a printed receipt as proof that you've made payment to Rosehill, so please keep it in a safe place.

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Debit card payment - You can use this method by telephoning our Income Team or by popping into our office.

By BACS - Please make your payment to **Rosehill Housing Association Limited**

Sort Code: 80-07-76 • Account Number: 00114408

When making your payment, please use the unique 8-digit code on your payment card as your payment reference. This is located near the bottom of the left-hand corner of the card and is shown directly below your name. The code contains in most cases all letters or a combination of letters and numbers. If you do not have your rent card, please use your surname and address, e.g. **ANON1 2a Ashton Lane**

Need a new rent card?

If you have lost or misplaced your rent card, please contact a member of our Income Maximisation Team, and they will order a replacement card for you. You will have this within 7 days.

List of Outlets

Stores

Keystore 10 Craigbank Drive, Glasgow G53 6RA

G101 335 Nitshill Road, Glasgow G53 7BL

Newsagent 331 Nitshill Road, Glasgow G53 7BL

McCull's 195 Househillwood, Glasgow G53 6BX

Peter's Store 189 Househillwood Road, Glasgow G53 6BX

Couteco 402 Nitshill Road, Glasgow G53 7BW

BP Darnley Filling Station 593-595 Nitshill Road, Glasgow G53 7RZ

Spar 1357-1359 Barrhead Road, Glasgow G53 7DA

Co-op 20-24 Braidcraft Terrace, Glasgow G53 5AT

Raja Minimarket 106 Lavernside Road, Glasgow G53 7RH

Post Office:

Nitshill, 10 Craigbank Drive, Glasgow. G53 6RA

If you want to make payments further afield, for instance closer to your workplace, you can just log onto the internet type in Paypoint outlets and a relevant post code and a list of payment outlets will appear near that area.



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.

25 questionnaires were returned in the period January to March 2026, 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

These are great results and we aim to keep this high level of satisfaction throughout the year. Any negative comments received are always followed up.

The winners of the prize draws were:

January 26 Anne Allan · February 26 Sandra Graham · March 26 Elizabeth Norman

Here are some of the comments received:

“This contractor is always very pleasant and cheerful, a very nice person.”

“Contractor explained what he was doing during the work which made me feel confident in his ability.”



Repairs Performance

We regularly monitor our performance on various aspects of the repairs service and also have to provide this information to the Scottish Housing Regulator as part of the Annual Return of the Charter.

Category	Rosehill’s Target	Outcome Jan-Mar 26
Emergency Repairs	4 hours	2.83 hours
Non Emergency Repairs	4 working days	4.17 working days
Right First Time	92.5%	97.83%
No. of times a gas safety check was not complete within 12 months of last check	0	0

In the period we met or improved upon all our targets except for non-emergency repairs. We only missed our target slightly (0.17 working days), and this is still well below the Scottish average of 9.1 working days.

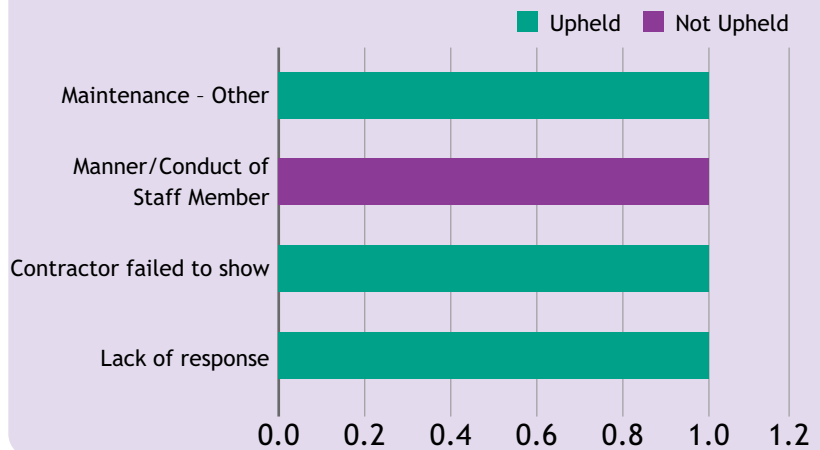
Complaints

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

Stage 1 Complaints - Reasons & Outcomes



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

In the period January to March 2026, we resolved a total of 4 complaints.

There were **4 frontline complaints** resolved during the period.

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

75% Three of these complaints were upheld.

Average Time to Resolve Stage 1 Complaints - 3 Working Days

The review of these complaints did not find a need for any policy changes or staff training. Staff and contractors were reminded of customer service standards.



Staying Safe with E Bikes and E Scooters at Home

E bikes and e scooters are becoming more popular, offering a convenient and environmentally friendly way to travel. While they bring many benefits, it's important to be aware that the batteries used to power them can present a fire risk if not used or stored correctly.

This article is not intended to cause alarm, but to help residents stay informed and safe.

What's the risk?

Most e bikes and e scooters use lithium-ion batteries. These are generally safe when used properly, but in rare cases they can overheat, particularly if they are damaged, faulty, or charged incorrectly. Fires involving these batteries can develop quickly and may be more intense than typical household fires.

Simple steps to stay safe

If you own or are thinking about purchasing an e bike or e scooter, following a few simple precautions can greatly reduce risk:

- **Use the correct charger**
Always use the charger supplied with the device or a manufacturer-approved replacement.
- **Avoid charging overnight or when unattended**
Keep an eye on charging devices so you can respond quickly if something doesn't seem right.
- **Charge in a safe location**
Where possible, charge away from exits, hallways, or escape routes.
- **Don't overcharge**
Unplug the battery once it is fully charged.

- **Check for damage**

If a battery shows signs of damage, overheating, unusual smells, or swelling, stop using it immediately.

- **Buy from reputable retailers**

Cheaper or unverified products may not meet safety standards.

Storage and shared spaces

In buildings like flats or shared accommodation, it's especially important to think about where e bikes and e scooters are stored:

- Avoid storing them in communal corridors or stairwells, as these areas are vital escape routes in an emergency.
- Try to keep them in a well-ventilated space inside your home, away from flammable materials.

A shared responsibility

Fire safety is everyone's responsibility. By taking a few careful steps, we can all help keep our homes and community safer while still enjoying the benefits of these modern devices.

Waste batteries and electrical devices must always be recycled responsibly. They should never be disposed in any waste or recycling bins. It is vital that anyone wishing to dispose of a battery always uses a recognised recycling location.

You can find more information on disposing/recycling your batteries on Glasgow City Councils webpage:

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

If you have any questions or concerns, please get in touch with us – we're here to help.

Preventing Legionella

Legionella bacteria occur naturally in rivers, lakes and reservoirs, but they can also be present in water systems around the home, including:

- Domestic water systems
- Places where water droplets may be formed such as showers and taps
- Hose pipes

Legionella bacteria can grow in water systems if conditions are right, especially when water temperatures are between 20°C and 45°C. The risk of infection in the home is low, but it is important to take simple precautions to reduce the chance of breathing in contaminated water droplets.



How to reduce the risk of legionella in *your* home:

- Clean and disinfect your shower head and remove any limescale every three months, using a suitable disinfectant.
- If you have a shower or tap that is not used regularly, flush it through once a week by running the water for several minutes.
- If a shower has not been used for two weeks or more, remove the shower head, run the water for two minutes, then disinfect the shower head before putting it back.
- If you have an outdoor hose, flush it through every week. If it has not been used for two weeks or more, remove the nozzle, or adjust it so it does not produce a spray, and let the water run for two minutes. Disinfect the nozzle before refitting it.

Further information can be found on the Health and Safety Executive Website:

<https://www.hse.gov.uk/legionnaires/index.htm>

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.



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 Association 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 0595

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

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