

It's panto season...

"oh no it isn't... oh yes it is!"

Come and join us at Rosehill's Panto, Dick Whittington on Friday 21st December.



We are proud to be working with M and M Productions of Ayr to bring the wonder of a Christmas Pantomime to Rosehill's youngsters. M and M Productions are a team of touring, professional actors who bring theatre productions to schools and communities.

Dick Whittington is the timeless story of a man and his cat who run away to London to find their fortune.

There is nothing more magical than the look in a child's eyes at a Christmas Pantomime. This year Rosehill is proud to be staging its very own panto for children 11 and under.

The panto is on Friday 21st December and will have two showings one at 2pm and one at 4.30pm at the hall on Peat Road. Admission will be on a first come first served basis and will be strictly ticket only due to health and safety restrictions. The children will need to be accompanied by a parent or responsible adult.

Requests for tickets must be made to the office no later than Monday 17th December... but remember it is first come first served... so the earlier the request is made, the better.

Let us know the names and ages of the children and who the responsible adult will be and the tickets will be dispatched.

We look forward to seeing you there!!!

Xmas Lunch Party



Tuesday 11th December 2018 • 1.00 pm to 3.00 pm

Rosehill is proud to be sponsoring Priesthill United Reform Church's, Xmas Lunch Party for the 4th year running. This is open to anyone who is over 60 in the local area.

As Rosehill is sponsoring the event we have secured 25 tickets for our own tenants which will be issued on a first come first served basis.

Please phone Sandra or Kelly on 0141 881 0595, or call into our office on Tuesday 4th December between 9am - 5pm to request a ticket.

Please note tickets will be issued nearer the time.

workingrite

SOUTH GLASGOW

WorkingRite currently provides opportunities for young people aged 16-24 right on your doorstep.

WorkingRite offer a varied employment activity programme equipping young people with the attitude, skills & experience to help you get a job or apprenticeship in something you want to do.

Do you want a job or apprenticeship?

Do you want to earn £90 per week plus travel expenses?

Are you unemployed, or have left, or are thinking of leaving, school or college?

Over 75% of our young people get jobs/ apprenticeships through our programme – this could be you!

Meet some of the young people, who through their hard work, have recently secured themselves a decent future. **Congratulations to:**



Bradley, age 16, started an MA in plumbing with CCG (Scotland) Ltd



Emma, age 23, started a job in Administration with Fraser Alarms Ltd

Jack, age 18, started a job in Manufacturing with the Kitchen Depot Ltd



Jason, age 16, offered an MA in Landscaping with John O'Conner Grounds Maintenance Ltd



Are you interested? For more information:

- Pop in to the Rosehill office or speak to your Housing Officer
- Call/text Anne Wright, WorkingRite Project Coordinator on 07921 040611 or email anne@workingrite.co.uk

with funding from



and



Michael Clarke has left the Building!

After almost 32 years at the helm Michael decided it was time to retire and left Rosehill at the end of September 2018.

Michael was Rosehill's first ever Director and he and the original members of the Priesthill Tenants' Action Group worked tirelessly to get Rosehill up and running including acquiring 377 houses, from the then Glasgow District Council, which were in much need of extensive improvement. After the successful completion of the improvement works to the original houses, Michael was keen to see Rosehill grow in strength and numbers, which has led to Rosehill heading for over 1000 houses.

Today, Rosehill is a financially strong, viable, high performing Landlord which has achieved a good reputation amongst its tenants, peers, stakeholders and The Scottish Housing Regulator. That is some legacy Michael is leaving!

On retiring Michael said *"It was a great privilege being Rosehill's Director, I worked with some great Management Committee members over the years and some very dedicated and professional staff. One of them, however, deserves special mention, so my sincere thanks to Geri Mogan, Depute Director who has contributed hugely to making Rosehill the successful organisation it is today. I would also like to thank the Management Committee for their commitment, dedication and genuine interest in*

doing the right things for Rosehill and its tenants.

Without such committed volunteers Rosehill would not exist.

It was a huge decision to leave, but I know that because of the Management Committee and the great staff team, Rosehill will continue to do its best for tenants and thrive and improve, well in to the future, as one of the best performing housing associations in Scotland."

Kerry Stevenson, Chair said *"It is certainly the end of an era! We are extremely grateful to Michael for his vision, drive and commitment to get Rosehill to where it is today. Whilst we are sorry to see him leave we accept all good things must come to an end. We wish him well and hope he has a long, happy and healthy retirement. We are now looking to the future and our priority is to ensure Rosehill continues to build on its success and to broaden its focus to include wider community engagement, objectives and activities.*

We have a few things to sort out yet but in the meantime we have appointed our Depute Director, Geri Mogan as Acting Director to ensure it is business as usual at Rosehill."



Rosehill Remembers...

Rosehill was pleased to be invited to take part in the very special Remembrance Day Parade and Service to commemorate the 100th Anniversary of the end of the First World War organised by the Friends of Nitshill War Memorial.

Rosehill was represented by its Vice Chair, Ellen Henderson, who lay a wreath at the Service. Ellen said *"I was so proud to be part of this event which was a poignant reminder of the sacrifice made by those who lost their lives defending the rights and freedom we all enjoy today."*

Festive Holidays

Please note that our office will close on Monday, 24th December 2018 at 2.00 pm and will re-open on Friday 4th January 2019 at 9.00 am.

Festive Wishes!

Everyone at Rosehill wishes all of you a very Merry Christmas and a Happy New Year!
xxx



Something for the adults

We will be sending out a 2019 Calendar to all our tenants.

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.



Festive Recipe

Turkey Leftover Stew

Ingredients

- 2 tsp olive oil
- 100g smoked bacon lardons
- 1 red onion, finely chopped
- 1 carrot, finely chopped
- 1 celery stick, finely chopped
- 2 garlic cloves, finely chopped
- 2 bay leaves
- 2 thyme sprigs
- 300g celeriac (or any other root veg), cut into cubes
- 200g potato, cut into cubes
- 400g can borlotti beans, drained and rinsed
- 1½ l chicken stock or turkey stock, (fresh is best)
- 350g cooked turkey
- 75g curly kale, shredded

Method

1. Heat 1 tsp of oil in a large saucepan. Add the bacon and fry over a medium-to-high heat for 4-5 mins or until golden, then set aside.
2. Put the remaining oil, the onion, carrot, celery and a pinch of salt in the pan. Cook gently over a low heat for 8-10 mins, stirring occasionally, until the veg is soft but not coloured. Add the garlic and herbs, and cook for 2 mins more.
3. Tip in the celeriac, potato, borlotti beans and chicken stock. Bring to the boil, then simmer, uncovered, for 10-15 mins. Add the cooked turkey and the bacon, and cook for 10 mins.
4. Just before serving, tip in the kale, give everything a good stir and return to the heat for about 2 mins or until the kale has wilted.

Competition for 12 to 16 Year olds

This year we've set a challenge for anyone in your house, who is between 12 and 16 years of age. A Christmas art competition - *'What does Christmas mean to you?'* It doesn't have to be a drawing, art takes many forms. It could be a poem, a story or simply a photograph.

We have also enclosed our usual Christmas Quiz with this newsletter. This is open to everyone in the household, just answer all the questions. Please remember to add your name and address.

Entries for both competitions must be returned by **Tuesday 18th December at 12 noon.**

The winners will be notified by Thursday 20th December and asked to pop along to the office to collect their prizes.

Please note: Rosehill cannot be held responsible for any entries posted but not received.



Good Luck!

LOOKING FORWARD

Rosehill Housing Co-operative Good Neighbour Award

Nominations are now open

Do you know someone who has gone that extra mile to help you within our community?

We want to hear how they have made a positive impact to you or others in the Rosehill Community.

This can be anyone who is part of a Rosehill household that helps make your life just a little bit easier.

If you would like to give a neighbour a little recognition for their help, then please complete a nomination form and return it to the Office before the 16th of January 2019.

The winner will be announced at our AGM in February 2019.

Pay your Rent first this

Prioritise your debts over the festive period and pay your rent first this Christmas!

Every year the December rent arrears increase by at least £10,000 or more. In January when we contact tenants who haven't paid we get the same excuses "I didn't know you were closed" "It slipped my mind" or people just don't engage with us at all. We accept it is a difficult time of year for everyone, however, rent needs to be the first priority this year. Anyone not making their payment by the last day of December will be considered in arrears and will run the risk of having further action taken against them.

We offer many different methods of payment so there should be no excuses for not making your payment. Rent is due by the 28th, and as indicated above we will accept payments made right up to the last day of the month. However, the last day of the month in December is a Sunday so please choose your method of payment wisely as some payment methods have to be set up in advance.

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

Direct Debit - If you wish to pay by direct debit, a member of the Income Maximisation team will be happy to explain the procedure. All Direct Debits are set up online and this can either be done over the phone or in person. 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. **Please note: last date for setting this up for December payment is 5th December.**

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 with your debit. Available 24/7.

Allpay Payment App - Debit card payments can be made at your convenience 24/7 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 0844 557 8321 - Have your payment card and a pen handy with your debit card, available 24/7. Each time you use this automated service you will be given an authorisation code as proof of payment which you should note for safe keeping. Please note that calls made to this number will be charged at 7 pence per minute plus your phone company's access charge which may vary depending on your provider.

Text - again you will need to register online at www.allpayments.net/textpay/logon.aspx. To use this service. 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" and 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 you bank card) to 81025. 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.

Christmas...

By Chip and Pin - payments can be made using your debit card by calling into our office at 250 Peat Road during office hours: 9am to 5pm Monday to Thursdays and 9am to 4pm on Fridays. Please note: the last date for December payments by this method is 2pm on Monday 24th December 2018.

By BACS - you can pay by bank transfer. Please make your payment to Rosehill Housing Co-operative 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.



A list of outlets in G53 can be found on the right. 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 a payment to Rosehill, so please keep it in a safe place.



Need a new rent card?

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

List of Outlets

Stores

- Keystore 10 Craighbank Drive, Glasgow G53 6RA
- G101 335 Nitshill Road, Glasgow G53 7BL
- The Newsagent 331 Nitshill Road, Glasgow G53 7BL
- McColl'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
- H & R Family Stores 144 Leithland Road, Glasgow G53 5AT
- Co-op 20-24 Braidcraft Terrace, Glasgow G53 5AT
- Raja Minimarket 106 Lavernside Road, Glasgow G53 7RH
- Scott's Convenience Store 52 Beltrees, Glasgow G53 5TF

Post Offices

Pollok Unit Z, Silverburn Shopping Centre,
763 Barrhead Road, Glasgow G53 6AG

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, a relevant post code and a list of payment outlets will appear near that area.

Scoop the Poop

In previous newsletters there have been various articles about dog mess and the need to clean up after your dog. To encourage people to clean up after their pets we have some 'Rosehill bag dispensers' for tenants to use. To get your dispenser, call into the office and register your dog with us.



Update from Adam

Leaves and gullies

Last year we reported issues with leaf fall over the autumn and winter months, the consequence of this is we end up with blocked gullies and slippery paths. In order to try and prevent this becoming as big an issue this year I have already started reporting the trouble areas to the council. This is an ongoing issue at this time of year therefore the support from the residents that are affected by the leaves is very important.

Please report any issues to Land and Environmental Services at 0141 287 9700 or report on the Glasgow City Council's website at www.glasgow.gov.uk under the roads and lighting section.



Bulk uplifts & final collection dates

Over recent years Glasgow City Council have suspended their bulk uplift service over the Christmas period. This usually causes a large number of items to remain uncollected into the New Year. However, they have advised that again this year there will be no suspension of the service. Therefore if you are leaving bulk items in your garden and requesting an uplift over the Christmas period, please ensure that you ask for a reference number. Once you have this number please contact the office as we will also need a note of it for our records.

Should you have access to transport, you can also dispose of items (free of charge) at your local recycling centre:

Shieldhall Recycling Centre, Renfrew Road, Glasgow. G51. It is open 7 days a week from 8am to 8pm. Last entry to the centre is 7.45pm.

The council have advised there shouldn't be any disruption to household waste collection over the festive period and according to their website the collection dates before and after Christmas are:

Area	Pre-Christmas	Post-Christmas	Bin
Craigbank	Sat 22/12/2018	Sat 05/01/2019	Green
	Sat 15/12/2018	Sat 29/12/2018	Blue
Nitshill	Thu 13/12/2018	Thu 27/12/2018	Green
	Thu 20/12/2018	Thu 03/01/2019	Blue
Priesthill	Sat 15/12/2018	Sat 29/12/2018	Green
	Sat 22/12/2018	Sat 05/01/2019	Blue

It's time for a change...

In the New Year there will be a change in Adam and Angela's areas. The change will take place from 7th January and more information will be available in the Spring Newsletter.

Planned Maintenance Works

2019 will see us embarking on the replacement of the external doors and windows throughout our oldest properties within the Original Stock Area (Dunside Drive, Glenlora Drive, Glenlora Terrace, Glentyan Drive, Househillmuir Crescent and Road, Househillwood Road, Lunderston Drive, Overtown Avenue, Peat Road, Priesthill Road). This will be along with starting the programme of replacement radiators and associated pipework within the same stock.

Further details will be provided to tenants involved in the early part of 2019.

Cyclical Maintenance Works

This year we will be delivering our cyclical programme of gutter cleaning and external painterwork. This year gutter cleaning will be carried out to the following developments areas:

Development Area	Streets
Rosewood	Glenlora Drive, Househillwood Road
Lindens	Elliston Crescent and Drive, Neilston Avenue, Ravenscraig Terrace
Priesthill Tenements	Priesthill Road, Ravenscraig Terrace
New Hurlet	Pinmore Place and Street
Rosehill Cottages	Hartstone Place and Terrace, Househillwood Crescent and Road, Lunderston Close, Drive and Gardens, Peat Road



External painterwork will be carried out to the following development areas this financial year, some of these areas are catch ups from the previous year due to weather delays:

Development Area	Streets
Lindens	Elliston Crescent and Drive, Neilston Avenue, Ravenscraig Terrace
Turnberryhill	Glentyan Drive and Place
Hurlethill	Pinmore Place and Street, Seamill Street
Hurlet Tenements (railings etc, not building)	Pinmore Street, Seamill Path
Priesthill Tenements	Priesthill Road, Ravenscraig Terrace
New Hurlet	Pinmore Place and Street
Craigbank	Bankbrae Avenue, Glenlora Drive, Glentyan Drive, Househillwood Road, Rosehill Crescent, Rosehill Drive
SST Stock (Nitshill)	Galston Street, Maybole Street, Nitshill Road, Pinmore Street, Seamill Street

Non-urgent Repairs

Do you have any non-urgent repairs to report? If so, you have until Friday 14th of December 2018. After this date only emergency repairs will be dealt with during the festive season.

Emergency Repairs - 0141 552 8647

During the festive period from 2pm on Monday 24th December 2018 and 9.00am on Friday 4th January 2019 please report genuine emergency repairs only, using the usual number above.

Our emergency response target is 6 hours. We will continue to aim to meet this target through the holiday season for genuine emergencies e.g. burst pipes. However, as most contractors are likely to be on holiday throughout the festive season, our ability to meet this timescale may be affected.

Therefore, we ask you to bear with us in the event any delays do arise in responding to emergency repairs.

To ensure that the repair service runs as smoothly as possible over the holiday period we need your co-operation and would ask you to undertake the following:

1. Only report genuine emergencies.
2. If you experience problems with your central heating system over the holiday period i.e. no heating available, report it to our emergency service. It would be helpful if you could avoid reporting no heating after 9 pm at night. Please wait until 9 am the next day to report it. We will then carry out the repair within a reasonable period of time. (We can provide a temporary heater if your house is very cold, but this may take several hours).

Please do not report non-urgent repairs to our emergency service during the holiday period as these will not be accepted. If you do, this could result in delays in dealing with tenants who do have genuine emergency repairs.

Having a *Carefree* Christmas...



Christmas break planned? If you are intending to be away over the festive period we recommend that you leave your heating on a low setting, in the event of a freeze.



And you should leave the loft hatch slightly open, if applicable, to allow the heat to rise into the loft and prevent the pipes from freezing.



Remember to check that your home contents insurance is in order.



Emergency contact - where possible, leave a spare key with a neighbour in case of an emergency.



Find out where to turn off your water, gas and electricity in the case of an emergency.



Reduce the risks further - don't light candles and leave them burning unattended in another room. Please remember, good housekeeping can prevent unnecessary accidents.



Enquire about insurance if you do not already have this in place.

We recommend that you have contents insurance to protect you against losses to your personal property if the worst were to happen. There is a scheme which is aimed at tenants of Registered Social Landlords, Thistle Insurances Services. You can contact them at: www.thistletenants-scotland.co.uk or by phoning 0345 450 7286.



Enjoy yourself, it's Christmas!

Winter is Coming!

This article has been put together as a helpful guide with some basic advice that might help you to prepare should the weather this year end up taking a turn for the worst.

In the event you experience frozen pipes you should try to deal with this yourself by applying heat to your main water pipe. This will usually be the pipe which has a stop cock on it (see picture). You should make yourself aware of where your stop cock is; it will usually be located in your kitchen near the sink or in a hall cupboard near the front door. You should apply heat by, for example, using a hair dryer; applying towels soaked in hot water; using a hot water bottle; directing warm air from a fan-heater (make sure you keep the heater far enough back from the pipe) and so on. Under no circumstances use a naked flame. If you are able to thaw the pipe out you should turn the stop-cock to off and report it to us. Please bear in mind that a frozen pipe is not actually a repair, and our standard response times do not apply.



Our ability to assist you will depend on the volume of calls we receive, priority given to things like burst pipes and no heating and how severe the weather is.

If you find that you are without water you will need to go and buy some from a local shop or supermarket to keep you going.

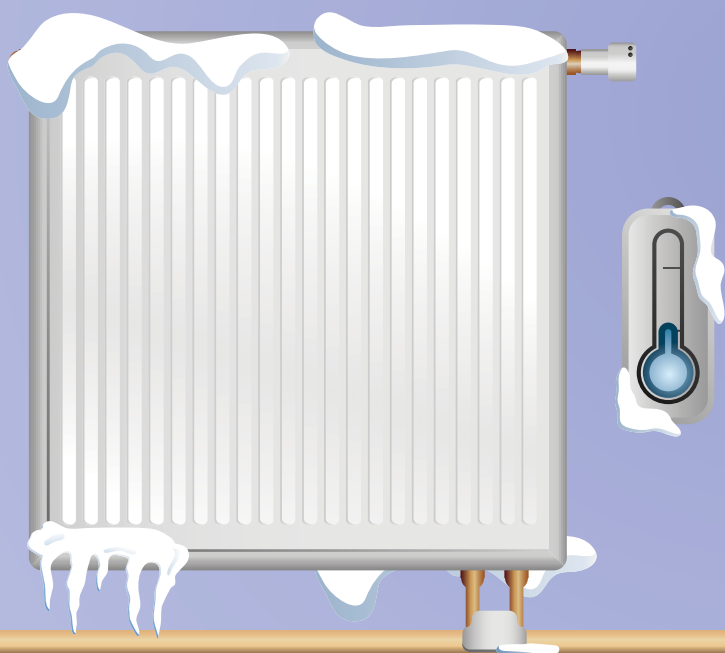
If you are unfortunate enough to have a burst pipe you should, as advised above, turn the water main off at the stop-cock.

In particularly cold spells, please leave your heating on to make sure the temperature is high enough to prevent the possibility of water pipes freezing. We would recommend a minimum temperature of 10°C is maintained in very cold periods.

Research by insurers has shown that people suffer financial loss more due to burst pipes than due to break-ins. You should bear in mind that any damage caused to your belongings, by frozen or burst pipes, would not be Rosehill's responsibility unless we have been negligent in some way. If you don't already have insurance, now is the time to think seriously about getting contents insurance in place before the bad weather sets in.

Things to do if you're going away over the Christmas Holidays

- Please don't switch your heating off when you go away. Instead leave it on at a low setting, or set the timer so it comes on at least once a day. If you have a thermostat, set your heating to come on if the temperature drops below a certain level. If you have a prepayment meter for gas and electricity, you should ensure both meters have enough funds until you return.
- Ask a neighbour or friend to check on your home in particularly cold spells. If this isn't possible, leave contact details with our office, in case of emergencies.



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 July to September 2018, we received a total of 3 complaints.

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

Categories of Complaints	No. of Complaints	No. Upheld
DTD Repair	1	1
Garden Maintenance Service	2	2

All of these complaints were upheld and the complainants were given full apologies and the issues taken up with the relevant contractors.

The review of these complaints did not identify a need for any policy changes or improvements to our systems beyond raising issues directly with contractors to ensure these issues are not repeated. The garden maintenance contract is being closely monitored by staff to ensure there is no repeat of these failures.

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

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.

90 questionnaires were returned in the period July to September 2018, listed below is a summary of the results:

- 99.6% 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
- 99.6% 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

Here are a few comments we received:

- "very pleased how quick repair was dealt with"*
- "Just as normal, repair carried out, workman very pleasant, good job Rosehill"*
- "Very efficient, I am very happy with the service."*

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

- July 18 Ms Kerr
- August 18 Mr McCullagh
- September 18 Mrs Avery.

Affordable Warmth Dividend Guidance

What is the Affordable Warmth Dividend?

The Affordable Warmth Dividend is a £100 payment made by the Council to Glasgow residents who are 80 years of age and older on or before 31 March 2019 to help keep warm during the winter.

Who is eligible for the Affordable Warmth Dividend?

All residents who are 80 years of age or over by 31 March 2019 and living in Glasgow.

Did you receive a payment last year?

If you received a payment last year then you will automatically receive a payment again this year. You will be sent a letter advising you when your payment will be made. You do not need to apply.

How can I make an application?

You can apply for the Affordable Warmth Dividend in two ways:

Online

To apply online use, the following link. <https://www.glasgow.gov.uk/index.aspx?articleid=23298>

Application forms are available from:

- The Council's website at: www.glasgow.gov.uk/awd
- Telephone 0141 287 7961

If you would like to post in your completed application please return it to:

Glasgow City Council
P.O. Box 36
Glasgow G1 1JE

How long will the scheme be available?

Applications will be accepted from 5 November 2018 until 31 March 2019. Applications received after this date will not be accepted.

How will payments be made?

The preferred method of payment is by BACS directly into your Bank Account, however if you only have a post office account an alternative payment can be arranged.

When will the payment be made?

The Council will aim to make a payment to you in the month after we receive your application.

What evidence is needed to support your claim?

- a letter from the Department of Work and Pensions that confirms your address
- birth certificate
- passport
- driving licence
- utilities bill, bank statement or similar documents confirming residency at a given address
- pension award letter

If you are unable to provide the above evidence but have other documents that confirm your age and your address you can post them with your completed application or upload them online and your Affordable Warmth Dividend claim will be considered.

Is the claim limited to one person in a household?

No. Anyone who meets the criteria can apply, including those living in residential homes and hospitals.

Can someone apply on my behalf?

Yes, someone can apply on your behalf.

- On the online form there is a section that can be completed by someone applying on your behalf.
- On the paper form, if you write their details in the section at the bottom of the paper form or online. You can either complete the rest of the form or ask your nominated person to do it for you. However, you should still sign and date the application form.

Where can I find out more information?

You can get more information from the Council's website at www.glasgow.gov.uk/awd or phone 0141 287 7961.



Delivering our Comm

We have recently come to the end of Year 2 of our 5 Year Business Plan and wanted to let you know where we are, with delivering our main Business Plan priorities. In August 2016 we consulted you over these priorities and received strong support from those who responded. In summary these are:

- Continue to roll out our planned maintenance programme which will see us spend £5.3 million on our houses including cyclical maintenance.
- Build 48 new homes of a mix of property types and sizes ranging from 2 apts to 5 apts.
- Create a Community Engagement Officer post. This post will be responsible for engaging and consulting tenants and the local community over various matters. We see this post as having a key role in delivering many of our Business Plan objectives/priorities.
- Explore the demand/need for a handyperson service for elderly and disabled tenants and, if feasible, launch the service. (some tenants suggested opening this service to other tenants on a charged basis, this is something we will consider and will consult tenants on in due course).
- Explore the feasibility of Rosehill providing a community facility and providing activities for children/youths.
- Create a Modern Apprenticeship at Rosehill. We will also consider how we can support local people for employment/training initiatives.
- Limit any rent increases to inflation only over the 5 years of the Plan.

Investing in your homes

Over the last 2 years we replaced 38 kitchens, 84 boilers and replaced the communal ventilation systems to 53 properties.

We have carried out gutter cleaning to 462 properties along with externally painting 431 properties. All our open spaces have been maintained along with carrying out annual gas safety checks on all of our stock.

Providing new homes

We are nearing completion of our two new build developments at Househillwood Road and Crescent which saw the first of the tenants moving into their new homes over the Summer. Once the development is complete we will have provided 48 new homes, some of which have been allocated to existing tenants.



commitments...

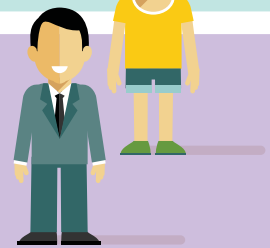
Community Engagement

We did create the Community Engagement Officer post in November 2016, however due to unforeseen circumstances the post became vacant earlier this year. We are currently recruiting for the post and hope to have it filled early next year.



New Services

Once the Community Engagement Officer is in post we will resume our consultation about a potential new service which is a handyperson service for those tenants who are elderly and/or have disabilities. We hope you will be hearing from us in the Spring.



Community Facility

We still intend to explore the possibility of a community facility and will do so in the next 2-3 years.

Modern Apprenticeship and Employment/Training Initiatives

We have recently joined forces with workingrite which is a charity that supports young people, aged 16-24 years, into apprenticeships or employment through work placements. The funding we have provided will help to create placements for some young people in our community. See the advert on page 2 of this newsletter for more details.

We are currently exploring creating a placement within Rosehill which if successful may lead to the young person being put forward for a Modern Apprenticeship with us.

Keeping rents affordable

It was one of our key commitments to you that any increases applied over the 5 years of our Business Plan would be capped at inflation only. We have done this for the first 2 years and have provided for doing so for the next 3 years. To date Rosehill has applied inflation only increases for the last 9 years. We have achieved this whilst continuing to invest in your homes, providing new homes, improving our services and looking to introduce new services.



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 Ltd
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