



# Covid 19 - Special Edition



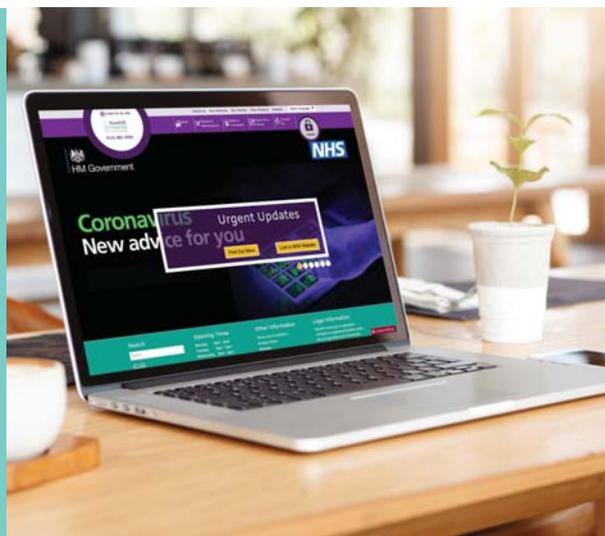
# CORONAVIRUS STAY HOME PROTECT THE NHS SAVE LIVES

We are a good few weeks into “lockdown” and it looks like it is set to continue for a while longer. The subject of Coronavirus seems to be dominating all of our lives and, not surprisingly, we felt we should make this the main focus of our Spring Newsletter.

We are all facing challenges on a scale that we have never encountered before and are having to adapt the way we live and work. Rosehill is no exception to this and out of necessity we have had to suspend some of our services and rethink how we deliver others. Here is an update on our service provision.

## Our Office

Our office remains closed until further notice. We are still able to take phone calls and respond to emails. If phoning, we would ask for your patience as we try to deal with your call as soon as possible.



## Ongoing Updates

Any further updates will be posted on our website, as such we encourage you to check it regularly at [www.rosehillhousing.co.uk](http://www.rosehillhousing.co.uk)

## Annual Gas Service

Your annual gas service is vitally important but never more so than now, when you are having to stay home more. Our gas servicing is carrying on and if your service is due you will be contacted by our Contractor, City Technical. If you have any concerns about this taking place, then please contact us. It is however vital that we undertake this service and it is a legal requirement that we ensure you and your family are safe. The contractor will take all reasonable precautions to ensure both their own safety and yours. We ask that when the engineer is in your home you maintain a safe distance, preferably in another room, whilst the service is completed.

## Repairs Service

We are still operating an emergency repairs service only for all of our tenants.

### This includes:

- No toilet facilities
- No washing facilities
- Water penetration damaging electrical fittings
- Isolation of dangerous/faulty electrical items
- FULL Central Heating breakdowns (Electrical or Gas)
- Serious Concern for tenants/ occupants welfare

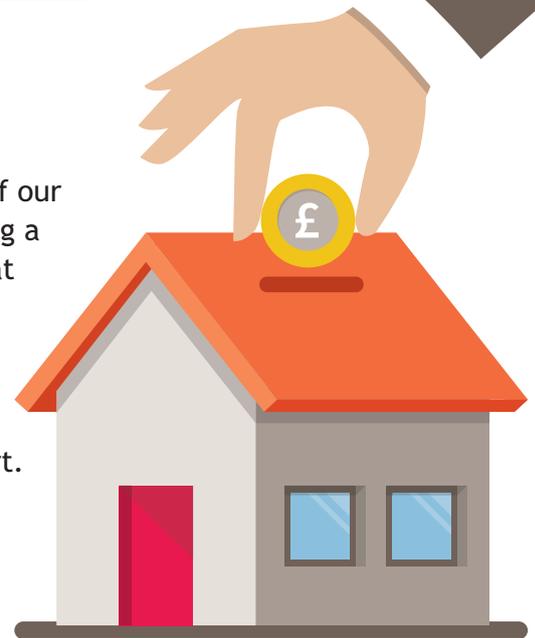
Should a contractor be required to attend your home then please ensure that the government advice regarding social distancing is followed i.e. stay 2 metres (6ft) away from other people. The best option is to move to another room.

## Rent

We understand that many of our tenants may be experiencing a change in their finances that could affect their ability to pay their rent. Rosehill is working closely with a number of agencies who can offer advice and support.

However, our own Income Team are available on their mobile phones and can be reached by email if you would like to discuss your

circumstances. We can agree arrangements, help you to apply for benefits and give general advice. Although our office is closed, staff are working from home, operating a service during our normal opening hours: Monday to Thursday 9am - 5pm and Friday 9am - 4pm.



### Income Maximisation Team Contact Details:

**Anne Storrie**

anne.storrie@rosehillhousing.co.uk

07375 447210

**Michelle Grassam**

michelle.grassam@rosehillhousing.co.uk

07375 447206

**Parmjit Purewal**

parmjit.purewal@rosehillhousing.co.uk

07375 540507

During our office closure, your rent payments can be made in the normal way. Our website outlines the various methods available: [www.rosehillhousing.co.uk](http://www.rosehillhousing.co.uk). If you are making a payment from your bank account to ours, please make sure that you put your Name and/or Address as a reference. Alternatively, you can give a member of our income team a call and they will talk you through it.

Don't sit at home worrying, give us a call, even if it's just for reassurance.

## Close Cleaning

Whilst the normal close cleaning service has been suspended for the Priesthill Tenements, we have introduced a touch surface clean service, which started on 8 April 2020. It is essential that the close doors and handrails are kept clean at this time. The service will take place fortnightly, which is the frequency for the normal close cleaning service. To the residents of these closes, we would ask that when the contractor is on site that the guidelines on social distancing are observed and that a 2 metre distance is observed.

# Welfare Rights Service

**Our welfare rights service is still available. Parmjit can be contacted by telephone or email.**

If you have lost your job or are working reduced hours you may be able to claim the following benefits

- Universal Credit
- New Style Jobseekers Allowance (New Style JSA)
- New style Employment and Support Allowance (New Style ESA)
- Employment and Support Allowance (ESA)

## Making a claim

If you need to claim Universal Credit, New Style ESA or ESA because of coronavirus apply online straight away. Parmjit can talk you through the application step by step whilst you are on your mobile, lap top or any other device.

The Department of Work & Pensions (DWP) announced some changes to the process, you no longer need to attend the Job Centre after you have made your online application. The DWP will contact you if additional information is required including identity verification.

If you are making a claim to include the housing element, you need to provide your monthly rent charge, please contact a member of the Income Team who will confirm this including service charges if applicable.

If you are experiencing financial difficulty, you may be eligible for an advance, up to one month of your assessed entitlement. However, please be aware this money will need to be paid back to the DWP.

## Difficulty paying rent

If you're claiming Housing Benefit or Universal Credit, but still find you can't afford to pay your rent, you may be eligible for Discretionary Housing Payment (DHP) from Glasgow City Council. If you are at crisis point financially you may be eligible for support from the Scottish Welfare Fund.

## Don't struggle on your own, contact Parmjit:

Mobile **07375 540507**

Email [parmjit.purewal@rosehillhousing.co.uk](mailto:parmjit.purewal@rosehillhousing.co.uk)

## Glasgow City Council - Bulk Uplift

Glasgow City Council had announced that it was suspending the bulk uplift service from Monday 23rd March 2020 until further notice. This is to enable it to protect the delivery of essential services.

As we have now moved to an emergency repairs and maintenance service only, we are not able to provide any assistance with bulk uplift. Therefore, we would ask tenants not to put bulk rubbish outside until further notice.

## Garden Maintenance and Assistance

Whilst you are being asked to maintain social distancing for as long as required, you are able to go into your own gardens. As such we are asking you to maintain your gardens as normal, now that we are in the growing season.

As explained above as we are operating an emergency service only, we have not been able to begin the garden assistance service this year.

### Ongoing Updates

Any further updates will be posted on our website, as such we encourage you to check it regularly at [www.rosehillhousing.co.uk](http://www.rosehillhousing.co.uk)



## Tenants behaving badly

We are currently receiving some disturbing reports that some tenants are flouting the Government restrictions and holding parties at their homes and that people from other households are attending. This behaviour is completely unacceptable and anyone doing this are not only putting themselves in danger they are seriously affecting their neighbours. We take anti-social behaviour very seriously and will take action to recover tenancies from anyone behaving in this unacceptable way.

In these next sections you will find a range of advice and support to help you get through this challenging time.

## Looking after yourself in lockdown

Here are some tips from the 'NHS One You' to help you look after both your mental and physical wellbeing while being in the house for long periods of time. The full article can be found here [www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips](http://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips).

- Plan practical things
- Connect with others
- Look after your body
- Do not stay glued to the news

You also find support from other organisations during this period;

- **Breathing Space:** 0800 83 85 87
- **MIND:** [www.mind.org.uk/information-support/coronavirus-and-your-wellbeing](http://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing)
- **Samaritans:** 116 123 or [www.samaritans.org](http://www.samaritans.org)
- **SHOUT:** Text SHOUT to 85258 or visit [www.giveusashout.org](http://www.giveusashout.org)

You can get more information from the following websites:

<https://lltff.com/corona/>

<https://www.lltffyp.com/corona/>



## Support available Aberlour's Urgent Assistance Fund



can provide cash grants to help families with children cope with the impact of the Coronavirus.

Applications must be endorsed and submitted by a sponsor, acting in their professional capacity. Examples of eligible sponsors include social workers, health care professionals, teachers, clergy and third sector organisations. If you would like to apply for this assistance please contact Courtney Thomas our Community Engagement Officer either on the office number 0141 881 0595 or email [courtney.thomas@rosehillhousing.co.uk](mailto:courtney.thomas@rosehillhousing.co.uk).

## Lone Parent Helpline

The Lone Parent Helpline offers support and advice for single parents including information about benefits and tax credits, childcare, separation, work, child maintenance and more.

If you can't find the information you are looking for or just prefer to talk to someone else, call the Lone Parent Helpline.

The Lone Parent Helpline provides advice and support to single parents. Call about anything from dealing with a break-up, sorting out child maintenance, understanding benefits, money when having a baby, studying or moving into work. They provide a free confidential friendly service that provides advice and supports your wellbeing whatever you are going through.

Call the Lone Parent Helpline on 0808 801 0323

You can also email [helpline@opfs.org.uk](mailto:helpline@opfs.org.uk)

## Children 1st

Children 1st is an established helpline offering support and advice to families.

You can contact them at:

Parentline Scotland

08000 28 22 33



# Mental Health and Wellbeing Services and Supports for Families, Children and Young People

Service	Contact Details	Support
<b>YOUTH HEALTH SERVICE</b>	All YHS venues are now temporarily closed and telephone only support will be available. 0141 451 2727	The Youth Health Service offers support to Young People aged 12-19 living in Glasgow facing a range of health issues. Young People can speak with a nurse, doctor, counsellor or youth worker.
<b>LIFELINK</b>	All lifelink venues are now temporarily closed but telephone and video support will be available. 0141 552 4434 • <a href="http://www.lifelink.org.uk">www.lifelink.org.uk</a>	Lifelink offer 1 to 1 counselling, mentoring, personal development, group work for YP aged 11 upwards. Referrals taken from anyone, including self-referral.
<b>NHS LIVING LIFE</b>	0800 328 9655	Free telephone-based service for people feeling low, anxious or stressed (16+). Self help coaches and therapists, offering appointment based telephone support. Mon - Friday 1pm -9pm
<b>BREATHING SPACE</b>	0800 838 587	Free telephone-based service for people feeling low, anxious or stressed (16+). Mon-Thurs 6pm-2am • Friday 6pm-Monday 6am
<b>CHILD LINE</b>	0800 11 11	Offer free and confidential support on the phone, online and from others on message boards.
<b>ANXIETY UK</b>	03444 775774 Also specific advice and support available around corona pandemic here: <a href="https://www.anxietyuk.org.uk/coronanxiety-support-resources">https://www.anxietyuk.org.uk/coronanxiety-support-resources</a>	During the coronavirus pandemic, Anxiety UK will be extending their helpline hours to provide additional support in the evenings until 10pm and over the weekend between 10am -8pm so that they can offer support to as many people as possible who need help.
<b>SAMARITANS</b>	116 123	Anyone any age can contact. Free and confidential support. 24 hours
<b>PARENTLINE</b>	08000 28 22 33 <a href="http://www.children1st.org.uk/parentline">www.children1st.org.uk/parentline</a>	Parentline for: calm, practical, advice; emotional support; space to talk. Mon - Friday 9am-9pm.

## Glasgow Helps Community Hub Launched

A new helpline for people in Glasgow seeking support during the Covid-19 crisis. The helpline is for members of the public seeking help, such as food delivery or mental health support.

The helpline is currently open Monday to Friday, 9 am - 5 pm and can be contacted by:

Telephone: 0141 345 0543

Email: [helpline@gcvs.org.uk](mailto:helpline@gcvs.org.uk)

Twitter: @GlasgowCVS

Website: [www.glasgowhelps.org](http://www.glasgowhelps.org)

## G53 Covid Support Group

### Food Shopping and Prescription Pick Up Service

If you can afford your shopping but can't get out due to self-isolation or shielding.

Contact via text, email or on messenger:

Mobile: 07746 785005

Email:

[greaterpollokservice@outlook.com](mailto:greaterpollokservice@outlook.com)

Facebook:

G53 COVID19 Support Group

## Living with uncertainty – the Coronavirus pandemic and you

We are all a bit scared of the coronavirus, but did you know corona means the glow of the sun or a crown?

Here's some things that can help us see what's happening in a different light:

**MEDICATION**  
Take prescribed medication regularly. Watch for internet scare stories about meds.

**DIABETES**  
Get right on top of control. Keep fit. Beware snacking/drinking. Type 2 diabetes- try to maintain an ideal weight, and get physically fitter.

**TAKE THE OPPORTUNITY**  
Play with children together/skype. Pass on a joke.

**KEEP CONNECTED**  
Internet. Phone / video call. Make it regular. Re-discover old friends. Make new ones! Keep in touch with elderly relatives.

**ADD STRUCTURE TO YOUR DAY**  
Morning - regular time to get up. Work/job. House and garden. Time for family/friends. Time for you.

**HELP SOMEBODY OUT**  
Does a neighbour need anything? Check on older people/self-isolating. Gardening? Washing?

**RECHARGE THE BATTERIES**  
Get a good nights sleep. Leave your phone and iPad / screens outside the bedroom.

**WATCH YOUR ALCOHOL**  
Sensible drinking. A glass of wine has the same calories as a chocolate bar.

**CHECK YOUR BLOOD PRESSURE**  
Hypertension? Eat healthily. Avoid salt. Get fitter. Keep an eye on your BP. Take meds regularly.

**MAKE THE MOST OF THINGS**  
Sit by an open window and let the sun in. Listen to music. Eat more of the good stuff. Consider Vitamin D supplements.

**WATCH YOUR HANDS**  
Break the cycle of mouth touching. Fold your arms. Sit on your hands. Play a game - shout out if someone's hands go near their face.

**PROTECT YOUR LUNGS**  
Quit or cut smoking. Take prescribed asthma medication. Try and build fitness.

**DON'T BELIEVE EVERYTHING YOU HEAR**  
Too much social media? Cut down on the news.

**SLOW DOWN AND BE MINDFUL**  
Mindfulness. Staying mentally fit.

**WATCH YOUR TIME**  
What do you want to do? Decorate a room? Read about history? Learn a skill?

**BUILD UP YOUR FITNESS**  
Get outside. Enjoy the sun. Walk with others - keep the 2 metre rule.

**LIVING WITH UNCERTAINTY**  
Exams, jobs, courses, money? There will be a solution even if we don't know what it is yet.

You can get the facts:  
[www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/)

## Looking after your physical well being

### If you develop symptoms.

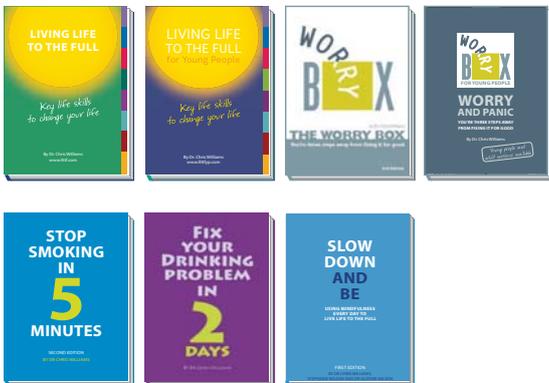
If you develop a constant new cough, or a temperature of more than 37.8, then you should go online to NHS 111 to get further advice. If you live alone you will need to fully self isolate for 1 week. If you feel that you are getting worse check 111 online again. If you live in a household, the entire household will need to fully self-isolate for 14 days regardless. Afterwards, always follow the specific advice on self-isolation issued regularly by the government.

## Looking after your mental well being

Here's where to get more help: [www.llttf.com](http://www.llttf.com)



### Other resources available:



[www.llttf.com/corona](http://www.llttf.com/corona)

Produced under licence © Five Areas Resources Ltd (2020)  
LLTTF is a registered trademark of Five Areas Resources Ltd.



# AGM

We enjoyed an excellent turnout at our AGM which was held on Tuesday 18th February 2020 at The Hall, Peat Road. Members heard Kerry Stevenson give her report as Chair of Rosehill.

Kerry advised that this year had been another successful year, with the completion of the new build taking the total number of properties over 1000. Kerry also noted that the second Annual fun day also took place and over 1000 people attended. Other activities include the Christmas Panto, Over 60s Christmas Party, the annual garden competition, the introduction of the Handyman service and the Youth Sport Programme run by the Police with sponsorship from Rosehill. In addition to this, Rosehill has also taken on two Modern Apprentices, which has been very successful.

Members also heard a presentation on our accounts from Alison Stewart, Finance Manager and noted that Rosehill continues to be in a healthy financial position.

Members received a glowing report, from Armstrongs auditors, on Rosehill's performance. Chien and Tait were also formally appointed as Rosehills auditor for 2019/20.

**The following Committee members stood down:**

Kerry Stevenson, Marie Baldie and Michelle Cameron. The Chair advised that she was affected by the 9 year rule 35.2, and Committee have discussed and agreed that she continues to be effective on the Committee and should be allowed to stand again.

In addition to the 3 existing committee members being re-elected, 2 new Committee Members were elected, A Inglis and C Simpson. The Chair thanked them for joining the Committee. (C Simpson has since resigned due to other commitments.)



The Chair closed by thanking her fellow Committee Members for their hard work and support during her third year as Chair. She also thanked Geri Mogan for her expertise and dedication to Rosehill and all the staff team for their hard work and finally all members present for their continued support to Rosehill.

The winners of the main prizes in the raffle and bingo were:

### Raffle

- 1st Prize **M McCormack**, Johnsburn Drive
- 2nd Prize **Sharon Leonard**, Lunderston Drive
- 3rd Prize **Eileen McBride**, Glenlora Drive

There were also various other minor prizes drawn.

### Bingo

- Single Line - **Margaret McCormack**, Johnsburn Drive
- Double Line - **Helen Cummins**, Lunderston Drive
- Full House - **Sandra Crawford**, Rosehill Crescent



# Garden Competition 2020

It is still our intention to run the annual garden competition if we are able. This will be our 24th Annual Garden Competition.

The Garden Competition is an annual event held in recognition of all the hard work our tenants put into their gardens which makes the neighbourhood a more pleasant, colourful and better place to live.

There are some fantastic prizes to be won every year and this year is no different. Don't want to miss out? Start now and get planting!

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



## Art competition for 16 and unders

During lockdown people are finding wonderful ways to occupy their time. Some of the artwork appearing online has been really impressive.

We are running a competition to show off some of your artwork. Entry is open to the younger members of the community. Entries should celebrate the

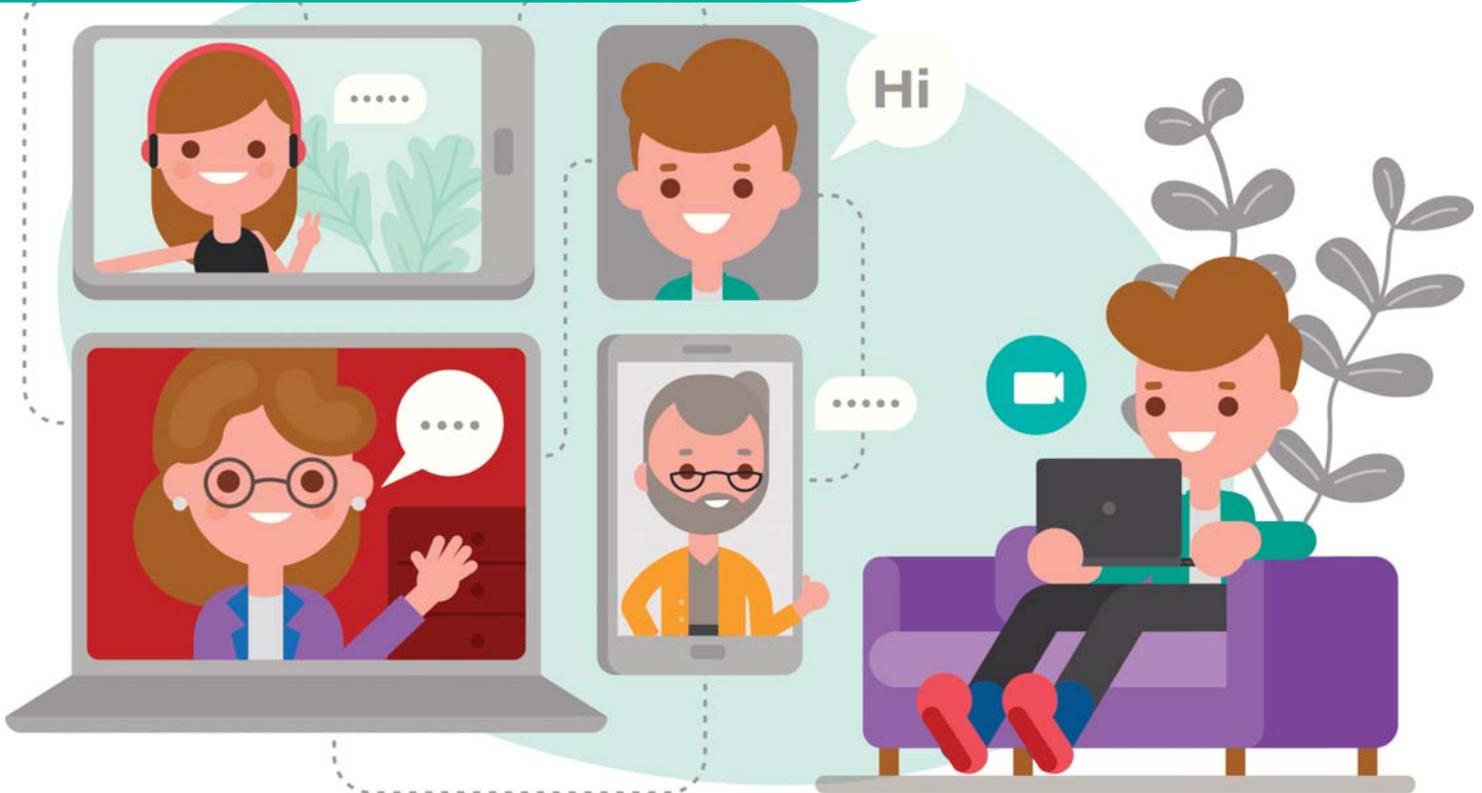
wonderful work being done by our area's keyworkers. This could include the NHS workers, carers, shopworkers, delivery drivers or the wonderful volunteers keeping our country going in these difficult times.

The 1st prize will be the artwork being made into a framed canvas and a £50 giftcard of your choice.

There will also be 5 runners up prizes of £10 pound. Winners will be notified and the artwork will appear in the Summer newsletter.

Entries should be posted to the office at 250 Peat Road no later than the 31st May 2020 and remember to put your name, address and age on the entry.





## Staying in touch by video

Now more than ever, it's important to stay in touch with loved ones. What could be better than a phone call to a relative or friend to cheer up their day? A video call!

If they have an internet connection, smart phone, tablet, laptop or desktop computer with a webcam, they can video call you as easily as making a voice call. There are lots of ways to video call and almost all of them can be done using any type of phone, tablet or computer. Below is a list of services which are the easiest to use - most can have more than two people chatting at the same time. All of them require you to either download an app for a phone or tablet, or sign-in or use the service on a browser such as Chrome.

The icon which activates video calls on most of these apps looks like this 

Different video call services do not work with each other - someone only using Facetime can't video call with someone only using Duo - so everyone needs to use the same service. Don't worry about people video calling when you don't want them to see you, or it is at a time which is not convenient, you can just refuse the video call, just like a normal voice call.

-  **Facebook Messenger:** If you want to use this, you will need to have, or set up, a Facebook account. You will need to be 'friends' with someone on Facebook to video call them.
-  **Whatsapp Videocall:** For phones, find this in the app stores, or search for 'Whatsapp' in a browser for computers. You sign up for the service once the app is downloaded and can invite contacts from your phone. You can then videocall any other Whatsapp users who you're connected with.
-  **Skype:** Perhaps the best known videocall service. For phones, find this in the app stores, or search for "Skype"™ in a browser for computers.
-  **FaceTime:** For Apple devices only - iPhones, iPads, and Mac computers. This is built into Apple devices and allows you to video call your contacts for free.

# Complaints

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

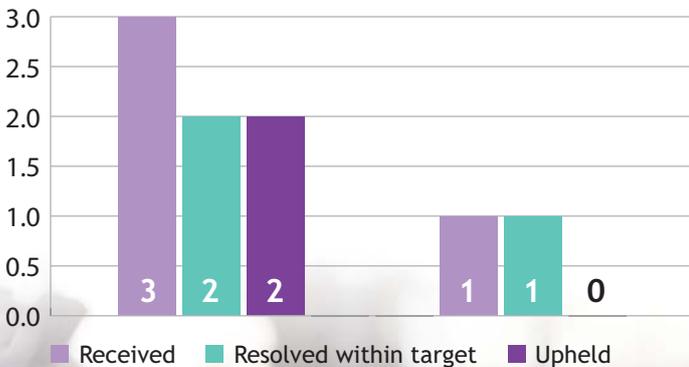
You can complain to us about things like:

- 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.

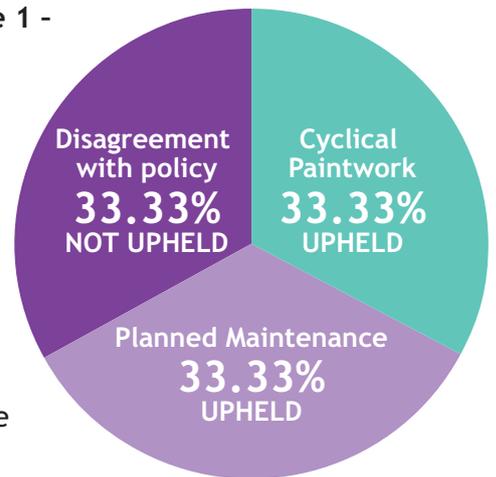
In the period October to December 2019, we received a total of 4 complaints.

## Complaints Received



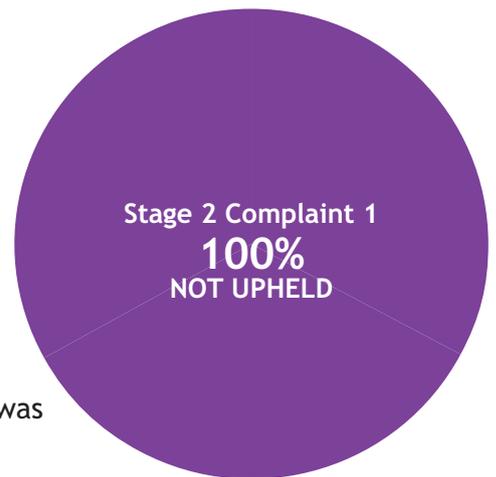
3 of these were classed as **Stage 1 - Frontline Resolution** and we aim to resolve these complaints within 5 working days or less. 2 of these complaints were upheld.

### Stage 1 Complaints



The remaining 1 complaint was classed as **Stage 2 - Investigation** and we aim to resolve these complaints within 20 working days or less.

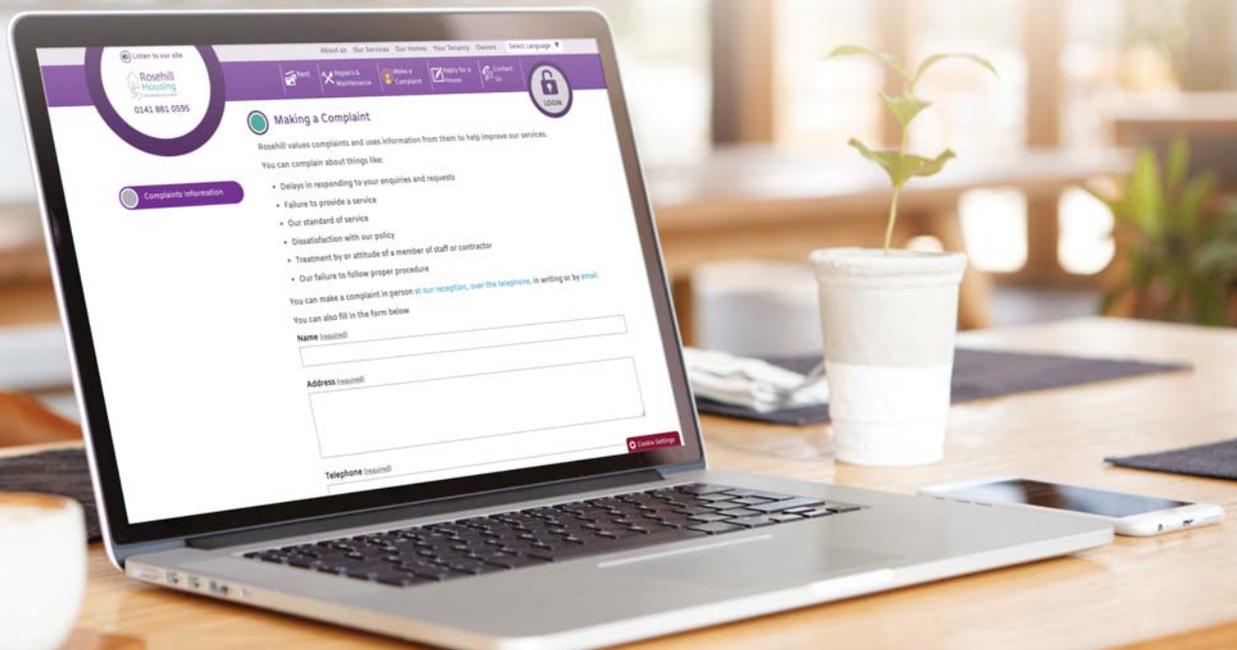
### Stage 2 Complaint



This complaint was not upheld.

**Average Time to Resolve Stage 1 Complaint**  
4 Working Days

**Average Time to Resolve Stage 2 Complaint**  
19 Working Days



## 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

# 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.

87 questionnaires were returned in the period October to December 2019, listed below is a summary of the results:

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

98% of tenants rated the contractors' workmanship as either Excellent or Good

99% of tenants rated the contractors' manner and attitude as either Excellent or Good

99% of tenants rated the overall repairs service as either Very Satisfied or Satisfied

This is an excellent result and we aim to maintain this high level of satisfaction throughout the year. Any negative comments received are always followed up.

**Here are a few comments we received:**

*"First class service."*

*"Thank you for arranging the repair in a time that suited me."*

*"Very good job, excellent customer service from repair man."*

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

Oct 19	Ms Frearson
Nov 19	Ms Graham
Dec 19	Ms Wilson



## 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)