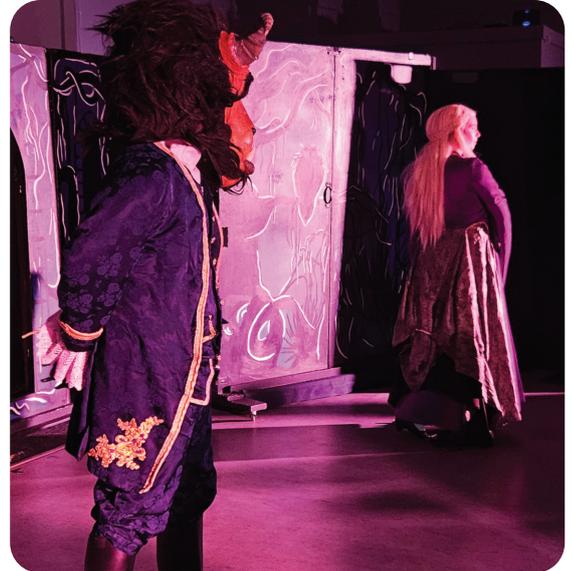




Christmas Panto

December saw M&M Theatrical Productions return to Rosehill to present 'Beauty and the Beast' to the younger members of our households. The performance was enjoyed by everyone who attended. It was great to see the delight on the children's faces. Here are some photos of the event:



Christmas Hampers

In December, Priesthill United Reform Church received funding from The Glasgow Wellbeing Fund to secure 40 hampers to be distributed to people living in the area who were either facing social isolation, living alone or struggling over the festive period.

Five of these hampers went to tenants of Rosehill and each and every one of them were delighted to receive them.



Over 60s' Christmas Lunch

Our annual over 60s' Christmas Lunch was once again held in the Priesthill United Reform Church on Peat Road on 9th December 2025. Around 50 residents joined us for an afternoon filled with festive cheer, enjoying a delicious lunch, music, dancing, and a raffle.



Sharon Quinn, Housing Services Manager at Rosehill, joined the celebrations and spent time chatting with attendees.

A heartfelt thank you goes to Anna, Alice, Ruth, Linda, Ruth and Ralph for their hard work and dedication in preparing and serving the lunch. Your efforts helped to make the day truly special.

Spirit of Christmas

We are delighted to announce that we managed to access gifts for a total of 32 children living within Rosehill's households.

SWAMP, in partnership with Glasgow Spirit of Christmas, initially set out to provide Christmas gifts for 650 children, ranging from new borns to 18-year-olds in the local area.

However, thanks to the generous support from the community, they received referrals for 713 children through Pollok Pantry, health visitors, community link practitioners, social services, primary and secondary schools, and local housing associations.

Donations came from local businesses, organisations, and residents, all coming together to make this initiative a success.



Rosehill Housing Association, involving tenants - your way!

Rosehill is committed to working with tenants to create new opportunities for you to get involved, share your views, and help shape future improvements. Your involvement can be tailored to suit what works best for you.

TPAS Scotland, who are independent tenant participation specialists, are working alongside Rosehill tenants to develop meaningful, tenant led opportunities. We need your ideas and input – they are central to strengthening how tenants get involved at Rosehill.

To help us understand how and when you'd like to take part, here are some ways to get in touch:

- Contact Sharon Quinn at Rosehill on 0141 881 0595
- Look out for information about upcoming meetings you can attend
- Contact Eveline directly at eveline.armour@tpasscotland.org.uk



Dementia Awareness in Greater Pollok Community Creative Consultation

We are working in partnership with The Village Storytelling Centre (VSC) to increase dementia awareness within our community. Since October 2025, we have been carrying out a Dementia Awareness Research Project to identify the support services currently available for people living with dementia and their unpaid carers, as well as to understand where there are gaps in provision.

We would like to invite you to take part in our creative community consultation on dementia awareness in Greater Pollok. If you are living with dementia, care for someone who is, or simply wish to share your views, please contact community storytellers Daiva and Trinidad at info@villagestorytelling.org.uk or call 0141 882 3025. You can also get in touch with

Sharon Quinn, Housing Services Manager at Rosehill, on 0141 881 0595.

Informal interviews and community discussions are already underway and will continue until the end of April 2026. These conversations will help us understand the support currently being accessed and gather ideas on what additional services are needed.

As part of the project, we have organised “*Story Cafés*” for adults – fun, creative sessions where we listen to and share stories. The next Story Café will take place at Rosehill’s Offices, 250 Peat Road, on Tuesday 31 March at 10:30am. No booking is required, so please feel free to come along to share your experiences or hear from others.

Being Assured

The delivery of our strategic objective “Achieve the highest standards in all that we do.” is supported by the use of Internal Audit to test our policies, processes and procedures to ensure that they are robust, effective and achieve necessary compliance with legal and regulatory requirements. It basically acts as a health check for what we are doing.

The second audit for this financial year (2025/26) has been completed which was in relation to Value for Money. This involved the Management Team providing the auditor with evidence of financial stewardship, service quality, long term sustainability and how we demonstrate value for money to our tenants.

Our appointed Internal Auditor, **wbg** carried out the audit on our evidence that related to Value for Money in November. We are pleased to report that we achieved a “Strong” level of assurance for this audit, which is the highest level of assurance that can be achieved. The Auditor did make two recommendations for improvement but rated these as low and identified 8 areas of good practice.

Internal Audit - November 2025

Audit Area	Assurance Rating	Recommendations
Value for Money	Strong	Two (low grade)

Area Audited	Recommendations	What we will do
Value for Money	1) The Association should develop and implement a formal Value for Money framework that clearly defines how value for money will be achieved, measured, and reported. This framework should set out key objectives, performance indicators, and responsibilities for monitoring and reporting progress to the Management Committee. It should also be reviewed annually to ensure alignment with strategic priorities and regulatory expectations.	A Value for Money Framework will be developed in the coming period to pull together all elements of VfM. Once developed this framework will have an annual review scheduled. We will have this in place by end of September 2026.
	2) We recommend that the Association ensure that the contracts register is updated for all newly awarded or approved contracts. Periodic reviews of the register should also be undertaken to ensure its completeness and accuracy.	Contract Register has been updated. Process put in place to update after every contract award. Contract Register will be checked quarterly to ensure updates in the period have been made. This was implemented from January 2026.

2026 Garden Competition

We will be running our Garden Competition again this year. This is an annual event held in recognition of the hard work our tenants carry out to their gardens which makes the neighbourhood a more cheerful, bright and better place to live.

We can't wait to see some of the great work and efforts that you go to this year.

As with every year there will be some great prizes to be won.

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

Time to get those green fingers moving, happy planting everyone.



Garden Assistance Scheme

We would like to remind you that Rosehill operates a garden assistance programme. This is carried out by our garden contractor Caledonian Maintenance. As Rosehill funds this service, it is limited to 100 places. Tenants applying for and being eligible for garden assistance once the places are full will then be added to our waiting list and applications will be held in date order.

The service will operate during the growing season i.e. normally April to October. It relates to front, side and rear gardens and will consist of the following:

- Mow grass areas and all arisings removed (twice per month).
- Strim Grass edges and all arisings removed (twice per month).



- Fork over soft landscape once per month and trim back shrubs as required and all arisings to be removed.
- Trim privet hedges front, rear and side (if applicable) (once per month), and all arising to be removed.
- Clear Litter generally (twice per month).

If you would like to discuss in more detail the qualifying criteria for garden assistance, please contact us on 0141 881 0595.

Have Your Say...



Annual Rent Increase 2026/27: Tenant Consultation Outcome

Thank you to everyone who took part in the consultation about the proposed rent increase for this year. Almost 100 people provided feedback, which was considered by the Management Committee before it made its final decision.

Some tenants did express their unhappiness with the proposed increase, whilst others did appreciate the reasons for why the increase had to happen although some still had some concerns. Other tenants advised they were happy with what was being proposed.

The Committee is mindful that we are still in challenging times and the cost-of-living crisis continues. This harsh climate makes the Committee's task of balancing the needs of our tenants with the needs of the business, even more difficult.

However, after further consideration, including discussing the feedback from tenants, the decision was made to apply a rent increase of 4.8% for this year. You will have recently received formal notification of the rent increase, which sets out your new rent and when it comes into effect.

Anyone who requested a follow-up to their feedback, has been contacted by a staff member and discussions have taken place.

As a thank you for taking part in the consultation, a prize draw was held for all those who advised they wished to be included. Congratulations to the 3 winners who each won a £20 gift card.

L Burns, E Walker and L Palmer, T Sanger-Semple

New 5 Year Business Plan: Proposed Strategic Objectives and Priorities - Outcome of Tenant and Stakeholder Consultation

Thank you to everyone who took part in the consultation about our plans for the next 5 years. On average 90% of respondents either agreed or strongly agreed with our plans, which was good to see.

No-one selected the option for a staff member to follow-up on their feedback.

As a thank you for taking part in the consultation, a prize draw was held for all those who advised they wished to be included. Congratulations to the 6 winners who each won a £25 gift card.

A Palmer, S White, J Melvin, S Lauder, M Wilson, A McDonald

Equalities Data Collection

At Rosehill, we recognise that people in our communities have a wide range of needs and experiences. We want to ensure these differences are reflected in how we plan and deliver our services, and that equality, diversity, and inclusion are embedded throughout our organisation.

To make sure our services and policies meet everyone's needs, we collect and maintain equality data.

As a Registered Social Landlord, we are required by the Scottish Housing Regulator (SHR) to gather information from all tenants and waiting list applicants on the protected characteristics defined in the Equality Act 2010. We only collect information that helps us shape and improve our services.

To protect your privacy, this information is collected anonymously.

We first gathered this data in 2022/2023 and plan to update it every three years. Over the next couple of months, you will receive an Equality Monitoring Form, and we encourage you to complete and return it to us. We would like to thank you in advance for your co-operation.

Tenancy Terminations

As part of everyone's signed tenancy agreement, tenants vacating their properties should be leaving the property in a clean and tidy condition as a minimum requirement.

Once a tenant signs their termination notice, Rosehill will arrange a pre-termination visit. Internal applicants will also be visited prior to any potential move. It's important that tenants allow these visits to be carried out. This is because it's at these visits that Rosehill staff will outline what tenants must do prior to handing their keys back. For example, removing specified floor coverings. Tenants should bear in mind we typically advise that anything altered is returned to its pre-altered condition. One common example is garden decking to be removed and grass re-seeded. Please also ensure that you have asked for written permission for any alterations. As a landlord we must comply with legal lettable standards, and these are what inform the decisions made.

Consider the condition you would want to move in to, versus the way it's being left. This includes removing your belongings, furniture and flooring (where instructed). General void costs for the association have skyrocketed recently. Costs are compounded when exiting tenants leave the properties in poor condition. Often, Rosehill pay large sums of money cleaning and clearing the properties out before void works can even begin.

It's sensible to begin moving preparations as early as possible. Extending your termination date will cost more money, and we will be forced to recharge for removals or repairs caused by you. Therefore, it's worth thinking about the costs and logistics of moving **before** you sign for any new tenancy. Many internal moves recently



have underestimated the work required to their current house, despite being desperate for a new one. We are always on hand to support our tenants through the process of moving. The stress of poor planning can often be avoided through clear communication with staff and using your 28-days' notice efficiently.

Parking

We have received an increase in parking related enquiries recently. Please note that, for most of our properties, the roads where tenants park are not owned by Rosehill, and parking enforcement is carried out by Glasgow City Council.

New Pavement Parking Prohibitions introduced by the Scottish Government now give local authorities the power to take action against vehicles parked with two wheels on certain

pavements, double parked vehicles, and vehicles parked at dropped kerb crossing points. These measures aim to improve pavement accessibility for pram users, wheelchair users and others.

For details of the streets where these regulations apply, please visit:

<https://glasgow.gov.uk/pavementparking#:~:text=Exemptions>

You can report a parking issue to the council via: <https://glasgow.gov.uk/article/6307/Report-a-Parking-Problem>

Please be considerate of your neighbours when parking on the street.

Fly Tipping

Sadly, we have seen a noticeable rise in fly tipping across the area. Current hotspots include the old Gowanbank site, the parking bay opposite the former Gowanbank site on Glentyan Drive, the junction of Hartstone Road and Househillwood Road, the junction of Lunderston Drive and Househillwood Road, the Priesthill Road/Ravenscraig Drive tenements, and the pavement on Galston Street.

Fly tipping is a criminal offence. If you have any information about those responsible, please report it to Glasgow City Council via <https://glasgow.gov.uk/article/5199/Report-an-Environmental-Crime>, through the MyGlasgow app, or by calling 0141 287 1058. If you believe the individuals involved are Rosehill tenants, please let us know as well.

Enforcement officers from the council have recently issued notices to several residents, and we will continue to pass on any relevant



names and addresses to assist their efforts. Fixed penalty notices for fly tipping are £500, while more serious or repeated offences can lead to fines of up to £40,000 and even imprisonment.

Dumping rubbish in your own community risks a significant penalty, so please dispose of items responsibly by taking them to the dump free of charge or arranging a bulk uplift. Bulk uplifts can be booked through

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

We understand the frustration felt by tenants who are disheartened by the ongoing issue of fly tipping in their neighbourhood. We are doing everything we can to manage the situation, but often our only option is to report the rubbish to the council or our contractors, as we rarely have information about who is responsible.

Although items are removed, new waste is frequently dumped soon after. Rosehill and our partner agencies will be prioritising this issue in the coming months.

New Bins for Tenements

Glasgow City Council is undergoing changes to tenement bin collections across the city.

The information sent out states that tenements will be receiving new 240 or 1280 litre shared bins, depending on the space available. These will include the following bins: Blue (paper/cardboard), Grey (plastic, bottles, tins, & cartons), Food Waste, and Green (non-recyclable items within black bin bags). Bin collections for the green bins are to increase to every 4 days, and the other bins every 8 days. When your new bins arrive, you will receive an information leaflet, a re-useable recycling bag, a food waste bin for indoor use, and an annual supply of compostable liners. From the information available at: <https://www.glasgow.gov.uk/article/13733/Bin-Hubs>, GCC say some of the bins will be out with the bin store, at new 'bin hubs' if they are too big. We are still awaiting further information from the council about the exact location of the new bins at Rosehill's tenements, and the size of the bins for each close.

Estate Management Walkabouts

Due to increased workloads and ongoing staff shortages, our Housing Assistants have not been able to spend as much time out on the patch over the past few months.

As we move into spring, Ruairidh and Sophie will be resuming regular estate management visits. We kindly ask all residents to do their part in keeping the area clean and pleasant for everyone.

Update from Sophie...

Gardens

The growing season is just around the corner, and we want to ensure all tenants' gardens are kept to a good standard. Please remember that it is your responsibility to regularly cut your grass and hedges. We also ask that garden areas are kept free from rubbish and dog fouling.

Thank you to all tenants who already take great care of their gardens - we appreciate your efforts and hope this continues throughout the season.



Ravenscraig Drive and Priesthill Tenements

Following recent inspections, we have noticed a decline in the condition of the bin lanes and surrounding areas. Please remember that it is your responsibility to keep the bin stores free from any additional bin bags. If you have left your bin at the front of the building, please return it to the bin store as soon as possible.

There has also been an increase in bin fires in the area. To help keep you and your neighbours safe, ensure bins are stored correctly. If you witness anyone setting bin fires, please contact the Fire Brigade immediately.

AN UPDATE FROM TECHNICAL SERVICES

Gutter Cleaning

Our 3 year cyclical gutter cleaning programme will commence during early April and run through the summer.

Development Areas due to be cleaned are:

Rosewood

Lindens

Priesthill Tenements

New Hurlet

Rosehill Cottages

Glenmuir Estate



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

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

Welfare Rights Benefit Updates 2026/2027

During the Scottish Budget on 13 January 2026, it was announced that the Scottish Government will increase all forms of assistance delivered under the 2018 Act by 3.8% in alignment with the 12 months to September 2025 rate of CPI. Best Start Foods and Job Start Payment, where up-rating remains at the discretion of Ministers, will also be up-rated by 3.8%.

The earnings limit for Carer Support Payment will also be increased to £204 per week in line with 16 hours work at the rate of the National Living Wage.

Legislation will be brought forward to up-rate these forms of assistance by April 2026.

The new rates of assistance are presented in Table 5 and 6. *Source: Scottish Government.*

Table 5 - 2026-27 assistance rates for payments administered by Social Security Scotland:

Benefit	2026-27 rates
Adult Disability Payment	
Daily Living Component Enhanced Rate	£114.60
Daily Living Component Standard Rate	£76.70
Mobility Component Enhanced Rate	£80.00
Mobility Component Standard Rate	£30.30
Transitional rate	£30.30
Best Start Foods - (higher rate)	£11.20
Best Start Foods - (lower rate)	£5.60
Best Start Grant Pregnancy and Baby Payment (1st Child Payment or subsequent child if relevant exemption applies)	£796.65
Best Start Grant Pregnancy and Baby Payment (Subsequent Child Payment & Multiple Pregnancy Supplement)	£398.35
Best Start Grant Early Learning Payment	£331.95
Best Start Grant School Age Payment	£331.95
Carer's Allowance Supplement (bi-annual payment)	£304.65
Carer Support	
Carer Support Payment component	£86.45
Carer Additional Person Payment component	£10.40
Scottish Carer Supplement component	£11.70
Child Disability Payment	
Care Component Highest Rate	£114.60
Care Component Middle Rate	£76.70
Care Component Lowest Rate	£30.30
Mobility Component Higher Rate	£80.00
Mobility Component Lower Rate	£30.30
Child Winter Heating Payment	£265.50

Table 6 - 2026-27 assistance rates for payments administered by Social Security Scotland continued:

Benefit	2026-27 rates
Funeral Support Payment (higher rate)	£1,327.75
Funeral Support Payment (lower rate)	£162.05
Funeral Support Payment (medical device removal)	£26.80
Job Start Payment - (standard rate)	£331.95
Job Start Payment - (higher rate)	£531.10
Pension Age Disability Payment (higher rate)	£114.60
Pension Age Disability Payment (lower rate)	£76.70
Pension Age Winter Heating Payment (high rate)	£316.70
Pension Age Winter Heating Payment (medium rate)	£211.15
Pension Age Winter Heating Payment (80+ couple rate)	£158.35
Pension Age Winter Heating Payment (low)	£105.55
Scottish Adult Disability Living Allowance	
- Care Component Highest Rate	£114.60
- Care Component Middle Rate	£76.70
- Care Component Lowest Rate	£30.30
- Mobility Component Higher Rate	£80.00
- Mobility Component Lower Rate	£30.30
Scottish Child Payment	£28.20
Young Carer Grant	£405.10
Winter Heating Payment	£62.00

Scottish Ministers will also bring forward legislation to up-rate the forms of assistance within devolved competence under UK legislation and delivered by the DWP via agency arrangements by April 2026

Note: rounding to the nearest 5p is applied.

Annual Rent Increase: Universal Credit

The Annual Rent Increase will be applied on 29th March 2026. If your housing costs are paid through Universal Credit, please follow these steps:



- 1 Keep your rent increase letter - you'll need it in April.
- 2 Wait for the 'Confirm your housing costs' to-do to appear in your Universal Credit account in April.
- 3 Use the information in your letter to complete the to-do before the deadline to avoid any disruption to your payments.

Please use only the 'Confirm your housing costs' to-do to report this change. Do not contact Universal Credit by any other method to update this information.

AN UPDATE FROM CUSTOMER SERVICES

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 2025, we resolved a total of 7 complaints.

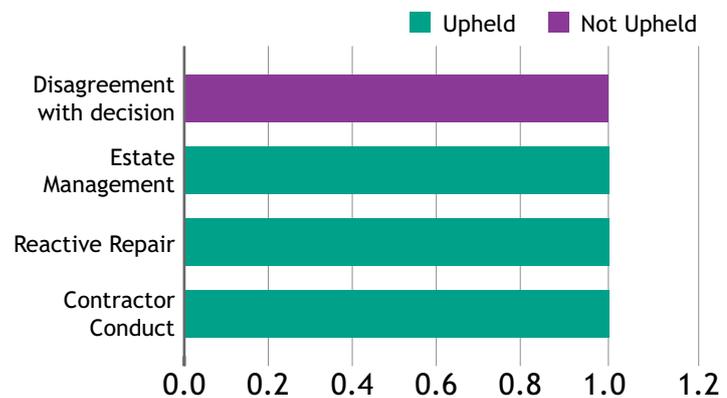
There were **4 frontline complaints** resolved during the period.

✓ **100%** of these were responded to in full within the statutory timescale of 5 working days.

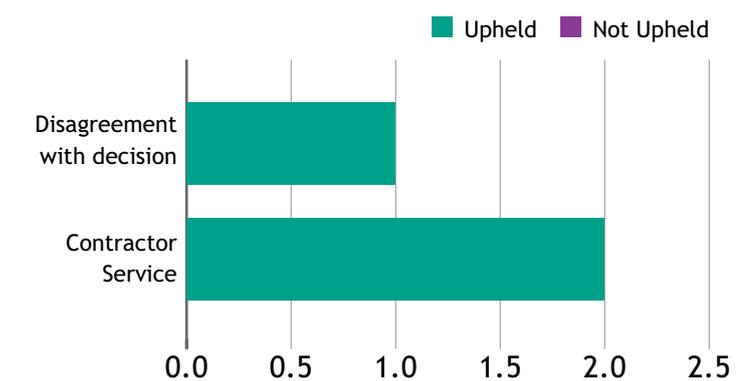
75% Three of these complaints were upheld.

Average Time to Resolve Stage 1 Complaints - 3 Working Days

Stage 1 Complaints - Reasons & Outcomes



Stage 2 Complaints - Reasons & Outcomes



There were **3 stage 2 complaints** resolved during the period.

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

100% All of these complaints was upheld.

Average Time to Resolve Stage 2 Complaints - 15.67 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.

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 Oct-Dec 25
Emergency Repairs	4 hours	2.66 hours
Non Emergency Repairs	4 working days	4.51 working days
Right First Time	92.5%	97.15%
No. of times a gas safety check was not complete within 12 months of last check	0	0

In the period we met/bettered all our targets except for non emergency repairs, although we only missed our target slightly (0.51 working days) this is still well below the Scottish average of 9.1 working days.

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 October to December 2025, 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
- ✓ 92% of tenants rated the overall repairs service as either Very Satisfied or Satisfied

This is an excellent result, 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:

October 25 Donna Murray • November 25 Patrick & Patricia Shields • December 25 Margaret Wyllie



Making our information more accessible

This newsletter, along with other information we provide, can be produced in other formats e.g. large print or other languages if required. If you need this service please let us know.



Emergency Repairs

For genuine emergency repairs outwith normal working hours please contact - 0141 552 8647

Points of view

If you have any comments or suggestions to make about the newsletter or about the services we provide, we would like to hear from you. Please contact us using one of the following options:

By telephone 0141 881 0595

By email admin@rosehillhousing.co.uk

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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