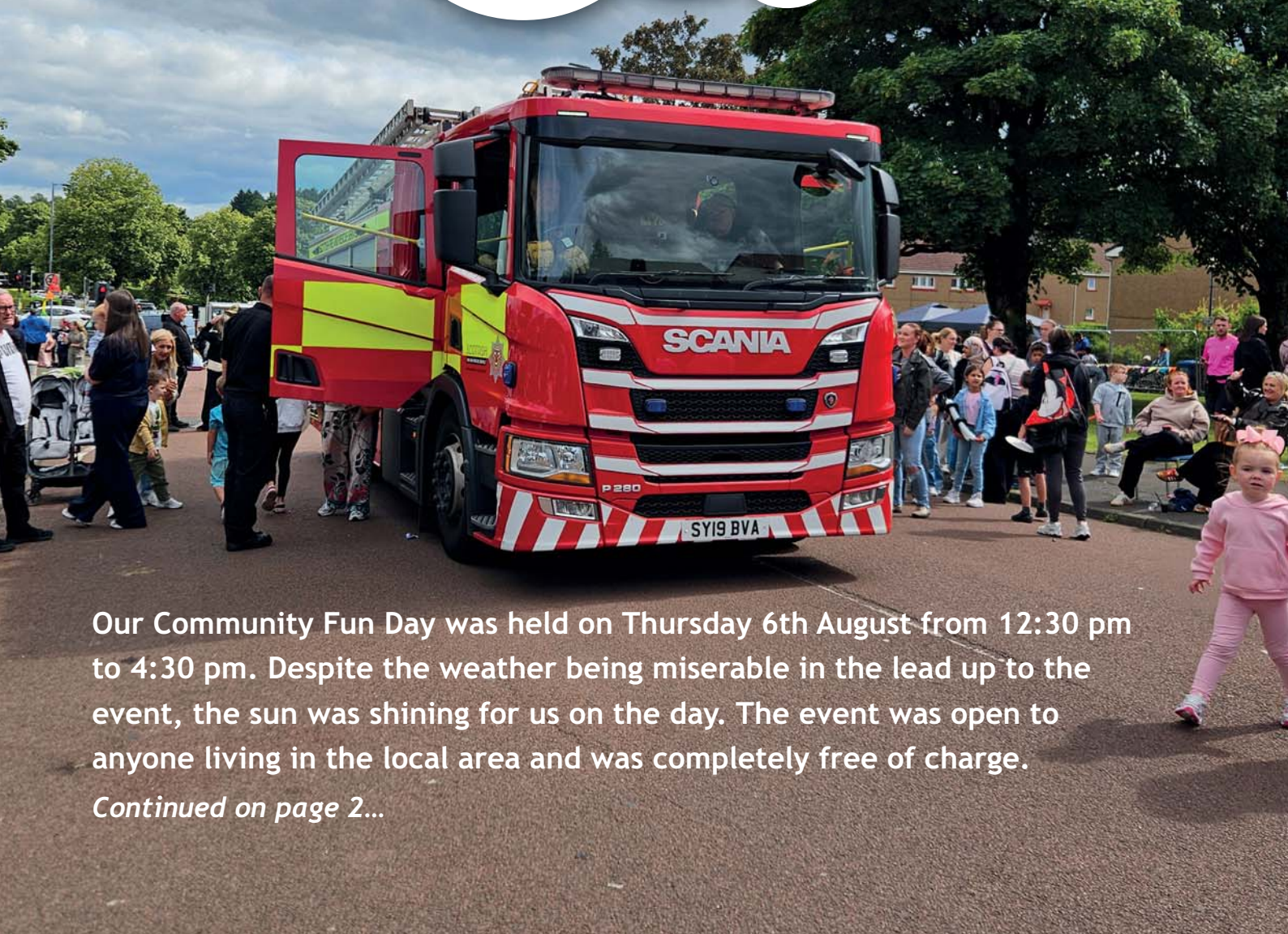


homenews

Community Fun Day



Our Community Fun Day was held on Thursday 6th August from 12:30 pm to 4:30 pm. Despite the weather being miserable in the lead up to the event, the sun was shining for us on the day. The event was open to anyone living in the local area and was completely free of charge.

Continued on page 2...



This year the event was funded solely by Rosehill; therefore, we had to make cut back on a couple of things on the day i.e. seating, tea and coffee etc. This was to allow us to provide as many activities as possible for everyone to enjoy and participate in. Whilst a small number of attendees commented on this, we hope everyone understands the reasons behind this.

We want to say a huge thanks to CCG who donated the heras fencing to keep the site secure and everyone safe.

During the event, we saw in the region of 1,000 people attend for a fun filled day. There were numerous activities to keep the children entertained including: football darts, gladiator dual, bungee run, tot's farmyard zone, Scottish themed games, face painting, crafts, competitions and games. There was also a Petting Zoo with a variety of different animals. The adults weren't left out either as there was neck or shoulder massages available along with nail treatments.

Police Scotland brought along a squad car and Scottish Fire and Rescue Service attended with a fire appliance. Both were a huge hit with children and adults alike.

Again, this year, the event was a success. We received so much positive feedback on the day as well as some ideas to consider for next year's event. Sharon Quinn, Housing Services Manager will be working through the feedback to see what next year's event will look like.



The prize giving ceremony for our annual garden competition was held during the fun day. Please see page 4 for details on our winners and runners up.

Thanks to everyone who attended for making it such a great day.

Here are a few of the comments that were received from attendees on the day:

"Very fun, got to feel a snake."

"Fab fun day it was amazing."

"Nice job."

"Thanks for a great day."

"It was amazing, it was so much fun!"

A warm welcome from Rosehill's new CEO

Hi, my name is Chris Chalk, and I started as CEO of Rosehill on the 6th July 2026. I have worked within Housing for almost a quarter of a century with a number of Housing Associations.

I began as the receptionist at Argyll & Bute Council's Housing Department in the early 2000's and have worked within housing ever since. In the last six years, I have worked in senior roles within community-based housing associations and have really loved it.

I was honoured to be offered the post of CEO with Rosehill and will do everything I can to help improve the lives of our tenants and wider community.

Both my father and mother are from the Priesthill and Pollokshaws areas, and I have fond memories of visiting my granny and granda in Pollok when I was a boy.

You will see me regularly out and about with the management team as we do our weekly walk-about in the area, so please say hello.



Chris Chalk, CEO

Staffing Changes



In June this year, we welcomed William Clark to Rosehill. William joined us as an additional Housing Assistant alongside Ruairidh and Sophie.

William comes with many years' experience supporting tenants in their homes.

He has been busy meeting the tenants in his patch, if you see him out and about, feel free to say hello.

In August, we sadly said goodbye to Parmjit Purewal, our Welfare Rights Advisor, who retired after 13 years' service with Rosehill. Parmjit has helped many of our tenants with their benefits claims and will be missed by tenants and staff alike. We wish Parmjit well on her retirement and thank her for her service to Rosehill and our tenants.





1st Prize "Well Established"



1st Prize "New Gardens"

Gardens of the Year



2nd Prize "Well Established"



3rd Prize "Well Established"

Rosehill held its Annual Garden Competition on Thursday the 6th of August 2026 during Rosehill Community Fun Day, again this year was a great success.

Tenants went above and beyond producing some extraordinary displays of colour in their gardens to win this year's prizes.

We would like to say a big thank you to all those tenants who take the time in their gardens making sure they have immaculate lawns, tidy paths and bright colourful blooms. That is why we run this

competition every year to reward those who do their best to brighten up the neighbourhood. We really appreciate the pride that you take in the neighbourhood and all the hard work, effort and care you put in.

The challenging task of judging the competition this year went to Craig McNab from Caledonian. Our new Chief Executive, Chris Chalk announced the winners and runners up.

Craig advised: *"The standard of the gardens was brilliant; making it difficult to choose the winners."*

After much consideration a decision was made and the top three results in the Well Established Category and the winner for the New Build Category were as follows:

Best Garden "Well Established" Category

1st Prize	Mr Watson • Peat Road
2nd Prize	Mrs Barclay • Househillwood Crescent
3rd Prize	Mr & Mrs McCloskey • Pinmore Street

Best Garden "New Build" Category

1st Prize	Mr & Mrs Logan • Rosehill Court
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Runners-up

Mr & Mrs Caldwell • Househillwood Road
 Mr Chisholm • Lunderston Drive
 Mrs Johnstone • Lunderston Drive
 Mr & Mrs Cochrane • Lunderston Drive
 Mrs Joyce • Peat Road
 Mrs O'Rourke • Peat Road

Rosehill's Christmas Panto:

We are delighted to announce that this year we will again be working with M & M theatrical productions of Ayr to bring the marvel of a Christmas Pantomime to the children of Rosehill. M & M Productions are a team of touring, professional actors who bring theatre productions to schools and communities.

The Panto (Aladdin) will be held on Monday 21st December at 5pm at The Hall on Peat Road. Admission will be free; however, it will be on a first come first served basis and will be strictly ticket only due to health and safety restrictions.

As in previous years, the children will need to be accompanied by a parent or a responsible adult. We may have to limit the number of adults to one per family (depending on numbers). This is to allow as many children as possible to attend. For this reason, we are trying to ascertain numbers early.

Requests for tickets should be made to Eileen or Kelly at the office no later than Monday 2nd November, this will allow us enough time to confirm numbers and issue tickets to those wishing to attend.... but please 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 we will issue the tickets. We look forward to seeing you there.

Aladdin

Monday 21st
December 2026



Over 60s Xmas Lunch

We are proud once again to be sponsoring the Priesthill United Reform Church's over 60s Christmas Lunch.

This is open to anyone over the age of 60 and lives in the local area. The lunch will be held on Tuesday 8th December 2026.

This year, we have managed to secure 30 tickets for tenants of Rosehill which will be issued on a first come first served basis.

Are you interested in attending? If so, please contact Eileen or Kelly on 0141 881 0595 to request a ticket.

Update from Ruairidh...

Bulk items in gardens

If you have bulky items to dispose of, you can arrange a bulk uplift via: <https://www.glasgow.gov.uk/article/1519/Collection-of-Bulky-Waste-Items>, through the MyGlasgow app, or by calling 0141 287 9700 on Tuesday or Wednesday between 9am and 3pm.

There are unfortunately persistent issues with bulk in some gardens around the area. Leaving rubbish, old furniture or other bulky items in your own garden can cause problems for you and your neighbours. It makes the area look untidy, attracts rats, and creates fire hazards. If you are waiting on a collection, please keep items secure and tidy. Once you've left stuff out to rot, it's much harder someone to collect it. Please consider donating unwanted items to charity, some of whom are willing to collect items for free.

Any tenants that require pest control assistance should visit: <https://www.glasgow.gov.uk/article/5060/Report-Mice-or-Rats-Problem>

Rats can nest in piles of rubbish, furniture or overgrown areas. Everyone doing their bit to keep their gardens clean and tidy will go a long way. No one wants pests in their garden. Please be considerate. Your garden is not the place to dump unwanted items.



Fly Tipping

It has been great to see a general improvement in fly-tipping within Nitshill's common areas. A big thank you to everyone who has been doing their bit to keep the area looking better.

A reminder that Fly-tipping is a criminal offence, with up to £40,000. Dumped rubbish brings the whole community down, attracts vermin and can create a serious fire risk. Taking items to Shieldhall dump is usually free.

If you spot fly-tipping, 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 fly-tippers are Rosehill tenants, please let us know as well.

Update from William...

I would like to introduce myself to you, I am William, I joined Rosehill Housing on the 1st of June this year and became part of the team as a housing assistant. I am still getting familiar with my role and the community I will serve and hope to become a familiar face as I will be out and about within Rosehill assisting tenants with all housing related issues as best I can.

I have been out in the local area already and

met with many tenants and assisting with a range of tasks and dealing with a variety of issues raised. I have been aware of an increase in dog fouling over the last while and ask those with dogs to remain vigilant in picking up after their dog to help keep their community, streets and green spaces safe and clean for all residents to use and utilise.

As part of my role, I have good contacts and relations with Glasgow City Council and will

Update from Sophie...

Gardens

Thank you to everyone who continues to take pride in their garden and help to keep our communities looking clean, tidy and well maintained.

During recent estate inspections, we have noticed that some gardens require attention and need to be brought back to suitable standard. We will continue to monitor these areas as part of our regular estate inspections and will work with tenants where improvements are required.

Although the growing season is coming to an end, it is still important that we all play our part in keeping our communities looking their best. Please continue to keep your garden tidy, remove weeds and ensure that the area immediately outside the perimeter of your front garden is also kept clear and well maintained.

Thank you again to everyone who continues to take care of their garden and contribute to making our neighbourhood a pleasant place for everyone to live.

Priesthill Tenements

A reminder to all tenants of the importance of keeping communal closes, stairwells and shared areas clear, clean and tidy.

Items such as furniture, prams, boxes, bicycles, rubbish and other personal belongings should not be left in communal areas. These items can create trip hazards and more importantly may obstruct escape routes or increase the risk of fire.

We ask all tenants to please remove any personal items from communal areas and dispose of unwanted items responsibly. If you notice a fire safety concern and or obstruction within your close, please report this to me as soon as possible.

It is important that we all consider keeping the communal areas tidy to ensure the safety for our own homes and neighbouring properties and would like to thank all those who continue to do this.



report issues such as missed grass cutting of open spaces and land that is Council owned.

If you notice any fly tipping or discarded bins, bin fires in communal bins, graffiti or even dead animals in the road or street we can assist in the reporting of this and help maintain community open spaces and land.

Please say hello if you see me in the street and feel free to call in to the office if you would like to discuss any housing issue you may have and I will assist or be able to sign post you in the right direction. I look forward to meeting you and help to keep up the good standards set by Rosehill and the community.



Right to Repair

The Housing (Scotland) Act 2001 gives you the right to have small, urgent repairs carried out by your landlord within a given timescale.

The timescales shown are the maximum period in working days from the day after you report a qualifying repair (excluding weekends and public holidays). If we do not carry out the repair within the time limit set, you may be entitled to compensation.

Defect		Days
Blocked flue to open fire or boiler.		1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house.		1
Blocked sink, bath or drain.		1
Electric power:	Loss of electric power	1
	Partial loss of electric power	3
Insecure external window, door or lock.		1
Unsafe access path or step.		1
Significant leaks or flooding from water or heating pipes, tanks, cisterns.		1
Loss or partial loss of gas supply.		1
Toilet not flushing where there is no other toilet in the house.		1
Unsafe power or lighting socket, or electrical fitting.		1
Water supply:	Loss of water supply	1
	Partial loss of water supply	3
Loose or detached banister or handrail.		3
Unsafe timber flooring or stair treads.		3
Mechanical extractor fan in internal kitchen or bathroom not working (where there is no window).		7

Electrical Safety

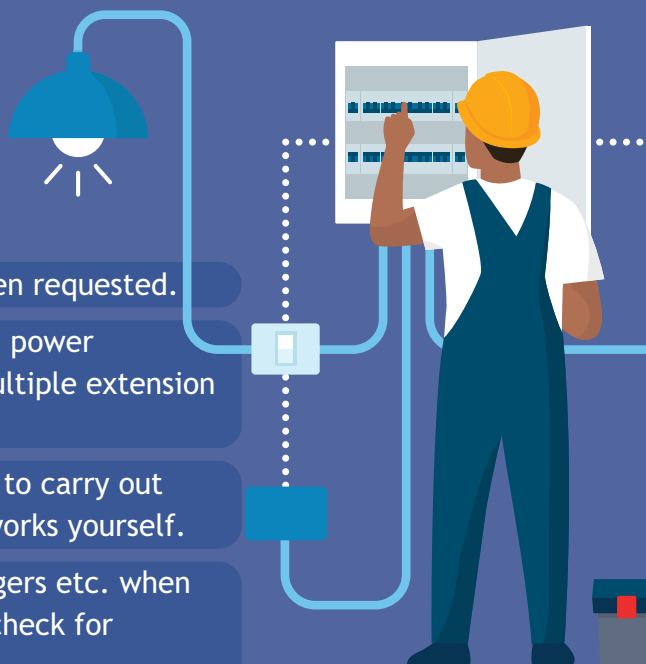
As your landlord we must arrange an electrical safety check every 5 years to keep your home safe.

The safety check is sometimes called an EICR and is carried out by a registered electrician. If during the check any repairs are required, we will arrange to have these done.

When you are due a check the office will contact you to make a suitable appointment, and the checks normally take under 2 hours to complete.

What you can do to help and keep yourself safe is:

- Give access when requested.
- Do not overload power circuits with multiple extension cables.
- Do not attempt to carry out any electrical works yourself.
- Switch off chargers etc. when not in use and check for overheating.



Damp, Mould and Condensation

If you are experiencing any issues of damp, mould or condensation it is important that you report the issues to us. Please get in touch by contacting the office on **0141 881 0595** so we can help resolve the issue.

Did you know?

We know how valuable your time is - especially when juggling work, family, and everything else. That's why we offer in many cases to carry out repair inspections via WhatsApp or email.

You can simply email or WhatsApp in some photos or videos of the issue. When you report a repair that needs an inspection our staff will ask for an available day to visit, at this point you can say you would prefer to send in photos/videos. We will provide a WhatsApp number or email address.

We also offer this service when we need to carry out post inspections of repairs carried out. When we call to arrange access, tell us if you would prefer to send in photos/videos.

AN UPDATE FROM CUSTOMER SERVICES

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.

30 questionnaires were returned in the period April to June 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
- ✓ 96.67% of tenants rated the contractors' workmanship as either Excellent or Good
- ✓ 95.24% 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:

April 26 Lorraine Howarth • **May 26** Patricia Mochan • **June 26** Agnes Ashcroft

Here are some of the comments received:

"The person who completed the repair was very friendly and completed the repair very quickly."

"Know contractor from repairs completed over many years and very happy with his attention to detail and quality of work completed."

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 April to June 2026, we resolved a total of 13 complaints.

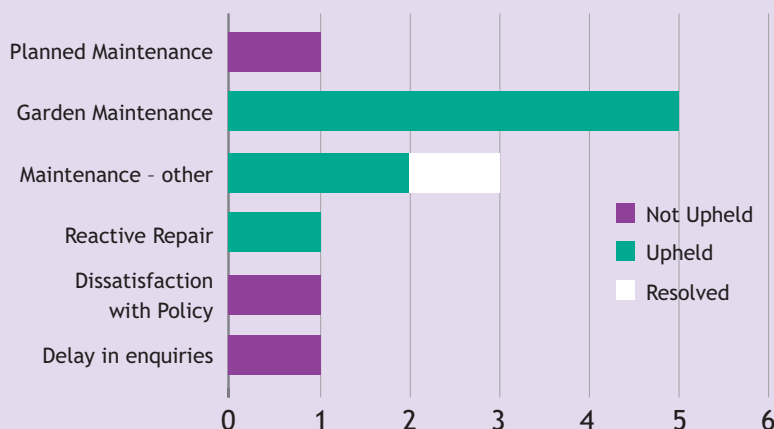
There were **12 frontline complaints** resolved during the period.

! 92% of these were responded to in full within the statutory timescale of 5 working days.

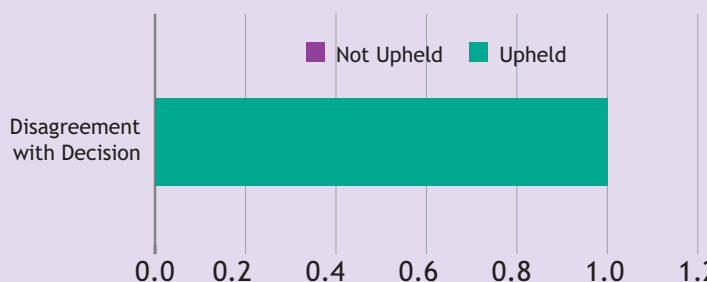
67% Eight of these complaints were upheld.

Average Time to Resolve Stage 1 Complaints - 3.33 Working Days

Stage 1 Complaints - Reasons & Outcomes



Stage 2 Complaints - Reasons & Outcomes



There was **1 stage 2 investigation complaint** resolved during the period.

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

100% This complaints was partially upheld.

Average Time to Resolve Stage 2 Complaints - 15 Working Days

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

Repairs Performance

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

Category	Rosehill's Target	Outcome April - June 26
Emergency Repairs	4 hours	2.5 hours
Non Emergency Repairs	4 working days	4.37 working days
Right First Time	92.5%	97.31%
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 (0.37 working days) this is still well below the Scottish average of 9.1 working days.

Primary School...

Best Start Grant

What is Best Start Grant?

The Best Start Grant School Age Payment is £331.95 cash offer in Scotland for families on low incomes with children born between 1 March 2021 and 28 February 2022 to help prepare for Primary 1. It is up to you what you spend it on, and you don't need to show receipts

When you should apply

If you are responsible for a child born between:

Child's Date of Birth
Between 1 March 2021
and 28 February 2022

When to Apply
Between 1 June 2026
and 28 February 2027

Please note you cannot apply out with these dates.

Who can apply?

You can claim this payment if you are responsible for a school age child, and you or your partner are entitled to:

- Universal Credit
- Income Support
- Housing Benefit
- Pension Credit

Or similar low-income benefits.

How to Apply

- **Online:** Submit your details through MyGov.scot Best Start Grant <https://www.mygov.scot/best-start-grant-best-start-foods>
- **Phone:** Call Social Security Scotland for free at 0800 182 2222.
- **Deadline:** Must apply before 28 February 2027

Free School Meal and School Clothing Grant



All children in Primary 1 through Primary 7 in Glasgow are automatically entitled to a free school lunch under universal entitlement, with no sign-up required. However, financial eligibility applications are still required to access extra benefits like free school breakfast clubs, holiday payments, and clothing grants.

Key Entitlements & Rules

- **Primary Lunches (P1-P7):** Free for all primary pupils automatically; no application needed.
- **Breakfast Clubs:** Universal free school lunches do not automatically cover free breakfast service. You must apply and be financially eligible for free breakfast, otherwise a daily charge applies (£2 for the first child, or reduced rates for siblings).
- **Holiday Payments:** Extra funding during school breaks (Easter, summer, October, winter) is restricted to families who qualify on specific financial/benefit grounds rather than universal lunch entitlement alone.

- **School Clothing Grants:** Annual awards (£120 for primary-aged children, £150 for secondary-aged children) are available for families receiving qualifying low-income benefits

Families on low incomes or qualifying benefits must still apply via a Glasgow City Council MyAccount at

<https://www.glasgow.gov.uk/article/2492/Clothing-Grants-Free-School-Meals> to get free school breakfasts, school clothing grants, or holiday benefit payments.

How to Apply for Additional Support

- Check criteria or submit a financial application at <https://www.glasgow.gov.uk/article/2492/Clothing-Grants-Free-School-Meals>.
- Secondary school pupils or specific low-income applications outside universal primary rules should use the council's direct application forms online: www.glasgow.gov.uk.gov.uk/schoolsandlearning

Ask Your Community Engagement Officer!

Have a Question? An Idea? We'd Love to Hear From You!

I'm Eddie McGlone your Community Engagement Officer, I'm here to support our communities and help make our neighbourhoods great places to live. Whether you have a question about your tenancy, an idea to improve your local area, or you'd simply like to find out more about the services available to you, I'm always happy to help. That's why we're launching a new feature in our newsletter:

Ask Your Community Engagement Officer

Every quarter, we'll answer some of the questions sent in by tenants and residents. No question is too small, and your ideas could help shape future community projects and improvements.

You might want to ask about:

- Community events and activities
- Environmental improvements
- Estate and neighbourhood initiatives
- Tenant participation opportunities
- Local services and support groups
- Gardening, play areas or communal spaces
- Cost of living support
- Volunteering opportunities
- Ways to get involved in your community

We'd also love to hear your ideas for making your neighbourhood an even better place to live. Whether it's a suggestion for a community event, a litter-picking day, a gardening project, or something completely different, we want to hear from you.

How to get in touch

Send your questions or community development ideas by:



Email: admin@rosehillhousing.co.uk



Telephone: **0141 881 0595** and ask to speak to Eddie



In Person: Contact me to arrange a chat

Selected questions and answers may be featured in future editions of the newsletter, but personal information will always remain confidential.

Your voice matters, and together we can build stronger, safer and more connected communities.

I look forward to hearing from you!

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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