



**Rosehill
Housing**
Association Limited

Community Fun Day

**FREE
EVENT**

Our community fun day is being held again this year on Thursday 7th August 2025 between 12.30pm and 4.30pm. This event continues to be popular and last year we saw almost 1,200 people attend throughout the day. Even the rain didn't stop anyone from having fun.

As in previous years the event will be held at the junction of Priesthill Road and Peat Road heading towards Househillwood Road. The fun day is open to anyone living in the local area and is completely free.

We are delighted to announce that Humza Yousaf, MSP for Pollok will be opening the event. We appreciate he is taking time out of his busy schedule to do so. We hope to see our local councillors there as well.

More details on page 2.

Last year's event





Community Fun Day

There will be a variety of activities on offer including bouncy castles, face painting, football darts, toddler station and many more.

To ensure that the adults don't miss out there will also be head or shoulder massages and therapy sessions including file and polish for nails. **This year we are encouraging everyone to bring along their own water bottle, which can be refilled at one of the water stations based within the event.**

Next year, some of our funding streams will not be available, therefore we will need to rethink what this event may look like. To allow us to seek your views on this, staff will be speaking to those in attendance throughout the day, so please let them know any ideas you may have.

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

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

Should you be travelling to this event by car, we ask that you respect the surrounding neighbours by not blocking access to driveways. This will help to ensure that everyone enjoys the event.

Rosehill Housing Association, involving tenants - your way!

Rosehill want to work with tenants offering new opportunities for you to be more involved in shaping improvements, and letting Rosehill know what's good and what's not so good. Being involved can be developed around what you want and need.



TPAS Scotland are independent tenant participation specialists and are working with Rosehill tenants to develop new opportunities with tenants - for tenants. We need you! Your input and ideas are at the heart of being more involved with Rosehill.



We want you to shape and develop ways tenants can get involved and need to know how and when you want to be involved. Here are some of the ways you can let us know.

- Contact Sharon Quinn, at Rosehill on **0141 881 0595**
- Look out for information about meetings you can come along to
- Contact Eveline direct at **eveline.armour@tpasscotland.org.uk**
- Speak to Sharon or Eveline at the Community Fun Day on Thursday 7th August 2025.



Save the Date!



We will be holding our AGM on Tuesday 16th September 2025 at 7:00pm at The Hall, Peat Road.

We will issue the papers 2 weeks before the event and would encourage our members to attend.

Handy Person Service

Unfortunately, we have been advised that the provision of Glasgow Care and Repair service will close at the end of June.

This service was provided by Southside Housing Association and involved a team carrying out minor tasks around tenants' houses i.e. hanging curtains, removing and refitting window blinds. We apologise for the short notice however, this is out with our control.

Membership of Rosehill

The AGM 2025 will mark Rosehill's first AGM as a Housing Association.

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

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

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

Annual Garden Competition 2025

It's that time again to get your green fingers working and add those special touches to your gardens, blooming marvellous. The judging of the competition will take place week commencing 14th of July 2025 by our garden contractor Caledonian.

There are three prizes for each category:

1st Prize	£125	B&Q voucher
2nd Prize	£100	B&Q voucher
3rd Prize	£75	B&Q voucher

In addition, all winners in each category will be presented with a trophy.

Prizes will be presented at the Rosehill Community Fun Day on Thursday 7th of August 2025.

Categories

The main categories for Best Garden are "Well Established Gardens" and "New Gardens".

What category do you fall under?

Well Established Gardens

- Original ex-council properties
- Hurlet Tenements
- Priesthill Road/Ravenscraig Drive
- Second Stage Transfer Stock (4 in a block, Nitshill)
- Glenmuir Estate
- Hurlethill
- Darvel Development
- New Hurlet
- Turnberryhill
- Rosehill Cottages

New Gardens

- Househill (2018)



Criteria

The judges will take account of and award marks for design/layout of gardens, features and focal points, hard surface and enclosures and all year-round interest. If you would like to nominate your garden or someone else's then please do not hesitate to contact our office. Short-listed entrants who do not receive a main prize will be presented with a £20 gift voucher in recognition of their efforts.

Rules of the Competition

1. The competition is open to tenants only.
2. Committee members cannot be entered in the competition. However, close relatives of committee members can be entered in the competition.
3. All gardens will automatically be checked, but if you specifically want to draw our attention to your garden and have it entered in the competition then speak to Angela, Ruairidh or Sophie (Generic Section).
4. Back gardens can be entered.

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

Your website needs you...

We are looking to revamp Rosehill's website and are looking for your help to make it the best site it can be. Whether you are an IT / Web Design enthusiast, or just have a general idea / suggestion on how we can make the website better for tenants and other users, we want to hear from you.

A small working group made up of tenants and staff is being created to see the re-design through from the initial feedback stages to launch. If this is something you would like to get involved with, or for more information, please contact Aileen Innes via the office phone number or her email

Aileen.Innes@rosehillhousing.co.uk



Sexual Harassment at Work

From October 2024, new legislation was introduced which provides added protection to our staff with regards to Sexual Harassment.

Sexual harassment is unwanted behaviour of a sexual nature. This unwanted behaviour can violate someone's dignity and/or create an intimidating, hostile, degrading, humiliating or offensive environment.

Sexual harassment can be a one-off incident or an ongoing pattern of behaviour. It can happen in person or online (virtual meetings, chat areas, emails, social media).

Rosehill will not tolerate sexual harassment of our staff under any circumstances. Any complaints of sexual harassment against a tenant will be dealt with promptly, and in line with Rosehill's Unacceptable Actions Policy.

Going forward, a statement regarding our stance on the sexual harassment of staff will be included in all new tenancy agreements.

If you wish further information on this newsletter article, please contact Aileen Innes, our Corporate Services and HR Manager.



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.

Our appointed Internal Auditor, WBG (formerly Wylie+Bisset) has carried out the final Internal Audit for the financial year 2024-25, which was about Budgetary and Financial Reporting.

We are pleased to report that we achieved a “Substantial” level of assurance for the Budgetary and Financial Reporting audit, which is the second highest level of assurance that can be achieved. In addition, it is a positive note that two of the three recommendations were being reviewed prior to the Internal Audit work. One recommendation is complete at the time of writing, and one is in the latter stages of completion. The final recommendation (No.3) is currently under review.

Audit - January 2025

Audit Area	Assurance Rating	Recommendations
Budgetary and Financial Reporting	Substantial	2 medium and 1 low recommendation



Area Audited	Recommendations	What we will do
Budgetary and Financial Reporting	1. That the Finance Manager begins reporting quarterly to the Budget Holders and holds timely meetings with them to ensure effective scrutiny of departmental budgets and budget variances.	Inherited processes did not make this a straightforward task. Planning and processes were being put in place prior to internal audit review to provide greater oversight and more timeous departmental reporting and give responsibility to budget holders. Change had to be managed with keeping the current practices going, whilst ensuring change brings lasting, long-term improvement and efficiency.
	2. We recommend that the Association provides sufficient training to the Budget Holders to enable them to manage their budgets and carry out their roles and responsibilities.	Budget holders received budgetary training on 29th April 2025.
	3. We recommend for the Association to input the budget into the Finance System once procured, and to continue with distributing departmental budgets to Budget Holders in the interim.	The current system does not make this possible, nor a value for money task to complete. A review of software and systems used will be conducted in order to facilitate this recommendation, and aid recommendation 1. The review is currently underway



Gardens

We are currently in peak growing season, and it is lovely to see many people looking after their garden areas. I hope you all continue to keep up the hard work.

However, there are some gardens which are not being kept to this standard. We please ask that you ensure your grass is regularly cut and that you trim any hedges. Also, if you can pick up any litter in the perimeter of the property. Please be mindful also that you require a bin permit to dispose of any garden waste. If you do not have a bin permit yet, you can access this on the Glasgow City Council website:

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



Dog Fouling

On recent garden and open space inspections we have noticed an increase in dog fouling being left in these areas. We ask that if you have a dog that you pick up any dog fouling immediately. This can make the area look untidy. If you do see people leaving dog fouling, you can report this to Glasgow City Council:

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

Closes

It's nice to see most closes being kept clean and tidy this summer. Unfortunately, there are a small number of blocks where items are being left in the closes. Common items include bikes, prams and toys etc. Please can we ensure the walkways are kept clear. In the event of a fire, your close is the first means of escape. It's for everyone's safety that there are no obstructions or flammable items in these common areas. Please make use of the large storage cupboards available to all properties. It is also everyone's responsibility to keep the closes free from litter. If litter, such as empty crisp packets or bottles of juice, are dropped in the close - please clean up after yourself or kids. The closes are also no smoking areas. Please be considerate to your neighbours.



Update from Sophie...

Pend doors

From recent inspections it has been brought to my attention that some people are using the close pends as a storage facility. This is not the purpose of these. For fire safety reasons, these should be kept clear at all times. If you have any queries regarding this, please contact me on 0141 881 0595.

Update from Ruairidh...

Fly Tipping - Nitshill

I have already contacted several tenants, following evidence of them fly tipping in our area. The pavement area at the bottom of Galston Street, and the open grass space on Maybole Street are not collection points for bulk. Every time you dump rubbish in this area; it is a magnet for rats. Please take your rubbish and bulk to the dump. Do not dump this in the community. If you are paying for a new mattress, bed or couch, it is not unreasonable to factor in the cost of an uplift. Taking items to your nearest dump is free. Rosehill pays thousands of pounds worth of tenant's rent money removing rubbish from Rosehill land. This is money that could be better spent.



A few updates on benefit changes and benefit increase - April 2025

Listed below are some changes that have taken place recently.

Tax Credits

The Tax Credit service closed on 5 April 2025. No new claims are being accepted, and anyone who is currently in receipt of Tax Credits, have been invited to claim Universal Credit. If you think you may previously have been eligible for Tax Credit support, it is worthwhile arranging for a benefit check to see if you are entitled to Universal Credit or Pension Credit.

State Pension and Pension Credit

From April - Social security benefits have gone up by 1.7%. The New and Basic State Pensions, and Minimum Guarantee element of Pension Credit is up by 4.1%. These increases are automatically applied, and you do not need to do anything.

The new State Pension applies to men born on or after 6th April 1951, and women born on or after 6 April 1953. The exact amount of New State Pension you get depends on your National Insurance contributions.

Basic State Pension is the original form of State Pension and it applies to men born before the 6th April 1951, and women born before 6th April 1953.

Carer's Allowance and Carer's Support Payment

The Carer's Allowance and Carer's Support Payment weekly maximum earnings threshold has increased from £151 to £196. If you are employed or self-employed, this is the maximum amount you can earn to continue receiving Carer's Allowance or Carer's Support Payment. If you care for someone who receives a disability benefit and does not already claim this benefit, please get in touch to check your eligibility.

Scottish Adult Disability Living Allowance

A new benefit called Scottish Adult Disability Living Allowance (Scottish Adult DLA) is replacing Disability Living Allowance (DLA) for adults living in Scotland.

Scottish Adult DLA is only available to people who are:

- Over 18
- Already get DLA for adults from the Department of Work and Pensions (DWP)
- Live in Scotland

You cannot apply for Scottish Adult DLA. Your DLA will move to Scottish Adult DLA automatically. You do not need to do anything to start the move. More information can be found at **Moving to Scottish Adult Disability Living Allowance -** <https://www.mygov.scot/moving-to-scottish-adult-dla>

Adult Disability Payment

Personal Independent Payment (PIP) claimants and the transfer to Adult Disability Payment (ADP). Social Security Scotland are continuing to transfer those claiming PIP over to ADP. If you have not yet received a letter from DWP to tell you that your PIP is being transferred to ADP, you should contact Social Security Scotland on **0800 182 2222**.

Child Benefit

If you are a Parent of 16 to 19 year old you should receive reminders from HM Revenue and Customs (HMRC) to extend your Child Benefit claim by 31 August if your child is staying in education or approved training.

If you fail to complete and return the form Child Benefit payments will automatically stop. Letters are being sent out to parents between May and July 2025, please do not ignore the letter.

If you require any help or assistance regarding welfare rights, please contact the office and speak to Parmjit Purewal, Welfare Benefits Advisor.

National Minimum Wage

The National Minimum Wage increased from 1st April 2025 as follows:

- Anyone over the age of 21 - **£12.21** per hour
- Anyone aged between 18 and 20 - **£10** per hour
- Apprentices and anyone under 18 - **£7.55** per hour



Rent Arrears

Our Income Maximisation Section continue to work with tenants who have fallen behind with their rent payments. They are aware that some tenants continue to struggle with the rise in energy costs and cost of living and they will work with you to help you through this difficult period.

We will carry out a benefit check, consider your income and expenditure and discuss an arrangement that allows you to clear off your arrears.

However, should you continue to allow your arrears to increase without agreeing an arrangement, Rosehill may be left with no option but to commence legal action against you which could ultimately lead to you losing your home.

Please do not bury your head in the sand, things will only get better if you deal with the situation as quickly as possible.

Welfare Rights

Our Welfare Benefit Advisor is here to assist you with a full benefit check; apply for any benefits you may be eligible for to maximise your income, look at any benefit overpayments or assist with appeals if required.

If you have applied for a benefit and have not been successful or been awarded what you were expecting, our Welfare Benefit Advisor can assist you with getting the decision looked at again and, if required, assist you to appeal the decision.



Housing Benefit and Council Tax Reductions Pensioner Reviews

Glasgow City Council (GCC) has notified us that this year they are required to carry out a review of Housing Benefit and Council Tax for pensioners, under the age of 80 (with the exception of those who receive Pension Credit (Savings Credit)).

If GCC currently hold a telephone number for you then they will send you a letter in advance detailing the number they will phone you on along with the date. On the date they intend to phone you, it will be between the hours of 9am and 5pm. You should have at hand your income details, any savings and current household details. **Please note that the call will come through as no caller ID/withheld number.**

If your telephone number has since changed or the date scheduled is unsuitable, please email GCC at HBReview@glasgow.gov.uk or alternatively call their Contact Centre on **0141 287 2000** which is open for calls Tuesday 1.00pm to 4.00pm and Thursday 9.00am to 12.00pm.

If GCC does not hold a telephone number for you, they will issue a letter asking for you to fill in the above information and return the form to them. The form should be returned within one calendar month. If you require assistance in completing this form, please contact them via their Priority Line on **0141 276 1118** on either Monday, Tuesday or Friday between 9am and 12noon or Wednesday between 1pm and 4pm.

It is important that the requested information is provided to ensure that you are receiving the correct amount of housing benefit and/or council tax rebate.

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 January to March 2025, we resolved a total of 9 complaints.

There were **7 frontline complaints** resolved during the period.

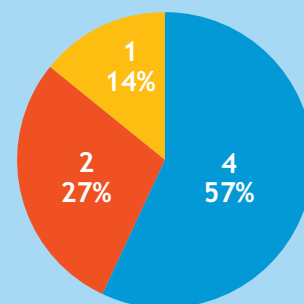
- ✓ **88%** of these were responded to in full within the statutory timescale, one complaint did not meet the timescale due to issues making contact.

29% 2 of these complaints were upheld.

Average Time to Resolve Stage 1 Complaints - 3.43 Working Days

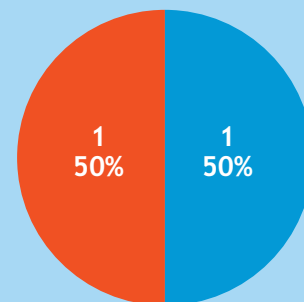
Stage 1 Reason for Complaint

- Disagreement with decision
- Poor Customer Service
- Poor Contractor Service



Stage 2 Reason for Complaint

- Disagreement with decision
- Poor Customer Service



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

- ! **50%** of these were responded to in full within the statutory timescale.

50% 1 of these complaints were upheld.

Average Time to Resolve Stage 2 Complaints - 33 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 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.

16 questionnaires were returned in the period January to March 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
- ✓ **100%** 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.

The winners of the prize draws were:

January 25 Hector McArthur • **February 25** John Courtney • **March 25** Michael Drummond

One person commented:

"The contractor was a very nice person and well mannered."



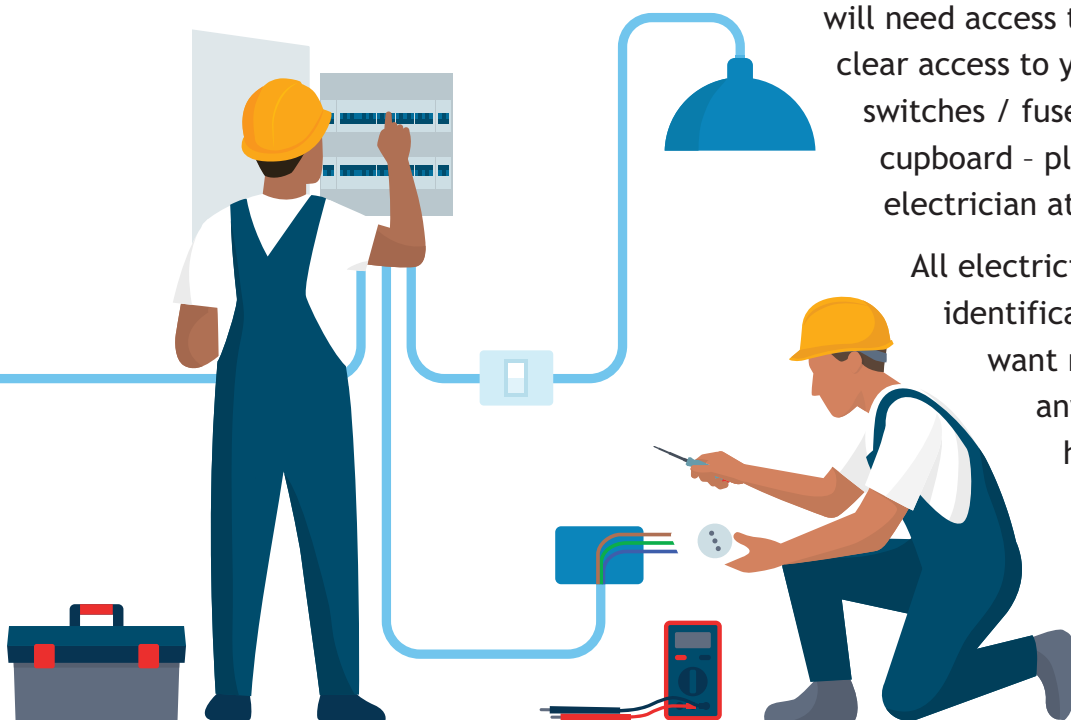
Electrical Safety Inspections

All our properties require to have an electrical safety inspection carried out at least every 5 years. This check is essential to ensure that the electrical wiring within your home is in a satisfactory condition and safe for use. We have recently awarded the contract, after a procurement process, to C2C Electrical Services. Many of you will already be familiar with this company and their employees as they work with us providing repairs and maintenance services within our homes.

When your home is due to have the safety inspection done, the contractor will send you a letter asking for you to contact them to arrange suitable access. Please note that the inspection does take a minimum of 2 hours to complete, longer if there are works identified on the day. They

will need access to your full property and clear access to your consumer unit (trip switches / fuse box), if locked within a cupboard - please clear cupboard before electrician attends.

All electricians will carry identification, but as always, if you want reassurance before letting anyone into your home or have any questions about this inspection, please contact Elaine Aitchison or Jade McGowan on **0141 881 0595**, who will be happy to help.



Gutter Cleaning

Our contract with Tenement Steps is due for completion by end of June 2025, all properties to be done have now been notified. If you have any questions relating to this contract, please contact Elaine, Technical Services Officer on **0141 881 0595**.

External Painter Work Contract

This contract is progressing well, our contractor J.S. McColls are onsite everyday (weather permitting). If your home is due external painting the contractor will contact you by letter. Our Clerk of Works is reporting back to us any issues at properties preventing completion of the work, we have several properties awaiting additional works before the painter work can be done. We are actively working on these and the painter work to the affected properties should be completed within the next 4 weeks (weather permitting). Any questions or comments please contact Elaine on **0141 881 0595**.

Bathroom Replacement Programme

We are nearing completion of our contract in two of our developments, our contractor CCG have provided a great service with lots of happy customers.

We thank those customers who have already had their bathrooms fitted, for their honest feedback at our quality satisfaction and sign off inspection. This is invaluable to Rosehill to allow us to better understand what went well and what we could do better on in future contracts.

Here is some of the feedback we received from tenants on completion of works:

"I am really pleased with how it all went; I am delighted with my new bathroom."

"I'm so impressed with the contractors - they are so helpful"

"Very happy with the new bathroom. The contractors were efficient and tidy."

Preventing Legionella

Legionella bacteria occurs naturally in locations such as rivers, lakes and reservoirs, but it may also be found in and around the home in:

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

Legionella bacteria will thrive in any suitable water system. The temperature at which the bacteria will grow is between 20°C and 45°C. The risk of infection from exposure in domestic systems is very low but everyone should be aware of the risks and take the necessary steps to avoid being exposed to the bacteria in water droplets.



How to reduce the risk of legionella around the home:

- Disinfect and de-scale your shower head every three months using products like Milton or antibacterial disinfectants.
- If you have a shower or water outlet you don't use regularly you should flush the system out once a week by running water through it for several minutes.
- If you don't use your shower for two weeks or more you should remove the shower head and let it run for two minutes. Disinfect the shower head before refitting it.
- If you have an external hose pipe you should flush this through every week and if they are not used for two weeks or more you should remove the nozzle or adjust it so it doesn't produce a spray and let the hose run for two minutes. Disinfect the nozzle before refitting it.

Further information can be found on the Health and Safety website www.hse.gov.uk.

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



10 reasons to choose Thistle Tenant Risks home contents insurance

- 1) Apply over the telephone or complete an application form.
- 2) You don't need to have special door or window locks (just a lockable front door).
- 3) Flexible payment options (fortnightly and monthly premiums include a transaction charge).
- 4) Covers theft, water damage, fire and many more household risks.
- 5) Covers tenants improvements (up to £2,000 or 20% of the sum insured, whichever is the greater).
- 6) Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).
- 7) Covers damage to external glazing for which you are responsible for.
- 8) Covers replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
- 9) Loss or damage to food in a fridge/freezer (excludes damage caused if the electricity supplier deliberately cuts off the supply to your homes).
- 10) Tenant's liability - Up to 35% of the contents sum insured for damage to your landlord's fixtures and fittings which you are legally liable for as a tenant (excludes loss or damage whilst your home is unoccupied).



Ask your landlord for an application pack or to apply for cover today, call Thistle Tenant Risks on:

0345 450 7286

Exclusions and limits apply. A copy of the policy wording is available on request.

or visit: www.thistletenants-scotland.co.uk

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THISTLE
TENANT RISKS

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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