

For Decision

Agenda Item: 11
Date of Meeting: 26/02/25

To: The Management Committee
From: The Director
Subject: Business Plan 2021-26: Proposed Final Year Priorities (2025/26)
– Outcome of Tenant Consultation

1. Introduction and Purpose

1.1 We are almost at the end of Year 3 of our Business Plan. Due to the change in our financial year, Committee decided at its meeting in November that the coming year 2025/26 will be the last year of the current business plan. In January 2025 Committee held its annual business planning event to consider the following:

- Where we are at with achieving our priorities for Year 3;
- The challenges facing Rosehill and the Social Rented Sector;
- Understanding the local and wider context that we operate within.

1.2 The outcome of the event resulted in a refreshed Strengths, Weaknesses, Opportunities and Threats (SWOT) Analysis and proposals for our key priorities for the final year. The strategic risks were reviewed and it was concluded that all remained current. Committee will be carrying out its quarterly review of the Strategic Risk Register under agenda item 10.

1.3 The purpose of this report is to present the findings of the tenant consultation about our proposed priorities for the final year for Committee's consideration and to decide whether anything needs to be added, removed or amended from our draft programme of key priorities and activities for the coming year.

2. Proposed Priorities for Final Year (2025/26) – Outcome of Tenant Consultation

2.1 Our proposals for the coming year's priorities, as identified at the group sessions at the Annual Business Planning event, were put out for tenant consultation earlier this month. The consultation leaflet and link to the survey (using Microsoft Office Forms) were uploaded to our website, with links text and/or emailed to the majority of our tenants. The remaining tenants received a paper copy. The consultation ran from late January

to 17th February (12 noon deadline). By the end of the consultation, we received a total of 40 responses.

Online Survey	35
Paper Survey	5

- 2.2. Of the 40 responses, 13 were anonymised returns and for the remaining 27 returns the tenants had provided their name and contact details.
- 2.3 The survey consisted of 28 questions (Questions 29 -33 related to contact details and reasons for providing details). Questions 1, 5, 9, 13, 17, 21 and 25 set out our Strategic Objectives and the associated priorities and activities we proposed to undertake. The question asked for each of these was “To what extent do you agree with the type of activities we are planning to do?” Attached is a copy of the survey and leaflet to remind Committee of the survey questions (11.1). Also attached are the results from both the online and paper surveys (11.2).
- 2.4 As can be seen from the attached table (11.2) the majority of tenants who responded supported the various priorities we are proposing, which will deliver our 7 Strategic Objectives. On average 35 out of the 40 respondents agreed or strongly agreed with our proposals.
- 2.5 In terms of any “strongly disagree or disagree” results, the attached table (11.3) shows the comments made by some of the respondents. 5 respondents disagreed or strongly disagreed with at least 1 set of our proposals. Of the 5 respondents, 2 were anonymous and another only selected to be contacted in relation to being entered into the prize draw. There were also a small number of tenants who agreed/strongly agreed but still added comments.
- 2.6 Attached at 11.4 is a summary of the suggestions or comments made by respondents in relation to the question “Are there any other activities you think we should be doing...” This relates to questions 3, 7, 11, 15, 19, 23 and 27. 20 of the 40 respondents provided comments or suggestions for at least one set of our proposals, 9 of which were anonymised. As can be seen from the summary the only trend identified was in relation to repairs and maintenance and planned maintenance works such as windows and doors. No other trends were identified due to the singular nature of the comments/suggestions.
- 2.7 In line with our normal approach, all respondents who provided any comments and/or suggestions and provided their contact details will be contacted to discuss further. The relevant Manager will be responsible for ensuring this happens. We will aim to complete the exercise by the end of March.

2.8 Committee is asked to consider the results from the consultation including the suggestions provided by tenants and to discuss further at the meeting.

3 Draft Programme of Final Year’s Priorities (2025/26)

3.1 The draft programme, which is attached at 11.5 covers the key priorities we consulted our tenants on. Committee is aware that we only put out for consultation the priorities that are likely to be of most interest to our tenants e.g. renewal of kitchens, bathrooms, etc, any changes to service provision, and any plans to provide tenants with advice and support on various matters. We do not include other priorities that we need to undertake to support the running of the business e.g. carrying out internal audit, undertaking assurance processes throughout the year, production of Annual Performance Report and the submission of various statutory returns to name but a few. These are key functions that need to be added to the final draft of the Annual Programme. The final draft will be presented at the March meeting for Committee approval. In the meantime, Committee is asked to consider the draft Programme attached at 11.5, taking account of the consultation results, and approve it.

4. Risk

4.1 The risks associated with carrying out the annual review business planning processes including consulting our tenants over our proposals, have been considered as follows.

Risk Category	Mitigating Measure
Legislative and Regulatory: Fail to comply with Regulatory Standards – 2 (2.1 and 2.4), 4 (4.2) and The Scottish Social Housing Charter: Outcome 2 - Communication and Outcome 3 - Participation	<ul style="list-style-type: none"> • Consulting tenants over proposed annual priorities; • Offering online or paper survey options; • Committee consider feedback when finalising priorities for coming year; • Tenants (who provide their contact details) will have their feedback followed up
Customer: Poor response rate; Fail to consult with tenants; Tenant dissatisfaction with lack of opportunity to provide feedback;	Mitigating measures as above and <ul style="list-style-type: none"> • Offer incentives to encourage feedback (prize draw); • Provide business reply envelopes with paper surveys; • Convenient online surveys.

Fail to follow up on feedback received.	
---	--

5. Delivery of our Strategic Objectives

Area	Related Strategic Objective(s)
Seeking tenants' views on our proposed priorities for coming year.	2) Engage effectively with our tenants and service users 7) Achieve the highest standards in all that we do

6. Application of our Core Values

Area	Related Core Value(s)
Seeking tenants' views on our proposed priorities for coming year.	<ul style="list-style-type: none"> Engaged and Responsive Accountable and Compliant Fair and Approachable

7. Assurance and Compliance

- 7.1 By consulting our tenants about our proposed priorities for the coming year, we are compliant with the following Regulatory Standards:

Compliance Source	Details
The Standards of Governance and Financial Management for RSLs	<p>Standard 2 - The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Guidance 2.1 - The RSL gives tenants, service users and other stakeholders information that meets their needs about the RSL, its services, its performance, and its future plans.</p> <p>Guidance 2.4 - The RSL actively seeks out the needs, priorities, views, concerns and aspirations of tenants, service users and stakeholders. The governing body listens to its tenants and service users and takes account of this information in its strategies, plans and decisions.</p>

	<p>Standard 4 - The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p> <p>Guidance 4.2 – The governing body ensures that the RSL provides tenants, residents and service users with easy and effective ways to provide feedback and raise concerns, and ensures that the RSL considers this and provides a quick and effective response.</p>
The Scottish Social Housing Charter	<p>Outcome 2: Communication - Social landlords manage their businesses so that:</p> <ul style="list-style-type: none"> tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides. <p>Outcome 3: Participation - Social landlords manage their businesses so that:</p> <ul style="list-style-type: none"> tenants and other customers are offered a range of opportunities that make it easy for them to participate in, and influence their landlord's decisions at a level they feel comfortable with.

7.2 Evidence Bank

Evidence	Assurance Exercise Location
<ul style="list-style-type: none"> Report and attachments for 26/02/25 meeting 	<ul style="list-style-type: none"> Regulatory Standard 2 – Guidance 2.1 and 2.4 Regulatory Standard 4 – Guidance 4.2 Scottish Social Housing Charter – Outcome 2 Communication and Outcome 3 Participation

7.2.1 Committee is reminded that our Assurance Exercises are available in the Committee Log-in Area of our website, which Committee can access at any time.

8. Summary and Decisions Required

- 8.1 We have almost completed the third year of our 5 Year Business Plan 2021-26. As decided by Committee this coming year will be the last year of our current business plan. In preparation for the final year we are undertaking our annual review of the Business Plan. As part of this we held our business planning event in January with the Management Committee and Management Team, with the event being facilitated by Linda Ewart.
- 8.2 The outcome of the event was a refreshed SWOT Analysis and proposals for our key priorities for the final year (2025/26) which were put out for tenant consultation. The outcome of the consultation is covered under section 2 of this report which shows that the majority of tenants support our plans for the coming year. Further information about the consultation results is covered in attachments 11.2, 11.3 and 11.4.
- 8.3 The initial draft of the Annual Priorities 2025/26 is attached at 11.5 for Committee's consideration and approval.
- 8.4 Risk has been considered at Section 4.
- 8.5 Section 5 shows how consulting our tenants over our proposed priorities for the coming year contributes to the delivery of our strategic objectives.
- 8.6 Section 6 shows how consulting our tenants over our proposed priorities for the coming year contributes to the application of our core values.
- 8.7 Section 7 sets out how we comply with Regulatory Standards and the Scottish Social Housing Charter.
- 8.8 Committee is asked to consider this report and attachments and, taking account of tenant feedback, decide whether any amendments (including additions and deletions) should be made to the draft Programme of Priorities 2025/26.
- 8.9 Committee is asked to note that the draft Annual Business Plan 2025/26 and following appendices will be presented at March's Committee meeting for consideration and approval.
- Refreshed SWOT Analysis;
 - Final draft of Programme of Priorities 2025/26;
 - Updated 5 Year Planned Maintenance Programme;
 - Annual Asset Management Plan;
 - Draft Annual Risk Strategy Statement

8.10 Committee is also asked to note that the annual budget and updated 30 year projections will be presented for consideration and approval at the March meeting, which will then form part of the Annual Business Plan.



Business Plan 2021 – 2026: Key Priorities for 2025/26

Consultation Leaflet

Introduction

Due to the change in our financial year, effective from 1st April 2024, this coming year will be the last year of our current Business Plan 2021-26.

We are currently looking at what our priorities should be for 2025/26. Our proposed priorities are linked to our 7 Strategic Objectives:

1. Provide high quality affordable homes
2. Engage effectively with our tenants and service users
3. Deliver value for money
4. Be innovative and risk aware
5. Build and contribute to effective partnerships
6. Use resources efficiently and effectively
7. Achieve the highest standards in all that we do

We have almost completed the third year of our Business Plan and are now seeking your views on our proposed priorities for the final year (April 2025 to March 2026).

We are keen to hear your views and suggestions and would ask that you complete the accompanying survey.

In the Spring newsletter, we will publish the key results from our Annual Business Plan ending 31st March 2025.

Priorities for 2025 - 26

Our Management Committee and Management Team recently held its annual business planning event to consider a number of matters including:

- Where we were at with achieving our priorities for Year 3;
- The challenges facing Rosehill and the Social Rented Sector;
- Understanding the local and wider context that we operate within.

Taking account of the above, the proposed priorities for the coming year were identified. Some of these priorities are essential to the effective ongoing management of Rosehill. However, there are other priorities which we are seeking your feedback on. Your views and suggestions are invaluable to us and having your say can help shape what Rosehill does.

Consultation

Online survey

If you have a smart device (e.g. a phone or tablet) and have provided us with your mobile number and/or email address, you will receive links to this consultation document and the survey. Please complete the survey by the undernoted deadline.

Paper Survey

If we do not hold a mobile phone number (must be a smart phone) or email address for you, you will receive a paper copy of this consultation document and the survey. Please complete the survey by the undernoted deadline and return to us in one of the following ways:

- Putting it through our office letter box – 250 Peat Road or,
- Post it back to us using the business reply envelope enclosed.

You will have the opportunity to add comments or make suggestions within the survey. If you provide any information you wish to be treated as confidential, then please mark the envelope “Private and Confidential” and “For the attention of the Director”.

If you do have a smart phone or have an email address and would now like to share this with us, please contact Kelly or Eileen in our Customer Services Team, who will update our records.

Whether you are completing the form online or as a paper copy you have the choice of submitting it anonymously. However, we would encourage you to add your name and address in the last section of the survey. This would enable us to reach out to you, if needed, to discuss any specific matters you may raise in your survey. In addition, if you want to be included in the prize draw (please see details below) you will need to provide your name and address at the end of the survey.

Thank You!

As a thank you, if you complete and return the survey your name will be entered into a prize draw for the chance of winning one of six, £20 gift cards.

The deadline for submitting your response is 12 noon on Monday, 17th February 2025.



Registered Office: 250 Peat Road, Glasgow, G53 6SA
tel **0141 881 0595** • email admin@rosehillhousing.co.uk
www.rosehillhousing.co.uk

Registered Scottish Charity, No. SC053776. Company Registration No. SP02220R.
A registered society under the Co-operative and Community Benefit Societies Act 2014 No. 2220R(S) and
with The Scottish Housing Regulator (Number HAC174).

Business Plan 2021 - 26: Proposed Priorities for 2025/26

Thank you for taking part in our survey. Your feedback is important to us.
The deadline for submitting your response is **12 noon on Monday 17th February 2025**

* Required

Strategic Objective 1 - Provide high quality, affordable homes

To deliver this objective we will:

Continue to roll out our planned maintenance programme replacing 81 kitchens, 37 radiator systems and full flat and close re-furbishment of 5 vacant properties during 2025/26.

Continue to carry out our cyclical maintenance programme covering gas, carbon monoxide, smoke detector, roof anchor bolt and electrical safety checks along with external painter work, gutter cleaning and open space maintenance.

Look at innovative ways of making use of and improving our open spaces in consultation with our tenants and community.

Look to increase the number of our homes through individual acquisitions where financially viable to do so.

1. To what extent do you agree with the type of activities we are planning to do? *

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

2. If your answer is disagree or strongly disagree, it would be helpful if you could explain.

3. Are there any other activities you think we should be doing in relation to maintaining and improving our homes? *

- Yes
- No
- Don't know

4. If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

Strategic Objective 2 - Engage effectively with our tenants and service users

To deliver this objective we will:

Make better use of digital tools to communicate and consult with our tenants and other service users, whilst ensuring that no-one is left behind. So we will engage in ways tenants and other customers want and need us to.

Support tenants with little or no digital skills who wish to develop such skills e.g. access to training, use of tablets or other devices.

5. To what extent do you agree with the type of activities we are planning to do? *

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

6. If your answer is disagree or strongly disagree, it would be helpful if you could explain.

7. Are there any other activities you think we should be doing in relation to tenant engagement? *

- Yes
- No
- Don't know

8. If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

Strategic Objective 3 - Deliver value for money

To deliver this objective we will:

Research and, where possible, access relevant funding sources available to charitable registered organisations to support wider role activities

9. To what extent do you agree with the type of activities we are planning to do? *

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

10. If your answer is disagree or strongly disagree, it would be helpful if you could explain.

11. Are there any other activities you think we should be doing in relation to delivering value for money? *

- Yes
- No
- Don't know

12. If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

Strategic Objective 4 -Be innovative and risk aware

To deliver this objective we will:

Apply for appropriate funding when it is accessible to us, to support community initiatives.

Strengthen existing links and look for new partnerships with organisations, community groups and projects that can provide required support for our tenants.

13. To what extent do you agree with the type of activities we are planning to do? *

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

14. If your answer is disagree or strongly disagree, it would be helpful if you could explain.

15. Are there any other activities you think we should be doing in relation to innovation in terms of service delivery or other activities? *

- Yes
- No
- Don't know

16. If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

Strategic Objective 5 - Build and contribute to effective partnerships

To deliver this objective we will:

Look for opportunities to create links and establish partnerships with other organisations, projects, etc to provide various services to our tenants e.g. support for older tenants, alternative bulk uplift service, gardening service.

Establish partnership working with SWAMP to tackle digital exclusion.

17. To what extent do you agree with the type of activities we are planning to do? *

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

18. If your answer is disagree or strongly disagree, it would be helpful if you could explain.

19. Are there any other activities you think we should be doing in relation to partnership working? *

- Yes
- No
- Don't know

20. If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

Strategic Objective 6 - Use our resources efficiently and effectively

To deliver this objective we will:

Identify and make use of local resources which support the needs of our tenants and community.

Consider signing up to "Your Housing Perks" which provides tenants with discounts of up to 20% on their shopping at a number of major supermarkets and retailers, and can contribute to reducing individual rent arrears.

Review the effectiveness and efficiency of our service delivery to ensure our services are accessible, flexible, responsive and meet the demands and expectations of our tenants, where possible; embracing digital technology to do so whilst still offering more traditional delivery methods where demand exists.

Develop wider action budget and wider role within community.

21. To what extent do you agree with the type of activities we are planning to do? *

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

22. If your answer is disagree or strongly disagree, it would be helpful if you could explain.

23. Are there any other activities you think we should be doing in relation to using our resources efficiently and effectively? *

- Yes
- No
- Don't know

24. If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

Strategic Objective 7 - Achieve the highest standards in all that we do

To deliver this objective we will:

Recruit people with relevant skills and experience to strengthen and enhance the effectiveness of our Committee, by election and co-option.

Explore opportunities for attaining further external validation/accreditation e.g. Customer Service Excellence Standard.

25. To what extent do you agree with the type of activities we are planning to do? *

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

26. If your answer is disagree or strongly disagree, it would be helpful if you could explain.

27. Are there any other activities you think we should be doing in relation to achieving the highest standards in all that we do? *

- Yes
- No
- Don't know

28. If your answer is yes, please provide your suggestions. It would also be helpful if you could explain why we should do these.

Contact Details (Optional)

If you want to receive a response to your feedback or to be included in the prize draw, please provide the following contact details

29. Name

30. Address:

31. Phone Number:

32. Email Address (if applicable):

33. Reasons for providing contact details (tick all that apply)

- I wish to receive a response to my feedback
- I wish to be entered into the prize draw

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

 Microsoft Forms

Questions 1, 5, 9, 13, 17, 21 and 25 – To what extent do you agree with the type of activities we are planning to do?

Based on 40 respondents (35 online and 5 paper returns)

Question No. and Strategic Objective	Strongly agree or agree	Neither agree nor disagree	Strongly disagree or disagree	Total
Q1. Relates to Strategic Objective 1 (Provide high quality affordable homes)	36	2	2	40
Q5. Relates to Strategic Objective 2 (Engage effectively with our tenants and service users)	34	3	3	40
Q9. Relates to Strategic Objective 3 (Deliver Value for Money)	34	3	3	40
Q13. Relates to Strategic Objective 4 (Be innovative and risk aware)	34	5	1	40
Q17. Relates to Strategic Objective 5 (Build and contribute to effective partnerships)	37	3	0	40
Q21. Relates to Strategic Objective 6 (Use resources efficiently and effectively)	36	3	1	40
Q25. Relates to Strategic Objective 7 (Achieve the highest standards in all that we do)	35	4	1	40

BP 2025/26 – Consultation on Final Year’s Priorities (2025/26)

Respondents who answered disagree or strongly disagree to Questions 1, 5, 9, 13, 17, 21 and 25

Question	No. of Respondents	Reasons
Q1. Relates to Strategic Objective 1 (Provide high quality affordable homes)	2	<p>1 Respondent – “Required maintenance and renewal is necessary, constantly expanding was never the aim of Rosehill. Too many homes being taken on.”</p> <p>1 Respondent – “I’ve been in my house for 13 years and still no new bathroom that bathroom has been in the house for 24 years.”</p> <p>1 Respondent had strongly agreed with our priorities but added the comments –</p> <p>“Definitely all the work is needed and will benefit tenants of these houses.”</p>
Q5. Relates to Strategic Objective 2 (Engage effectively with our tenants and service users)	3	<p>1 Respondent – “Most of tenants in Rosewood are elderly people and some have no access to digital communication. Human contact is required in those cases.”</p> <p>1 Respondent – “We are a housing organisation, not a community hub. People can access these elsewhere, money should be spent only on the houses.”</p> <p>1 Respondent – “Shouldn’t the money be spent on better things to improve housing.”</p>

		<p>2 Respondents agreed or strongly agreed with our proposals but made the following comments:</p> <p>“I think using these types of survey are easy to use to seek people’s views. Very accessible via smart phones. I’m not sure how you would support training in digital skills or fairly distribute devices, getting it to the right people who actually need it rather than some who’d exploit the opportunity, but it is a good idea.”</p> <p>“Great idea especially for older tenants or ones who struggle with this.”</p>
<p>Q9. Relates to Strategic Objective 3 (Deliver Value for Money)</p>	<p>3</p>	<p>1 Respondent – “The windows in the older houses”</p> <p>1 Respondent – “Should never have changed our status in the first place. I’ll stop there.”</p> <p>1 Respondent – “Houses are damp! Fix it then it’s damp again and I’m overcrowded and have been for years.”</p> <p>2 Respondents strongly agreed with our proposals but made the following comments:</p> <p>“I strongly agree. I think with the growing number of people with dementia in our communities, it might be good to develop our area into a dementia friendly community, increasing people’s understanding of dementia, what might be indicators that someone could be affected by dementia and how to support a neighbour with a dementia. I think this is clearly lacking in this area. I’m sure there would be opportunities to access funding to support such a plan.”</p>

		<p>“Great family day in August wish we could have more similar. Brings the community together.”</p>
<p>Q13. Relates to Strategic Objective 4 (Be innovative and risk aware)</p>	<p>1</p>	<p>1 Respondent – “Rosehill is not the local council. We are a housing organisation, our job is to look after the houses, making sure they are the best they can be. Tennents who require support can access these things through local services, the most Rosehill should do is have phone numbers they can contact. Please remember, we are not social services.”</p> <p>2 Respondents strongly agreed with our proposals but made the following comments:</p> <p>“In my opinion it would be constructive if a housing inspector visited Rosewood at least once a year and personally talk to residents about any problems they face. When you get older some people do not want to make a fuss over problems they are experiencing anx do not report them.”</p> <p>“Again links to answers in previous q’s about community garden and dementia friendly community.”</p>
<p>Q17. Relates to Strategic Objective 5 (Build and contribute to effective partnerships)</p>	<p>0</p>	<p>No respondent disagreed/strongly disagreed with our proposals. However, 2 respondents who agreed/strongly agreed made the following comments:</p> <p>Agree – “Definitely about bulk uplifting, or skip services , maybe once in a while for tenants. Anything for our elderly or disabled is welcome.”</p>

		Strongly agree – “Help older tenants with information ie grass cutting maybe ramps bathroom to make life easier”
Q21. Relates to Strategic Objective 6 (Use resources efficiently and effectively)	1	<p>1 Respondent – “Signing up for cheaper shopping is interesting, however how this affects rents arrears I'm dubious about and would require more indepth information. We don't need a more wider role within the community, again our job is to provide good housing , not local services. That's why I pay council tax.”</p> <p>1 Respondent who strongly agreed with our proposals, commented: “This would be a fantastic ideal hopefully support local businesses.”</p>
Q25. Relates to Strategic Objective 7 (Achieve the highest standards in all that we do)	1	1 Respondent – “No outsiders should ever have been involved in this. The committee should be tennents and no one else. However that ships sailed due to a previous topic, expanding voting procedures.”

Questions 3, 7, 11, 15, 19, 23 and 27 – Are there any other activities you think we should be doing...

Question No. and Strategic Objective	No. of respondents that answered "Yes"	Suggestions/comments
Q3. Relates to Strategic Objectives 1 (Provide high quality affordable homes)	17	<p>New windows and fences in glentyan pl</p> <p>Replace windows as they are we need to wipe they down every day or they cause dampness</p> <p>Build new house for those who are over crowed or have at look at some folks situations sitting in bigger homes with little occupants in then that could be doing with a swap</p> <p>Light switches are worn, especially upstairs</p> <p>New doors windows especially to the pensioners and disabled also look at home cavity insulation</p> <p>Most of the homes in my road have cladding except a few. I think these should be improved like the rest of the homes</p> <p>The gardens on a hill, not safe for children to play or my son who's autistic and no sence of danger</p> <p>Wooden windows are very poor, draughty and well worn.</p> <p>Looking at starting a bulk collection to keep houses and back courts clean. I have seen glen oaks and south side</p>

		<p>housing starting these plans to help improve the local area for the tenants.</p> <p>Carry out further inspections of windows and doors installed, after a year plus. My house has never been so damp/ mouldy and it's since the new windows were fitted, it's a constant battle trying to keep it at bay.</p> <p>Adequate privacy fencing for original homes.</p> <p>Solar panels to help with rising energy bills</p> <p>Windows</p> <p>Identify space for a community garden, with some allotment space for people interested in learning or developing garden/ growing/ horticultural skills. Cleeves's primary garden space seems to have been quite successful within the community. Might also be good for a social space for community members to connect- decrease isolation for some older residents or those with mental health or disabilities.</p> <p>New bathrooms internal doors in johnsburn houses . Well outdated still same as when houses were build</p> <p>Better insulation as heat escapes rather quickly. Replace windows as they are flaking away on outside. Replace internal doors as they are flimsy and not great at insulating heat.</p>
--	--	--

		<p>Windows, bk and front doors, bathrooms inside house new fire doors, new outside fencing.</p>
<p>Q7. Relates to Strategic Objective 2 (Engage effectively with our tenants and service users)</p>	<p>5</p>	<p>In winter and severe icy conditions the pavements in the square are a death trap for the elderly. Glasgow Council salt/sand the pavements on main road as required. A few years ago we asked for and received a salt bin with salt for keeping paths clear. Legally if we salt the paths we are liable for causing and slips/falls that occur and are no longer willing to take the responsibility which is the Rosewood Council. Therefore appropriate solution is responsibility and liability lies with the council.</p> <p>When tenants advise of any challenges they have with neighbours or mess, I think they should be listened to and not left to deal with things themselves.</p>

	<p>1 respondent selected "No" but made a comment/suggestion</p>	<p>Follow up when repairs are being done, especially when using sub contractors , who sometimes dont turn up.</p> <p>When could contacting housing don't make tennents feel like everything wrong with their home is the tenants fault. It stops us reporting anything and that's not fair or maybe be a that's the reason why.</p> <p>Voting on policy or changes to Rosehill should be by post. Not everyone can turn up at annual meetings, it's vital that all votes are counted , so a wider voting system is required, while some may be by proxy, again, not everyone has contacts for this form of voting. So we must implement voting by post to ensure fairness.</p> <p>I think Rosehill provides plenty of opportunities for people to contribute to plans/ discussions. Im not sure I can think of anything else. I do find some of the big reports sent out a bit tedious to get through, so I think providing summaries might be better. Maybe using some pictorial comms also for people who have poor literacy skills or just don't have the ability to digest such reports.</p>
<p>Q11 relates to Strategic Objective 3 (Delivering Value for Money)</p>	<p>4</p>	<p>In Rosewood the wooden cladding used in construction is baddly rotted and requires stabilising. Paint does not solve</p>

	<p>1 respondent selected "No" but then made a comment.</p>	<p>the programme. In fact when painted in 2024 the painting did more damage than good as the wood crumbled when brushed.</p> <p>Be mindful when increasing rents, that all homes need some for of upgrading.</p> <p>Mandatory rent rises. Just because you can raise rents by inflation each year doesn't mean you should. Rosehill must take into account the current situation in the overall economy and how this impacts tennents ability to pay rents. Constantly spending money on building & expansion is not & never was part of Rosehills original plan.</p> <p>I answered this on q11.</p> <p>Rent is high and very little maintenance.</p>
<p>Q15. Relates to Strategic Objective 4 (Be innovative and risk aware)</p>	<p>3</p>	<p>Once a year walkround Rosewood with tenants for their views and concerns</p> <p>Cleansing, our streets are a disgrace as are open areas, littered and neglected, we should be pressuring GCC to provide proper cleansing services, for example as I've nothing better to do, I can tell you my street has not been swept since 5th of May 2024. Once a year is not acceptable.</p> <p>Answered in previous q's.</p>

Q27. Relates to Strategic Objective 7 (Achieve the highest standards in all that we do)	1	Ensure contractors are providing skilled tradesmen as requested.
---	---	--

Any comments highlighted in yellow signify it was an anonymised response.

Draft Programme of Key Priorities 2025/26 Out for Consultation

Strategic Objectives	Key Priorities
SO1 – Provide high quality affordable homes	<ul style="list-style-type: none"> • Continue to roll out our planned maintenance programme replacing 81 kitchens, 37 radiator systems and full flat and close re-furbishment of 5 vacant properties during 2025/26. • Continue to carry out our cyclical maintenance programme covering gas, carbon monoxide, smoke detector, roof anchor bolt and electrical safety checks along with external painter work, gutter cleaning and open space maintenance. • Look at innovative ways of making use of and improving our open spaces in consultation with our tenants and community. • Look to increase the number of our homes through individual acquisitions where financially viable to do so.
SO2 – Engage effectively with our tenants and service users	<ul style="list-style-type: none"> • Make better use of digital tools to communicate and consult with our tenants and other service users, whilst ensuring that no-one is left behind. So we will engage in ways tenants and other customers want and need us to. • Support tenants with little or no digital skills who wish to develop such skills e.g. access to training, use of tablets or other devices.
SO3 – Deliver value for money	<ul style="list-style-type: none"> • Research and, where possible, access relevant funding sources available to charitable registered organisations to support wider role activities
SO 4 – Be innovative and risk aware	<ul style="list-style-type: none"> • Apply for appropriate funding when it is accessible to us, to support community initiatives. • Strengthen existing links and look for new partnerships with organisations,

	<p>community groups and projects that can provide required support for our tenants.</p>
<p>SO5 – Build and contribute to effective partnerships</p>	<ul style="list-style-type: none"> • Look for opportunities to create links and establish partnerships with other organisations, projects, etc to provide various services to our tenants e.g. support for older tenants, alternative bulk uplift service, gardening service. • Establish partnership working with SWAMP to tackle digital exclusion.
<p>SO6 – Use our resources effectively and efficiently</p>	<ul style="list-style-type: none"> • Identify and make use of local resources which support the needs of our tenants and community. • Consider signing up to "Your Housing Perks" which provides tenants with discounts of up to 20% on their shopping at a number of major supermarkets and retailers, and can contribute to reducing individual rent arrears. • Review the effectiveness and efficiency of our service delivery to ensure our services are accessible, flexible, responsive and meet the demands and expectations of our tenants, where possible; embracing digital technology to do so whilst still offering more traditional delivery methods where demand exists. • Develop wider action budget and wider role within community.
<p>SO7 – Achieve the highest standards in all that we do.</p>	<ul style="list-style-type: none"> • Recruit people with relevant skills and experience to strengthen and enhance the effectiveness of our Committee, by election and co-option. • Explore opportunities for attaining further external validation/accreditation e.g. Customer Service Excellence Standard.