

## Festive wishes and hopes...

This year has been another challenging year for us all with the ongoing pandemic and the latest news about a new variant is likely to be a cause for concern and certainly is not the news we were hoping for.

Unfortunately again this year we were unable to put on the pantomime or sponsor the over 60s Christmas Party due to the ongoing need to follow Covid-19 safety measures. Let's hope 2022 will see a welcome return to these festive activities.

For many the festive period is a special time and is about spending time with family and friends. We hope that this can be the case this Christmas.

The Committee and Staff at Rosehill would like to wish you a happy, safe and healthy festive time. We sincerely hope that we can all look forward to a better year next year.

We will shortly be sending you our Calendar for 2022.



### Office Closure

Although our office is not yet formally open to visitors, our staff have been back working in the office for several months, typically 3 days a week, working from home for the other 2 days. Since early August we have been operating an appointments system for any tenants who wish to come and speak to a member of staff at the office.

Please note that our staff will stop for the festive break from 2 pm on **Friday 24th December** and will be back on **Thursday 6th January 2022** from 9 am.

Please see page 5 for details of the emergency repairs service that will be provided over the holiday period.

# Rosehill's Annual Garden Competition

This year saw the return of Rosehill's Annual Garden Competition. Unfortunately, last year's competition had to be postponed due to Covid-19 restrictions so this year saw the prizes being increased to reflect the hard work that so many tenants have put into their garden during very challenging times.

Tenants have again appeared to pull out all the stops to produce some fabulous displays of colour in their gardens to win this year's prizes.

We would really like to express our thanks to all those tenants that have spent hours in their gardens making sure they have neat lawns, tidy paths and bright colourful flower displays. That is why we run this competition every year to reward those who do their best to brighten up the neighbourhood for all of us.

The difficult task of judging the competition this year went to Robert Smith from Smith's Lawn Care & Garden Services.

Robert said he was very pleased to be asked to judge the competition on behalf of Rosehill and commented as follows: *"I would like to congratulate everyone who entered into the garden competition this year. It was great to see so many fantastic gardens, your creativity and effort is to be applauded. Some residents gardens had impressive hard landscaped areas with hanging baskets, planters etc. whilst others went for the more traditional lawn, hedges and planted borders. It was also encouraging to see many residents doing their bit for the environment by composting, growing their own plant material and planting varieties which encourage wildlife. Keep up the good work."*



1st Prize New Gardens • Mr & Mrs Logan



1st Prize Well Established Gardens • Mr Shaw

However, after much consideration a decision was made and the top three results for each category were as follows:

## Best Garden "Well Established" Category

1st Prize	Mr Shaw • Lunderston Drive
2nd Prize	Mrs Hamill • Lunderston Drive
3rd Prize	Mrs O'Rourke • Peat Road

Runners-up	Mrs Joyce, Peat Road
Mr Watson, Peat Road	Mr & Mrs Kerr, Peat Road
Mr McDonald, Peat Road	Mrs McGroarty, Lunderston Drive
Mr O'Reilly, Peat Road	Mrs Stirling, Peat Road

## Best Garden "New" Category

1st Prize	Mr & Mrs Logan • Rosehill Court
2nd Prize	Mr & Mrs McCloskey • Pinmore Street
3rd Prize	Mr Courtney • Lunderston Gardens

Runners-up	Mrs Peline, Rosehill Court
Mrs McManus, Rosehill Court	Mrs Larkins, Seamill Street
Mrs Waddell, Rosehill Crescent	Ms Wilson, Johnsburn Road
Mrs Drummond, Glenlora Drive	Mr Smith, Seamill Street

Again, we would like to take this opportunity to thank Robert Smith for all his assistance with choosing the winners and runners up.

# is back!



2nd Prize Well Established Gardens  
Mrs Hamill



2nd Prize New Gardens  
Mr & Mrs McCloskey



3rd Prize Well Established Gardens  
Mrs O'Rourke



3rd Prize New Gardens  
Mr Courtney

## Good Neighbour Award

We introduced the good neighbour award some years ago to recognise individuals who demonstrate special care, concern and provide assistance to other members of their community.

Their efforts can make a difference in someone else's life and can generally make the neighbourhood a more pleasant place to live especially over the last 18 months. We were disappointed that there were very few nominations previously, we know there are tenants out there helping each other. We are still eager to recognise these unsung heroes and as such, we will continue to run the Rosehill Good Neighbour Award.

Who can be nominated? - Anybody living within a Rosehill property of any age.

Who can nominate? - Tenants living within a Rosehill property.

How do I nominate someone? - Simply complete the good neighbour nomination form providing a brief description on how your neighbour helps you. The form will be available from reception or can be downloaded from our website. Once you have completed the form, please return it to our office.

Can I nominate more than one person? - Yes, if you think there is more than one person who has made a difference.

Deadline to nominate - Your nominations need to be in by the 17th of January 2022.

Date of award ceremony - The winner will be announced at the AGM in March 2022

What if I have questions? - Please contact the office and speak to Adam.

If you know of someone who you feel deserves a little appreciation for their hard work then please complete a nomination form and return it to the office.

### Rosehill Housing Co-operative Good Neighbour Award



#### Nominations are now open

Do you know someone who has went that extra mile to Help you or others during lockdown?

We want to hear how they have made a positive impact To you or others in the Rosehill Community.

This can be anyone who is part of a Rosehill household That helps make your life or others just a little bit easier.

If you would like to give a neighbour a little recognition for their help then please complete a nomination form and return to the Office before the 17<sup>th</sup> of January 2022.

The winner will be announced at our AGM in March 2022.

## Hellos and Goodbyes

We saw some changes to our Staff Team in October. We were pleased to welcome Jacqueline Stirling to the team in the new post of Factoring Co-ordinator.

Sadly we said goodbye to Linda Chelton, Housing Services Manager who headed off to pastures new. Linda had worked with us for just over 3 years and became a valued member of the team. Whilst we were sorry to see her go we wish her all the best in her new job.

We are currently recruiting for this post and hope to have a new Manager join us as early in the new year as possible.

## Stock Condition Surveys

An important part of our planning and investment programme revolves around the information we gather during our stock condition surveys. This is a major exercise for our surveyors to visit all our properties and we carry this out over several years. Between now and October we are aiming to visit approximately 200 homes to carry these surveys out. If your home has been selected to be surveyed you will receive formal notification by letter. These survey visits should only take around 45 minutes to complete.

## Unauthorised alterations

Just a quick reminder that you must complete an alteration form and wait for written permission before carrying out any alterations to your home and garden with the exception of carpets, lino, painting and decorating. Alteration application forms are available on our website and can be requested by phone or email. If you are unsure if the changes you are planning require permission please contact our office or check our alterations policy on our website.

**IMPORTANT** loft spaces must not be altered in anyway including fitting of flooring for storage. Loft spaces are not for use and should not be accessed.

# Preventing Legionella

**Legionella bacteria occur 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](http://www.hse.gov.uk).



# 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
Loss or partial loss of space or water heating where no alternative heating is available	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 hand rail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working (where there is no window)	7

## Non Emergency Repair Service Update

As normal at this time of year, we operate a reduced repairs service in the lead up to Christmas and will do this again this year. If you have any routine repairs to report you need to do so before Wednesday 15th December 2021.

**\*\*IMPORTANT\*\*** Only emergency repairs will be carried out from 16th December, throughout the Festive Period until our return on Thursday 6th January 2022. (please note that dates are subject to change dependant on Tier Levels set by the Scottish Government).

## Reporting Emergency Repairs during the Festive Period

**Emergency Repairs number  
0141 552 8647**

During the festive period from 2pm on Friday 24th December 2021 and 9.00am on Thursday 6th January 2022, please report genuine emergency repairs only, using the usual number above.

## No Access

We have seen a considerable increase in repairs appointments being made and customers not being home when the contractors attend.

When you make an appointment for a repair to be carried out and become unavailable please let us know as soon as possible. Please note that contractors charge us for their time when you are not home and in turn we will recoup the cost as per our rechargeable repairs policy from any customer who fails to give access when an appointment has been made.

# Rent first this Christmas...

We know that some of our tenants have found it difficult over the last year and that money is tight. At times it can be difficult to make ends meet, especially over the festive period. However, making sure that your rent is paid should always be your top priority.

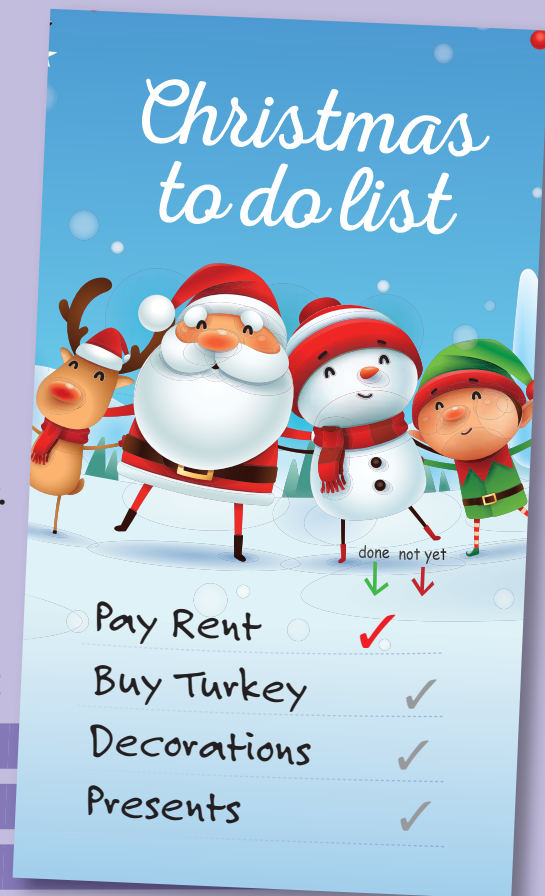
The following payment methods are available to all of our tenants and are designed to be easy, convenient and some can be done without you even having to leave the comfort of your home.

## Direct Debit: Switch today! It's as easy as 1,2,3:

1. Get your bank account details handy
2. Call Michelle or Anne on 0141 881 0595
3. We'll do the rest!

The last day available to set up a Direct Debit for your December payment is **Wednesday 8th December**.

You can set your Direct Debit up for either weekly, fortnightly, four weekly or monthly payments from your bank account. By agreeing to allow Rosehill to collect your rent from your bank account on a frequency set by you, you don't need to remember to make payments and we can even apply any annual rent changes for you.



**Internet - visit - [www.allpayments.net](http://www.allpayments.net)** - To make a payment using this service you are required to register online before making your first payment. When you come to make your payment, have your rent payment card to hand along with your debit card. This service is available 24 hours a day 7 days a week.

**Allpay Payment App** - Debit card payments can be made at your convenience through the Allpay Payment App, available to download for free, to do this you will need an Apple or Android smartphone. Visit [www.allpayment.net/app](http://www.allpayment.net/app) for more information.

**Phone - DIAL 0330 041 6497** - Have your payment card and a pen handy with your debit card, available 24 hours a day. Each time you use this automated service you will be given an authorisation code as proof of payment which you should note for safe keeping. Please note that calls made to this number will be charged at 7p per minute plus your phone company's access charge which may vary depending on your provider.

**Text** - To use this service, you will need to register online at [www.allpayments.net/textpay/logon.aspx](http://www.allpayments.net/textpay/logon.aspx). Have your Rosehill rent card to hand along with your debit card to complete the four step registration process. Once you are registered all you need to do is text "pay" to 81025 along with the text code which you will have set up during registration e.g. rent, along with the amount you want to pay and your password (the last four digits of your bank card). When the transaction is complete you will receive a confirmation text.

Please note that there is a charge for using this service. You will be charged for sending a text message at a rate set by your own network provider.

**Standing Order** - This is an agreement you make with your bank to pay Rosehill a specified amount from your bank account on a frequency set by you. Once this is set up you don't have to worry about remembering to make payments as your bank will do that for you. However, you will need to remember to contact your bank to make any changes to the payment, for example when your rent changes or at the end of your tenancy.

**Post office or Paypoint** - A list of outlets in the G53 postcode area can be found at the end of this article. For payments by Paypoint or Post Office, all you need to do is take your payment card to the counter along with your payment and hand them over. Please note, Paypoint outlets usually only accept cash payments; payment by other methods is at the retailer's discretion. In addition Paypoint outlets will cap the value of a single transaction to £150 which means your payment will be processed over a number of transactions. If paying at a Post office you can make your payment by cash, cheque, and debit card. You will be given a printed receipt as proof that you've made a payment to Rosehill, so please keep it in a safe place.

**Debit card at our office** - Unfortunately we are unable to offer this service due to the restrictions in place to control the Covid 19 Pandemic.

**By BACS** - you can pay by bank transfer. Please make your payment to Rosehill Housing Co-operative Limited

**Sort Code:** 80-07-76  
**Account Number:** 00114408

When making your payment please use the unique 8 digit code on your payment card as your payment reference. This is located near the bottom of the left hand corner of the card and is shown directly below your name. The code contains in most cases all letters or a combination of letters and numbers.



## List of Outlets

### Stores

Keystore 10 Craigbank Drive, Glasgow G53 6RA

G101 335 Nitshill Road, Glasgow G53 7BL

The Newsagent 331 Nitshill Road, Glasgow G53 7BL

McCull's 195 Househillwood, Glasgow G53 6BX

Peter's Store 189 Househillwood Road, Glasgow G53 6BX

Couteco 402 Nitshill Road, Glasgow G53 7BW

BP Darnley Filling Station 593-595 Nitshill Road, Glasgow G53 7RZ

Spar 1357-1359 Barrhead Road, Glasgow G53 7DA

H & R Family Stores 144 Leithland Road, Glasgow G53 5AT

Co-op 20-24 Braidcraft Terrace, Glasgow G53 5AT

Raja Minimarket 106 Levenside Road, Glasgow G53 7RH

Scott's Convenience Store 52 Beltrees, Glasgow G53 5TF

### Post Offices

The Wedge 1066 Barrhead Road Glasgow G53 5AB

Nitshill, 10 Craigbank Drive, Glasgow. G53 6RA

If you want to make payments further afield, for instance closer to your workplace, you can just log onto the internet type in Paypoint outlets a relevant post code and a list of payment outlets will appear near that area.

## Need a new rent card?

If you lost or misplaced your rent card then you can contact a member of our Income Maximisation Team and they will order a replacement card for you and you will have this within 7 days.

If you are struggling financially this Christmas period, please contact the Income Maximisation Team and make an appointment on 0141 881 0595 or email [admin@rosehillhousing.co.uk](mailto:admin@rosehillhousing.co.uk).

## Annual Rent Review

Our Management Committee is currently considering what the potential rent increase may be for 2022/23. We are mindful that this has been another challenging year for our tenants with the ongoing pandemic and some of you may be experiencing financial difficulties because of this. We also know we are in for tougher times with rising fuel, energy and food costs. Rosehill too is seeing its costs increase including costs relating to repairs and maintenance as a result of the shortages of labour and material.

We will be consulting with you over the coming weeks on the proposed rent increase. We are keen to hear your thoughts and our Committee will take these into consideration before making its final decision at the end of January 2022.

# Take the stress out of Christmas

## Plan ahead

It may seem obvious, but the sooner you start prepping, the less stressful December will be. Sort out everything you need to do before the big day, and break it down into manageable chunks that can fit in with your other commitments to avoid over spending and struggling in the New Year.

## Be crafty

When decking the halls decorations don't have to cost a fortune - the pound shop really is your friend here. Homemade decorations can also offer a more authentic touch too, and little ones will get a thrill from contributing to the tree or a bit of wall-space with their own personal touches

## Drop the big shop

It's easy to get caught up in the supermarket frenzy, but your wallet will thank you if you tough it out and buy only what you need. Stock up on non-perishables like canned and frozen goods a little at a time in the run-up to December - you'll spread the cost over a period of weeks or even months, avoiding a massive over-spend on your food budget.

## Trade materialism for memories

Christmas treats like a visit to Santa or a trip to the panto are magical for children, and there are often cheaper alternatives to the shopping centres and big-name productions.

## Keep warm and cosy

Fuel bills tend to skyrocket as the temperature plummets, and can be a source of stress for many at this time of year. Layering up with jumpers, socks and thick thermals is a good start. Also contact the Income Maximisation Team to discuss their winter fuel campaign to see if you are entitled to any extra grants for assistance with gas/electric.

## Shop smarter

Set a budget and stick to it: think of the total maximum spend then divide this up between the numbers of people you have to buy for, weighting up and down according to importance and expectations. If one or two gifts go over the individual budget, you can even it out quickly by making sure the next couple of buys are under-budget. Never over stretch yourself as the bill(s) will only catch up with you in the New Year.



## How to cover increased energy costs

### Warm Home Discount

You could get £140 off your electricity bill for winter 2021 to 2022 under the Warm Home Discount Scheme. The money is not paid to you - it is a one-off discount on your electricity bill, between September 2021 and March 2022. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out. The discount will not affect your Cold Weather Payment or Winter Fuel Payment.

#### Eligibility

There are 2 ways to qualify for the Warm Home Discount Scheme:

- you get the Guarantee Credit element of Pension Credit
- you are on a low income and meet your energy supplier's criteria for the scheme known as the 'broader group'

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount. Pre-pay or pay-as-you-go meters. You can still qualify for the discount if you use a pre-pay or pay-as-you go electricity meter. Your electricity supplier can tell you how you will get the discount if you're eligible, for example a voucher you can use to top up your meter. For more information, please visit [www.gov.uk/the-warm-homediscount-scheme](http://www.gov.uk/the-warm-homediscount-scheme).

If you need any further information, contact our Welfare Benefit Advisor, Parmjit.



But we know there are times when tenants may fall into arrears through no fault of their own. The Income Maximisation Team is here to help and can give advice and assistance, if the need arises, to make a reasonable and affordable arrangement.

Here are a couple of examples of how the Team helped out a few of our tenants recently:

## Tenant A

Tenant A contacted our Income Maximisation Assistant Anne, to let her know they were on Universal Credit for the first time with only part of the rent being covered. The tenant had fallen into arrears due to waiting for the first Universal Credit payment. Anne immediately made an arrangement with the tenant to pay off any arrears accrued at an extra £25 per month. The tenant was happy they were being allowed to pay off the arrears in instalments and have been successfully maintaining their arrangement. The arrears payments started in July 2020 and they were cleared in September 2021.

## Tenant B

Tenant B contacted Anne in late March 2020 to advise that due to COVID-19 the household income was being reduced. Tenant at that point was worried sick about the rent payments due as had never been in arrears before. The tenant agreed to pay rent plus £20.00 per month and has recently fully cleared the account.

If you are having difficulty making a claim for benefits or struggling to keep to an arrangement you have made then please give us a phone and a member of the team will do their best to assist you.

A number of our tenants choose to pay over and above their actual rent to put them into a credit situation whereby they can miss paying in December. Maybe this is something you would consider. For example, on a monthly rent of £350.00, you would pay an additional £35.00 a month for 10 months from February to November and December's rent will be covered and you need not pay that month. If you would like to discuss this and agree an arrangement, please get in touch.

## Winter Fuel Payments (WFP)

If you were born on or before 26 September 1955 you could get between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'. This payment should be made to you automatically if you are claiming your state pension but if you have not claimed before, you can call the Winter Fuel Payments application line on 0800 731 0160.

## Child Winter Heating Assistance

Child Winter Heating Assistance is a benefit from the Scottish Government. It was first paid in 2020.

It's a payment to help disabled children, young people and their families with increased heating costs over winter.

It's paid once a year. The payment for Winter 2021-2022 is £202.

Payments are usually made from November onwards.

Children and young people in Scotland can get the assistance if they're under 19 years old and get one of the following 'qualifying benefits':

- the highest rate of the care component of Child Disability Payment
- the highest rate of the care component of Disability Living Allowance for children
- the enhanced daily living rate of Personal Independence Payment

They must be getting this on at least one day in the third full week of September.

In 2021 this was Monday 20 September to Sunday 26 September. Eligible children and young people living in Scotland do not need to apply. They'll get their payment automatically.

# Update from Adam...

## Close Inspections

I am inspecting the closes regularly to ensure people are taking their turn at cleaning. I am aware that it is always the same residents who do take their turn however it is not down to a few to maintain a good standard of cleanliness.

Residents should be aware that not taking your turn to clean the close constitutes a breach of your Scottish secure tenancy agreement. I will be writing to those involved and closely monitoring the situation. Those found to be in breach of this condition may face action against their tenancy.

When you take your turn, please remember to sign and date the rota located on each landing on

completion of cleaning/washing stairs and landing.

We would also like to remind residents that storing bulk items in the close for any amount of time is potentially dangerous. These items are either a fire or trip hazard and should not be stored in the common areas for any reason. We will remove items we believe are causing a hazard to residents.

We are looking at ways to improve the general outlook of the tenements which had begun with us organising a one off clean to bring some of the closes up to an easily maintainable standard. We have now began carrying out improvement work to the mono blocked area in and around the square.

## Craigbank/ Nitshill Gardens

We are now coming to the end of the growing season and I would like to say thank you to those who kept their gardens looking clean and tidy. There are a lot of you who made a special effort over lockdown with your gardens and carried that through to this year. It is nice to see so many of you taking pride in the area that you live in.

So well done all of you, you have made the place look that little bit brighter.

## Bulk Uplifts

The council provides a Bulky Waste Collection service. The service is chargeable and charges were introduced on 5 July 2021.

Bulky Waste is items that you wish to dispose of that do not fit into your wheeled bin.

This decision brings Glasgow into line with the vast majority of all other Scottish local authorities, where charging for uplifting bulky items is a standard feature of their waste management services.

Applying a charge for the collection of large items is also consistent with the council's new Resource and Recycling Strategy 2020-30 and 'empowering Glasgow to become a zero-waste city'.

Charging aims to change the way citizens think about resources. Assigning value to bulky items can encourage everyone to reduce the amount of waste they produce or find other ways for items to be reused where possible. Extending the useful life of bulky items will help reduce Glasgow's carbon footprint and help support the city's aim of becoming carbon neutral by 2030.

The council are now charging £35 per 10 items presented for collection. There is a separate charge being applied for large electrical items.

A full list of details can be found on the councils website <https://www.glasgow.gov.uk/bulkywaste>



## Update from Angela...

I hope that you and your families are well and looking forward to the Festive Season.

We continue to inspect our areas on a weekly basis making sure gardens and other areas are clean and tidy. It has been nice getting out and about more and speaking with some of you again. Overall the areas are looking relatively good and we would like to take this opportunity to thank you for your contribution in keeping in and around your area and property tidy. We have all been dealing with challenging times recently and would just like you to know your hard work does not go unnoticed.

Please continue with your winter garden maintenance, this will keep the areas looking good.

## Priesthill Closes

I am currently in the process of arranging a deep clean of the ground floors in your close with our cleaning contractor G&M Cleaning, this should be carried out before Christmas. I will confirm the date to you as soon as I know, thank you for keeping your close clean and tidy in between our cleaning contract which is once a fortnight.

## Welfare Rights

Our office doors closed in March 2020 due to Coronavirus Lockdown. Since then we have delivered Welfare Rights Service to our tenants remotely working from home. We have kept in touch with our tenant's by phone, e mail and online. We have checked on our tenant's wellbeing, assisted with benefit advice/issues, form filling, as well as appeals.

With the restrictions easing we are pleased to say we have begun a phased return to our office and can now offer a limited appointment service. Appointments are pre-arranged, however for staff and tenants safety we will need to ask a few questions to ensure that we do not breach COVID restrictions that are still in place.

## 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.

66 questionnaires were returned in the period October 2020 to September 2021, 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.

Here are a few comments we received:

*"The contractor did a fantastic job"*

*"Excellent workmanship as always"*

# 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 September 2021, we received a total of 30 complaints.

All of these were classed as **Stage 1 - Frontline Resolution** and we aim to resolve these complaints within 5 working days or less. 21 of these complaints were upheld.

**Average Time to Resolve Stage 1 Complaints**  
2.86 Working Days

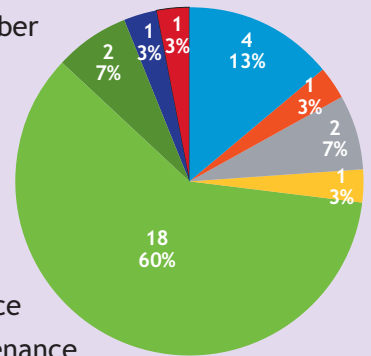
None of the complaints provided an opportunity to improve our service beyond taking the issues up with the contractors in an effort to ensure the failures are not repeated.

## No. of Complaints Received



## Stage 1 - Reason for Complaints

- About a staff member
- Attitude and Conduct
- Delay in Enquiries or Requests
- DTD Repair
- Garden Maintenance Service
- Open Space Maintenance
- Lack of Response
- Decision



## 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](mailto:admin@rosehillhousing.co.uk)

In writing Rosehill Housing Co-operative Limited  
250 Peat Rd, Glasgow, G53 6SA

By using the feedback form on our website:  
[www.rosehillhousing.co.uk](http://www.rosehillhousing.co.uk)