

Festive Greetings

The Committee
and staff at Rosehill
would like to wish
everyone a safe, happy
and healthy time over the
festive season.



Festive Season - Office Closure

Please note that our office will close at 2pm on Wednesday 24th December
and will re-open on Tuesday 6th January at 9am.

Please see page 11 for details of our emergency repairs service during the festive period.

Annual Performance Report

Our Annual Performance Report to 31st March 2025, is now live on our website.

The link to access the report directly is: <https://www.rosehillhousing.co.uk/APR/>

The report is again in the form of a video, however please contact the office if you would prefer a paper copy of the report.

The purpose of the report is to let you see how we are performing against the outcomes and standards of the Scottish Social Housing Charter.

We have used comparisons, where appropriate, to show how we are performing against the Scottish Average and Local Average.

As always, your feedback is important to us. Please let us know what you think of the video and its contents, or if you have any suggestions for how we can improve the way in which we report our performance to you.



Over 60s Xmas Lunch

Just a little reminder that the Over 60s Christmas lunch will be held in The Hall on Peat Road on Tuesday 9th December at 12noon. If you haven't already secured your ticket and would be interested in coming along, please contact Eileen or Kelly on 0141 881 0595 to request a ticket.



Rosehill's Christmas Panto

In the Autumn edition of our newsletter, we advertised that this year's Christmas panto (Beauty and the Beast) would be held on Tuesday 16th December at 5pm at The Hall on Peat Road.

Unfortunately, there was an error with the date, the panto will be held on **Monday 15th December**.

The show starts at 5pm therefore we ask that if you are attending, you be in The Hall for 4.30pm.

Apologies for any confusion this may have caused.

Amended date



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.

We have two audits scheduled for this financial year (2025/26) and the first has been completed which was in relation to our Annual Assurance Statement (AAS). We are required to submit the AAS to The Regulator by October each year. The statement confirms the Management Committee is satisfied that Rosehill Housing Association complies with the Regulatory Standards of Governance and Financial Management and the requirements of Chapter Three of the Regulatory Framework (2024).

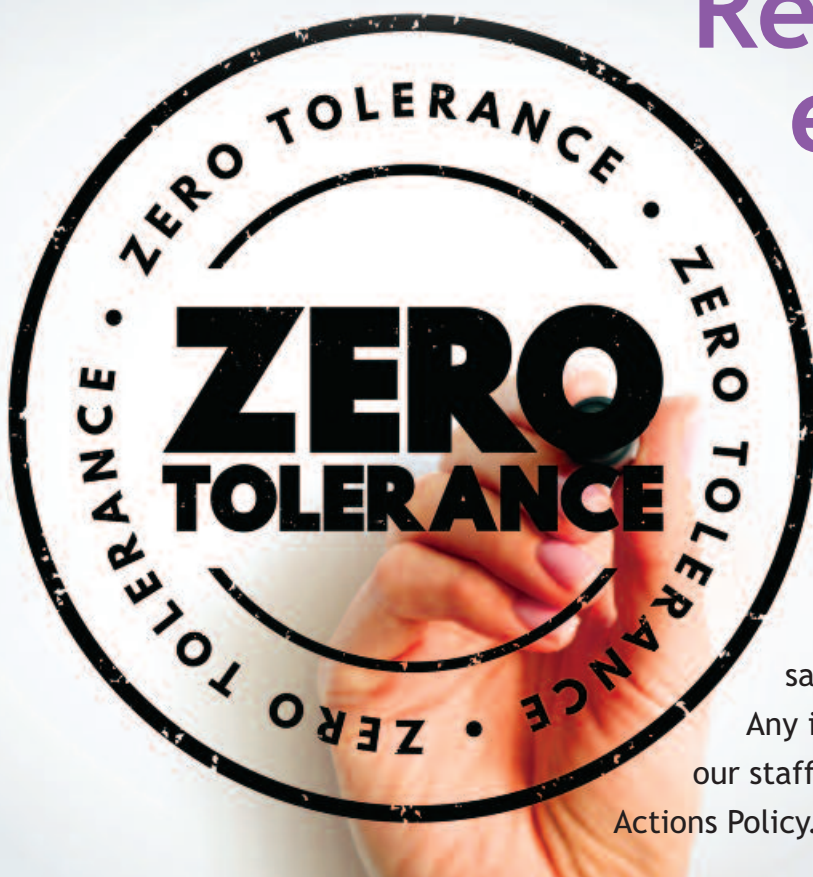
To provide the Management Committee with the necessary assurance of our compliance, to enable it to submit the AAS each year, we have developed an assurance framework over the years. This provides a range of evidence to demonstrate our compliance with legal and regulatory requirements.

Our appointed Internal Auditor, **wbg** carried out the audit on our Annual Assurance Statement processes in September. We are pleased to report that we achieved a “Strong” level of assurance for this audit, which is the highest level of assurance that can be achieved.

The Auditor did not make any recommendations for improvement and identified 14 areas of good practice.

Internal Audit - September 2025

| Audit Area | Assurance Rating | Recommendations |
|----------------------------|------------------|-----------------|
| Annual Assurance Statement | Strong | None |



Respect - everyone deserves it

Rosehill is a place of RESPECT for Tenants, Employees, Committee Members and Visitors.

Over recent months, there has been an increase in incidents where our staff have been subjected to verbal abuse and aggression. Please treat our staff with the same respect you expect to receive from us.

Any incidents of verbal abuse/aggression towards our staff will be dealt with via our Unacceptable Actions Policy.

Update from Ruairidh...

Fly Tipping - Nitshill

I am pleased to note the decrease in fly tipping in the open spaces on Galston Street and Maybole Street. However, there are still some people continuing to fly tip in our area. I would like to remind tenants that these are not collection points for bin bags or bulk items. Rats have been reported in the area recently, so it's extremely important that bin bags that attract vermin are not dumped.

Glasgow City Council have been actively removing fly tipping within the area and have put up posters on lamp posts around Nitshill. To report someone for fly tipping, please refer to the Environmental Crime Scene section of Glasgow City Council's website, at:

<https://www.glasgow.gov.uk/article/5198/Environmental-Crime-Scene>

Tenants looking for assistance on where they can dispose of excess rubbish or bulk items can visit the Zero Waste Scotland website at: <https://www.zerowastescotland.org.uk/resources/recycling-locator>. This site gives you local sites that can take rubbish near you.

For your bin collections, you can type in your postcode to find out your bin collection days:

<https://onlineservices.glasgow.gov.uk/forms/refuseandrecyclingcalendar/AddressSearch.aspx>

Let's all continue to work together to keep our community clean and welcoming for everyone.



Closes

There has been an improvement in the condition of the closes, back courts and bin stores in most blocks over the last few months.

I would like to thank everyone for doing their bit.

To help ensure bin collections run smoothly, please continue to make sure all bin bags are placed inside the bins.

If bin bags are left on the ground in your bin store, the collection team will **not** pick these up. In some cases, if access to the bins is blocked by loose bags, they may skip the collection entirely. Likewise, if items are placed in the incorrect bins, they might avoid your bin entirely - so it's worth taking a few seconds to double check what bin you're putting it in.

If your bin is missed, please report it directly to the Council here: <https://www.glasgow.gov.uk/article/1601/report-a-missed-bin>.

Dogs

Dog fouling is a persistent issue in certain areas. Not picking up after your dog is completely unacceptable.

It's not fair on your neighbours to put up with. As part of your tenancy

agreement, Rosehill are entitled to request that any pets causing nuisance or damage be removed from your property. If you are



not willing to pick up after your dog, please reconsider keeping a dog or getting one in the first place.

Update from Sophie...

I would like to wish all tenants a Happy Christmas and New year when it arrives. I would also like to thank all the tenants who continue to keep their gardens and surrounding areas tidy and wish for this to continue into 2026.



Ravenscraig and Priesthill Tenements

On recent inspections, the bin areas have been rather untidy and full of bin bags. Please ensure you are using your bins accordingly and ensure these are put out on collection days to be emptied.

If the bins have not been emptied when they should please report this to Glasgow City Council at <https://www.glasgow.gov.uk/article/1601/report-a-missed-bin>. It is important we all work together to keep the bin areas clean and tidy.

An important reminder to keep your eyes peeled for information over the New Year from Glasgow City Council regarding some changes to the waste collection. These changes are proposed to be taking place in the Pollok area in January 2026. For more information you can visit

<https://www.glasgow.gov.uk/article/13334/Your-New-Recycling-Services-for-Flats>

Recycling just got even easier for flats

recycle for Glasgow
ath-chuairtich do Ghlaschu

Bulk

On recent neighbourhood inspections I have noticed an increase in bulk items in gardens. Please ensure that you do not put items outside

until collection arrangements are made as this can then make this more difficult to dispose of the longer it sits outside.

You can arrange a bulk uplift through Glasgow City Council

Collection of Bulky Waste Items -

<https://www.glasgow.gov.uk/bulkywaste>, or if you have access to a car you can take these items to the dump free of charge.

Rent first: don't start the New Year with money worries

The festive period can often be a challenging time of year for personal finances. Don't store up money worries for the New Year, stay on top of your essential bills during December, *make paying your rent a priority*. If you are paid early in December, you may wish to consider paying your rent earlier so that you have a better indication of what you have left to spend on Christmas.

Rent is due on or before the 28th of each month. Any payments received after the end of the month will be treated as late and may result in your rent account being flagged as in arrears. Enhanced monitoring of missed and underpaid payments during the festive period takes place in the early new year and you will be contacted if you have accrued arrears.

If you are struggling to make payment before the end of December, please contact the Income Maximisation Team in advance. You can also email us at: admin@rosehillhousing.co.uk

If you have fallen into arrears, we would urge you to contact us as soon as possible, we will work with you to put in place an affordable and reasonable payment plan to clear your arrears.

The following payment methods are available to all 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 Rhona 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 **Monday 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

To make a payment using this service you must 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 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 safekeeping. Please note that calls made to this number will be charged at 8p 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. 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 on page 8. 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.

Continued on page 8...



Debit card at our office - You can use this method by telephoning our Income Team or by calling into our office. However, be mindful of our office closure dates.

By BACS - you can pay by bank transfer. Please make your payment to Rosehill Housing Association 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. If you do not have your rent card please use your surname and address, e.g. **ANON1 2a Ashton Lane.**

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
Morrisons Local 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
Co-op 20-24 Braidcraft Terrace, Glasgow G53 5AT
Raja Minimarket 106 Levenside Road, Glasgow G53 7RH

Post Office

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 and type in Paypoint outlets and a relevant post code and a list of payment outlets will appear near that area.



Need a new rent card? If you have 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.

CUSTOMER SERVICES

Repairs Satisfaction

If you have reported a repair recently you would have received a survey through the post to ask if you are happy with the service.

16 questionnaires were returned in the period July to September 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 keep this high level of satisfaction throughout the year. Any negative comments received are always followed up.

The winners of the prize draws were:

July 25 John Courtney • **August 25** Alison Campbell • **September 25** Carol Donnelly

Here is what one tenant had to say:

"Very happy with work, guy was polite and very good."



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 July to September 2025, we resolved a total of 12 complaints.

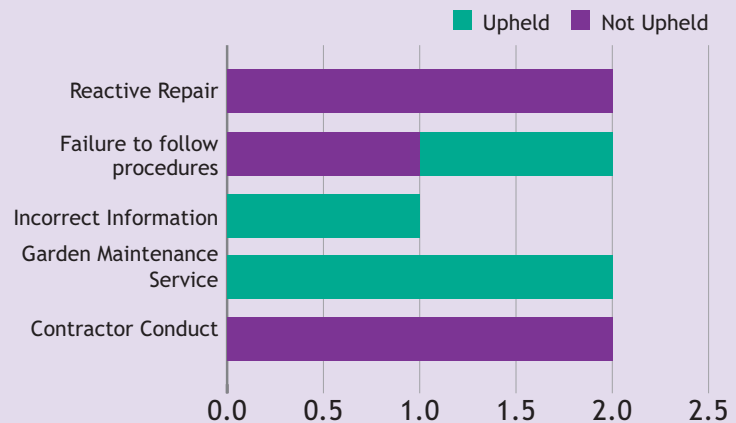
There were **9 frontline complaints** resolved during the period.

89% of these were responded to in full within the statutory timescale, one complaint did not meet the timescale due to issues making contact.

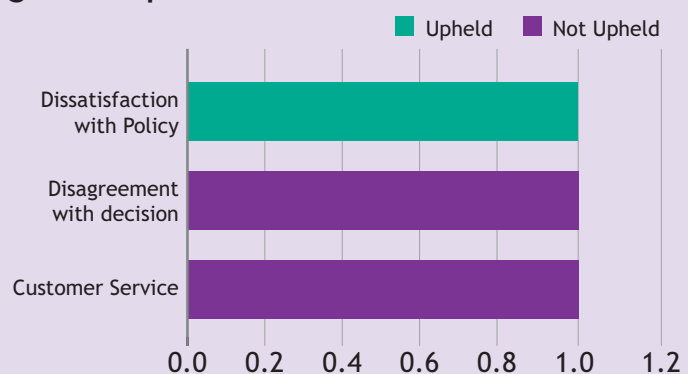
67% Six of these complaints were upheld.

Average Time to Resolve Stage 1 Complaints - 3.22 Working Days

Stage 1 Complaints - Reasons & Outcomes



Stage 2 Complaints - Reasons & Outcomes



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

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

33% One of these complaints was upheld.

Average Time to Resolve Stage 2 Complaints - 11.67 Working Days

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

Repairs Performance

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

| Category | Rosehill's Target | Outcome Jul-Sep 25 |
|---|-------------------|--------------------|
| Emergency Repairs | 4 hours | 2.61 hours |
| Non Emergency Repairs | 4 working days | 4.19 working days |
| Right First Time | 92.5% | 97.16% |
| No. of times a gas safety check was not complete within 12 months of last check | 0 | 0 |

In the period we met/bettered all our targets except for non emergency repairs, although we only missed our target slightly (0.19 working days) this is still well below the Scottish average of 9.1 working days.

Annual Gas Safety Check - Keeping you Safe

Under the Gas Safety (Installation and Use) Regulations 1998 we, as a landlord, are required to undertake the following:

- to ensure that the gas installation pipework, appliances and flues provided by us are maintained in a safe condition for you to use. This relates to the gas central heating and hot water systems and, if applicable, gas fires.
- to ensure that annual safety checks are carried out to appliances and flues.
- to ensure that maintenance and annual safety checks are carried out by a Gas Safe registered installer.

- to issue you with a copy of the safety check (Landlord's Gas Safety Certificate) within 28 days of the check being completed.

- to keep a record of each safety check for two years.

We need your co-operation to give us access to your home so that we can carry out the annual gas safety check. If your home has gas central heating but no gas fire, the annual check will take approximately 30 minutes. It will take a little longer if you also have a gas fire.

To ensure that your heating is working properly and safely and to give you peace of mind only takes about 30 minutes once a year.

Think about it!



Non-Emergency Repairs Service

As usual for the lead up to the Festive Period, we will be operating a reduced repairs service. If you have any routine repairs to report, please do so before Thursday 11th December 2025.

****IMPORTANT**** Only emergency repairs will be carried out from 12th December, throughout the Festive Period until our return on Tuesday 6th January 2026.

Reporting Emergency repairs during the Festive Period

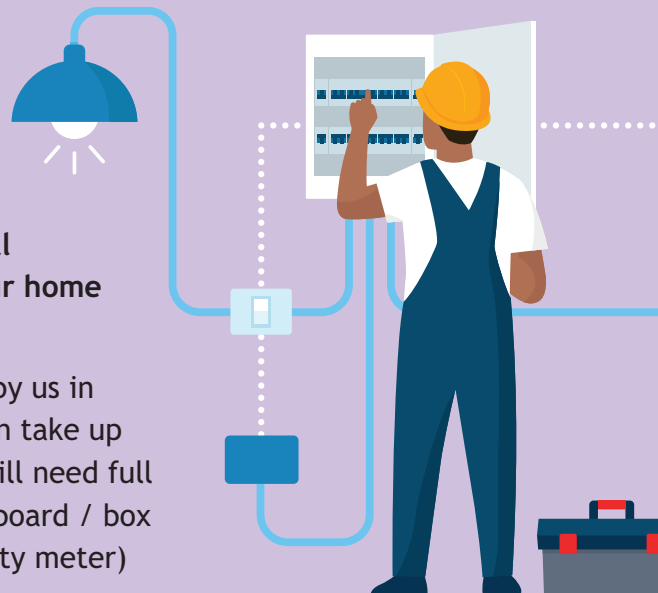
During the Festive Period from 2pm on Wednesday 24th December 2025 and 9am on Tuesday 6th January 2026, please only report genuine emergency repairs via telephone to the number below: 0141 552 8647.



EICRS - Electrical Safety Inspections

As with the Gas Services, we are required to carry out a full inspection and test of the fixed electrical wiring within your home every 5 years.

Our electricians carry out this work, and you will be notified by us in advance to make arrangements to suit you. The inspection can take up to 3 hours (occasionally longer if faults are found) and they will need full access to all light fittings, sockets, consumer unit (electrical board / box containing trip switches - this is located next to your electricity meter) etc. We ask that you allow suitable access when requested.



Winter Protection for your home

If you are planning to be away from home during the Festive Period, please remember to take extra precautions to prevent fire and floods:

Leave keys with a family member, friend or neighbour and ask them to check on your home while you are away, make sure they have our emergency number in case of an emergency situation.

Leave heating on a low setting to prevent frozen pipes.

Inform Rosehill if you are planning on being away more than a couple of days and give us emergency contact information in case any issues arise in your home.

Make sure your home is secure with windows closed and doors locked.

Unplug non-essential electrical appliances, including indoor and outdoor Christmas Lights.

Making our information more accessible

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



Emergency Repairs

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

Points of view

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

By telephone 0141 881 0595

By email admin@rosehillhousing.co.uk

In writing Rosehill Housing Association Limited
250 Peat Rd, Glasgow, G53 6SA

By using the feedback form on our website:
www.rosehillhousing.co.uk



250 Peat Rd • GLASGOW G53 6SA • tel 0141 881 0595

email admin@rosehillhousing.co.uk • website www.rosehillhousing.co.uk

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