

1st September 2020

Dear Member/Tenant

Service Provision Update

As you are likely to be aware, since the 10th of July we have been in Phase 3 of the Scottish Government's Route Map for easing Scotland's Covid-19 restrictions. The lifting of restrictions in Phase 3 are being carried out in stages.

We come under the Scottish Government's classification of non-essential offices and as such our office must remain closed for the time being. The whole situation has gone on a lot longer than any of us could have anticipated. For this reason we want to assure you that we are working hard to get things back to "normal" and to give you an update on where we are at with our service delivery. Throughout lockdown the safety of our tenants, staff, Committee and contractors has been paramount to the work we have done and continue to do.

Office

We hope to have some staff working at least part-time from the office in the near future. However, please note that the office will remain closed to all visitors in these early stages of getting back to "normal". We hope to build on this first step of returning to office working as quickly as we can but, as ever, we must follow the Scottish Government's guidance.

In the meantime staff continue to work hard, remotely, to deliver services to you. To speak to a member of staff, please phone the office number: 0141 881 0595, as normal. The calls are diverted to mobiles.

Supporting Tenants

In late March we began making contact with our elderly and most vulnerable tenants to see what help they needed. This ranged from practical assistance e.g. essential food deliveries and prescription deliveries to, simply having someone to talk to. We are acutely aware of the negative impact lockdown can have on people in terms of isolation and loneliness and as such, are keen to reach out to people and help reduce that impact where possible. In addition to this support, which is still ongoing for some of our tenants, we have tried to contact all of our tenants during lockdown to check in with them and see how they are doing.

"A Community in Control"

Garden Assistance and Open Space Maintenance

Due to the lockdown restrictions at the time, we were unable to begin these services in April as planned. However, since 3rd of June these services have been up and running again.

Close Cleaning (Priesthill Tenements only)

The service had to be suspended in March, however, we introduced a touch surface cleaning service in its place. From 6th of July the normal close cleaning service resumed.

Repairs

With the exception of emergency repairs, all other repairs were suspended from 24th March. However we have now been able to resume day-to-day repairs prioritising cancelled and backlog repairs. As such repairs may take a little longer than normal to complete so we would appreciate your patience as we bring this service back on stream.

We want to assure you of the steps we are taking to keep you safe when our contractors, and in time our staff, have to access your home. We have produced a [short information video](#) which we hope you will find useful. It is also available as a [pdf file](#).

Gas Servicing

Due to the importance of the annual gas service, we worked closely with our contractor to ensure we continued to carry out these services throughout the restrictions. If you are due your annual gas service please remember to give our contractor access.

Cyclical Maintenance

We have been gradually allowing a number of contractors to resume cyclical activities throughout our developments. Gutter cleaning has now recommenced and we are currently reviewing the external painter work. This contract may be suspended until the spring due to the approaching winter months.

We have also recommenced work that is necessary to keep tenants safe within their homes. This includes:

- Replacement and Upgraded Smoke Detectors
- Periodic Electrical Inspections

You will be contacted by C2C in advance to arrange access to your home should this be necessary.

Planned Works

Works due to be carried out include replacement radiators throughout the Original Stock along with kitchen and boiler replacements at Rosehill Cottages and Darvel Street developments, both contracts have been suspended.

Unfortunately the contractor, PH Jones, who was delivering the contract to replace the radiators has decided to terminate the contract. This means that there will be a substantial delay while we appoint a replacement contractor and establish a safe way to deliver this contract. We anticipate that these works will now not be commenced until spring 2021 at the earliest. We apologise for this delay due to these unprecedented times.

The kitchen and boiler contract will be carried forward to our next financial year and will be delivered as soon as possible. We will provide further information when it is available.

Support with welfare benefits and Universal Credit

Now more than ever we recognise the importance of our tenants having access to advice and support about benefits and universal credit. Our Welfare Rights Advisor has been assisting tenants throughout lockdown. If you need such assistance please contact Parmjit, Welfare Rights Advisor.

Rent

If you need to speak to someone about your rent, including if you are struggling to pay it, then please speak to Michelle or Anne, in our Income Team.

We understand that some tenants may be facing difficulties paying their rent as a result of this crisis. We are here to help, please do not delay dealing with this.

It is important to continue to pay your rent or agree a payment plan if you are struggling.

Anti-social Behaviour

We realise that there has been a slight increase in incidents of anti-social behaviour during lockdown, especially people having house parties. Our staff have been dealing with these incidents and have been working closely with Community Safety Glasgow to resolve problems. The Scottish Government has now given the Police greater powers to deal with house parties and we will continue to work closely with the Police and Community Safety Glasgow to deal

with any issues. It is important that you follow the Government's safety guidelines for dealing with this pandemic, having gatherings within your homes can spread the virus. If you are concerned about anti-social behaviour in your area please contact Sharon, Adam or Angela to discuss it.

We hope you and your family stay safe and well during this challenging time and we look forward to resuming "normal" service provision as soon as we can.

Yours sincerely

ROSEHILL HOUSING CO-OPERATIVE LIMITED

A handwritten signature in black ink, appearing to read 'Geri Mogan', with a stylized flourish at the end.

Geri Mogan
Director