

6th January 2021

Dear Tenant/Member

Covid-19 – Service Provision Update

We had hoped that by now we would have been close to returning to as “normal” a service as possible. However, the news before Christmas of a new variant of the virus, and the First Minister’s public announcement on Monday 4th January 2021, has meant yet again we have had to review what level of service provision we can offer during this new lockdown.

As we have said from the very first lockdown last March, the safety of our tenants, staff, Committee and contractors is of paramount importance to Rosehill. At the moment we are planning that the following measures will remain in place until the end of January. However, we will be closely monitoring how things go over the coming weeks and will take account of any updated guidance from the Scottish Government.

Our office

Our office remains closed and our part-time office working for staff has been suspended. Our staff will continue to work hard, remotely, to deliver services, advice and support to you. To speak to a member of staff please phone the office number, 0141 881 0595 and your call will be directed to the appropriate staff member.

Repairs and Gas Servicing

We have now moved to an emergency repairs service only for all of our tenants.

This will include:

- No Toilet Facilities
- No wash facilities
- Water penetration damaging electrical fittings
- Isolation of dangerous/faulty electrical items
- **FULL** Central Heating breakdowns (Electrical or Gas)

“A Community in Control”

- Serious Concern for tenants/ occupants welfare

Due to the importance of the annual gas service, we are working closely with our contractor to ensure we can continue to carry out these services for as long as possible.

If you or a member of your household has coronavirus or associated symptoms or are self-isolating, then you must let us know when reporting an emergency repair or arranging a gas service. We may need to consider an alternative means of assisting you.

Cyclical Maintenance

In accordance with Scottish Government guidelines all indoor cyclical works have currently been suspended. Gutter cleaning will continue due to the external nature of the works.

Planned works

In accordance with Scottish Government guidelines all planned works have currently been suspended.

Close Cleaning at Priesthill Tenements

The cleaning of the closes at Priesthill will continue. If you are a tenant of these closes please ensure that you maintain social distance to the contractors whilst they are within the closes. The contractor will be undertaking the usual clean but will be paying extra attention to touch areas such as handrails and door handles.

Open Space Maintenance

As we are in the winter months the winter open space maintenance programme is in operation and will continue during the current restrictions. Please ensure that you maintain social distancing to the contractors when they are in your area.

Bulk Uplift

Glasgow City Council restarted the bulk uplift service on the 10th December 2020, however this is due to change towards the end of January. Please ensure you have reported any bulk you may have before the 20th January 2021 to ensure that it is removed by the Council. You can report bulk through the online form at www.glasgow.gov.uk/bulkywaste or via the My Glasgow app.

Support to Tenants

We will be contacting all tenants over the next couple of weeks to see if there is any support we can offer. As in the first lockdown we will regularly contact any of our tenants who are shielding and don't have other family support. If you feel that there is any support you need and we haven't contacted you yet please let us know. We may also be able to refer you to partner organisations for help with things like shopping or problems with social isolation.

Anti-Social Behaviour

Whilst more people are staying at home we ask that you consider the effect that excessive noise will have on your neighbours. During the first lockdown we saw a rise in the number of anti-social behaviour complaints, especially relating to noise and the breaking of the lockdown rules. Anti-social behaviour will not be tolerated and action will be taken against any tenant who acts in an anti-social manner. This includes having house parties and playing loud music.

Police Scotland have launched an anonymous reporting tool on their website. If you are worried that your neighbours are allowing more people into their home than the rules allow, we urge you to use this tool in the first instance. Police Scotland have new powers to deal with people breaking the restrictions.

Welfare Benefits Support

Many people may be financially affected by the new restrictions. If you are affected or think you may be please contact us immediately. Our Welfare Rights Advisor, Parmjit, will be able to help with claims for benefits or advise you what help is available.

Rent

Your rent is due to be paid by the 28th of each month. There are a variety of ways you can pay your rent without the need to leave home. Direct Debit or direct bank payment methods are available. If you would like to discuss changing to a non-contact payment method please contact the Income Team who will assist you to do this.

If you are struggling to pay your rent due to a change in circumstances or reduction in working hours please contact us immediately. Rosehill's Income Team will be able to discuss with you ways that we can help you to pay your rent.

Ongoing Updates

We will keep you informed of any significant updates to our service provision including if the above steps need to be extended beyond the end of January.

The last 9 months have been challenging for everyone and unfortunately the emergence of this new variant means that the next few months are likely to be as challenging. We want to assure you that Rosehill will continue to work hard to provide essential services during these difficult times, in accordance with Scottish Government guidance and, that we will resume “normal” service as soon as we are allowed and it is safe to do so.

We hope you and your family keep safe and well during these ongoing difficult times.

Yours sincerely

ROSEHILL HOUSING CO-OPERATIVE LIMITED



Geri Mogan
Director