



Community Fun Day

After rescheduling the date, our Community Fun Day was held on Saturday 6th September from 12:30 pm to 4:30 pm. The event was open to anyone living in the local area and was completely free of charge.



We want to give a huge thank you to Greater Pollok Community Development Trust and The Greater Pollok Area Partnership who provided funding towards the Fun Day. Without this funding the Community Fun Day could not go ahead. We would also like to thank CCG who provided the heras fencing to keep the site secure.

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Community Fun Day



With the sun shining on the day, we saw in the region of 900 people attend for a fun filled day. There were numerous activities to keep the children entertained including: football darts, bouncy castle, climbing wall, tot's farmyard zone, face painting, crafts, competitions and games. The adults weren't left out either as there was neck or shoulder massages available along with nail treatments. If that wasn't enough, everyone received a portion of sweets and candy floss. Tea, coffee and water were available throughout the afternoon.

Police Scotland brought along a squad car and Scottish Fire and Rescue Service attended with a fire appliance. Both were a huge hit with children and adults alike.

Again, this year, the event was a great success. We received so much positive feedback on the day as well as some ideas to consider for next year's event. This also included options to consider if funding streams are no longer available to us. Sharon Quinn, Housing Services Manager will be working through the feedback to see what next year's event will look like.

Thanks to everyone who attended for making it such a great day.



Here are a few of the comments that were received from attendees on the day:

"Great day for all."

"Well done team."

"It was a great day - well done."



Over 60s Xmas Lunch

We are proud once again to be sponsoring the Priesthill United Reform Church's over 60s Christmas Lunch.

This is open to anyone over the age of 60 and lives in the local area. The lunch will be held on Tuesday 9th December 2025.

This year, we have managed to secure 30 tickets for tenants of Rosehill which will be issued on a first come first serve basis.

Are you interested in attending? If so, please contact Eileen or Kelly on 0141 881 0595 to request a ticket. Please note tickets will be issued week beginning 1st December.

"Gardens of the Year"

Rosehill held its Annual Garden Competition on Wednesday 20th of August 2025, this year we announced the winners at our offices, this was due to a postponement in our Annual Fun Day and rather than wait until September we decided to go ahead and announce the winners. Once again, this year was a great success.

Tenants once again went above and beyond producing 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 who spend hours in their gardens making sure they have neat lawns, tidy paths and bright colourful blooms.



1st Prize "Well Established" Category

This is why we run the competition every year to reward those who do their best to brighten up the neighbourhood for all of us. We really do appreciate all the hard work that you carry out and the pride that you take in the neighbourhood.

The difficult task of judging the competition this year went to Craig McNab from Caledonian. One of our Housing Officers presented the prizes to the winners and runners up.

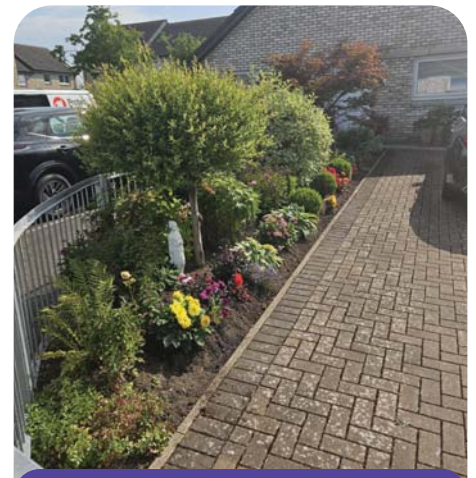
Craig advised: *"The standard of the gardens was extraordinary; this made it difficult to choose the winners."*



2nd Prize
"Well Established" Category



3rd Prize
"Well Established" Category



1st Prize "New Gardens"

After much consideration a decision was made and the top three results in the Well-Established Category and the winner for the New Build Category were as follows:

Best Garden "Well Established" Category

1st Prize Ms Carney & Mr Caldwell • Househillwood Road

2nd Prize Mr & Mrs McCloskey • Pinmore Street

3rd Prize Mrs Joyce • Peat Road

Best Garden "New Build" Category

1st Prize Mr & Mrs Logan • Rosehill Court

Runners-up

Mr Logan • Glenlora Drive

Ms Hyland • Househillwood Road

Mrs Burchill • Househillwood Road

Mr Chisholm • Lunderston Drive

Mrs Johnston • Lunderston Drive

Mr & Mrs Cochrane • Lunderston Drive

Mrs Scotland • McCloy Gardens

Mr McDonald • Peat Road

A Gathering of Members

This year marked our first AGM as Rosehill Housing Association. It was held in the usual venue of The Hall, Peat Road on Tuesday 16th September. With those members who attended the event and those who had submitted a proxy to appoint a representative, we comfortably met our quorum.

Paula McCann, Chair, presented her first report as Chair to Members which included a summary of our performance and activities over the last year. Members also heard a presentation on our Annual Accounts by our Finance & IT Manager, Liam Donnachie and noted that Rosehill continues to be in a healthy financial position. Jasneet Singh Arora, CT Audit Limited then gave his Audit Report on Rosehill with Members noting it was positive.

The Members then approved the re-appointment of CT Audit Limited as our auditor for 2025/26.

Under the agenda item Election of Management Committee Members, those present noted the following:

Paula McCann, Sadie Bannerman and Nicki Finlayson had to retire in accordance with Rule 38 and each of them had confirmed they wished to stand for re-election.

However, our rules stipulate that a committee member who has served for a continuous period of 9 years or more and who is seeking re-election must be able to demonstrate their continued effectiveness. The Management Committee must be satisfied of this and agree to permit him or her to stand again. Members noted that the 9 year rule applied to Nicki Finlayson and that having considered the matter, the Management Committee was satisfied of her continued effectiveness and therefore resolved to permit her to stand for re-election. This process ensures that committee members continue to demonstrate that they can properly fulfil their roles and act in the best interests of tenants and other service users.

Paula McCann was pleased to report to Members that 2 valid nominations for the Management Committee had been received from Daniel Wilson and Zuzanna Bradley.

Paula McCann explained that as the number of Members seeking re-election and election was equal



to the number of vacancies, she was able to declare that all 5 Members were elected without the need for a vote. She thanked them all for standing, reminding those present that Rosehill cannot exist without a Management Committee.

Following conclusion of the formal business of the AGM, a prize raffle and bingo were held.

The prizes were:



Prize Raffle:

1st Prize - £75 gift card	Marie Godfrey
2nd Prize - £50 gift card	James Murphy
3rd Prize - £25 gift card	Anna McDaniel
4th Prize - £15 gift card	Sharon Leonard
5th Prize - £10 gift card	Ethel Doyle

Bingo:

Full House - £50 gift card	Lynn Bagley
Double Line - Bottle of Wine	Lynn Bagley
Single Line - Chocolates	Sammie-jo Duff



1st Prize Winner



2nd Prize Winner



3rd Prize Winner

Rosehill's Christmas Panto: **Beauty and the Beast** Tuesday 16th December 2025

We are delighted to announce that this year we will again be working with M & M Theatrical Productions of Ayr to bring the marvel of a Christmas Pantomime to the children of Rosehill. M & M Productions are a team of touring, professional actors who bring theatre productions to schools and communities.



The Panto (Beauty and the Beast) will be held on Tuesday 16th December at 5pm at The Hall on Peat Road. Admission will be free; however, it will be on a first come first served basis and will be strictly ticket only due to health and safety restrictions.

As in previous years, the children will need to be accompanied by a parent or a responsible adult. We may have to limit the number of adults to one per family (depending on numbers). This is to allow as many children as possible to attend. For this reason, we are trying to ascertain numbers early.

Requests for tickets should be made to Eileen or Kelly at the office no later than Monday 3rd November, this will allow us enough time to confirm numbers and issue tickets to those wishing to attend.... but please remember, it is first come first served, so the earlier the request is made the better.

Let us know the names and ages of the children and who the responsible adult will be, and we will issue the tickets. We look forward to seeing you there.

The Scottish Housing Regulator: Rosehill Landlord Report

Each year all landlords must complete a return to The Regulator known as the ARC which contains a range of performance information to show how we are achieving the outcomes and standards of the Scottish Social Housing Charter. From these returns The Regulator publishes a selection of the performance results for each landlord, known as the Landlord Report. Our Landlord Report 2024/25 is available on our website:

https://www.rosehillhousing.co.uk/upload/download_document/ea45a8cc-84e3-11f0-a233-005056a3/

If you require a paper copy of the Report please contact Kelly or Eileen in one of the following ways to request a copy is sent out to you: Phone our office on 0141 881 0595; Email: admin@rosehillhousing.co.uk or pop into our office at 250 Peat Road (Monday to Thursday from 9am to 5pm and Friday from 9am to 4pm).

Update from Ruairidh...

Fly Tipping - Nitshill

Unfortunately, we are still seeing consistent fly tipping on the open space at the end of Maybole Street and at the bin lanes on Galston Street. These are not collection points for bin bags or any other bulk items. This rubbish can attract rats and makes the area look very untidy. Dumping this in the community also costs us money to remove. That money could be better spent elsewhere.

Those caught fly tipping can be given a large fine by Glasgow City Council. I would urge anyone with information on who might be responsible to please report this to me on 0141 881 0595 and the council using the link <https://glasgow.gov.uk/reportenvironmentalcrime> or by telephoning 0141 287 9700.

There are many places in the area that can take your unwanted goods. The Zero Waste Scotland website shows you where you can recycle unwanted items. You type in your post code, and the specific item(s) you want rid of. It will then give you a list of local shops, depots, and recycling centres nearby. You can search for places that take all kinds of things. This includes unwanted food, clothes, batteries, and furniture. Just visit:

<https://www.zerowastescotland.org.uk/resources/recycling-locator> or search online - Zero Waste Scotland. Many of the businesses and charities listed are in walking distance from Nitshill.

Closes - Nitshill

Thank you to everyone doing their bit to keep their closes clean and tidy. There have been a few missed bin collections at the closes this summer which I have been liaising with Glasgow City Council about.

To have the collections run smoothly, bin bags need to be placed inside the bins themselves.

If the binmen see bin bags on the ground at your bin store, they won't collect these. You also run the risk of them not collecting the bins altogether if there are bin bags blocking access. If your bin is missed, please report this to the council directly either by telephoning 0141 287 9700 or by clicking on the following link

<https://www.glasgow.gov.uk/article/1601/Report-a-Missed-Bin>.



Update from Sophie...

Gardens

Thank you to all those who continue to keep their garden looking clean and well kept.

Unfortunately, there are some gardens which require to be brought up to a suitable standard. These gardens will continue to be monitored during estate inspections.

The growing season is coming to an end; however, it is important that we work together to keep the area well maintained and looking good. Please continue to keep your gardens in a good and tidy manner and make sure you carry out weeding and tidy outside the perimeter of your front garden. Thank you to everyone who continues to do their bit in keeping their gardens and area up to a good standard.

Priesthill Tenements

On recent inspections I have noticed an increase in fly tipping in the area again. Upon discussions with tenants I have been informed the fly tipping is being carried out by local residents. Please be reminded if you see someone fly tipping on the pavement this can be reported to Glasgow City Council and the person responsible can be fined. To report someone fly tipping please use this link: <https://glasgow.gov.uk/reportenvironmentalcrime>. If you see someone fly tipping on Rosehill land, please contact me at the office on 0141 881 0595 or email admin@rosehillhousing.co.uk.

New Recycling Services for Flats

Glasgow City Council are making changes to the waste and recycling services they provide at the flat/ tenemental properties. Flats and tenemental properties will either receive new on-street waste and recycling bin hubs or new shared recycling bins in external bin store areas.

Glasgow City Council will write to residents to inform you what service your property will receive. The proposed changes are not due to take place until January 2026 in our area. If you would like more information about these proposed changes, please see the link to Glasgow City Council's website <https://www.glasgow.gov.uk/binhubs>.



Nitshill Clean Up

On Thursday 11th September, a partnership day of action took place within Nitshill area. This involved us working alongside neighbouring Registered Social Landlords, Glasgow City Council (GCC), Neighbourhood Improvement Volunteers (NIVs) and local residents to clean up the area.

Fly tipping issues were identified and cleared along with general litter picking being carried out. GCC's Street Clean Team attended to address the issues of overgrown weeds etc on the roads and pavements.

We are pleased to say that the area is looking so much cleaner, and we would like to thank everyone who participated on the day for their hard work.

Here are some before, during and after photos of the area.



Before



Before



During



During



After



During



After

TECHNICAL SERVICES

Electrical Safety

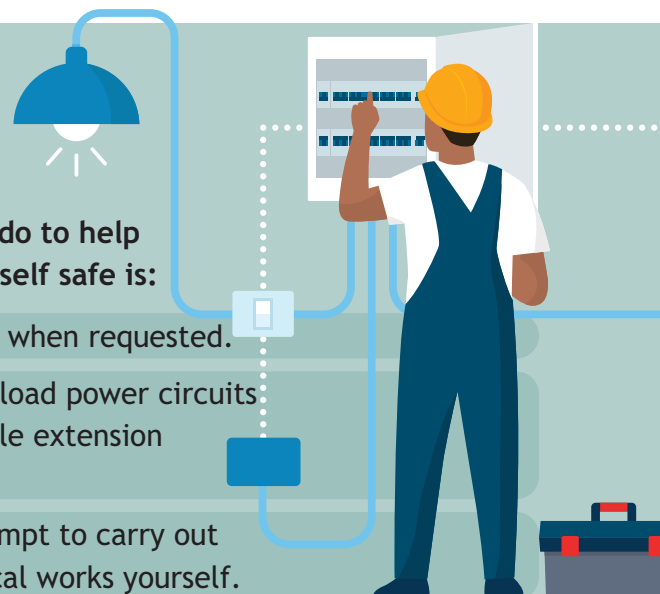
As your landlord we must arrange an electrical safety check every 5 years to keep your home safe.

The safety check is sometimes called an EICR and is carried out by a registered electrician. If during the check any repairs are required, we will arrange to have these done.

When you are due a check the office will contact you to make a suitable appointment, and the checks normally take under 2 hours to complete.

What you can do to help and keep yourself safe is:

- Give access when requested.
- Do not overload power circuits with multiple extension cables.
- Do not attempt to carry out any electrical works yourself.
- Switch off chargers etc. when not in use and check for overheating.



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
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 handrail.		3
Unsafe timber flooring or stair treads.		3
Mechanical extractor fan in internal kitchen or bathroom not working (where there is no window).		7

Did you know?

We know how valuable your time is - especially when juggling work, family, and everything else. That's why we offer in many cases to carry out repair inspections via WhatsApp or email.

You can simply email or WhatsApp in some photos or videos of the issue. When you report a repair that needs an inspection our staff will ask for an available day to visit, at this point you can say you would prefer to send in photos/videos. We will provide a WhatsApp number or email address. We also offer this service when we need to carry out post inspections of repairs carried out. When we call to arrange access, tell us if you would prefer to send in photos/videos.



Damp, Mould and Condensation

If you are experiencing any issues of damp, mould or condensation it is important that you report the issues to us. Please get in touch by contacting the office on 0141 881 0595 so we can help resolve the issue.

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 June 2025, we resolved a total of 8 complaints.

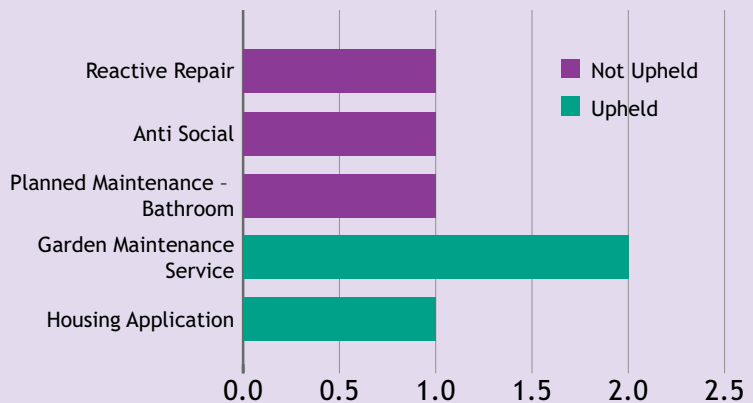
There were **6 frontline complaints** resolved during the period.

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

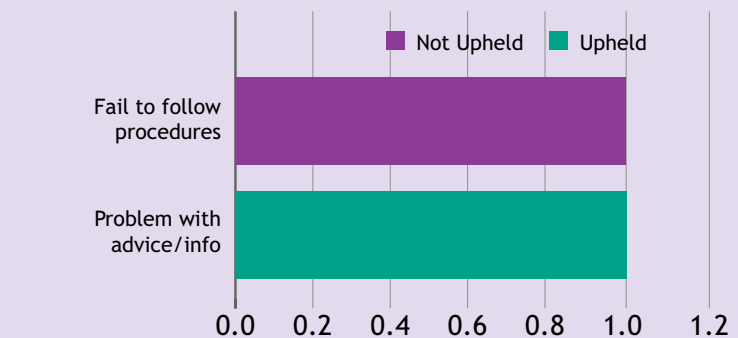
50% Three of these complaints were upheld.

Average Time to Resolve Stage 1 Complaints - 3.5 Working Days

Stage 1 Complaints - Reasons & Outcomes



Stage 2 Complaints - Reasons & Outcomes



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

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

50% One of these complaints was upheld.

Average Time to Resolve Stage 2 Complaints - 17.5 Working Days

The review of these complaints did not find a need for any policy changes, 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 have to provide this information to the Scottish Housing Regulator as part of the Annual Return of the Charter.

Category	Rosehill's Target	Outcome April - June 25
Emergency Repairs	4 hours	2.65 hours
Non Emergency Repairs	4 working days	6.36 working days
Right First Time	92.5%	97.72%
No. of times a gas safety check was not complete within 12 months of last check	0	0

In the first quarter of the current financial year, we met/bettered all our targets except for non-emergency repairs. The main reason for the slightly longer timescales was due to the high amount of storm repairs that had to be carried out.

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.

34 questionnaires were returned in the period April to June 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
- ✓ 94% of tenants rated the contractors' workmanship as either Excellent or Good
- ✓ 97% of tenants rated the contractors' manner and attitude as either Excellent or Good
- ✓ 97% 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.

Here are a few comments we received:

"Waited a few days to get it replaced."

"Very happy with the speed of repair from initial call to the engineer visit"

"Would welcome this plumber back again."

The winners of the prize draws were:

April 25 Johan & Lynda McPherson • May 25 Barbara & Elaine MacKenzie • June 25 Jacqueline Jamieson

UPDATES FROM THE INCOME MAXIMISATION TEAM

Universal Credit

The following benefits have ended or are ending:

- Income-related Employment and Support Allowance (ESA)
- Income Support
- Income-based Job Seeker's Allowance (JSA)
- Housing Benefit

If you are getting any of these benefits you may have received a Migration Notice letter. Your letter has a **deadline date**. To ensure that you receive financial support you must claim Universal Credit by your deadline date. Our experienced Income Maximisation Section can guide you through the process.

You should be aware that if you are currently getting housing benefit this will continue for two weeks after the "deadline date" on your letter. It is important to speak to a member of our Income Maximisation Team to discuss paying your rent.

Your first payment of Universal Credit is likely to be paid into your bank account - you need to make an arrangement to pay this to us to prevent your rent account falling into arrears.

You may also be subject to an "under occupation" charge if your house is too big for your needs. However, you will be entitled to Discretionary Housing Payment to cover this deduction. Our Income Maximisation Team can advise you if this affects your claim for housing costs and can help you to complete the form; it only takes ten minutes and can be done over the telephone.

To make a payment to your rent:

- you can telephone us on 0141 881 0595
- we can provide you with our bank details and your reference number to pay via bank transfer or direct debit
- we can order a rent card if you prefer.

Tenants who do not pay their rent are putting their tenancy at risk.



Supported by  Love Pollok 

Tech-Knowledge

Digital Help Drop-In

Do you need help with some digital issues? Want help understanding how to use your phone, laptop or tablet?

Come down to SWAMP and get one-to-one support with any of the issues you are facing

Every Tuesday Between 10am and 3pm

Contact Us or Just Drop-In

0141 882 3250
shaw@swampglasgow.co.uk
27 Brockburn Rd G53 5BG



SWAMP, 25-27 BROCKBURN RD, POLLOK, G53 5BG

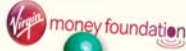
EMPLOYABILITY SUPPORT

WE OFFER SUPPORT WITH:

- CV'S AND COVER LETTERS
- JOB SEARCHES/APPLICATIONS
- LITERACY AND NUMERACY
- FUNDING FOR TRAINING
- VOLUNTEERING OPPORTUNITIES
- TRAVEL COSTS
- MOCK INTERVIEWS

FOR FURTHER INFORMATION CONTACT US ON: 0141 378 8541
heather@swampglasgow.co.uk




Supported by  

Tech-Knowledge

Greater Pollok Community Development Trust

Email and Starter Skills

Help to Access Benefits Online

Housing Services

Social Media

Safety Online

Accessing Digital Tools

Content Creation

Companies and Public Services

If you would like help developing your digital skills then pop into the community hub for a cuppa and a chat in a relaxed and friendly place. We are running weekly drop-in sessions for any digital help you need and will also be running courses for digital skills to help get you started or build on what you know

Contact Us

0141 882 3250
shaw@swampglasgow.co.uk
SWAMP, 27 Brockburn Rd, G53 5BG



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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