

We wish you a Merry Christmas...

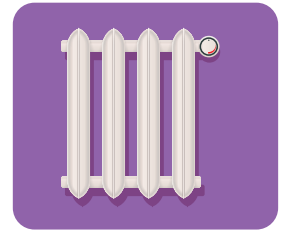
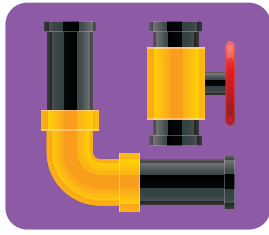


This year has been unusual and for many a very challenging year. Since March 23rd we have been unable to deliver services to you in the usual way. We have, even though the office has been closed, been delivering services either by telephone or by other communication methods. We hope that as soon as Government guidance allows we can open the office again. Initially this will be on an appointment only system but as soon as we are able to we will open the office fully.

Christmas is going to be very different this year. Unfortunately we are unable to deliver the annual pantomime or sponsor the over 60s Christmas party due to the restrictions on gatherings. However we hope to have both back for Christmas 2021.

Even though it will feel very different this year we hope you all have a safe, happy and healthy Christmas and a prosperous and more normal New Year.

From all the staff at Rosehill enjoy the festive season but please stay safe.



Planned and Cyclical Maintenance - the year Ahead

We continue to invest in our properties and this coming year we will deliver the works that were delayed due to Covid along with the works that were originally scheduled for this year's programme.

Replacement Radiators and Associated Pipework	Original Stock
External Doors	Lindens
Kitchens and Boilers	Rosehill Cottages Turnberryhill Darvel Street Craigbank 1A and 1B

Electrical testing of our properties along with the upgrading of the fire detection systems will continue throughout the stock. The painters are scheduled to be busy taking care of the external painterwork at the Original Stock, Johnsburn, Darvel Street and Craigbank 1C. The gutters at the Original Stock, Darvel Street and Househillwood will also be cleaned. If you are unsure of your development area, please speak to a member of staff.

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 200C and 450C. 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.



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 16th December 2020.

****IMPORTANT**** Only emergency repairs will be carried out from 16th December, throughout the Festive Period until our return on Wednesday 6th January 2021. (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 Thursday 24th December 2020 and 9.00am on Wednesday 6th January 2021 please report genuine emergency repairs only, using the usual number above.

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. The next batch of surveys will be commencing in early 2021 and you will receive formal notification from Rosehill that your property requires a survey. These survey visits should only take around 45 minutes to complete.

Rent first this Christmas...

We understand that since March, many of our tenants have experienced some sort of change in their financial circumstances as a result of the Covid 19 Pandemic. Our Income Team have been on hand to offer practical advice on ways to minimise the effect this has had on tenants' rent accounts.

Many arrangements have been agreed with tenants to ensure that they are able to pay their monthly rent charge and a regular amount to the arrears. If you are worried about your finances, please contact us as soon as possible.

We understand that it is a financially difficult time of year for everyone, however, rent needs to be the first priority this year.

We offer many different methods of payment. Rent is due by the 28th, and as indicated above we will accept payments made right up to the last day of the month. However, the last day of the month in December 2020 is Thursday 31st so please choose your method of payment wisely as some payment methods have to be set up in advance.

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 - If you wish to pay by direct debit, a member of the Income Maximisation Team will be happy to explain the procedure. All Direct Debits are set up online and this can be done over the phone. 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. Direct Debits requested now will be set up from January 2021 so you will still need to make December's rent payment by your current payment method.

Internet - visit - 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 for more information.

Phone - DIAL 0844 557 8321 - 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. 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.



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 to pay your rent this Christmas, please contact us immediately to see how we can help.



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
- McColl'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 Lavernside 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.

Update from Adam & Angela...

We hope that you and your families are well and keeping safe. Over the last few months we have been in the area inspecting the estates and making sure gardens and other areas are clean and tidy. We have also been monitoring the bulk that some tenants may have outside their properties. Overall the area is looking pretty 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 mentioned in our last newsletter that we were looking to assist our tenants with the removal of any large household items. For those of you who did get in touch with us we can confirm that our contractor Tivoli has now removed all reported items.

Closes Nitshill

Inspection of the closes has also recommenced and while most tenants do take their turn in cleaning the close, there are some who don't, please remember to take your turn as this is a condition of your Tenancy Agreement.

During our inspections, it was noted that bulk items, prams, bikes and scooters had been left outside the front door of some tenants, please note that due to fire safety regulations under no circumstances should there be any items stored on the landings/stairwell, this is also for your own safety. We have written to the tenants responsible advising that they have 24hrs to remove their items or Rosehill will do so and send the tenant an invoice for the cost.

We have a weekly bulk service in place for the tenements and ask that if you do have any bulk items you wish to dispose of then please take them to the back court and place at the side of the bin store where our contractor will remove for you, this is a free service.

Glasgow City Council Bulk Waste Collections restarted on 10th December 2020

Glasgow City Council has restarted its household bulky waste collection service from 10th December 2020.

The service is for main-door and flatted properties and will be by request only.

Residents should no longer place bulky waste out onto the streets or lanes as the Council will consider this to be fly tipping.

Requests for collection by the council can be made using the MyGlasgow app or online at www.glasgow.gov.uk/bulkywaste.

Residents will be issued a Collection Date and should only put bulky waste outside within their property boundary the day before collection. Alternatively, the council's Household Waste Recycling Centres are open 7 days a week or if items are in good condition, residents can also use Zero Waste Scotland's National Re-use Tool and donate items to charity.

At this time, the service does not extend to high rise or multi-storey properties - residents in these properties should continue to use their dedicated bulk chambers. For more information visit www.glasgow.gov.uk/bulkywaste



New Legislation for Universal Credit Claimants

From 16th November 2020, any claimant who receives two monthly wages, in the one Benefit Assessment Period (BAP), must contact DWP, ideally through their Universal Credit journal, or by telephoning their Work Coach or Case Manager, and ask to have their award "revised" to ensure only 1 month's salary is considered in that BAP. This does not include claimants who are paid weekly, fortnightly or 4-weekly.

What you need to do

Ideally, to ensure payment is amended quickly, you should notify DWP during the BAP or as soon as you are aware that this may happen. It is likely that you will need to do this when you receive two payments due to a bank holiday period or at Christmas, when employers may make an early payment. However, on some occasions, this may occur if your employer delays or brings forward your payment or even makes a simple mistake in their returns to HMRC.

How can we help?

Our Welfare Rights Adviser can assist you to complete a letter to the DWP with all the relevant details. If DWP make a decision against your request, Parmjit can help you to challenge this through the mandatory reconsideration and appeals process.

Self-Isolation Support Grant

People on low incomes will be eligible to receive a new £500 grant if asked to self-isolate. The new Self-Isolation Support Grant will help those who would lose income if they needed to self-isolate, such as those unable to carry out their work from home.

This grant is for those who will face financial hardship due to being asked to self-isolate and will be targeted at people who are in receipt of Universal Credit or legacy benefits, with some discretion to make awards to others in financial hardship. Applications opened from 12th October and will be delivered through the existing Scottish Welfare Fund, which is administered by local authorities.

The Scottish Government changed this grant in November to include people who have a child or children who need to isolate from school or nursery.

If you need further advice or help in making an application please contact us and we will be able to assist.

Warm Home Discount Scheme 2020-2021



Don't miss out!

You could get £140 off your electricity bill under the Warm Home Discount Scheme. The money is not paid to you - it's a one off discount on your electricity bill between September 2020 and March 2021.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electric.

Eligibility

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

1. You get the Guarantee Credit element of Pension credit - known as the 'core group' or
2. You are on low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'

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'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

How to apply

You'll receive a letter between October and December 2020 about how to get the discount if

you qualify. Your letter will also give you the date by which you need to contact the helpline to confirm your details.

Your electricity supplier will apply the discount to your bill by the end of March 2021.

(a) If you're on low income

- You may be able to apply directly to your electricity supplier for help if:
- Your energy supplier is part of the scheme or

(b) You are on low income or get certain means-tested benefits

To ensure that you receive the discount you'll need to stay with your current energy supplier until it's paid.

When it's available

The scheme is open and applications for 2020 runs until the end of March 2021.

For further information you can contact Warm Home Discount Team, the Freephone number is 0800 731 0214. They are open Monday to Friday 8:30am to 4:30pm.

You can also speak to Parmjit, our Welfare Benefit Advisor for information.

You can reach Parmjit on 07375 540507 or by email to admin@rosehillhousing.co.uk.

New government website to find help if you are struggling because of coronavirus (COVID-19)

The UK government has launched a GOV.UK online service to find out what help you can get if you are affected by coronavirus. You can use it for yourself or someone else.

You can find information about:

- feeling unsafe
- paying bills
- unemployment
- getting food
- having somewhere to live
- mental health and wellbeing

Please visit <https://www.gov.uk/find-coronavirussupport.gov.uk> for further information.

Scottish Child Payment

Scottish Child Payment is a new benefit introduced by the Scottish Government to tackle child poverty. It is for low income families already in receipt of qualifying benefits. Scottish Child Payment will be available to families with children under six years of age only.



Scottish Child Payment is open for applications from November 2020, with first payments being made from the end of February 2021. Low-income families with a child under six will be able to apply for £10 per child, per week - equivalent to £520 per year. There are no limits on the number of eligible children supported by Scottish Child Payment.

Who qualifies

To get Scottish child payment, you must:

- normally live in Scotland
- be getting a qualifying benefit i.e.
 - *universal credit*
 - *child tax credit*
 - *working tax credit*
 - *income support*
 - *pension credit*
 - *income-based jobseeker's allowance*
 - *income-related employment and support allowance*
 - *Any amount of qualifying benefit payable will be sufficient to qualify, regardless of other income or earnings, and if benefit has been reduced due to sanctions or deductions.*
- be responsible for a child under 6



How to apply

Before applying, you'll need:

- the dates of birth of any children you have
- your partner's details, if you have a partner
- your bank details, if you have an account

Apply online

You can apply online at mygov.scot and it only takes 10 to 15 minutes.

You can send your application by post, or call Social Security Scotland if any of the following apply:

- you do not have a permanent address
- you do not have a bank account and have agreed a way for the Department for Work and Pensions (DWP) to pay you



Apply by phone

Call Social Security Scotland free on 0800 182 2222 to make your application over the phone. The opening times are Monday to Friday 8am to 6pm.

Apply by post

You can apply by post by downloading application form from mygov.scot



If you need more information you can contact our Welfare Benefit Advisor on
0141 881 0595

TenantNet is coming...

Early in the New Year a new interactive web page is being launched by Rosehill. This is called TenantNet.

This web platform will enable tenants and customers of Rosehill to interact with each other and us in a more informal and fun way. This webpage will give you details of upcoming community activities, not just Rosehill's but in the whole area. There will be polls, quizzes and videos available. Each tenant will receive either a text or an email inviting you to join the platform. If we don't have your up

to date contact details please contact the office and we can update the details for you.

Everyone is encouraged to join the platform and join in the fun.



Looking after your mental health this Christmas

The current pandemic is affecting many peoples mental health. This may become worse over the festive period with restrictions put on the way we normally celebrate Christmas. The Scottish governments “clear your head” campaign highlights practical things you can do to look after your mental health and wellbeing while continuing to stay at home.

Visit www.clearyourhead.scot for tips resources and support.

If you need to talk someone about your mental health you can contact:

NHS 24 on **111**. Monday to Sunday 6pm to 2am.

Breathing Space on **0800 83 85 87**. *Weekdays* Monday to Thursday 6pm - 2am.

Weekends Friday 6pm - Monday 6am.

Samaritans on **116 123**. Free from any phone. Open 24 hours a day 365 days a year.



Hi kids!

Complete our fun activities, then send your page into our office for the chance to win a prize!

How many of each?

- =
- =
- =
- =
- =
- =

Spot the 7 differences between our 2 pictures

Christmas Maze

Can you help the penguins find their way to the tree and gifts?

Name:

Telephone: Age:

Address:





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 Co-operative 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 05953

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