

*Public
Holidays*

The Office will be closed on
Friday 16th July and Monday 19th July 2021
Please report emergency repairs on 0800 595 595

**AGM
DATE
TBC**

Repairs and Maintenance

On the 11th May 2021, The Scottish Government lifted restrictions to allow Ruchazie to provide a full maintenance and repairs service. We are currently working through the repairs report over the lockdown period. Contractors should be adhering to safety working practices to prevent any cross infection of Covid-19 through the use of social distancing, PPE and other standard measures. The Planned Maintenance boiler replacements are now complete at Claypotts

Road (Phase2) The kitchen and boiler replacement contract has resumed at Phase 3A and works should begin in July.

We are now looking at the project work that was planned to start in our 2021/22 budget and will keep residents advised when the work is due to go on site. If you have any repairs to be carried out and you haven't yet reported this, please contact the office on 0141 774 4433.

Planned & cyclical maintenance 2021/2022

We run a programme of planned and cyclical works to make sure that our buildings stay in good repair and condition. The following planned and cyclical maintenance is detailed below:

28 Kitchen replacements Phase 3A/B	4-30 Claypotts Road-11 properties 19-31 Balcomie Street-12 properties 47-49 Elibank Street-5 properties
25 Boiler renewals Phase 3A	62-70 Avondale Street-5 properties 4-30 Claypotts Road- 12 properties 19-29 Balcomie Street-8 properties
21 Kitchen replacements Phase 3B	21 properties to be confirmed
Controlled entry door replacements Phase 1	4, 10 & 16 Avondale Street
Internal & external close decoration Phase 1	4, 10 & 16 Avondale Street
Periodic electrical inspections	Phase 2
Gutter cleaning	Phase 1 & Phase 4

Alterations and Improvements

Tenants should always contact the Association requesting an application form for any alterations and improvements that they are thinking of carrying out. The Association will not refuse permission in most cases, but tenants should refrain from doing anything until they have permission from the Association in writing.

Policy Review

The Management Committee have a Policy Review timetable which involves reviewing all of our policies. Some of these policies affect our service delivery and therefore your view is important. When reviewing policies we will highlight this on our website and in our newsletters. We are currently reviewing the following policies and would welcome your feedback.

- Customer Service/Standards Policy
- Equality and Diversity Policy

One of the ways we consult tenants on Policy is via our 'Armchair Policy Group' – we send you a copy of the policy, invite you to contact for any further information and ask you to complete the feedback form'. This suits tenants who would like to be involved but are more comfortable doing it this way. If you would like to be part of this group, please get in touch.

Internal Audit

An Internal Auditor supports the effective management of the Association.

Internal audits will highlight any incorrect processes that are followed and help to identify areas for improvement in processes and guides management to make sure the correct resources are in place to benefit the organisation.

We have a three year audit plan and in the last year to March 2021 3 audits were carried out in Governance, Finance and Allocations. The Audit & Risk Committee review these reports thoroughly and provide information where recommendations are made. All 3 audits were returned with substantial assurance for design and operation.

Complaints and Compliments

We take any comments and feedback seriously and welcome your views good or bad. When we receive a complaint we will try to resolve it as soon as possible. Most complaints are dealt with within 5 days of reporting.

Complaints 2020 – 2021

ASB Category A	1
ASB Category B	4
ASB Category C	25
SPSO 1	4

Compliments 2020 – 2021

"We were amazed to see the generous amount donated by cash for kids and with the other donations you guys have been able to provide to us throughout the pandemic".

"If it wasn't for our housing association I'd have had no help at all, Your help has went along way for us"

"Jenni was very patient with me regarding my recent repairs and co-ordinated the job very well"

" Very happy with the workmen that installed my boiler, very little mess and you can really notice the difference in the heat"



Ruchazie Pantry

Since opening its doors in September 2020, The Pantry has secured over 1500 memberships. In return for a £2.50 fee members are offered access to a range of supermarket brands at significantly discounted prices, you can receive between £10-£15 worth of food depending on what you pick and what is in that day. The products are separated into 5 food categories so that everyone is receiving a fair and balanced shop and to make the most of the ingredients that you can buy from the Pantry. Please visit the Facebook page @RuchaziePantry for further information and updates.

Monday:	16:00 - 20:00
Tuesday:	CLOSED
Wednesday:	09:30 - 12:30, 13:30 - 16:30
Thursday:	09:30 - 12:30, 13:30 - 16:30
Friday:	09:30 - 12:30, 13:30 - 16:30
Saturday:	09:30 - 13:00
Sunday:	CLOSED



GGCU Credit Union – Ruchazie Office

- Are you a member of the GG Credit Union Limited?
- The Ruchazie office is based at Gartloch Road (beside the one o one)

What is a Credit Union?

A Credit Union is a financial co-operative owned and managed by the members. Anyone wanting to use the services must join the GGCU Credit Union and therefore become a member. The aim is to encourage saving, offer free financial advice to our members and promote sensible borrowing with low interest loans.

On becoming a member of Greater Govan Credit Union you are agreeing to save at regular intervals i.e. weekly, fortnightly, four weekly or monthly. You can save as little or as much as you like, your savings are called Shares and each share is worth £1. All member's savings are pooled

together in the one big pot and from this we provide Low Cost Loans to members, who pay back into the pot to allow other members to borrow, and so on. GGCU is a Not For Profit Organisation which means that any money left, after all the running costs are met, is paid back to the members in the form of a Dividend. A dividend would be expressed as a % of your Shares and would normally be declared by the Board of Directors on the advice of the independent accountant who must annually audit the accounts of the credit union.

How do I join GGCU Credit Union?

For more information about membership please visit www.ggcu.co.uk or pop into the office on the days listed below.

Tuesday	9.30am - 1pm & 1.45pm - 3.45pm
Friday	9.30am - 12.30pm & 1pm - 2.15pm

Financial Worries

We recognise that we are in a period of great uncertainty and many of our tenants may be struggling with lost income. The GEMAP money advice service is still available via telephone appointments for anyone who requires support to claim benefits during these times. Please contact us to request an appointment. If you are worried about paying your rent, maintaining repayment arrangements or have any financial difficulties, we urge you to get in touch as soon as possible on 0141 774 4433 or email fiona@ruchazieha.co.uk. We are here to help and you should not hesitate to contact us.



Estate Management Services

Total Homes Co-operative have been maintaining all of the Associations open spaces, common backcourt areas, play parks and gardens currently on our ground maintenance list. We recently carried out a satisfaction survey and the results of this have been fed back to Total Homes and we will continue to monitor the service closely.

If you would like your garden to be maintained at a cost payable by you, please visit total homes website for more information or contact them directly

<https://www.total-homes.com/mail/contact.php>



BIKE STATION



- Do you have a bike lonely in the shed?
- Can it be repaired and brought back to use?
- Do you need to use the bike to get to work or could it help you find work?

The Urban Fox programme will provide a repair service at a pop-up Bike Station. The team of qualified gold and silver level Velotech mechanics carry out all works on site and have aim to have all works carried out the same day. This has proven to be a huge success in other parts of Glasgow and we look forward to welcoming the team to Ruchazie over the summer.

The team will be in Ruchazie Church Car Park on the following dates and times.

- Thursday 15th July 12pm – 4pm
- Thursday 22nd July 12pm – 4pm
- Thursday 5th August 12 – 4pm
- Thursday 12th August 12 – 4pm

Steven and the team will be available to make minor repairs to bikes (punctures, chains etc). All sizes, types of bikes are welcome! if your bike needs a more complex repair, they will let you know the cost and here at RHA we might be able to meet that cost for you!

TENANT SCRUTINY PANEL



Due to Covid restriction we had to hold off on meetings of the panel who last year reviewed our Letting Standards. We hope that we will be able to meet again after the summer to review our Customer Services Standards. If you are interested in our work and would like to review our proposed standards, please get in touch with Janice. Thanks to those who already participated in last years reviews.

TENANT ENGAGEMENT

Are you interested in being a member of a Tenants and Residents Association (TRO)?

Scottish Law requires landlords to engage with tenants and other customers in delivering services and the Scottish Housing Charter has a clear focus on engaging with tenants. Tenant engagement is high on the agenda of The Scottish Housing Regulator and we would urge tenants to get involved.

Training and support is available and also provides tenants with opportunities for self-development. Ruchazie HA is supported by Tenant Participation Advisory Service (TPAS) who also provide advice and support to tenants. Funding is made available from our Community Budget to support events, training and communications.

If you are interested in being part of a TRO please get in touch with Janice who can provide further information.



Get involved

Are you interested in the work of the Association?

Become a member-

membership is open to all tenants, it costs a £1, and the form is enclosed or on our website.

As a member, you can attend our AGM and vote on important matters.



Committee member

– as part of our committee, you will have a role in planning the direction of the Association making decisions about budgets, rents and planned maintenance.



Tenant Panel –

as a member of our tenant panel, you will meet with others to discuss and shape our policies and services. Requests to meet will be no more than 4 times a year. We hope to meet in person soon, in the meantime we meet remotely by zoom.



Volunteer to support the community –

this last year has been a challenge for us all. The tenants at Ruchazie have stepped up to support neighbours in a number of ways, and we as a community need to harness this.

If you want to know about volunteer opportunities, contact Janice or Tina Blakely at the Ruchazie Pantry.



If you are interested in any of these opportunities, get in touch with Janice who will be able to give you further information and have a chat. janice@ruchazieha.co.uk



COMMUNITY

RHA recently provided support to a small group of local children who organised a football match, providing bibs, goalie gloves, whistles, drinks and snacks.

On Sunday 6th June two local teams played a friendly match at Avenue End. Aaron Rigley and Robert Rudden organised the event and were supported by parents and friends to ensure fair play.

The games was won by Visixn who beat the All Star Team 8-3, and a player from both sides received a football

as their award for best player.

The teams were delighted that the community turned up to support the event and look forward to a similar event next year, perhaps a local tournament?

All items provided will be available to any groups who wish to undertake such an event in the future.

EHRA GOOD NEIGHBOUR AWARD

This year EHRA would like to present Good Neighbour Awards to honour those living in the Greater Easterhouse area who have made a difference in their community during the COVID-19 pandemic. Do you know someone who has gone above and beyond for the community? Whether they have provided care and support for others, are always on hand when needed or have simply been

a friendly face around the area, you can nominate them for a Good Neighbour Award. This is your chance to say thank you and reward your Good Neighbour! The winner will be presented with a £50 gift card. To nominate a neighbour, please share a short story about what this person has done to make a difference.

What is your Good Neighbour's name and contact details (if you have them)?

Tell us why you are nominating this person and what they have done to improve the community since the COVID-19 outbreak? The closing date for nominations will be Friday 13th August 2021



Contact Details

It is more important than ever that we have your up to date contact details as we are using our text service to promote any funding or services which are available during these difficult times. If you are unsure if we have your most recent contact details you can email us at administrator@ruchazieha.co.uk or telephone 0141 774 4433 to check. Please ensure you advise us of any changes to your contact details.

AND FINALLY

As we all begin to emerge from lockdowns and restrictions in place over the last 18 months we would like to thank our tenants for their patience and understanding. Working at home has been challenging for our staff, however being available to you by telephone and email meant we were able to maintain contact and provide help and support when needed, and we know this is appreciated by all our tenants.

Working from home will be the default position for quite some time and our office will remain closed unless we ask you to come in for an appointment. Please continue to contact us by telephone or email and look at website and social media pages for updates. We will also text you with any important information.

USEFUL CONTACTS

Emergency Repairs (Including gas central heating)	0800 595 595
Police (Emergency)	999
Police Scotland	101
Noise Team	0141 287 1060
Dog Fouling	0300 343 7027
Graffiti Removal	0300 343 7027
Abandoned cars	0141 276 0859
Bulk uplift	0141 287 9700
Water Mains leaks or bursts	0845 600 8855
Roads and Lighting faults	0845 37 36 35
Pest Control	0800 595 595
Housing Benefit	0141 287 5050
CCTV operators	0141 287 9999

This document, and any others produced by Ruchazie Housing Association are available in a variety of alternative formats. We can provide documents in a larger print, on audio tape or in a variety of community languages. If you require this or any other documents in another format, please contact us on 0141 774 4433 or pop in to our office.