

Staff Changes

It's a sad time at Ruchazie HA at the minute with staff changes.

Sheree Colclough left the organisation on the 28th March to take up a new post with another Glasgow based housing association. Sheree has been the go to person for repairs and maintenance since 2010 with only a brief spell away on maternity leave in 2016.



We wish Sheree all the best in her new role.

Fiona is leaving to take up a new role with a housing association in the south side of Glasgow.

Fiona who has worked at the Association since 1996, is well known having spent all of her childhood in Ruchazie before joining us. She will be missed by staff, tenants and Committee and we all wish her well in her new adventures to the south side!



SPRING HOLIDAYS

Our office will be closed on the following days. Any emergency repairs can be reported to our contractor City Building on 0800 595 595

Friday 15th April – Good Friday

Monday 18th April – Easter Monday

Monday 2nd May – May Day Bank holiday

Thursday and Friday 2nd and 3rd June
Spring Bank holiday (coincides with Queens Platinum Jubilee)



COVID RECOVERY –

a message from the Chairperson

As we emerge from the Covid pandemic, I would like to tell you about the support that has been provided to our tenants over the last 2 years.

These have been unprecedented times and the staff at the Association have been affected the same as others. From being able to set up working from home very quickly meaning there was no gap in the service we provided to securing funding from many sources to provide financial support to our tenants.

Aside from the Lottery Funding to support the establishment of The Ruchazie Pantry, which I am delighted to report has been very successful and is a welcome addition to the Ruchazie and greater Easterhouse area, the Association staff have been successful in being awarded over £138,000 in funding.

Supported by Glasgow West of Scotland Forum and Scottish Federation of Housing Associations, tenants have benefited from financial support to help with additional costs as a result of the pandemic and rising energy prices. In the two years from March 2020 to March 2022, I am delighted that the following funding received has been distributed amongst our tenants and other partners as set out below. Financial support to help with energy costs is available to all of our tenants regardless of their financial position, so if you think you may have missed out in any of the support provided, get in touch with Fiona or Janice who may be able to help you.

Hugh Holland

Chairperson

Funding from	Amount of funding	Used for
Lottery Fund	£100,000	Supporting the establishment of The Ruchazie Pantry.
Scottish Government Community Fund – supported by the Glasgow west of Scotland Forum	£46,000	Supported food provision for The Pantry and food distribution from Ruchazie Parish Church and Fare in March- June 2020.
Scottish Government Community Fund – supported by Scottish Federation of Housing Associations	£27,000	Financial payments to support tenants with increased energy costs. (up to 5 payments of £40 each payment)
Glasgow City Council – addressing future needs	£5000	Support to primary schools providing 8 iPads for home schooling.
Cash for Kids	£43,490	Provision of 75 energy saving pressure pots
EHRA	£1,000	Activity packs for children
		Afternoon Teas for our older tenants
		Payments to 170 children to support living costs of up to £195 per child.

Electrical safety

Electrical safety in the home is very important to ensure that you are not at risk from electric shock or fire

You can take some simple steps to ensure that your home is safe by carrying out some basic checks:

- If you think any of your sockets are faulty or overheating, contact us immediately and we will arrange to have these checked and repaired
- Never attempt any electrical alterations yourself, get expert advice
- Do not overload electrical outlets by using adaptors or multi-plugs, if you require extra socket outlets, contact us and we will have this assessed by one of our maintenance team
- Never take any electrical appliances or leads into the bathroom
- Regularly check any flexible cables for appliances for wear and discard any that are frayed or split
- Never run flexible cable leads or extensions under carpets
- If you have young children use safety covers on sockets which are not in use

- If you are using a trailing lead for use outside your home, for grass cutting etc., always ensure that you use a socket equipped with a residual current breaker, if you are not sure ask us to visit and we will advise you

Remember we are available 24/7 in the event of an emergency and you can call our contractor at City Building on 0800 595 595.



Right to Repair

Under Housing (Scotland) Act 2001 Scottish Secure and Short Scottish Secure Tenants have the right to small urgent repairs carried out by their landlord within a given timescale. If the repair is not carried out within timescale you have the right to contact us to ask for an alternative contractor.

If the repair is not completed within timescale you may be entitled to compensation.

List of qualifying repairs:

1 Day

- Blocked flue
- Blocked or leaking foul drains, soil stacks or toilet pans where no other toilet in the house
- Blocked sink, bath or drain
- Loss of electric power

- Partial loss of electric power
- Insecure external window door or lock
- Unsafe access to path or step
- Significant leaks or flooding from water or heating pipes, tanks, cisterns
- Loss or partial loss of gas supply
- Toilet not flushing where there is no other toilet in the house
- Unsafe power or lighting socket or electrical fitting
- Loss of water supply

3 Days

- Partial loss of water supply

- Loose or detached banister or handrail
- Unsafe timber or stair treads

7 Days

- Mechanical extractor fan in internal kitchen or bathroom not working



Engagement Plan



Scottish Housing
Regulator

Each year the regulator sets out its engagement plans for landlords. This outlines how the regulator will engage with landlords in relation to their business including governance, finance and tenant safety.

Engagement plans set out:

- why we are working with a landlord
- what it needs to do
- what it needs to send to us

- what we will do
- its regulatory status (for registered social landlords).

Our engagement plan can be found on our website and on the regulators website at

<https://www.housingregulator.gov.scot/landlord-performance/landlords/ruchazie-housing-association-ltd>

Intervention at Ruchazie HA

The Scottish Housing Regulator published its report on the outcome of its statutory intervention at Ruchazie Housing Association in December 2021.

The report sets out why the Regulator intervened and the action it took to safeguard the interests of tenants and service users.

The Regulator began to engage with the Association in 2017 following concerns about Ruchazie's handling of the departure senior staff. During this engagement the Regulator identified a number of serious failures in governance and financial management.

The Regulator used its statutory powers to appoint a manager and four members to the Association's governing body in March 2018.

The Regulator ended its intervention in September 2020 after Ruchazie delivered substantial improvements to its governance and financial management.

Ian Brennan, Director of Regulation at the Regulator said:

"We are grateful to the statutory appointees for their support and commitment to help Ruchazie address the issues that led to intervention. Ruchazie worked hard to make the necessary improvements and completed its programme of improvements despite the challenges of the pandemic. Ruchazie put in place a strong

governance and financial management framework and is focussed on delivering good outcomes for its tenants and service users.

Speaking about the intervention Hugh Holland, Chairperson of Ruchazie, said "Everyone associated with Ruchazie Housing Association has worked tirelessly over the last three years to secure the future of the Association, whilst maintaining high standards of services to our tenants. The support of Paul Rydquist, appointed statutory manager and appointees to the committee has been invaluable in making real and lasting improvements in governance, performance and financial viability"

The Management Committee and staff team continue to be committed to delivering excellent services and demonstrating good governance to our tenants and customers, and this has been evident throughout the last 18 months which have been challenging for all our colleagues in the social housing sector."

A copy of this report can be found on our website and at the SHR website.

www.ruchazieha.co.uk

<https://www.housingregulator.gov.scot/about-us/news/housing-regulator-highlights-positive-outcome-of-its-statutory-intervention-at-ruchazie-housing-association>



Census 2022

The Census took place in March 2022, with 20 March as the intended day to complete, however you can complete anytime. If you haven't done so, please do. This helps decision making for services needed in each area.

Visit the website to find out more.

<https://www.scotlandscensus.gov.uk/taking-part-in-the-2022-census/scotland-s-census-2022/>

Dog Fouling – Anti Social

We would like to remind all dog owners that allowing your dog to foul without disposing of it

appropriately is against the law - Dog Fouling (Scotland) Act 2003, and in breach of your tenancy conditions. This also applies to anyone visiting your property.

You can be fined by Glasgow City Council or taken to court if you refuse to pay this fine, and maybe required to.

If you do not dispose of this type of waste in the correct way and are caught, you could receive a fixed penalty notice of £80 issued under the Dog Fouling (Scotland) Act 2003.

The penalty increases to £100 if not paid within 28 days.

We All Have A Duty To Be Responsible Dog Owners

If you witness anyone failing to comply with these requirements, please contact Fiona at the office for a confidential discussion so we can take positive action



to stop this type of behaviour. Alternatively, you can report incidents directly to:

Let us know or report on the My Glasgow App, which can be downloaded to your phone or tablet.

MYGLASGOW

BULK WASTE

There has been an increase in bulk waste across the estate, and we know that our tenants are not always responsible, however we all must play our part in stopping this behaviour.



As you will know Glasgow City Council removed the free service in the last year, and as of 1st April will now charge £5 per item to remove bulk items. This is less than suggested costs and we believe to be a fair charge.

Last year we asked if tenants would like such a service and how much this would cost to you. In a poll, most tenants did not want the additional cost to be included in their rent. Therefore a service was not introduced.

If you have bulk items for uplift you can

- Take it to the amenity site yourself, details of Queenslie can be found here. <https://www.glasgow.gov.uk/index.aspx?articleid=17040>
- Ask for an uplift from Glasgow City Council, using the Glasgow App
- Request a service from us, where we will make a charge and ask for payment up front. The charge will depend on the number of items being collected.



If we obtain evidence of fly tipping we will report it and we will charge for the removal.

If you see anyone fly tipping in the area, let us know or report to Glasgow City Council via the council app. If you see a vehicle being used you can also report this to the police.

We all take pride in our area and spend money to keep our area, open spaces and gardens clean and tidy. Let's not let the fly-tippers spoil our area.

RENT INCREASE 2022-2023

The Management Committee met on the 27th January and discussed proposals and responses in full. In making their decision the Committee took into account the challenges facing tenants in relation to household costs. The Committee must also safeguard the Association's finances (your money) and continue to meet its obligations to invest in your home and as a result of this discussion a **rent increase of 3.5% was approved.**

Ruchazie Housing Association carried out a rent consultation exercise from 17th December 2021 until 20th January 2022. We sent out information regarding the

proposed rent increase and gave you the opportunity to attend a face to face meeting, complete the consultation questionnaire by paper or electronically via survey monkey. We would like to thank tenants for taking the time to participate. We received 71 responses to our consultation and details of the outcome can be found at the bottom of this letter.

The Association have notified Glasgow City Council Revenue and Benefits of the increased rent. If you are in receipt of Housing Benefit you will have received an award letter from them advising you of how much your benefit will be on a weekly basis.

Tenants receiving Universal Credit will need to report the change to their Housing Costs on or after the date of the change by way of reporting via the Universal Credit portal which will be added to your account early April. You will receive separate instructions how to do this.

If you are experiencing difficulties paying your rent, you should contact the office. By contacting us we can review your circumstances, provide you with advice and assistance and refer you to our GEMAP services if required. Get in touch if you need any further information or support. We are here to help you.

COLOURING FUN!



Return your coloured in picture to the office by Friday 29th April 2022 to be entered in to our draw to win a surprise gift!

Name _____

Address _____

Phone _____ Age _____

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.

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.

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.

Volunteer to support the community – this last year has been a challenge for us all. The tenants have 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



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.