

Clap for our NHS Heroes and Frontline Workers!

As many of you will be aware Ruchazie Housing Association tenants work in a variety of jobs across the city.

We have Nurses, Auxiliaries, Hospital Technicians, Nursing Home Carers, Home Carers, Lorry Drivers, Postal Workers, Retail Workers & Community based Volunteers. The list is endless!!

We would like to offer our heartfelt gratitude to each and everyone of our tenants who are working at this time. We appreciate you all!!!

So Every Thursday – Show your appreciation and clap a little louder for your Neighbours and Your Community!

Tenant Panel

We recently held our first Tenancy Scrutiny Panel Meeting. The panel discussed the Repairs and Maintenance Policy and provided valuable feedback.

The panel will meet quarterly and be consulted over new policies and review existing policies.

MAY HOLIDAYS

- Friday 8th May
- Friday 22nd May and Monday 25th May



CORONAVIRUS – SERVICE UPDATE

As you will all know the outbreak of Coronavirus (COVID -19) has caused some disruption to services and our office is closed. Our staff are working remotely. Please be assured that staff will continue to deliver the best service possible in these uncertain times. You can contact us by telephone on 0141 774 4433 and by email administator@ruchazieha.co.uk.

Protect yourself and others, follow the guidelines issued by Governments:

- Stay at home
- Only go outside for essential food, health and work reasons
- Stay 6 feet(2 metres) away from other people
- wash your hands regularly
- always wash your hands as soon as you get home

The message is a simple one :



Further information can be found here: www.gov.scot/coronavirus-covid-19



Service information

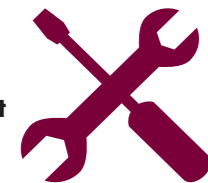
REPAIRS

– our contractors are operating but only attending emergencies, for example:

- no toilet facilities
- No wash facilities
- Full central heating breakdowns
- Structural damage
- And repairs where there are serious concerns about a tenants or occupants wellbeing/welfare

You can still report routine repairs, however these will be logged and prioritised once normal services resume.

Any planned and cyclical maintenance agreed for this year is suspended until further notice.



RENT PAYMENTS

– can still be made:

- Via ALLPAY online
- At the post office or other paypoint outlets
- Standing order
- ALLPAY app on your phone
- Bank transfer

If you have any concerns about your payments please contact Fiona immediately either by telephone on 0141 774 4433 or by email fiona@ruchazieha.co.uk.



GLASGOW CITY COUNCIL

- you can get up to date information on council services on their website at www.glasgow.gov.uk/coronavirus

BULK UPLIFT is suspended, do not leave any bulk items out for collection. Please leave any items in your own garden or back court and remain mindful of any fire risk.

There is no change to the green/blue recycling bin uplift. If any of your family have COVID 19 symptoms, please double bag your waste.



Ground Maintenance/ Assisted Garden Maintenance

Our contractor has been on site week of the 13th April and on inspection all work has been carried out as arranged. If you see anything you think may have been missed please get in touch.

Health & Well being

Right now it may be harder to do the things you usually do to keep us well, but there are things you can do to look after your mental wellbeing during this time.

This is an unprecedented scenario, and it is okay to feel stressed or anxious. This is entirely normal, and it is highly likely that many of your family and friends will be feeling the same way.

Remember this is a temporary situation and for most of us any difficulties will pass.

The website below provides a lot of information on health and well being during this time of uncertainty

<https://www.samh.org.uk/about-mental-health/self-help-and-wellbeing/coronavirus-information-hub/mental-wellbeing-and-coronavirus>

Bloomin' Ruchazie!



We may be living through a time of national crisis, but for Ruchazie's gardeners there is at least a tiny sliver of a silver lining: social distancing has coincided with the busiest time of the year for gardening, what better a time to keep your garden in tip top shape, freshly cut grass and clean and litter free surroundings.

If you have an outside space - however large or small - then forget about the world's troubles, pull on your gardening gloves and get out there. Gardening will lower your stress levels, give you some exercise, help you top up your vitamin D and make your surroundings more beautiful - and you can do it all in glorious isolation. You may even be one of our lucky Blooming Ruchazie garden competition winners this year-Go on, what you waiting for!

Our ground maintenance contractor Clydevalley landscaping are still working hard to keep the estate clean and tidy during these unprecedented times.

DWP Specific Information about Coronavirus (COVID-19) and Claiming Benefits

Changes to Jobcentre Appointments

People receiving benefits do not have to attend jobcentre appointments for three months, starting from Thursday 19 March 2020.

People will continue to receive their benefits as normal, but all requirements to attend the jobcentre in person are suspended.

People can still make applications for benefits online if they are eligible.

Applying for a Managed Payment to Landlord

Information and guidance on how to apply for a Managed Payment to Landlord can be found on [GOV.UK](https://www.gov.uk)

General Information about Coronavirus (COVID-19)

Generic information about Coronavirus (COVID-19) can be found on [GOV.UK](https://www.gov.uk). Please check the website regularly for any updates.

Setting up email alerts

Email alerts are a really good way to receive Universal Credit (UC) information that has been updated on [GOV.UK](https://www.gov.uk).

Sign up for email alerts and add your email address and decide how often you would like to receive the alerts.

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

Universal Credit

You should not attend the jobcentre unless directed to do so for an exceptional purpose.



If you are an existing Universal Credit claimant you will be paid as normal, you do not need to contact us. The online service is working as normal and everything you need should be available in your account.

Although staff are working on Universal Credit telephone lines as normal, they are exceptionally busy. You do not need to call unless you are not able to use your online account. It is important that telephone lines are available for the most vulnerable customers, using your online account as much as possible will help protect this service.

If you're already claiming Universal Credit and think you may have been affected by coronavirus, please contact your work coach as soon as possible, **using your online journal**

Useful Numbers:

UC telephone: 0800 328 9344
Helpline: 0800 328 5644

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.