

Rent increase



Thank you to everyone who returned the consultation information on our proposed rent increase. At Ruchazie we are committed to providing good quality homes with affordable rents. This year your Management Committee agreed on a 2% increase. This will allow us to maintain our quality service and make improvements to our homes as required. We have written to all our tenants to advise of your new rent charge which is payable from the 28th March.

If you have any concerns about your rent account or your ability to pay please contact Fiona Jolly at the office who will be able to provide advice and assistance.

All tenants who returned their consultation forms were entered into a draw for a shopping voucher and the lucky winner was Bozena Pinkas - Congratulations!!

Spring Holidays

The office will be closed on the following days:

- Good Friday – Friday 30th March
- Easter Monday – Monday 2nd April
- Spring Bank Holiday – Monday 7th May
- May Bank Holiday – Friday 25th May and Monday 28th May

All emergency repairs can be reported on 0800 595 595.

All other repairs can be reported during our normal opening hours.

ehra Bus Tour 2018

Easterhouse Housing and Regeneration Alliance



On Friday 9 March 2018, EHRA welcomed the Chairperson and Board members from the Scottish Housing Regulator, Chief Executive and Board members of SFHA and Councillor McLean from Glasgow City Council to a tour of Greater Easterhouse.

EHRA Committee members provided information on the history of Greater Easterhouse and EHRA and explained the role of the community in the delivery of the regeneration of the area.

Closing date for all Easter Competitions Thursday 29th March!



The EHRA tour visited all eight organisations in Greater Easterhouse and the areas regenerated by the private sector.

EHRA members explained the partnership approach that EHRA promotes, including joint training, sharing services, organising Hustings, appointment of consultants and support for staff and committee.

Fly Tipping

Glasgow City Council can impose fines if you are caught illegally dumping rubbish. Fines can range from £80 to £2500.

Dumped rubbish is unsightly and can lead to other environmental issues. Please help keep Ruchazie clean and report any fly-tipping. You can also take steps to get rid of any rubbish, bulk or household items, using the Glasgow City Council app – my Glasgow, which can be used on your phone, tablet or pc. Other ways to contact the Environmental Task Force are

Telephone 0300 343 7027
 Follow on Twitter @theenvtaskforce
 Facebook ENVtaskforce



MYGLASGOW

Common areas and loft spaces...

Many of our tenants have a loft area or roof space in their home. We would like to remind all tenants that this should not be used for storage.



There are times when contractors need access and this area should be clear. If you use this area to store old furniture, clothing and other household items we would advise that you consider having this area cleared and source other means of storage.

In the past, tenants have given up their property and the Association (and you the rent payer) has had to pay the costs to clear the loft. In some cases this can run to several hundred pounds.

HOW WE PERFORMED

Ruchazie are committed to providing good quality customer service and ensuring value for money. The information below reflects some of our key areas of business and how we are performing. Each year we complete a return on the Housing Social Charter which lays out all of our key business areas and how we are performing. We will report this later in the year.

If you have any questions or would like more information on our performance, please get in touch.

Activity	Target	Actual to 31/12/2017	
% Total arrears (rent owed)	3.67%	3.43%	😊
% of emergency repairs completed within target time	100%	100%	😊
% of urgent repairs completed within target time	100%	100%	😊
% of routine repairs completed within target time	100%	100%	😊
% of tenants satisfied with overall repairs service	100%	100%	😊

Things to remember!

- All stairs and common areas in the close should be cleaned weekly, taking turns to do this with your neighbours in the close.
- Do not leave property lying around in the common areas including bicycles, motorcycles or prams. This could cause inconvenience or danger to anyone using these areas.
- Keep your bin area clean and tidy. Put your rubbish bin out for collection on the appropriate day and return it to the storage area once it has been emptied, as soon as possible.
- If you have a front garden you must contact the Glasgow City Council to arrange for a special collection of bulky items you wish to have uplifted on 0141 287 9700. Bulk items must remain your garden until they have been uplifted.
- Bulk uplift for flatted properties is on a Tuesday. Bulk items must be placed at the designated collection point no earlier than a Monday night for collection.
- If your property has a garden which is for your own use, or for use with your neighbours, you should keep it from becoming overgrown, untidy or causing a nuisance. Please also ensure that litter is regularly cleared from gardens.

Bloomin' Ruchazie



Now that spring is in the air (hopefully no more snow) work can begin in the garden. If you would like your garden to be considered for a prize in our garden competition you should start to think now about plants and lawn care.

Don't miss out – all our winners receive a commemorative plaque and a shopping voucher.

Giving up your home

If you want to end your tenancy, you must give us at least 28 days written notice. If you do not give us the full amount of notice, we may charge you rent for the full notice period.

Every person in your household age 16 or over must sign the tenancy termination form to confirm that they know the tenancy is ending. You must also tell any lodger or sub-tenant, and if you are a joint tenant, you must give your joint tenants four weeks written notice.

An inspection of your property will take place before and after you leave the property.

We will: agree the condition you should leave your house in, identify repairs and discuss any concerns that you may have.

You should: make sure your house is clean and tidy, remove all belongings and rubbish, and clear loft and garden areas. Your garden area should be left tidy and you should remove any fixtures and fittings, and repair any damage caused by them.

You are responsible for telling your suppliers that your tenancy is ending, for example the gas and electricity company or broadband provider, and for redirection of your mail. There are some repairs which you are responsible for too, including holes in plasterwork, unblocking drains or toilets, and repairing broken or cracked glass in windows.

If we have to carry out any of these repairs we may have to charge you.



ZERO TOLERANCE

Our staff and contractors are in contact with you on a regular basis. We will always treat you with respect and listen to what you have to say. We expect to be treated in a respectful manner and will not tolerate any unacceptable behaviour towards our staff or contractors who are working on our behalf.



Planned Maintenance

The association invests every year in order to keep maintain our properties to a high Standard. Over the coming months we will:

- Complete the Phase 2 Kitchen Replacement Programme by installing the final 8 Kitchens
- Carry out the external painting works at Phase 3B & C

All tenants will be contacted directly if this work affects them.

The Management Committee will consider our proposed planned maintenance programme for 2018/2019 and we will tell you more about this in our summer newsletter.

Can we contact you in an emergency situation?

The recent "Beast from the East" brought the country to a standstill and closed our office for 3 days. We were able to provide many tenants with updates and information via our Facebook and Twitter pages and our Text Messaging Service. These methods of communication are a

quick and effective way for us to contact you if we have the correct phone numbers.

If you have changed your phone number or do not currently receive text messages from the Association please contact the office to update your details.

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.