

Rent Consultation

Every Year we must consult with our tenants on our proposed rent increase. This year we sent an information leaflet outlining our proposed rent increase which included information on how your rent is spent to deliver services and improve your homes.

We asked for feedback and invited tenants to our office to discuss any questions or concerns they had about the proposed 2% increase. We received feedback from 18 tenants and 2 tenants attended our consultation evening.

A report was taken to the Management Committee on 2nd February and after a lengthy discussion an increase of 2% was approved.

We invited all tenants to return the questionnaire to be in with a chance of winning a food hamper to the value of £50.

Thanks to everyone who returned the questionnaire and **Marjory O'Hara** was delighted to receive the food hamper and voucher

You will have received confirmation of your new rent and a reminder that your rent is due to be paid on the 28th of each month in advance.

Please ensure that Housing Benefit and Universal Credit have been informed of the change in your rent.

If you are experiencing difficulty in paying your rent please contact Janice or Fiona who will do everything they can to help you.



PUBLIC HOLIDAY CLOSURES

The office will be closed on the following holidays

Easter
Friday 14 April 2017
Monday 17 April 17

Spring Holiday
Friday 26 May 2017
Monday 29 May 2017

May Day
Monday 1 May 2017



Changes to the Benefit System

Universal credit – Full Service Roll Out

As you have seen in previous newsletters, the association has been raising awareness of Universal Credit for some time now.



This may not currently affect you because only single people with no children or disabilities are being asked to claim.

From **September 2018** Universal Credit will be rolled out to everyone in Glasgow, regardless of your circumstances.

It is important that you keep in touch with us so that we can help you with claims for benefits and housing costs. If you have any questions about Universal Credit or any other changes to your benefits, please get in touch.

GEMAP

Are you struggling with your finances?
You may be eligible for help.
Phone the Office to make an appointment
0141 774 4433



★ ★ ★
CLOSING DATE FOR COMPETITIONS
THURSDAY 13TH APRIL 2017 AT 12 NOON

Foodbank Services

Ruchazie Housing Association have now registered with the Glasgow NE Foodbank, part of the Trussell Trust, to provide access to emergency short term food to individuals and families by issuing vouchers for nearby food centres.



Should you require any further information, or assistance with vouchers please contact Janice or Fiona at this office.

Cleansing, Bulk Uplift and Fly Tipping

Would all tenants please keep bins in the bin stores or your back gardens. Bins should not be kept in front gardens.

It is not ok to dump your rubbish in an open space, lane or park. Please see below the procedure for bulk collections for your area.

All tenants in main door houses should contact Glasgow City Council on 0141 287 9700 or visit www.glasgow.gov.uk and arrange an uplift from your garden.

Bulk uplift is on a Tuesday – Items should be placed out for collection on a Monday night. Any small or loose items need to be securely bagged to avoid spillages and rubbish being scattered over the roads and parking bays.

Avondale Street Closes

Bulk items should be placed at the lamp port at the edge of the car park.

Caprington Place Closes

Bulk items should be placed in the car parking bay on Caprington Street.

Elibank Closes

Bulk should be placed in the car park in the middle of both closes.

Claypotts Road

Bulk should be placed outside closes on the pavement.

338 Gartcraig Road

Bulk should be placed at the side of the building on Gartcraig Road (not on the grass).

If you know of a problem area or know about a person who dumps rubbish please let us know and/or contact Clean Glasgow Environmental Task Force on 0300 343 7027 or email them at clean@glasgow.gov.uk. Only by working together will resolve this problem.

My Glasgow is a mobile phone app that enables you to report issues to Glasgow City Council. You can attach photos, video or any other contextual information to your report and pin point the exact location via integration with Google Maps.

Once submitted your report is routed to Glasgow City Council for processing and allocation to the relevant Service Delivery Team.

You can submit reports for issues such as;

- Missed bin collection
- A broken street light
- Graffiti
- Pot holes
- Illegal dumping of waste
- Dog fouling



USEFUL CONTACTS

Police (Emergency)	999
Police Scotland	101
Noise Team	0141 287 1060
Dog Fouling	0300 343 7027
Graffiti Removal	0300 343 7027
Glasgow City Council Community	
Safety Department	0141 276 7400
Abandoned cars	0141 2760859
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
Emergency Repairs (Including gas central heating)	0800 595 595

Foul Behaviour!!

I think we all agree that dog fouling in and around our estate is a matter for us all, it is unsightly and a health hazard. Dog fouling in a public place is when a dog owner fails to remove their dog's mess. If your dog fouls in an open space, you must clean it up. Glasgow City Council provide litter and dog waste bins in many parks and public spaces. You can also put bagged dog waste in your domestic refuse (green) bin. The 'bag it bin it' campaign is actively promoted throughout the city and signs are mounted to lamp posts and affixed in problem areas.

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.

How do I report it?

You can report dog fouling in a public place using the online form at www.glasgow.gov.uk. You can download the app from your app store My Glasgow app. To report dog fouling using social media, follow Environmental Task Force on Twitter @theenvtaskforce or on Facebook Envtaskforce.

You can also report dog fouling in a public place by phoning 0141 287 1059.

Ending Your Tenancy

There may be a change in your circumstances which leads to you having to seek alternative accommodation. Your present home may become unsuitable, as perhaps it is too big or small for your family or you need to live nearer relatives to give or receive support. Before moving out of your home you should:

- Give 28 days notice, in writing, of your intention to end your tenancy.
- Arrange for your home to be inspected by the maintenance and housing management staff to ensure it is in a satisfactory condition.
- Arrange for the gas and electricity meters to be read.
- If you are on benefit, you should inform the relevant departments of your change of address

- Inform the Council Tax office of your date of leaving and your new address.
- Empty your home of all belonging and furnishings. If you wish to dispose of larger items please phone the Cleansing Department to arrange an uplift. This service is free.
- Have a plumber disconnect your washing machine and cap off all pipes
- Pay any rent due to the end of the tenancy.

You should hand in all sets of keys on or before the date of the end of your tenancy. A charge will be made for any costs the Association may incur in bringing your property up to a satisfactory condition.

Customer Satisfaction

Every 2 years Ruchazie Housing Association will carry out an independent tenant satisfaction survey to measure how we are performing as a landlord. We asked Wider Role Solutions to carry out a small satisfaction survey in November 2016 when 50 residents were asked 3 basic questions with the following outcomes.

Question	Poor	so/so	Very good
1. In any recent contact with Ruchazie HA, how was your enquiry dealt with?	4%	0%	96%
2. How did you find the general attitude of the staff?	4%	0%	96%
3. Do you think Ruchazie HA has a good understanding of the needs of its tenants?	8%	0%	92%

Whilst we are pleased with the outcome of this survey we still recognise that there is some work to do to understand our tenant's needs and we will be visiting all our tenants in the coming months to get your views. Later this year we will carry out a full Tenant Survey to measure how we are performing as a landlord and will be looking for your support to complete this survey.

Planned Maintenance

The first batch of kitchen renewals at Gartcraig Road and Balcomie Street are now complete. We have been asking tenants for their opinion on the work carried out and we are delighted with the feedback we received.

"Over the Moon"

"Smashing"

"Excellent, very nice people and done a great job"

"I love it I really love it"

"It's Brilliant what a difference"



Planned Maintenance Works

The association invests every year in order to keep maintain our properties to a high standard. This year (2016/17) we have carried out the following works:

12 Kitchen replacements at a cost of £22,000
Installation of co2 detectors at a cost of £3300

This is in addition to our cyclical maintenance programme which includes external painter work, gutter cleaning and electrical inspections.

The Management Committee will consider our proposed planned maintenance programme for 2017/18 and we will tell you more about this in our summer newsletter.



Membership

In our last newsletter we gave you information on the governance of the Association and how you can get involved.

If you have considered the information we gave you and would like to get involved you must be a member of the Association. If you are not a member and wish to be involved, please complete the application below and return it to our office with your £1 membership fee. If you need any further information please contact Janice at our office.

NAME: _____

ADDRESS: _____

_____ FLAT POSITION _____

SIGNATURE: _____

DATE _____

1. I hereby apply to become a member of Ruchazie Housing Association Limited. I confirm that I meet the Associations criteria for membership, namely;

- I am a tenant of the association aged 16 years or over
- I am any other qualified person aged 18 years or over
- I have paid the membership fee of £1 and understand that the fee is not refundable even if I decide to terminate my membership at any future point in time (Please refer to our membership policy for further information or ask a member of staff)

The following details requested allow us to monitor our membership effectively.

Gender

- Male Female

I have a disability

- Yes No

Age _____

I would describe my ethnic origin as

- African Asian
- Caribbean UK European or Irish
- Other European Other Please state
- _____

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Easterhouse Housing and Regeneration Alliance

Wednesday
19th April 2017

FARE • Bannatyne House
31 Drumlanrig Avenue
Easterhouse • G34 0JF

Tenants'

Conference

9.15am to 1.15pm • Tenants' Conference

The future is bright – the future is Easterhouse!

Hear all about: Cleansing Services; Thriving Survivors; MacMillan – improving the Cancer journey; Environmental Task Force; Thriving Places and much more...

2pm to 3.30pm • Greater Easterhouse Hustings

Come along and hear from, and question, the candidates who are standing in the local election to represent you.

Contact your local housing office to let them know you are going along, to arrange free transport or for any other information.

Refreshments
and Transport
provided

Everyone Welcome



Keeping In Touch

We like to keep our tenants informed of our work and that of our partners in the community. We like to use as many methods as possible to do this. Sending letters and newsletters is often the preferred way of communicating with our tenants but we recognise the need to communicate in lots of different ways.

Follow us on twitter [@ruchazieha](#) and like our Facebook page [Ruchazie Housing Association](#).

(You should know if you like our page we can't see yours!)



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.