

Annual General Meeting 2023

The Management Committee of Ruchazie Housing Association held its 30th Annual General Meeting on Thursday 28th September 2023.

Members received an update from the Chairperson on the key achievements during 2022/23.

Chiene and Tait, Auditors presented the annual accounts for 2022 -2023 and highlighted another positive year for the Association.

Following the AGM, a Management Committee Meeting was held. The officer bearers were elected and the Management Committee for 2023/2024 is:

- **Michelle Caldwell**
Chairperson
- **Hugh Holland**
Vice Chairperson
- **Ann Macdonald**
Secretary
- **Patrick Uti**
Committee Member
- **David McKenzie**
Committee Member
- **David Khan**
Committee Member
- **Gillian Bell**
Committee Member
- **Thomas McGuigan**
Committee Member
- **Katrina Phillips**
Committee Member
- **Charlie McLellan**
Co-opted Member



RUCHAZIE NEEDS YOUR HELP

We have places on the board of the Association and we'd love it if tenants would volunteer to join us.

Local Community Based Housing Associations have demonstrated their commitment to their tenants and communities. Ruchazie were able to support tenants quickly and the Management Committee played their part in supporting staff and enabling them to secure funding and distribute it effectively to our tenants, supporting food provision and fuel costs.

It is clear the focus of Ruchazie is our tenants and communities, providing the best services we can. Ruchazie Housing Association was started by tenants 29 years ago to improve housing conditions in Ruchazie. **Tenants have been essential to running the Association ever since.** We are a mix of local tenants, local residents,

people who work here and some with other experience such as housing, community work and finance. We're a good team and we'd welcome tenants to make the team even stronger.

The Management Committee has responsibility for all the big decisions and it employs the staff to give them advice and deliver the services they require. If you'd like to be more involved in making your housing service better; please contact Janice at the office.

Monthly meetings are held on a Thursday from 6-8pm, and you can expect to attend training, and may include some planning sessions. The yearly commitment works out at about 12 evenings plus up to 2 days.

For more information, contact Janice Shields at the Associations Office or email janice@ruchazieha.co.uk

Annual Assurance Statement

Ruchazie will issue an Assurance Statement to the Scottish Housing Regulator by the 31st October 2023.

The Scottish Housing Regulator now requires Social landlords to submit to them an Annual Assurance Statement providing assurance that their organisation complies with the standards in the Scottish Social Housing Charter and Regulatory Requirements. This includes regulatory requirements that apply to all social landlords and the Standards of Governance and Financial Management that apply to Registered Social Landlords (RSLs)

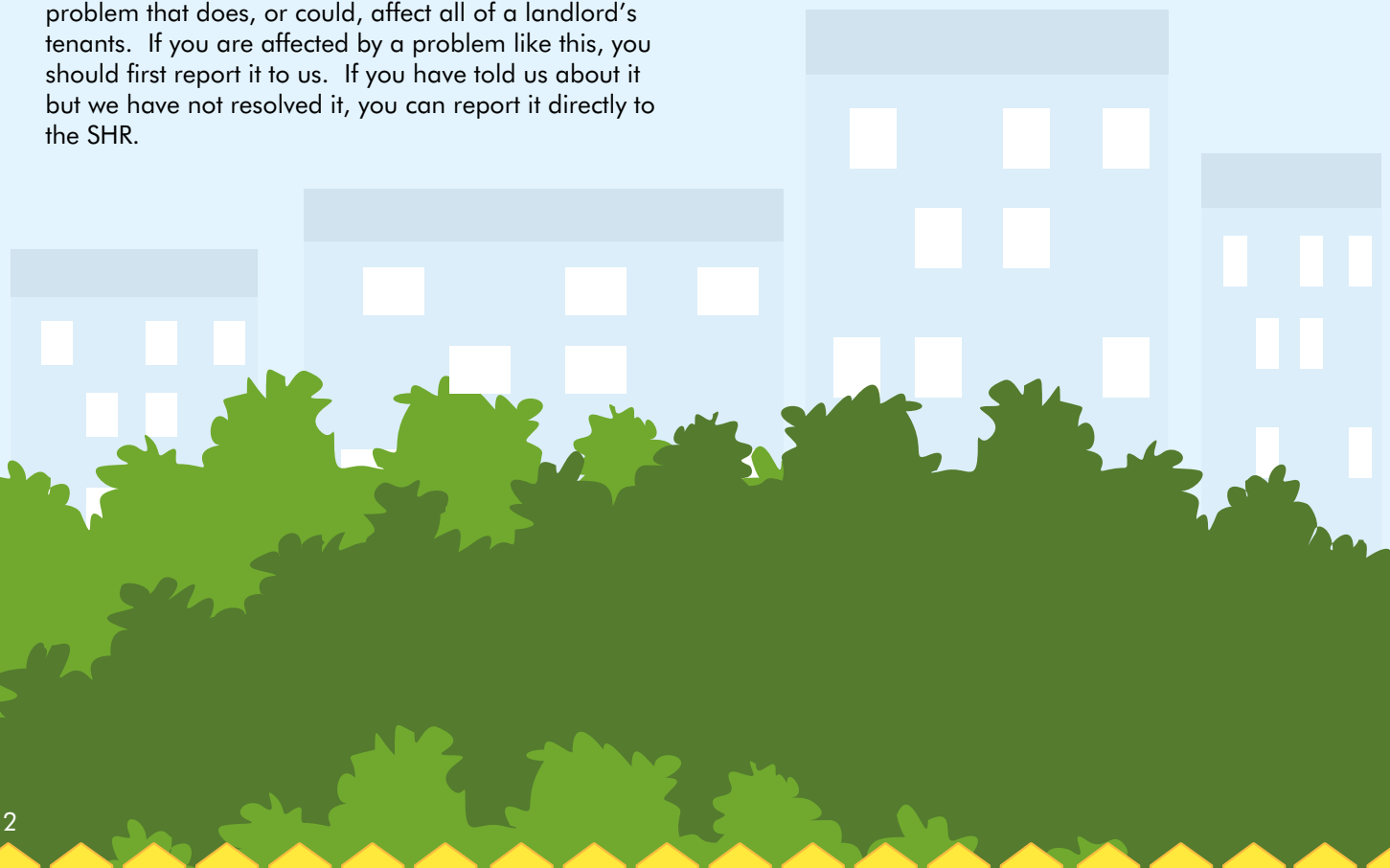
The aim of the Assurance Statement is to support landlords to do the right things, by promoting a culture of assurance, openness and transparency, and provide our governing body members the assurance they need that their organisations are well run.

Our Annual Assurance Statement will be available on our website by the 1st November. If you would like any information about our Annual Assurance Statement and the steps we take to ensure we are complaint, please get in touch. Ways to contact are on the last page of this newsletter.

Reporting a Significant Performance Failure to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about “significant performance failures”. A Significant performance failure is defined by the SHR as something that a landlord does or failed to do that puts the interests of its tenants at risk, and which the landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systematic problem that does, or could, affect all of a landlord’s tenants. If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

A complaint between an individual tenant and a landlord is not a significant performance failure. Significant performance failures are now, therefore, dealt with through the complaints handling procedure. You can ask us for more information about significant performance failures. The SHR also has more information on their website: www.scottishhousingregulator.gov.uk



CHANGES TO TAX CREDITS –

UNIVERSAL CREDIT MANAGED MIGRATION



Managed migration is the final phase of the rollout of Universal Credit (UC), where the DWP is gradually contacting those who are still claiming legacy benefits to notify them that those benefits will be ending and inviting them to claim UC.

Anyone who receives a migration notice should get advice before making their claim for UC, but ensure that they make the claim before the deadline date. Everyone will have a three month window within which to claim from receipt of their letter. Please contact Stacy at the office if you receive a migration letter and wish to discuss this further.



Bulk Items/Fly tipping

We are continuing to see bulk items/fly tipping around the area, including general waste items from bins. This not only looks unsightly, but is unhygienic and causes upset to other residents and has the potential to attract vermin. Ruchazie Housing Association is urging all residents to work together to keep the estate clean and free from unwanted or dumped refuse. We would also remind tenants that this is also a breach of your tenancy, and should you be found to be dumping rubbish within our estate this could lead to further action being taken against your tenancy.

Anyone who has bulk items which require to be uplifted should contact Glasgow City Council to arrange an uplift. There is a fee payable for this service. This can be done online, via the app or by calling 0141 287 9700. You can also dispose of any household items at the Household Waste Recycling Centre in Queenslie, open 7 days a week from 8am-6pm (last entry 5.45pm).

If you have any items that in in good condition, could be re-used, haven't been left outside and still have the necessary fire labels (for sofas and armchairs), simply visit the Zero Waste website. You can search for re-use organisations that can collect items from your area. You can then contact them and arrange for your items to be collected. All items should be in good working condition. Examples of items that organisations will accept are;

- Sofas and armchairs (fire regulation tags must be attached)
- Beds and mattresses (fire regulation tags must be attached)
- Wardrobes, chest of drawers, bookcases, dressing tables
- Dining furniture
- Fridges, freezers, electric cookers, washing machines and tumble dryers
- Bicycles

Charity shops and other furniture re-use organisations within Glasgow also accept household goods for re-use. You can also make use of online marketplaces which advertise goods for sale or free for uplift. Lets' all work together to keep Ruchazie looking good!



Glasgow City Council – Changes to the collection of Garden Waste

Everyone should have received a letter from Glasgow City Council advising of the new changes to the collection of Garden Waste. A new permit scheme for the brown bin garden waste recycling service commenced on October 1. There is now an annual charge of £50 for a permit which lasts from October 1 to September 30 2024. Residents

who have purchased a permit will still have these bins emptied, those who have not purchased a permit will no longer have this service provided by Glasgow City Council. For further information on the new garden waste charge and to apply for a permit, please visit: www.glasgow.gov.uk/gardenwaste



Contents Insurance

We strongly recommend that those tenants who do not currently have home contents insurance look into taking out a policy. In the event of a fire, flood or break in this could make all the difference when having to replace household items. Particularly with the festive season approaching, this could help with an emergency situation such as gifts purchased needing replaced or general accidents, spills or breaks caused over the festive period. Thistle

Insurance services offer a call back system where you complete your application over the phone and this also gives you the opportunity to ask any questions. Click on the link <https://www.thistlemyhome.co.uk/call-back> to request a call back and a member of the Thistle Insurance team will call you back.

You are of course also free to search online for a wide range of providers or speak with a broker.



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

Your guide to preventing condensation

What is condensation?

Condensation happens when moist air comes into contact with a cool surface and water droplets form. This is what happens when you bathroom mirror steams up.

When this happens on your window, the glass mists up and drops of water run down the window. When it happens on a wall, the wall soaks up the moisture and becomes damp. Mould could then grow on the damp areas.

Where does it come from?

Your body produces moisture all the time, when you breathe and perspire. This is most noticeable when you do exercise and overheat. We also put lots of moisture into the air when we take a bath or shower, cook or wash the dishes. Moisture is also produced when we dry clothes indoors or use an unvented tumble dryer. Bottled gas heaters and paraffin heaters produce large amounts of moisture into the air. This moist air travels through your home and when it comes into contact with a cold surface it will condense.

Where can it happen?

Condensation happens most on the cool parts of walls, particularly on outside walls where there is not much air movement. It often appears as a dark patch in corners near the skirting and on the ceiling. The side walls of windows are often affected as they can be even colder. Areas with poor ventilation can be prone to condensation.

How to remove mould

Mould can be easy to remove. You can normally wipe it off with a disposable cloth using some household cleaner. There is no need to use strong chemicals. Wipe over the area again every few days using diluted household cleaner to stop the mould growing back. This should become part of your regular cleaning routine.



Prevent condensation – to help reduce the risk of condensation in your home:

- Keep a window open when drying clothes indoors
- Don't dry clothes over warm radiators or overload clothes horse with wet washing
- Keep the kitchen door closed when cooking
- Always use the extractor fan when cooking
- Keep lids on pots and pans when cooking
- Keep the bathroom door closed when running a bath and bathing and use the extractor fan using bath or shower
- Make sure air can circulate
- Don't overfill cupboards and wardrobes
- Don't keep furniture and beds hard against walls
- Keep your heating on low throughout the day in cold weather
- Avoid using flueless gas or paraffin heaters as they produce a lot of moisture.
- Adequately heat and ventilate rooms at risk
- When using a tumble dryer make sure the hose (where there is one) is put out the window, when using a condenser dryer leave your window open

Keep your home warm

- Don't trap heat – avoid putting large pieces of furniture in front of a radiator- this prevents the heat from circulating
- Keep curtains above radiators
- Thick curtains stop heat escaping – remember to close them at dusk
- Keep curtains open on sunny days to help warm rooms
- Keep doors open in rooms that get lots of sunlight- this will allow the warm air to circulate your home

Dogs Trust free and discounted services



The Dogs Trust is excited to announce a range of new free and discounted services promoting responsible dog ownership and preventing unwanted dog behaviour in the local community. This includes behaviour support line, free workshops for families, happy dog, happy home workshops, helping owners during the cost of living crisis, training classes and owner support hub. Check out the website for further information. <http://www.dogstrust.org.uk>



Staff News

A warm welcome to the new members of the team at Ruchazie!

James Temporal, Property Services Officer joined us in March this year. James has extensive experience in Property Services. He is a joiner to trade and spent many years in the Construction industry as Site Manager before joining another Housing Association. James is looking forward to helping residents maintain their homes and dealing with repairs.



Cerys Cameron, Customer Services Assistant joined us in August. Cerys previously worked in hospitality and is the first point of contact for tenants on the telephone and at reception and will be able to assist you with repairs, application enquiries and any other queries. Cerys is looking forward to meeting the tenants and helping with any issues they may have.



Cinderella Save the Dates!

We are happy to announce that we have been allocated tickets again this year for the Christmas Panto at Platform. Dates are confirmed as;

- **Friday 8th December**
- **Saturday 9th December**
- **Thursday 14th December**
- **Saturday 16th December**

We have been allocated 25 tickets for each date and these will be allocated on a first come first served basis. Tickets will be available for collection from the office in December.

HALLOWEEN WORDSEARCH

S	H	C	I	W	M	U	M	M	Y
T	O	D	T	E	O	G	H	O	S
A	U	S	E	V	D	T	O	P	T
F	W	I	S	T	C	H	A	D	S
F	H	A	W	P	U	M	P	K	I
M	N	W	T	S	T	A	F	E	N
O	O	I	A	G	W	I	Z	A	R
O	C	T	C	H	G	H	O	S	D
D	M	U	M	M	P	A	M	P	I
W	I	Z	A	P	D	W	I	T	C

HOUSE
STAFF
MOON
WITCH

MUMMY
WIZARD
HAT
PUMPKIN

GHOST
TOAD

Return your completed wordsearch to the office by 31st October 2023 to be entered in to our draw to win a surprise gift!

Name

Address

Phone

Age

USEFUL CONTACTS

Emergency Repairs	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 Uplifts	0141 287 9700
Water Mains (leaks or bursts)	0845 600 8855
Roads & 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.

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