Ruchazie news

Ruchazie Housing Association

AUTUMN 2026

FRONT PAGE

Have a look at our Annual Report and Performance Report for 2025 – 2026 on our website

www.ruchazieha.co.uk

ANNUAL GENERAL MEETING

PHOTOS

Our AGM took place on 17th September at Ruchazie Church, and we would like to thank members and tenants who attended.

21 members were welcomed to the meeting, representing 30% of the membership. The annual accounts for 2025-2026 were presented by our Auditors CT and approved. Members were provided with performance information, our planned maintenance programmes and our plans for this year.

Following the meeting members were invited to take part in a raffle and some bingo games. Our thanks to our contractors who contributed prizes for this event and congratulations to all our winners!

Bell Group – Luxury Hamper and Slow Cooker

Mearchants – shopping vouchers

If you wish to become a member of the association , please contact Janice or any member of staff, alternatively information can be found on our website https://www.ruchazieha.co.uk/becoming-a-member-of-ruchazie-housing-association/







FIRE SAFETY – TEST YOUR SMOKE ALARM EVERY WEEK.

DO NOT REMOVE any alarms from where they have been fitted. **If your alarm is faulty please report it to us immediately.** It is your responsibility to inform us when your alarms are faulty, this will ensure your safety in your home should there be any incidences of heat, fire or CO2 emissions from your boiler.

Our contractor will carry out a service of all alarms during your annual gas safety check, however, should there be any incidents where the alarms has been removed by the tenant there will be a charge to replace these alarms.

CO2 ALARMS

Please test your alarm on a weekly basis. If your alarm is beeping constantly please

Turn off any gas appliance in use.

Open all windows, doors to ventilate and let any gas escape

Put out all cigarettes and DO NOT light any cigarettes or switch on electrics

Call Scottish Gas Networks 0800 111 999

Seek medical help if anyone is feeling nauseous, sickness.

PROVIDING ACCESS FOR REPAIRS AND SAFETY CHECKS

When you report a repair or a safety inspection is due, we will ask our contractor to accommodate you as best we can. We understand that you may have other commitments and jobs to go to. However, the cost to the association when access is not given as arranged is increasing. So , please try to be available as arranged to prevent further costs.

GAS SERVICE - REMINDER

Ensuring that your gas appliances are serviced regularly is an issue of safety. Without regular checks and maintenance, they could become in danger of leaking carbon monoxide poison – a deadly gas that you cannot see, taste or smell.

It is our responsibility to arrange/carry out a service of your gas installation on an annual basis**. IT IS YOUR REPSONSIBILTY TO ALLOW ACCESS. PLEASE KEEP YOUR HOME AND FAMILY SAFE**

TENANT SAFETY CHECKS

To keep you safe in your home, the Association must carry out a variety of checks. Please help us by allowing access when requested and letting us know if your contact details have changed. Below are some of the checks we must carry out and how often we do this.

Item	Frequency
Gas Service	Annual
Full Periodic Electrical Safety Check	Five Yearly
Smoke, Heat and Carbon Monoxide Alarm Check	Annual – part of your gas service
Communal Fire Safety Risk Assessment	Every 2 years for communal closes
Legionella	Rolling programme for a % of properties
Asbestos	No tenanted properties with Asbestos , all built post New regulations after 1998
Mould Damp and Condensation	All reports inspected by Property Services Officer
Lift Safety	No communal lifts

KITCHEN REPLACEMENTS

Surveys were carried out ahead of Phase 4 kitchen replacements. Our contractor, Bell Group is on site from October 2026 to December 2026. We will work with the contractor to ensure tenants are satisfied with the installation of their new kitchen which includes new fans and sockets. We will carry out inspections after the installation to ensure that tenants are happy with their choices and the work has been completed to a high standard.

kitchen pics TBA

Pantomime tickets

We have secured 100 tickets for the pantomime at The bridge. Tickets are avialble for the Saturday afternoon performance on 12th December. If you would like tickets please let us know, maximum 3 tickets per family. Should the full allocation not be taken, additional tickets may become available.

Unacceptable Behaviour

Whilst a vast majority of our tenants and customers treat us with dignity and respect, over the past few years some of our staff have been subjected to increasingly unacceptable behaviours from a small number of customers which have involved both physical and verbal abuse.

Our Customer Engagement Policy details how we will actively manage customers who do not respect that our staff (and contractors) are here to help and are entitled to always work in a non-abusive and respectful environment. Behaviours which will need managed include violent and abusive behaviour, abusive language, unreasonable demands on our service or volume of contact. Ways we will manage these behaviours include:

- **restricting contact by channel (e.g. phone or email) or limiting to a named person only**
- **communicating through a third party such as an advocate rather than direct contact**
- **restricting time or volume of contact**

Our Customer Engagement Policy can be read in full on our website.

CYBER SAVVY!

The Association has achieved Cyber Essentials Accreditation for 2026! Cyber Essentials is a government-backed scheme that helps companies protect themselves against a wide variety of the most common cyber-attacks and was introduced by the UK Government's National Cyber Security Centre (NCSC). The Association has robust procedures in place to protect against cybercrime. We will continue to take the security of data and personal information seriously.

HOUSING SCOTLAND ACT 2025

The Housing (Scotland) Act 2025 will introduce a number of changes to Scottish housing law aimed at strengthening tenants' rights, providing additional support for tenants and setting clear timescales for dealing with serious repair issues, particularly damp and mould. The Scottish Government has developed a new Scottish Secure Tenancy Agreement and Short Scottish Secure Tenancy Agreement, which will be issued to social housing tenants from 1 August 2026.

Most of the changes will take effect from 1 August 2026, with the exception of the legal timescales for dealing with damp and mould (Awaab's Law), and improved succession rights, which will come into force on 6 October 2026.

A summary of the main changes is provided below.

Domestic Abuse The Association will be expected to provide appropriate support to tenants or members of their household whom they have reason to believe have experienced, are experiencing or at risk of domestic abuse and at risk of becoming homeless. The domestic abuse legislation has been strengthened to ensure that the Association plays a key role in removing abusers from social housing tenancies.

Improved Succession Rights : From 6th October 2026, the qualifying residency period for an eligible relative or carer wishing to succeed a tenancy following the death of a tenant has been reduced from 12 months to six months. The Association must be satisfied that anyone applying to succeed a tenancy has lived in the property for at least six months prior to the tenant's death. It is therefore very important that you tell us who is living in your home. Failure to do so may affect future succession applications.

Right to Keep a Pet This is a new provision within the Act, allowing tenants to keep a pet with the written permission of their landlord, which must not be unreasonably withheld. The Act sets out a clear timeframe requiring the Association to respond to requests to keep a pet within one month. If the Association does not respond within one month of receiving an application, permission will be deemed to have been granted. The Scottish Government may introduce further regulations relating to pets in the future, and tenants will be advised of any changes.

Ask and Act* The Act will require all public bodies, including housing associations, to proactively identify and support individuals at risk of homelessness and work in partnership with a range of organisations to help prevent homelessness.

Awaab's Law (Repairs)* Awaab's Law is named after Awaab Ishak, a twoyear-old boy who died in 2020 following exposure to serious mould in his home in England. The Scottish Government has introduced this legislation to establish clear standards and timescales for dealing with damp and mould in rented homes. From 6 October 2026, the Association must:

- **Investigate reports of damp and mould within 10 working days**
- **Provide tenants with a written summary of the investigation within three working days of the investigation being completed**
- **Commence any required repairs within five working days of the written summary being issued**

These timescales may be extended where circumstances outside the Association's control prevent the work from being carried out. In these cases, we must explain the reasons for the delay and provide a revised timeframe. Until the work can be completed, the Association must take reasonable steps to minimise the impact of damp and mould.

Delivery of Formal Notices the Act now allows Scottish Secure Tenants and Short Scottish Secure Tenants to receive formal notices, by email where a written agreement is in place between the tenant and the Association. We do not use this method and instead send formal notices.

Remember, Remember the 5th of November

Bonfire Night is a time where we gather with friends and family to enjoy outdoor firework displays and bon fires. Children and adults love the excitement of it all, but we need to bear in mind that it is not fun for everyone. People with pets worry how their animals will cope with the noise and strange smells. Other people may suffer from PTSD (post-traumatic stress disorder) and the noise of exploding fireworks can cause them distress and panic. Please be a mindful and courteous neighbour at this time of year and follow legal and safety advice to make the night as safe and enjoyable as possible for all. Please ensure you are aware of the firework laws. You can find more info at https://www.gov.scot/publications/fireworks-the-law/

General safety tips:

The best safety tip is to attend a professionally organised display.

Children should be always supervised.

Make sure spectators are standing well back from where fireworks are being lit. At least 25 feet.

Inform your neighbours if you are planning on hosting a firework display.

Keep pets indoors – close doors, windows, and curtains to reduce the sounds of explosions and put on background noise, for example, the TV or Radio to distract them. Contact your vet for further advice on how to help keep your pet's calm.

Ensure there is only one person in charge of setting fireworks off to reduce the chance of a potential accident.

Store fireworks in a metal tin with a lid.

Never give sparklers to children under 5 and ensure that children are wearing gloves.

Put extinguished sparklers hot side down into a bucket of water to prevent a child lifting and possibly burning themselves.

Light fireworks at arm's length using a long taper.

Never go back to a firework that did not light. Leave at least 15 minutes before approaching.

Never thrown fireworks light or not and never carry them in your pocket.

There are several things everyone can do to keep you, your family and the neighbourhood safe;

- Do not leave any items out which could be set on fire – such as bulk rubbish, mattresses, or other items.
- Do not take part in any anti-social behaviour and report those who do.
- Ensure that all closes and common areas are kept clear and any bulk items are kept a good distance from any attached buildings.
- Most importantly enjoy your evening safely.

Customer Forum

We would like to get tenants interested in the work we do, our plans and our services. Having a group like this is important and helps the Association shape customer services and understand what is important for our tenants.

This is not a formal meeting but an opportunity for you to speak openly and plainly about your aspirations and what you would like the future of Ruchazie Housing association to look like.

Fancy a chat – contact Janice on 0141 774 4433 or email janice@ruchazieha.co.uk

BACK PAGE – HALLOWEEN/AUTUMN WORD PUZZLE (IF YOU CAN FIND ONE FREE!)

Ruchazie Housing Association, 24 Avondale Street, Ruchazie, Glasgow, G33 3QS
T: 0141 774 4433 W: www.ruchazieha.co.uk E: admin@ruchazieha.co.uk
Ruchazie Housing Association Ltd is registered in Scotland with the Scottish Housing Regulator: Reg No: HCB 277. Financial Services Authority: Reg. No: 2420, Scottish Charity No. SC041911