



**Annual
General
Meeting**

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**Universal
Credit
update**

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Keeping Your Details Updated

It is essential that you inform the Housing Association of any changes in your household composition or tenancy needs as soon as it happens to **safeguard your tenancy and enable us to provide support and deliver adequate services to meet your housing needs.**

The Housing (Scotland) Act 2014 received Royal Assent on 1 August 2014. A range of amendments were made to the original Housing (Scotland) Bill during the parliamentary process, many of them were suggested by tenants.

Assignment, subletting, joint tenancies and succession

The Act makes a number of changes in situations where the tenant wants to assign or sublet a tenancy, where the tenant wants to establish a joint tenancy, and to succession to a secure tenancy.

If a tenant wants to assign their tenancy or create a joint tenancy, the Act now requires that both the tenant and the other person should have been living in that home as their only or main residence for 12 months.

Before a tenant can apply to the landlord for permission to sublet their home, the tenant will have to have been living at the property as their only or main home for the 12 months prior to the application.

Assignment of a tenancy may be refused where:

- The applicant would not have been given reasonable preference (priority) under the landlord's allocation policy
- Assignment would result in under occupancy of the property.

The Act has changed the qualifying period for succession by a co-habiting partner from six months to 12 months. The co-habiting partner will have to have lived in the property as their only or main residence for the 12 months immediately before the tenant's death before they will be able to succeed to the tenancy. The 12 month qualifying period will also apply to other family members and carers. In all cases of assignment, the creation of a joint tenancy and succession, the 12 month period starts at the point when the landlord

has been informed that the individual is living in the property as their only or main home.

Further information on all changes to The Housing (Scotland) Act 2014 will be posted out by the end of October and published on our Website. If you would like more information contact the office.

My Tenancy

All tenants have access to a Tenant Portal to allow you to view your Rent Account, Repairs reported and your household details. If you have lost your login details please contact Fiona.

Changed your phone number?

If you change your phone number, please update your details with the office or online at My Tenancy. We use our text messaging service as a fast and effective way of contacting tenants.

House Visits,

We are currently in the process of carrying out our Annual House Visits. We hope to have these complete over the coming months.

Landlord Report

The Scottish Housing Regulator has published a landlord report on how Ruchazie Housing Association has performed during 2017-2018.

A copy of the report from the Scottish Housing Regulator is available on our website and is included with this newsletter.

We will update you on this year's performance in our next newsletter.



Staffing Changes

We would like to welcome Moira Smith Finance Officer and Mandy Lennox Clerical Assistant to the staff team.



Annual General Meeting

We would like to thank everyone who attended our AGM on 25th September 2018. We were happy to welcome 4 new members to our Management Committee.

Our management Committee comprises of:

Chairman Hugh Holland
Vice Chairman Brian Tollett
Secretary Ann Macdonald

Agnieszka Galor, Robina Rigley, Liz McQueen, Michelle Caldwell, Iwona Figacz & Patrick Uti.

In addition we have 4 Appointees, Keith Anderson, Bill Banks, Tom Brock & Julie Cosgrove.

If you would be interested in joining our Management Committee, please contact the office for more information.



MACMILLAN @ GLASGOW LIBRARIES

If you're affected by cancer you may want to know there's someone you can turn to for help. Someone who can help find answers to your questions, whatever they may be. Glasgow Libraries are working with Macmillan Cancer Support to provide Macmillan Cancer Information and

Support Services in your community.

If you want to find information, support and practical help or would just like someone to talk to, come along to Macmillan @ Glasgow Libraries. No appointment is required and you can come along with a loved one to talk through issues and concerns with trained volunteers.



Dennistoun Library

Every Monday from 12.30pm
-4.30pm and every Thursday
10.30am - 2.30pm

Parkhead Library

Every Tuesday from 11am – 1pm

Royston Library

Every Tuesday from 11am – 3pm
Easterhouse Library at The Bridge

Every Wednesday from
10am – 2pm

NOW RECRUITING

Macmillan @ Glasgow Libraries are now recruiting Macmillan Cancer Information and Support Volunteers in Easterhouse and Dennistoun libraries. Do you want to make a difference to the lives of people affected by cancer? Join our team of passionate volunteers giving 2.5 hours a week to provide emotional support and high quality information to people affected by cancer. Excellent training

opportunities and ongoing support will be provided.

For more information or to get involved as a Macmillan Cancer Information and Support Volunteer please just drop in to your local service. Alternatively you can call us on 0141 287 2999, email macmillan@glasgowlife.org.uk or visit glasgowlife.org.uk/macmillan.

Cranhill Development Trust



**CRANHILL
DEVELOPMENT
TRUST**

Cranhill Development Trust is an integral part of the community, responding successfully to the complex needs of Cranhill and beyond since 2002. They focus on a community development and regeneration approach that builds and increases capacity by providing a range of community based support activities and services to local residents.

These services include working with families and individuals, providing information and advice (e.g. Scottish Refugee Council advice outreach for asylum seekers and refugees), health services (e.g. access to smoking cessation), education services (e.g. ESOL classes), leisure opportunities, and a community cafe and nearly new shop. We do this as much as possible in partnership with other agencies and with the quality assistance of experienced volunteers.

They have a busy programme of activities, events, classes and drop-in services. Please check their monthly updated programme on-line or displayed in the reception area.

Work Club

The highly successful Work Club drop-in meets on Mondays, Tuesdays and Wednesdays at the Trust building in Bellrock Street. On Thursdays they are in Ruchazie Parish Church's Click and Connect Centre, Drop in to use the computers for finding work at your own pace and get support.

For further enquires please contact CDT on 0141 774 3344 or email info@cranhilldt.org.uk





A message from your MP

Universal Credit (UC) rolls out in Glasgow North East this month. It replaces all the working age means tested benefits; Housing Benefit, Income Support, ESA, JSA (income based), Working Tax Credit and Child Tax Credit. People will receive all their benefits in one monthly payment, including the payment intended to cover rent. It is important that everyone prioritises rent payments when they receive their UC, as doing otherwise can quickly lead to serious problems and even effect your tenancy. Across the country there has been a spike in rent arrears and evictions after UC has rolled out. I am concerned that many people in our community will struggle to manage money due

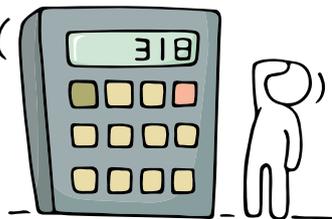
to the way UC will be paid so it is important to seek welfare rights advice at the earliest opportunity to make sure you don't run into problems.

I firmly believe that our social security system should prevent people from getting into debt and poverty, not make things worse and am doing my best to challenge the way Universal Credit is being managed by the government. If you think this change might affect you and you require information or assistance with any matters relating to the change in the way benefits are paid, please do not hesitate to contact Ruchazie Housing Association, who have experienced staff available to offer professional

advice and assist you with any concerns you may have. Citizens Advice Scotland will also provide a service to help you make a Universal Credit claim if you find the system difficult to navigate. You should contact your local CAB office to arrange an appointment.

If you would like to speak to me or a member of my staff for help, please do not hesitate to contact me at my office in 252 Saracen Street, G22 5LF, by telephone on 0141 336 2349, or email at paul.sweeney.mp@parliament.uk. My staff will be happy to make an appointment for you. Alternatively, you can come along to one of my surgeries, again my staff will arrange an appointment.

Greater Govan Credit Union



(Ruchazie Office 427 Gartloch Road)

Greater Govan Credit Union Ltd is a financial co-operative owned and managed by its members. Anyone wanting to use the services must join the GGCU Credit Union and therefore become a member. The aim of a credit union is to

encourage saving, offer free financial advice and promote sensible borrowing with low interest loans.

For more information contact
Tel: 0141 774 4123 or
Email: admin@ggcu.co.uk

Monday	09.30am - 16.00pm (closed between 13.00 - 13.45)
Tuesday	09.30am - 16.00pm (closed between 13.00 - 13.45)
Wednesday	Closed
Thursday	09.30am - 16.00pm (closed between 13.00 - 13.45)
Friday	09.30am - 14.15pm (closed between 12.30 - 13.00)
Saturday	Closed



GEMAP Money Advice Project

GEMAP work in partnership with Ruchazie Housing Association to assist you with money related Housing issues when they arise. You could also find yourself threatened with Repossession or Eviction if you can't cope with your mortgage or rent payments. You need to know your rights and responsibilities.

GEMAP are a Charity organisation and all of their services are free and confidential to everyone.

Appointments are available every Wednesday morning. If you require an appointment contact the office on 0141 774 4433.

Blooming Ruchazie 2018

Thank you to all our tenants who continue to maintain their gardens and make Ruchazie Blooming lovely!

The winners of the 2018 garden competition are:

Best Garden: Mr & Mrs Blain 22 Elibank Street

2nd Place: Ms Brookhouse 15 Craighouse Street

3rd Place: Mrs Young 51 Elibank Street

Best Effort: Mrs Plunkett, Mrs Demetriou,
Mrs O'Donnell

Satisfaction Survey Winners



We send out satisfaction survey forms after a repair is carried out, all returned surveys are entered into a monthly prize draw and the lucky winner receives a £25 voucher. We will now be gathering this information by phone too. Your views and comments are important too us.

Winners as follows:

Good Neighbour Award
Nominated Winner – Maureen Goodwin
Prize Draw Winner – Sarah Healy

Website & Social Media

Do you know we have a Website, Facebook Page and Twitter Feed?

We use these feeds to promote the association, provide information including, policies, and accounts and to generally update tenants on Association activities. Follow us to receive upto date information as its happens.



www.ruchazieha.co.uk

f Ruchazie Housing Association (by following us, does not mean we can see your feed)

t @Ruchazieha

Playpark Update

We told you in a previous newsletter that staff and tenants are working together to improve the playpark at Elibank Street.

We have been successful in being awarded funding from 2 Glasgow City Council funds (Stalled spaces and Area Partnership) to get started.

Tenants who expressed an interest in this project have been meeting to discuss the work required. We will

be meeting again in the next few weeks to agree a workplan. You should note that the work required could mean that access to the playpark could be restricted over the winter months.

We will need some help in the spring months, so if you can spare some time and would like more information, please contact Janice at the office.



Halloween

Kids can you find the spooky words – all completed entries sent back to us will get a prize!!

- | | | |
|-------------|--------------|----------|
| BLACKCAT | EATING | PARTY |
| BROOMSTICK | EERIE | SPIDERS |
| CHOCOLATE | GHOST | SPOOK |
| COOKIES | HAUNTEDHOUSE | SUGARY |
| COSTUMES | HOWL | TREATS |
| DECORATIONS | JACKOLANTERN | TRICKS |
| DELICIOUS | LOLLIPOP | VAMPIRE |
| DRESSUP | MONSTERS | WEREWOLF |

Spot the 7 differences



Name:

Age:

Address:

Telephone:

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

Clyde 1 - Cash For Kids 2018

The Association have once again applied to cash of Kids for funding to allow Ruchazie children to receive an extra Christmas treat.

We will notify all tenants who applied if we have been successful.



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

Glasgow City Council Community Safety Department	0141 276 7400
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

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.