

Rent Increase



The Management Committee of Ruchazie Housing agreed a budget for 2024-2025 to help plan for the business needs of the Association. This is a challenging exercise as we have to look at all the costs and income. We want to provide a reliable, local service and offer a fair affordable rent. The Management Committee approved a rent increase of 6.5% for 2024/25.


Our aim is keep our rents affordable and in making their decision the Committee took into account the challenges facing tenants in relation to rising costs for energy, food and other essential services. The Committee must also consider the financial sustainability of the Association and its responsibilities in relation to tenant safety, repairs and maintenance and investment in your homes.

Last year you will recall we delayed our kitchen replacement programme and in 2024/25 we aim to replace up to 40 kitchens. We are still experiencing increases in replacement costs so at this time we cannot predict the exact number. There is also a programme to replace a small number of boilers. As well as our other responsibilities in regard to day to day repairs, cyclical maintenance and tenant safety the overall cost for repairs and investment for 2024/25 is projected to be £355,000. In applying a 6.5% increase this enables us to meet these obligations as well as providing a community service to our tenants.

The Association have notified Glasgow City Council Revenue and Benefits of the increased rent. If you are in receipt of Housing Benefit you will receive an award letter from them advising you of how much your benefit will be on a weekly basis.

Tenants receiving Universal Credit will need to report the change to their Housing Costs on or after the date of the change by way of reporting via the Universal Credit portal which will be added to your account early April. You will receive separate instructions how to do this.

We are here to help you and if you are experiencing difficulties paying your rent, you should contact the office. By contacting us we can review your circumstances, provide you with advice and assistance and refer you to the welfare Benefits Advice Service GEMAP if required.



PUBLIC HOLIDAYS

The office will be closed on the dates below for the spring holidays

Monday 6th May

Friday 24th May

Monday 27th May

Any emergency repairs during these times can be reported to our contractor City Building on
0800 595 595

Cost of Living support

Tenants will know that we have been fortunate to secure funding again this year to support tenants with energy costs, and this winter we have made a payment of £80 to all tenants who have provided us with their details. This followed payments of £175 last year. If you haven't received a payment it is likely we do not have your details. This support is available to all tenants regardless of their financial position. PLEASE contact us if you have not received this payment.

Moving forward funding is in short supply, and any payments made will be tested against other benefits you

receive. For example if you are in receipt of Universal Credit, Housing Benefit, pension credit or working tax credits you will have received and continue to receive payments from the Scottish/UK Government for cost of living support. Therefore support provided going forward will be available to those who do not receive eligible benefits. Tenants should contact Stacy or Janice should they require

further information. Support can be for energy costs, food or clothing and will be provided in vouchers or cash directly for fuel support only.



Energy Efficiency Measures

In addition to the cost of living support, we were fortunate to receive further funding from the energy efficiency measures fund. This funding provides practical support to tenants to mitigate fuel poverty, and to help them to manage, or reduce their fuel costs. This enabled us to purchase items such as thermal curtains, air fryers, slow cookers, grills, blankets, flooring and radiator foil to help minimise heat loss from the home and provide energy efficient options for cooking and these were distributed to tenants throughout winter. We received really positive feedback from our tenants when receiving their items. Here are some of the comments we received;

'The financial support we have received for Ruchazie Housing Association over the last few years has been welcomed. Not everyone is receiving this kind of support. These payments have allowed me to top up both my gas and electricity and I have not had to worry about additional costs in the cold months.'

'What Ruchazie Housing Association have done for the community has been fantastic. The money towards fuel has been really appreciated, and the air fryer and slow cooker have been great'

'We are so happy with everything that we have received and feel very lucky to be Ruchazie Housing Association tenants as not everyone receives items like these from their landlord.'

How Would You Like To Receive Your Newsletter?

We are looking for the views of tenants on how you would like to continue to receive our newsletter. Please answer the question below and return to the office by 31st May.

- I would like to receive a copy of the newsletter
- I would prefer to read the newsletter digitally on the website/ Facebook with the option to pick up a copy at the office



Legionella

Reduce Your Risk

The risk of contracting legionella in the domestic home is minimal however there are some simple steps that you should take to help protect you and those in your home

- You should turn your shower on and run for a few minutes at least once a week, preferably more often than this, to flush out stale water;
- You should make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident;
- Run the hot and cold water taps throughout your home on at least a weekly basis

These precautions are even more important if you are over 50 years of age or suffer from ill health. If you would like more advice on this matter please get in touch.

GARDENS

As spring and summer approach tenants will be making more use of their gardens. Tenants are responsible for maintaining their garden to an acceptable standard. The recent storms have resulted in a number of fences blowing over and we have made safe most fences. Other fencing will be inspected and a programme to replace fencing will take place over a number of years. Fences will be maintained and painted as part of our repairs and maintenance programme.

You should NOT use your garden as a dumping ground for old household furniture. You should arrange for this to be uplifted and disposed of appropriately. You can contact charities who often uplift items that comply with fire safety standards.



REPORTS OF RATS

We have had recent reports of rats being seen in and around the estate, garden debris attract rats and give them shelter for nests. You can prevent a rat infestation by taking some actions.

1. Tidy up! Neatly mowed lawns, trimmed bushes, and a lack of weeds mean that rats don't have a lot of room to hide.
2. If you're a keen composter or store your bins in the garden, secure them with a lid that isn't easy to remove.
3. Bird and pet food can attract pests. Try to keep them in rodent-safe containers or out of their reach.
4. If you have fruit trees in your garden, pick up the fruits that have fallen onto the ground. The sugars released when these decay attract all types of pests, including rats.

5. If possible, remove water sources from your garden. Ensure that your garden tap doesn't leak, or even remove your water feature if you find it is attracting pests.
6. If you have a shed in your garden you should ensure they are off the ground and on a base to deter rats from entering and building nests. Please note garden sheds are the responsibility of the tenant, not Ruchazie Housing Association.

Glasgow City Council can be contacted for any infestation problems. **Telephone 0141 287 1059**



Electric Vehicle Charge Installations at Your Home

Home charger installations - frequently asked questions

We understand that tenants will want to charge their electric cars from home. Below we have provided the answers to some frequently asked questions regarding installing charging points at your home.

Do I need permission to have an electric vehicle charger?

Yes, as the Association is the property owner you will require our permission. Permission is also required if you want to claim a contribution towards the cost of the installation through the Government backed Electric Vehicle Homecharge Scheme.

If upgrades to existing equipment (consumer units etc.) are identified during the application process, these will be resolved via the repairs procedure. Tenants will be advised if these are chargeable repairs or not. Following installation of the EVCP, Property Services will, as part of the Fixed Electrical Testing Programme inspect the electrical installation every 5 years. If during these inspections RHA discover sub-standard works or works that have not been notified, this may result in chargeable repair costs being passed to the tenant.

Do I have to have designated off street parking?

Yes, permission will only be granted if you already have a dropped kerb and hard standing.

What if I live in a flat?

Permission will not be granted if you live in a flat because you need legal entitlement to a parking space and charging cables cannot be placed over public land, such as pavements, even temporarily.

Where should I locate the charger?

Your car charger needs to be as close to where you normally park your car as possible. The charger cannot face the highway or be within two metres of it. You'll need an electricity supply to whichever location you choose, with a dedicated connection to your home's consumer unit to provide enough power.

If the installer requires the consumer unit upgrading to accommodate the charging unit, you must contact us for further advice.

Always check the length of cable that comes with the charger you're considering buying, and make sure it will reach the charging point on your car. You don't want to be pulling the cable taught or parking your car at an angle to get it to plug in.

Finally, consider where the cable will be while the car is charging. Try to avoid having it trailing across an

area where you walk regularly as it will be a trip hazard, particularly at night.

Who can install a charger?

Your electric vehicle charging point must only be installed by a skilled person registered with a competent person's scheme. Charge point installations must have an RCD built into the unit.

The electrical supply of the final installation should allow the charging equipment to operate at full-rated capacity. Where local supply constraints prevent operation at full rated capacity, the charging equipment shall be classified according to actual output capacity.

The charge point installers must also notify the relevant Distribution Network Operator (DNO) directly of the installation of a charge point. This is to minimise the chance of power quality issues to electricity customers.

What documentation do I need to provide to the Association prior to work?

- Evidence of Grade Cards
- Evidence of the contractor approved/qualified installer

Charging Point at Home

How do you charge an electric car if unable to install one at home?

- Using public charging networks
- Charging at work
- Friends, family and charger-sharing

Glasgow City Council have further details of public charging points on their website <https://glasgow.gov.uk/index.aspx?articleid=24594>

What documentation do I need to provide to the Association on completion of work?

A copy of the Electrical Installation Certificate must be provided to the Association on completion of works along with the make and model of the charger unit and a clear photo of the installed charging point.

- Evidence of notification to the DNO (Distribution Network Operator)

What if I no longer want the charger?

If you want to remove the charger, the Government regulations require you to remove the charging point as soon as possible and reinstate the wall or patch of ground to its previous condition.

Is it legal to run a charging cable across the pavement?

It's illegal for any person to place or run a cable or wire along or across a public highway under the Highways Act 1980, Part IX Lawful and Unlawful Interference with Highways and Streets. Having the cable trail from your home, across the pavement to your car will cause a safety hazard.



AED Defibrillator

Working in partnership with British Heart Foundation, we have installed a fully funded lifesaving defibrillator outside our office and this is available to the general public. A limited number of funded defibrillators are available in each annual funding cycle and we were recognised as an area in need.

The new defibrillator is positioned in a yellow box on the side of the Association's office at Avondale Street. It has been registered with the Scottish Ambulance service for them to direct any local residents for access and its use in the event of a cardiac arrest or associated heart issues. Help us to help others and ensure it remains safe and accessible to use.

Avondale Street Bins

New Bins have been installed in the bin stores at Avondale Street. There are two General Waste Bins and one Recycling Bin for all tenants in each close to use. General waste bins will be emptied every 8 days starting Monday 15th April, and Recycling bins will be emptied every 16 days with a start date to be confirmed.

The bins will be taken out of the bin stores and brought back in by Glasgow City Council, tenants will be responsible for sweeping the bin area and keeping it clean. We do not expect to find any fly tipping within the bin area, and we have been advised by Glasgow City Council that any items found in the bin area not within the bins will not be removed. Please ensure that you keep these bin areas clean, tidy and free from rubbish to ensure an enjoyable living environment for you and your neighbours.



New Legislation – XL Bully Dogs

New safeguards came into place in Scotland on 23 February 2024 regarding owning a XL Bully or Bully type dog. From this date owners must ensure their dogs are muzzled and on a lead in a public place. Selling, buying, gifting or exchanging these types of dogs is now prohibited. From 1 August 2024, it will be illegal to own an XL Bully or Bully type dog without an exemption. Owners will need to apply for an exemption certificate on or before 31 July 2024 to be able to continue to legally own their dog. More information can be found on the Scottish Government website.

Any tenants who currently own an XL Bully or Bully Type dog should contact us to discuss this further.



Spring Wordsearch (for the weans)

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

APRIL
UMBRELLA
SEASON

RAIN
SPRING
GREEN

CROCUS
RABBIT
RAINBOW

GRASS
BUTTERFLY
SUN

BLOSSOM
ROBIN
BUD

Return your completed
Crossword to the office by
Friday 26th April 2024 to be
entered into our draw to win
a surprise gift!

Name _____

Address _____

Phone _____ Age _____

Get involved

Are you interested in the work of the Association?

Become a member- membership is open to all tenants, it costs a £1, and the form is enclosed or on our website.

As a member, you can attend our AGM and vote on important matters.

Tenant Panel – as a member of our tenant panel, you will meet with others to discuss and shape our policies and services. Requests to meet will be no more than 4 times a year. We hope to meet in person soon, in the meantime we meet remotely by zoom.

Committee member – as part of our committee, you will have a role in planning the direction of the Association making decisions about budgets, rents and planned maintenance.

Volunteer to support the community – this last year has been a challenge for us all. The tenants have Ruchazie have stepped up to support neighbours in a number of ways, and we as a community need to harness this.

If you want to know about volunteer opportunities, contact Janice or Tina Blakely at the Ruchazie Pantry.

If you are interested in any of these opportunities, get in touch with Janice who will be able to give you further information and have a chat.

janice@ruchazieha.co.uk

USEFUL CONTACTS

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| 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 |
| 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.