

BLOOMING RUCHAZIE

Despite the restrictions placed on tenants due to the coronavirus we are pleased to see the work being done in your gardens.

Again this year we will recognise tenants who make Ruchazie a great place to live and visit by taking care of their gardens, and won't forget those who have been

making improvements this year too.

During July and August we will be doing the rounds – once again our Contractor Gary Duffy will help us judge.

Our winners will be announced in September.



Business Plan 2020-2023

I am delighted to be able to make available to you RHA's new business plan, which can be viewed on our website at www.ruchazieha.co.uk.

During the regulatory intervention process, we carried out a carefully planned and detailed strategic options review exercise, to determine what sort of constitutional arrangements would best serve the Association and its tenants in the future. After considering the potential benefits and key risks associated with six different options, the management committee selected **remaining independent, while exploring opportunities for collaboration** as its preferred option.

Our new vision, **A flourishing space for all**, flags up the importance we place on our high-quality natural environment, and on having a thriving, sustainable, welcoming and inclusive local community. Our strategy has a strong focus on offering a welcoming environment and improving quality of life in our local area. We are committed to playing a full part in the local community through enhancing the focus of our wider role supporting activities, and to support other organisations to maximise their local impact. We see potential for more local collaboration and partnership working to achieve these ends. This kind of local joint working has developed

during the "lockdown" period, we are keen to extend this over the coming year.

You can see the full Business Plan at www.ruchazieha.co.uk if you would like a paper copy, please contact us on 0141 774 4433 or by email administrator@ruchazieha.co.uk

PUBLIC HOLIDAYS – GLASGOW FAIR HOLIDAY

Staff continue to work from home, however on Friday 17th July and Monday 20th July staff will not be available to take calls, or respond to emails. WE WILL BE BACK ON Tuesday 21st July from 8.30am.

CORONAVIRUS - SERVICE UPDATE

Staff would like to thank you all for your patience and support during this difficult time. We hope that all our tenants and their families have kept well and safe during this time.

This is an update on the services we have been able to provide and what steps we are taking to ensure that we get back to work fully, with safe measures in place.

To date we have supported the distribution of food parcels and meals:

- 125 families have benefited from delivery of food packs and hot meals
- 94 families received vouchers in partnership with Cash For kids
- 150 tenants received support for energy costs straight to their bank account, in partnership with Connect Community Trust and Home Energy Scotland. (if you require further support, please get in touch)

As the Scottish Government eases restrictions we can share with you some of the things we have been working on to get us back to the local office, for now staff will work from home most days and the office remains closed for most tenants unless it is essential or emergency business.

Office:

- We have screens at our front desk, and in our interview rooms.
- Hand sanitizer on entrance to the office
- Signs indicating maximum number of people allowed in reception
- Staff desks more than 2 metres apart.

Home visits will not take place in the near future, however where there is a real need for a visit:

- Staff wearing masks, hand sanitiser on person
- Health questionnaires prior to visit for completion

IMPROVEMENTS & SERVICING

Grounds maintenance such as grass cutting has been ongoing.

Gas safety checks remain a safety priority, and all checks have been carried out with co-operation from our contractor and safe measures in place. We will contact you well in advance of your gas service to make sure it is safe to carry out this work.

If you require an emergency repair outwith office hours please contact our contractor City Building on 0800 595 595.

If you have any other repairs that are not an emergency, please contact us. We will take a note of your repair and deal with them as quickly as possible, some non-urgent repairs may take some time as we wait for our contractors getting back to normal. Please bear with us. You can be assured that all emergency repairs will be attended to.

RENT PAYMENTS

You continue to have a responsibility to pay your rent, whether you pay or you get support from Housing Benefit or Universal Credit. If you are worried about falling behind with your rent because of financial hardship caused by the Coronavirus outbreak, please get in touch. We are here to help and can arrange an appointment with Welfare Benefits Advisor with our partners at GEMAP. Please contact Fiona if you need any support.



KEEPING IN TOUCH

You can speak to us by telephone on 0141 774 4433, by email at administrator@ruchazieha.co.uk or by using our website at www.ruchazieha.co.uk.

Please tell us if you have an appointment or requesting a repair visit if you are self-isolating, shielding or if someone in your household has covid symptoms.



Fly tipping

Whilst Glasgow City Council have suspended the bulk uplift collection it is important from a public health perspective **that you do not leave bulk, or any other household waste at the designated collection points.**



MYGLASGOW

Glasgow City Council can impose fines if you are caught illegally dumping rubbish. Fines can range from £80 to £2500.

Dumped rubbish is unsightly and can lead to other environmental issues. Please help keep Ruchazie clean and report any fly-tipping. Contact the Environmental Task Force:

- Telephone: 0300 343 7027
- Follow on Twitter: @theenvtaskforce
- Facebook: ENVtaskforce

You can also take steps to get rid of any rubbish, bulk or household items by using the Glasgow City Council app – MyGlasgow which can be used on your phone, tablet and computer. Or call 0141 287 9700.

Scottish Housing Regulator – update



You will know from previous newsletters and correspondence sent that the Association have been in high engagement with the Scottish Housing Regulator since April 2018. The SHR used powers available to them to protect the interests of tenants.

In recent weeks, RHA has taken a number of important steps forward:

- An evaluation of the impact and effectiveness of our governance improvement programme found that RHA had been restored to sound governance, and was no longer non-compliant with any of the Standards of Governance and Financial Management for RSLs.
- As a result of this, the appointment of our Statutory Manager was ended by the Scottish Housing Regulator on 30 June.
- We have appointed five new members to our

management committee following a very successful recruitment campaign, based on the outcome of a recent committee skills audit. They will provide effective succession to our statutory committee appointees, some of whom have already stood down.

- We have appointed our long-time Interim Director, Janice Shields, to the “permanent” post of Director, after an external recruitment process.

Two appointees to our committee remain in place for a further 3 months, and there are some significant tasks to complete. You can find further information and a copy of our most recent engagement plan on our website at www.ruchazieha.co.uk/news , or you can contact Janice Shields – janice@ruchazieha.co.uk or telephone 0141 774 4433.

Further information can also be found on the Regulator website at www.scottishhousingregulator.gov.uk

PAYING YOUR RENT

We know how difficult it has been for some families who have lost income and that you are concerned about rent arrears building up. Some of you might have a lengthy wait for Universal Credit payments to be paid. If you are worried about this please call Fiona or Janice on .0141 774 4433 or if you prefer to email administrator@ruchazieha.co.uk . We are here to help, and can guide you to the support you need.

WAYS TO PAY

Standing Order

If you already have a standing order this method will remain unchanged.

At Any Post Office®

Using your payment card, you may pay at any Post Office® by cash, cheque or debit card.



PayPoint Outlets

Using your payment card, you may pay at any outlet displaying the "PayPoint" sign. You may pay by cash only at PayPoint outlets.



Internet

Go to www.allpayments.net and follow the instructions. You will need the 19-digit number on your payment card. This service is available 24 hours a day, 365 days a year.



The Allpay APP

Debit or credit card payments can be made at your convenience through the Allpay App, available for Apple and Android smartphones. Visit www.allpay.net/app for more information.



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