

## A MESSAGE FROM THE CHAIR

Welcome to our Summer 2023 newsletter. I hope you find the articles interesting and helpful. I certainly enjoy receiving the news from the association and reading about the role of the Association and how we have been able to help tenants in this challenging period.

As you will know Ruchazie Housing Association is managed by a Committee of volunteers. Our Committee members come from a number of backgrounds, and we aim to ensure that the skills we have around the table meet the needs of the tenants and other service users, as well as skills that are required for the business of the Association. Our current committee members have the following skills and experience

- Building and Construction
- Housing Management
- Learning and Development
- Finance and Risk
- Local knowledge
- Legal knowledge

However we do need to make sure our Committee continues to be effective and has the right skills and

experience we need. The Committee at this time is fairly balanced however we do recognise and see as a priority the need for more tenant perspective and involvement.

The Association was formed on the back of a transfer of stock and the tenants and committee campaigned for better homes for residents. This has now been achieved but there is still work to do to ensure our homes remain at a high standard and continue to be in demand. Some tough decisions need to be taken and tenants need to have an understanding of the processes undertaken when making these decisions.

Do you have the skills and knowledge we need?

Why don't you contact us and have a chat. I am happy to speak to any tenant who would like to take the opportunity to support the continued success of the Association.

Contact Janice if you would like to arrange a chat about this.

I hope that you all enjoy the summer and the weather is kind

*Chelle*



## PUBLIC HOLIDAYS

Our offices will be closed for the Glasgow Fair weekend on Friday 14th July and Monday 17th July.

# GARDEN MAINTENANCE

Our garden maintenance programme is paid for from the rental income we receive. We have always maintained garden ground for flats, elderly tenants and those tenants who have had a disability confirmed.

We do have a waiting list of tenants in these groups waiting to be included on our list.

We asked before if tenants were willing to have this service included in the rent charge and a high number of tenants said no. We will only introduce a full service if the majority of tenants vote for it.

If you wish to have this service and you are not in one of the groups noted above you will need to pay.

If you would like more information about this please contact James or Stacy at the office.

# FINANCIAL HELP FOR THE COST OF LIVING CRISIS

As you will know we have been able to support tenants in a number of ways to help with the cost of living crisis. We have

- Provided financial support for increased energy costs
- Provided vouchers to help with energy costs
- Provided vouchers for food provision
- Provided shopping vouchers for clothing

In total since the start of the pandemic and through the cost of living crisis we have paid out a total of £111K, an average of £495 for every tenant.

We were able to do this from grant funding we received from The Scottish Government through our partners at Scottish Federation of Housing Associations and the Glasgow West of Scotland Forum, both of these organisations provide advice and support to the association staff and Committee.

It is likely that funding for these matters will soon stop. As a small organisation we have been very lucky to have been in a position to secure this funding and help our tenants. If you think you have missed out in any funding please contact Janice at the office.





# WHEELIE BINS AND FLY TIPPING

We think it is fair to say that the area we live and work in is most of the time kept to a high standard. Recently it has been blighted again by fly tippers and wheelie bins being left on the street. We do not provide an uplift service. We asked tenants a few years ago if they would like a service and how much this would cost. The majority of tenants voted against the introduction of a bulk uplift service.

Here are the areas that are affected more than others

**ELIBANK STREET** – Fly tipping in the open space area adjacent to the car park. As this is our land we have to pay for the removal of this, so that is your rent money being used.



**BALCOMIE STREET** – fly tipping at the wall to the rear of 3 Claypotts Road. This is not a collection point, Glasgow City Council no longer provide this service and haven't done so for quite some time.



**AVONDALE STREET** – wheelie bins being left after collection at both 18 and 2 Avondale Street. Wheelie bins should be returned once bins emptied. We are looking to change the type of bins used and will keep in touch with tenants once we have completed discussions with Glasgow City Council.

Household rubbish is being left at the gate adjacent to the shop, again this is not a collection point, As this is our land we have to pay for the removal of this, so that is your rent money being used.



## CAPRINGTON STREET/PLACE

There has been an improvement in the fly tipping as more cars are using the space for parking. However the bin areas at both 1 & 2 are being used to store rubbish that otherwise should be binned or taken to the refuse collection centre. This type of behaviour will only attract vermin and cause further disruption to the area.

## CLAYPOTTS ROAD ( ON PAVEMENT AT NUMBER 2/4)

Household items constantly left on pavement. This is not a collection point, Glasgow City Council no longer provide this service and haven't done so for quite some time. Where we clear this it is your rent money being used.

We all want our area to remain clean and tidy. By disposing of your rubbish thoughtfully and returning your bins to the bin store this will help and not attract vermin. If the situation does not improve we may have no alternative but to put in place a service and increase your rent accordingly.

If you have any questions about this please contact Stacy or James.

# REPAIRS AND MAINTENANCE

## REPAIR CATEGORIES

### WINDOW REPAIRS

The majority of windows can be repaired and will not require a new window. It is only when the window can no longer be secure or wind and watertight that we will consider replacement outwith our planned maintenance cycle.

Lately there have been some challenges with securing the services of a contractor who is skilled and experienced in this type of work and there have been delays with repairs. We have now secured the services of a contractor with the required skills and any future repairs will be carried out in accordance with our repairs policy.

### CLOSE LIGHTING

Close Lighting issues should be reported to 0800 595 595 however if there is a particular issue you think we should be aware of please contact James Temporal, Property Services Officer.

When you request a repair this will be reviewed by staff and a decision made to how we will respond to your request. All repairs will be processed in line with our Repairs Policy as follows, please note these are a list of the most common repair requests .

Repair Description	E	U	R	Exceptions
Dripping taps			*	
Leaking tap when used		*		
Blocked sink or basin	*			
Loose taps			*	
Blocked WC	*			If no other WC
Blocked WC due to tenant negligence	*			Chargeable
Leaking WC	*			
Replace flush handles	*			If no other WC
Toilet difficult to flush		*		
Leaking overflow		*		Depends on severity(4 hours)
Gain access for tenant due to faulty lock	*			
Gain access due lost keys by tenant	*			Chargeable
Insecure door	*			
Faulty light fittings			*	
Faulty sockets			*	
Thermostats		*		
No power	*			
Partial power loss		*		
Dangerous wires	*			
Faulty shower with bath			*	
Faulty shower no bath		*		
Smoke alarms		*		
Door entry system			*	
Loose handrail		*		

Repair Description	E	U	R	Exceptions
No TV reception			*	
Uneven path dangerous		*		
Uneven path not dangerous			*	
No heating/hot water	*			
No heating	*			
No hot water		*		
Radiator leaking		*		
Broken glass	*			
Cracked glass		*		
Loose window		*		
Window won't close		*		* 4 hours if ground level
Faulty handle			*	
Leaking window		*		
Broken window vent			*	
Replace broken slates			*	*3 days If unsafe
Re bed ridge tiles			*	*3 days If unsafe
Flashings			*	
No hot water		*		
No water to single tap		*		
Faulty stop tap		*		* 3 hours if it will not turn off
Damaged fencing			*	* 3 days if
Loose paving not dangerous		*		
Trip hazards		*		* 4 hours if in main walkway
Guttering repairs			*	

**KEY:** E - Emergency (4-24hours) U - Urgent - (3 working days) R - Routine - ( 10 working days)



# TENANT SAFETY

as you landlord we have legal obligations to ensure that gas and electrical installations in your home are safe.

## GAS SAFETY

We will carry out a Gas Service to your boiler as well as check fire safety installations ( smoke detectors, heat alarms etc.) on an annual basis. You should ensure that you provide access to meet that obligation. If we do not get access within a reasonable time we will take steps to force access and have the work carried out. You will be charged for any costs.



## MEDICAL ADAPTATIONS

Ruchazie Housing association receive a budget from Glasgow City Council to carry out adaptations to our homes, e.g. wet floor showers, handrails, over bath showers. There are a number of our homes where these adaptations have already been installed. Our Policy however is NOT to install wet floor showers in upper flats or in bigger family homes (in some cases) but we will discuss with the tenant the opportunity to move to a more suitable property. This is to ensure we are making best use of our housing stock and providing tenants with homes that suit their needs. If you have any questions please get in touch.



## ELECTRICAL INSTALLATIONS (EICR)

The Scottish Government have now introduced legislation, which requires landlords to carry out an Electric Installation Condition Report (EICR) every 5 years. Similar to the gas safety requirements we are legally obliged to carry these inspections out and if we are unable to arrange an appointment, we will seek to gain access to properties to carry this out. Should we need to force access to your property you will be charged for any costs.

# PLANNED AND CYCLICAL MAINTENANCE FOR 2023 -2024

We run a programme of planned and cyclical works to make sure that our buildings stay in good repair and condition. You will know that some of our plans have been delayed due to increased materials and labour costs. Where we will be carrying out work in your home we will contact you in advance if we require access.

## We have completed the following in 2022-2023

Works completed	Type	Cost
Boiler installations	Component Replacement	£167,685
Gas Servicing	Cyclical Maintenance	£23,100
Estate Management	Cyclical Maintenance	£27,800
Close Lighting	Cyclical Maintenance	£4,300
Close Cleaning	Cyclical Maintenance	£4000
Electrical installation checks	Cyclical maintenance	£2040
Painterwork Phase 4	Planned Maintenance	£38,000

For the coming year 2023 -2024 the following works are planned, however as we are all aware the uncertainty in rising costs could result in changes being made.

Works	Type	Budget
Kitchen replacements	Component Replacement	£38,000
Gas Servicing	Cyclical maintenance	£23,100
Estate Management	Cyclical Maintenance	£32,000
Close Lighting	Cyclical Maintenance	£4,700
Close Cleaning	Cyclical Maintenance	£2800
Electrical installation checks	Cyclical maintenance	£8748
Painterwork Phase 1	Planned Maintenance	£54,300
Close floor Maintenance	Planned Maintenance	£3260

## ANNUAL ASSURANCE STATEMENT

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

The Scottish Housing Regulator 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, members and tenants the assurance they need that the organisation is well run.

Our Annual Assurance Statement will be available on our website after submission to the regulator at [www.ruchazieha.co.uk](http://www.ruchazieha.co.uk) 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.



# 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.

**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](mailto:janice@ruchazieha.co.uk)

## 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
Abandoned cars	0141 276 0859
Water Mains leaks or bursts	0845 600 8855
Roads and Lighting faults	0800 595 595
Pest Control	0800 595 595

# SUMMER WORDSEARCH

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

BEACH  
 CAMPING  
 CRUISE  
 FISHING  
 FLIGHT  
 HIKING  
 HOTEL  
 ISLAND  
 JOURNEY  
 LAKE  
 MOUNTAIN  
 OCEAN  
 PARK  
 RELAX  
 RESORT  
 SUMMER  
 TOUR  
 TRAVEL  
 TRIP  
 ZOO

Return to the office by  
31st July 2023 to be  
entered in to our draw to  
win a surprise gift!

Name

Address

Phone

Age

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.