



Ruchazie

Ruchazie Housing Association

news

SUMMER 2025



# PUBLIC HOLIDAYS

Friday 18<sup>th</sup> July & Monday 21<sup>st</sup> July 2025  
Friday 26<sup>th</sup> September and Monday 29<sup>th</sup> September

If you have an emergency repair during this period please call our  
partner contractor City Building on **0800 595 595**



# A MESSAGE FROM THE CHAIR

Welcome to our Summer 2025 newsletter, keeping you up to date with our news and providing useful information.

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 Committee members have a wide and varied background with experience in Building and Construction, Housing Management, Learning and Development and Finance and Risk.

However we do need to make sure our Committee continues to be effective and has the right skills and experience we need, and equally (if not more) important has members who provide the views of our tenants.



## So in a nutshell we need you !!!

Our Rules allow for 15 members. The Committee recognise and see as a priority the need for more tenant perspective and involvement

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**



# Repairs and Investment in your home 2025-26

As well as day to day repairs to your home we carry out a programme of planned and cyclical works to make sure that our buildings continue to remain in good repair and condition.

The tables below show how much was spent in the last year and what the plans are for this year. These are indicative budgets. As costs are unknown we cannot say for sure we will be able to complete the full programme. We will contact you in due course if any work is being carried out at your home.



REACTIVE MAINTENANCE	2025/26 Budget	2024/2025 Full Year spend	2023/2024 Actual spend
	£	£	£
Day to Day	95,000	91,300	84,556
Void Repairs	14,700	13,900	13,036
Close Lighting	5,000	5,000	3,486
Electrical Checks and additional works		3,300	3,819
Exceptional Repair works			3,289
<b>TOTAL</b>	<b>114,700</b>	<b>113,500</b>	<b>104,897</b>

TENANT AND RESIDENT SAFETY	2025/26 Budget	2024/2025 Full Year spend	2023/2024 Actual spend
	£	£	£
Gas maintenance	34,406	23,047	23,047
Close Lighting Maintenance	5,345	5,149	4,789
Electrical Inspections ( EICR's)	245	2,820	,7,752
Roof Anchor Inspections	170	115	
<b>TOTAL</b>	<b>40,166</b>	<b>31,131</b>	<b>35,588</b>

PLANNED MAINTENANCE	2025/26 Budget	2024/2025 Full Year spend
	£	£
Paintworks Phase 2		37,849
Paintworks Phase 3A	47,882	
Gutter cleaning Phase 1,4 & 6	3,133	
Paving/fencing/general works	11,627	5,263
Fencing renewal		34,539
<b>TOTAL</b>	<b>62,642</b>	<b>77,651</b>

PROPERTY INVESTMENT	Number	Budget cost per property	Budget 2025/26
	£	£	£
Kitchens Phase 3C	29	5,165	149,785
Soffit renewal Phase 3A	20	2,061	41,220
Close Fire Safety Phase 1,2,3A,3C	13	2,500	32,500
<b>TOTAL</b>			<b>223,505</b>

# SERVICE DELIVERY

On our last newsletter we sent out a tenant survey to all tenants to find out what you think of the service we provide. We received 36 responses to the following questions:

## We asked the following:

1. How you liked to be contacted by our staff.

Phone Call	52.78%
Text	27.78%
Email	16.67%
In person	2.78%

2. How often do you contact the Association?

1-2 times a week	5.56%
3-4 times a week	0%
5-7 times a week	2.78%
Less often	91.67%

3. Do you have any suggestions to improve the service we provide?

Answered	27
Skipped	9

Some of the comments we received were as follows and we have provided a response to those here:

Comment	Response
Estate issues, bulk etc	We were happy to see so many of our tenants thought we provide such a lovely service. We received some comments that tenants are experiencing issues that are out with the associations control and have been passed to Glasgow City Council. We would like to remind you that any issues regarding Street Lights, Dog Fouling in streets, missed bin collection and bulk uplifts etc. is Glasgow City Councils responsibility, you can report these issues on the My Glasgow App or the Glasgow City Council Website.
New bathrooms, kitchens windows and doors.	The Association make decisions every year as to how we will spend your rent money to maintain your homes. In improving our homes through investment (replacing main components such as kitchens and boilers) as well as day to day maintenance, we aim to provide tenants with key services, and the provision of a quality customer service. All of this is paid for through rents over the lifetime of the houses. Increased costs in materials and labour has meant that our programme of work has slowed down a bit, however we still aim to make improvements to our homes whilst keeping the rents affordable for all tenants. If we were to accelerate the programme that would come at a cost to tenants in their rent.  We will continue to repair, make good and replace only where necessary the components of your home out with our programme of work.
Fencing and gates	Due to the storms we experienced last year we spent over £34k on fencing last year and we will continue to replace and repair where necessary.

## 4. What do you want to see us achieve in the upcoming months years?

- To be financially better off.
- Provide more fencing and gates
- Maintenance and upkeep of the community
- No or Lower rent increases
- Improved communication
- Better housing management
- Build more homes

If you find that we have not provided a response for your concerns please contact us on **0141 774 4433** or **admin@ruchazieha.co.uk** and a member of our staff will be happy to help.

# 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. If you would like more information about this please contact Paul at the office.

## Rent payment



We know money is tight – but paying your rent should be No.1 on your list. Don't risk losing your home because of missed rent payments. Rent is a priority bill and needs to be paid in advance and in full each month. If you are struggling, please get in touch to let us know your circumstances so we can work with you and help find a solution. Please come to the office in person, call us on 0141 774 4433, or email [admin@ruchazieha.co.uk](mailto:admin@ruchazieha.co.uk) we can also refer you to GEMAP which can help with benefit advice to ensure you are maximizing your income.

## 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.



## Fuel support



We were delighted to be able to support tenants with Energy Costs with our partners at HACT. 10 families who met the criteria received vouchers for energy costs (£294 per household) in the last financial year and we are hopeful that this fund will be open again this year, please watch out if we contact you to make an application.





# SMOKE ALARMS AND Co2 DETECTORS



**All of our homes must be fitted with smoke alarms, heat detectors and co2 alarms – It's the LAW!**

**YOU MUST NOT REMOVE OR DAMAGE THEM.**

We have installed the following for each type of property as a minimum, you may have additional alarms depending on the design of your home

House type	Kitchen	Living room	Lower Hall	Top Hall	Co2 alarm
House	✓	✓	✓	✓	✓
Ground floor flat (own door)	✓	✓	✓		✓
First Floor Flat ( own door)	✓	✓		✓	✓
Tenement Flat Ground	✓	✓	✓		✓
Tenement Flat (upper floor)	✓	✓	✓		✓

We will be visiting homes over the next few weeks to carry out spot checks to ensure each home has the required equipment.

## LOOKING AFTER YOUR ALARMS

### Never:

✗ Take the batteries out, even for a short time

✗ Paint over or put stickers on the smoke alarm

### Every week:

✓ Test your smoke alarm every week by pressing the 'test' button. If it doesn't sound, get in touch right away.

✓ Keep it clean and dust free.  
If you're decorating or doing something that creates a lot of dust, use an elastic band to secure a plastic bag over the smoke alarm casing. Don't forget to take it off when you're done.

### Every ten years:

✓ We will replace smoke and heat alarms ten years after its installation. The material inside smoke alarms that makes them work gets tired as it gets old. This is also true for carbon dioxide detectors.

# TENANT SURVEY RESULTS

## NEWSLETTER

We recently asked tenants about our newsletter and how they would like to receive it we received 35 responses as follows



91.43% of those who responded said they read the newsletter and 65% said they prefer a paper copy, 25% said they would prefer on line and just under 10% would like the option to read online and get a copy from the office.

So for now we will continue to print and deliver a newsletter to all tenants, but will review again in a years time. If you have any comments you would like us to hear please get in touch.



ADVICE
FREE

.....
&
.....

SUPPORT

**• CONTACT US TODAY •**

HOPE 4U AND SP ENERGY NETWORKS HAVE TEAMED UP TO OFFER FREE ADVICE AND SUPPORT TO YOU AND YOUR FAMILY!



**VOUCHER**  
FUEL VOUCHERS



**ENERGY EFFICIENCY ADVICE**



**INCOME MAXIMISATION**



**BENEFITS**  
BENEFIT CHECK



**0330 320 2146**



**support@hope4u.co.uk**









# USEFUL CONTACTS

**Emergency Repairs**  
(Including gas central heating) 0800 595 595

**Police (Emergency)** 999

**Police Scotland** 101

**Noise Team** 0141 287 6688

**Dog Fouling** 0141 287 1058

**Graffiti Removal** 0800 027 7027

**Abandoned cars** 0141 276 0859

**Bulk uplift** 0141 287 9700

**Water Mains leaks or bursts** 0845 600 8855

**Roads and Lighting faults** 0800 373 635

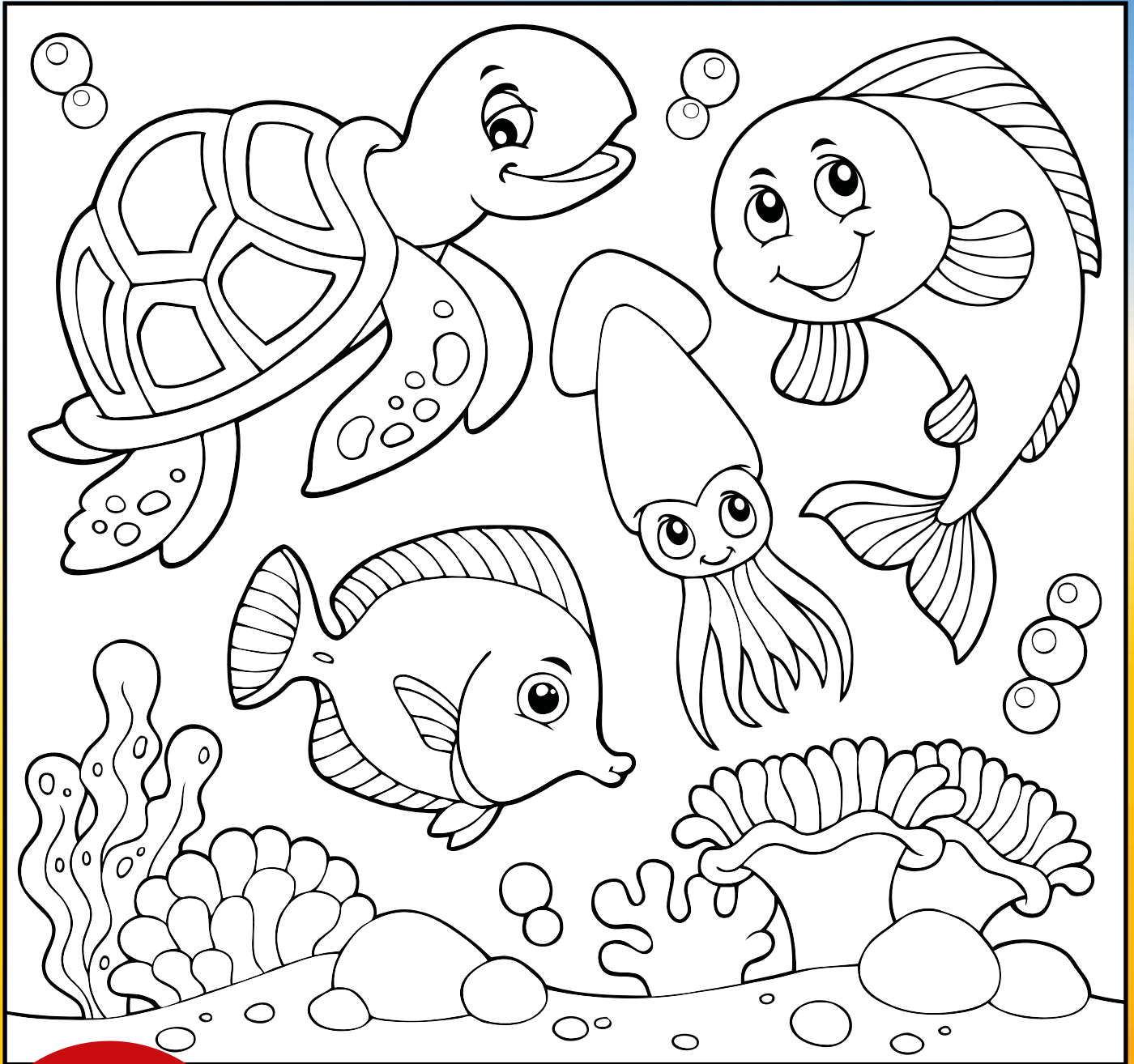
**Pest Control** 0141 287 1059

**Housing Benefit** 0141 287 5050

**CCTV operators** 0141 287 9999

# SUMMER COLOURING COMPETITION

(FOR THE WEANS!)



Return your  
coloured in picture  
by 31st July to  
be entered in to  
our draw to win a  
surprise gift!

**Name** .....

**Address** .....

**Phone** .....

**Age** .....

Ruchazie Housing Association, 24 Avondale Street, Ruchazie, Glasgow, G33 3QS  
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