

Ruchazie

news

Ruchazie Housing Association

WINTER 2025

Christmas Greetings!



Festive opening times

Office closes 23rd December at 4.30pm
Reopens Tuesday 6th January at 8.30am.

If you require an emergency repair during this time please contact City Building on **0800 595 595**.

All non-urgent repairs should be reported on Tuesday 6th January 2025.

We wish you a very Merry Christmas and a Joyful and Peaceful New Year.



Rent Consultation

You will receive some information from the Association in December/January on the proposed rent increase for 2022-2027. By law, we must consult with you on the proposals. Any decision on rent increase is not taken lightly and the Management Committee are provided with a range of information to help them make a decision. Your feedback and comments are important so please take the time to read the information we send and return the survey questionnaire. If you would like more information on our proposals, please contact Janice or Lynn.



Help & Assistance

There are lots of other ways in which the Association can help. Please get in touch if you need welfare rights advice, a Scottish Welfare Fund application or a referral to the Home Energy Advice Team to name a few. Please contact Lynn or Cerys and we will try to help.



Bulk items

There is a cost to you as the tenant through your rent to uplift any bulk items left on the pavement or open space.

Please contact Glasgow City Council **0141 287 9700**, or you can report online **www.glasgow.gov.uk** or use the app

Rent Payments

Whilst we appreciate the festive season can be a busy and expensive time, with costs and demands for celebrations adding up, you must ensure you keep paying your rent. We are currently monitoring tenants who historically fail to pay their rent over the festive period and will be taking appropriate action to recover the money owed to the Association.

Even when the office is closed, there are still a variety of ways your rent can still be paid. This includes online banking, Standing Order, paying via the Allpay app, or using your rent card at PayPoint locations throughout Glasgow. If you do not currently have our bank details and would like to pay via online banking, please contact Lynn at the office for details.

Ruchazie Housing Association take rent arrears very seriously. Missing rent payments means you are in breach of your tenancy obligations, and appropriate action will be taken. We always encourage you to get in touch if you are experiencing genuine financial difficulty and we will always help you where we can. We can refer you to GEMAP who can assist you to ensure you are receiving the welfare benefits you are entitled to and provide you with confidential advice and support for any money or debt worries you may have. Please contact Stacy at our office in the first instance, if you wish to discuss any financial matter.



Coping with a cold snap...

Frozen or burst pipes – prevention and cure

If a prolonged period of sub-zero temperatures is forecast then you should take measures to prevent pipes freezing. Frozen pipes will usually cause central heating systems to stop working, as well as depriving you of a water supply. It can also cause flooding and damage to your home and contents. There are measures you can try yourself to thaw them out or you can contact the Association and we will attend to the incident. In the event of a burst pipe, always contact the Association immediately.

- Keep the heating on throughout your home – at a minimum level at least – to prevent pipes freezing.

- Check that you know where to find the main stopcock for your home so that you can turn the water off in the event of a burst pipe. The stopcock in our properties is usually in the kitchen under the sink and will be marked as such.
- Check also that you know where the electricity main switch is and how to turn it off if water is affecting any of the electrics in your property; this is usually near the consumer unit in the electrical cupboard.
- Some heating systems have condensate pipes fitted externally that can freeze during severe weather. You can either



call our repairs service or, if you can reach the pipe easily, you could try thawing it out yourself by pouring warm water over it or using a hair dryer and thereafter resetting the boiler.

Internal and external drainpipes can also become frozen during severe weather. Again, pouring hot water down the drain or using a hair dryer can thaw the blockage.

Mould and Damp

Mould and damp can present itself in any property when the moisture levels are high. We must ensure to keep moisture levels low by ventilating your property. You can do this by opening windows, moving furniture away from walls to allow circulation, making sure your home is appropriately heated, not blocking chimneys and vents, not drying clothes on radiators, and keeping kitchen and bathroom doors closed. The way you use your home affects the moisture levels, so always be mindful of these points. If you do have any mould or damp then please let us know and we can look at ways of assisting with this.

Common Close areas

During our inspections, we are finding that tenants are continuing to store items in the common close area. This poses a fire risk to everyone living within the building and is also a breach of your tenancy agreement. We urge tenants to take heed of the message from Scottish Fire and Rescue Service to keep it clear to keep everyone safe.

The close/common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your close/common stair? It may not necessarily be in your flat! A fire started in a close/common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close/common stair. Items left in a close/common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building.
- Make sure storage areas are kept locked.
- For advice on uplifting items contact your local Council.

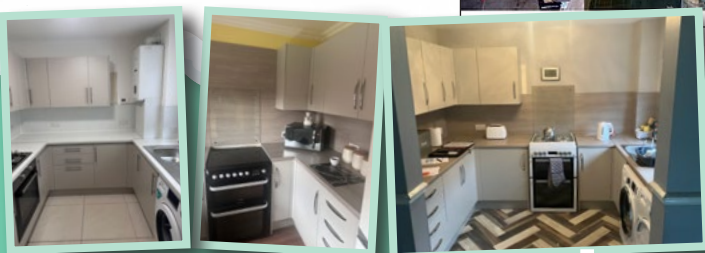
If fire does start

- Keep doors closed to prevent smoke filling your house.
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can.

To request a free Home Fire Safety Visit
CALL 0800 0731 999
 For more fire safety advice visit:
www.firescotland.gov.uk



SCOTTISH
 FIRE AND RESCUE SERVICE
 Working together for a safer Scotland



Maintenance update

We have just completed a programme to replace 27 kitchens at Elibank Street and Craighouse Street in our Phase 3C homes. Our post inspections have been completed and 100% of those tenants are satisfied with the installation of the kitchen and the work of the contractor.

If Committee approve we will continue with renewing kitchens in Phase 4 (Milncroft Road/Place, Craighouse Street) in the coming years. See our Rent consultation for further information.

Soffits are being replaced in our properties in Phases 3A which will reduce maintenance costs and provides a more aesthetic look to the properties. Budget permitting this work will continue across all properties in Phases 3A, B and C. No programme has been agreed and if the work is to be carried out in your home we will get in touch.

Christmas and New Year Holidays - Wheeled Bin Collection Arrangements

Due to the Christmas and New Year holidays some of your bin collection dates will change. Please note your revised collection dates in the table below.

Bin Type	Current Date	New date	Current date	New date
Green bin	Thursday 25/12/25	Thursday 15/01/26	Friday 26/12/25	Friday 16/01/26
Blue bin	Thursday 25/12/25	Thursday 22/01/26	Friday 26/12/25	Friday 23/01/26
Grey Bin	Thursday 25/12/25	Thursday 22/01/26	Friday 26/12/25	Friday 23/01/26
Brown bin	Thursday 25/12/25	Thursday 08/01/26	Friday 26/12/25	Friday 09/01/26
Purple bin	Thursday 25/12/25	Saturday 27/12/25	N/A	N/A

Bin Type	Current Date	New date	Current date	New date
Green	Thursday 01/01/26	Thursday 22/01/26	Friday 02/01/26	Friday 23/01/26
Blue bin	Thursday 01/01/26	Thursday 29/01/26	Friday 02/01/26	Friday 30/01/26
Grey Bin	Thursday 01/01/26	Thursday 29/01/26	Friday 02/01/26	Friday 30/01/26
Brown bin	Thursday 01/01/26	Thursday 15/01/26	Friday 02/01/26	Friday 16/01/26
Purple bin	Thursday 01/01/26	Saturday 03/01/26	N/A	N/A

We will lift all excess waste and empty all correct coloured bins presented on the new collection dates. Over the holiday period it would be helpful if car owners could arrange to park their vehicles in a position which will allow bin crews safe access to your wheeled bins.

Thank you for your co-operation.

Recycle for Scotland



How to contact us

You can pop in to the office, you can call us on **0141 774 4433**, or you can email us on **admin@ruchazieha.co.uk**

If you need to contact us about anything relating to your tenancy, don't delay, contact us your way. This is especially important if you need to report a repair as these should be reported to us as soon as possible to allow us the opportunity to resolve the issue. Failing to report repairs on time can lead to bigger issues in the long run.

Office opening hours

Monday, Tuesday & Thursday 9.30am – 4.00pm and Friday 9.30am – 3.00pm.

Telephone lines are open:

- 8.30am – 4.30pm Monday, Tuesday & Thursday
- 1.15pm – 4.30pm Wednesday.
- 8.30am – 3.00pm Friday.

Christmas Colouring Competition (for the weans!)



Return your picture,
coloured in to the
office by Friday 19th
December 2025 to be
entered into our draw to
win a surprise gift!

Name

Address

Phone

Age

Ruchazie Housing Association, 24 Avondale Street, Ruchazie, Glasgow, G33 3QS
T: 0141 774 4433 W: www.ruchazieha.co.uk E: admin@ruchazieha.co.uk

Ruchazie Housing Association Ltd is registered in Scotland with the Scottish Housing Regulator: Reg No: HCB 277. Financial Services Authority: Reg. No: 2420, Scottish Charity No. SC041911