

Seasons Greetings to all our tenants from the Staff and Committee

Christmas and New Year Office and Opening hours

The office will close at 1pm on the 15th December.

The office closes on Friday 22nd December at 1pm and will reopen on Thursday 4th January at 8.30am.

You can report any emergency repairs on 0800 595 595.

Panto!! – Ricky McWhittington

We may still have some tickets available for the afternoon show on the 23rd December at Platform. Contact Fiona for further information.



Good neighbour award

This year Michelle Reid of Drumloch Road was nominated by her neighbour Agnes Keatings as a good neighbour, Agnes said "I can't thank Michelle and her partner enough for making me feel relaxed at home, helping with meals and shopping and inviting me to their home for family parties".

The Association also recognise good tenants. Tenants who pay their rent in advance, maintain their tenancy to a high standard and do not incur any recharge repairs are randomly selected for a prize of £100 gift voucher. Congratulations to Anne Marie Lynas who was the lucky tenant drawn this year.

CHRISTMAS COMPETITIONS

Closing date for all competitions is
Wednesday 20th December.

Winners will be contacted on
Thursday 21st December to collect
their prizes



Refuse Collection Festive arrangements

Normal uplift Monday 25th December - Wheelie Bin Uplift- all wheelie bins will be uplifted on **Wednesday 27th December**, please make sure your bin is on the pavement for uplift from the evening before.

Normal uplift Monday 1st January 2018 - Wheelie Bin Uplift- all wheelie bins will be uplifted on **Wednesday 3rd January 2018**, please make sure your bin is on the pavement for uplift from the evening before.

PLEASE TAKE YOUR WHEELIE BIN IN AS SOON AS YOU CAN AFTER IT HAS BEEN EMPTIED.

BULK UPLIFT There will be no

Bulk Uplift on Tuesday of these weeks, instead BULK will be uplifted on **Wednesday 27th December** and **Wednesday 3rd January 2018**.

You can if you wish take any bulk items or large household waste bags to the recycling centre at Queenslie which is open from 8am – 8pm daily throughout the holiday period except as follows

- Monday 25th December – closed
- Monday 1st January 2018 – closed

Recycling Centres will close at 6pm (last vehicle entry 5:45pm) on the 24 and 31 December 2017.

Community Grants

Every Year we make grants to different community organisations to help them provide services to tenants, children and other residents, and contribute to services within the city.

This year we have donated the following

- Smithycroft School
- Ruchazie Parish Church
- Avenue End Primary School
- Elmcroft Nursery
- St Rosa Lima Primary School



We are delighted that our application to Cash for Kids has been approved and over 60 children in our community will benefit from a cash gift. Letters will be sent out to the parents/guardians with details for collection.

Join our bid to help you save energy and money this winter



Ruchazie Housing Association has teamed up with Home Energy Scotland, a Scottish Government funded service that provides free, impartial advice to help householders of all tenures, save energy and reduce their gas and electricity bills. You may have seen their adverts on television.

So, your local Home Energy Scotland team is very keen to help you, friends and family avoid lost savings on energy bills, and invites you to get in touch. Simply call **Home Energy Scotland** free on **0808 808 2282** or email adviceteam@sc.homeenergyscotland.org and an advisor will call you back.

Home Energy Scotland is here to help

Home Energy Scotland's advice network is open Monday – Friday, 8am-8pm and Saturday between 9am – 5pm. To find out how Home Energy Scotland can help you, call free on **0808 808 2282** and quote **SC_HA_Autumn_17** or email adviceteam@sc.homeenergyscotland.org and one of our friendly advisor will call you back.



REPLACE ALL YOUR BULBS WITH LEDS TO
SAVE £35 AND 105KG CO2 A YEAR.
CUT YOUR LIGHTING BILL BY **36%**



1°C
↓
SAVE £80

TURN YOUR THERMOSTAT DOWN BY JUST 1°C TO
SAVE £80 & 350KG CO2 A YEAR.

Paying your rent – all year round!

The festive season is upon us and with pressure on the family budget growing, we would like to remind you not to lose sight of the importance of paying your rent. We understand the difficulties our tenants face over the Christmas period with pressure to buy presents, putting extra strain on finances. However, while it may be tempting to overspend, this could lead to additional stress in the New Year when presents bought on credit deals have to be paid for and essential bills land on the doormat.

Paying your rent can sometimes drop off your 'to do' list with gifts, decorations and Christmas dinner to think about, which is why we are giving a gentle reminder. Stay up to date with your rent payments and payments

towards any arrears which have been agreed, and enjoy the festive season. Paying your rent must be your priority – if you don't pay you could lose your home.

We can help:

- Talk to us, we can offer support and advice.
- We can arrange an appointment with our Welfare Advice Service, in our office or at home.

Please, remember your home is at risk if you do not pay your rent. We are here to help so please contact us at 24 Avondale Street, Glasgow G33 3QS or telephone 0141 774 4433, or you can contact us through our website at <https://scottishhousingconnections.org/ruchazie-housing-association/contact-us/>.

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.



Rent proposal 2018 – 2019

The Management Committee is currently considering options for rent proposals for 2018 -2019. We understand that not everyone has the same circumstances, and that rent is a priority payment. We will consider all options and will

ask for your views during January. Please complete and return the questionnaire when you receive it. We will always seek to keep our rents affordable whilst still maintaining excellent services to our tenants.



ARE YOU SATISFIED WITH YOUR REPAIR?

When you request a repair by the Association, we send you a survey that asks about the quality and standard of our repairs service. It also informs you of when your repair should be completed.

It is important to the Association that we hear your views on the standard

of the repairs service we offer. It is vitally important that you return the **'Repair satisfaction survey'** after your repair has been carried out.

This will allow us to monitor our contractors and improve their performance if necessary. Your comments and opinions matter!

And don't forget, all completed and returned repair satisfaction surveys will be entered into a monthly prize draw to win £25 of shopping vouchers. So please keep your feedback coming in, and who knows, next month the lucky winner could be you!

August Winner - Mrs M Houston / September Winner - Mrs A MacDonald / October Winner - Mr J McKeown

GROUND MAINTENANCE

Last year we appointed a new contractor to carry out our ground maintenance. In October this year we carried out a satisfaction survey and we are pleased that most of our tenants are very satisfied with the service. Where comments have been made we have discussed these

with the contractor and will monitor their performance in the coming months. The service in the winter will concentrate on paths, car parks and planted areas.

Congratulations to Edith Plunkett who is the lucky prize draw winner.



Area of service	Percentage satisfied
Standard of Grass cutting	94%
Attention paid to shrub beds & open spaces	87%
Attention paid to litter	90%
Attention paid to bin lanes and car parks	84%
Overall ground maintenance service	90%

Clydevalley ground maintenance satisfaction survey October 2017



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.