

Ruchazie Housing Association

### **AUTUMN 2021**

IEWS

## Special General Meeting & Annual General Meeting 2021

This year we held our joint SGM and AGM on Thursday 23rd September 2021 at Ruchazie Parish Church.

Members received an update from the Chairperson on the key achievements during 2020/21 and the impact of COVID-19 on service delivery.

Chiene and Tait, Auditors presented the annual accounts for 2020 -2021 and highlighted another positive year for the Association.

The purpose of the SGM was for members to consider and approve the recommendation to update the Association's Rules in accordance with the 2020 SFHA Model, which is approved by the Scottish Housing Regulator (SHR), Financial Conduct Authority (FCA) and Office for Scottish Charity Regulator (OSCR)

000

Following the AGM, a Management Committee Meeting was held. The officer bearers were elected and the Management Committee for 2021/2022 is:

Hugh Holland Michelle Caldwell Ann Macdonald Brian Tollett Patrick Uti Robina Rigley David McKenzie David Khan Gillian Bell Thomas McGuigan Katrina Phillips Chairperson Vice Chairperson Secretary Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member



## **RUCHAZIE NEEDS YOUR HELP**

We have places on the board of the Association and we'd love it if a tenant would volunteer to join us.

Local Community Based Housing Associations have demonstrated in the last 2 years their commitment to their tenants and communities. Ruchazie were able to support tenants quickly and the Management Committee played their part in supporting staff and enabling them to secure funding and distribute it effectively to our tenants, supporting food provision and fuel costs.

It is clear the focus of Ruchazie is our tenants and communities, providing the best services we

can. Ruchazie Housing Association was started by tenants 27 years ago to improve housing conditions in Ruchazie. Tenants have been essential to running the Association ever since. We are a mix of local tenants, local residents, people who work here and some with other experience such as housing, community work and finance. We're a good team and we'd welcome another tenant to make the team even stronger.

The Management Committee has responsibility for all the big decisions and it employs the staff to give them advice and deliver the services they require. If you'd like to be more involved in making your housing service better; pick up an info pack from the office or give Janice a call.

Monthly meetings are held on a Thursday from 6-8pm, and you can expect to attend training,

> and may include some planning sessions. The yearly commitment works out at about 12 evenings plus up to 2 days.

For more information, contact Janice Shields at the Associations Office or email janice@ruchazieha. co.uk

# 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.



#### 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.



#### 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. We hope to meet in person soon, in the meantime we meet remotely by zoom. **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

### 

Ruchazie will issue an Assurance Statement to the Scottish Housing Regulator by the 31st October 2021.

The Scottish Housing Regulator now 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 the assurance they need that their organisations are well run.

Our Annual Assurance Statement is available on our website at 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. Ways to contact are on page 8 of this newsletter.

## **Dog Fouling**

The increase in dog fouling in the Ruchazie area is simply disgusting and dog owners need to take responsibility. There are adequate bins in the area and there is simply no need not to bag it and bin it.

If you do not dispose of this type of waste in a the correct way and are caught, you could receive a fixed penalty notice of £80 issued under the Dog Fouling (Scotland) Act 2003. The penalty increases to £100 if **not** paid within 28 days.

Please visit the Glasgow City Council website for more information on how to report dog fouling or report via the MyGlasgow app.



## Best Start School Payment - Apply Now

The Best Start School Age Payment is a one-off payment from Social Security Scotland. This payment will help families with the costs involved in preparing for a child starting Primary School.

#### Who can apply?

You can apply for the Best Start School Age Payment if you meet the following criteria:

- You are responsible for a child born between 1st March 2016 and 28th February 2017.
- You are in receipt of certain qualifying benefits such as Child Tax Credits or Universal Credit.

#### When can I apply?

Application for children born between the dates above are open between 1st June 2021 and 28th February 2022.

Even if the child is not yet starting school, parents and carers who meet the eligibility criteria are encouraged to apply before the closing date. How much will I get?

Should your application be successful, you will receive a one-off payment of £252.50 for each eligible child.

#### How do I apply?

Applications can be made online at https://www.mygov.scot



#### Ruchazie Housing Association

## Keep warm this winter: comparisons, discounts and payments to help with your fuel

#### **Energy Price Hike**

Millions of UK homes face a winter energy bill hike of over  $\pounds 110$  a year from October 2021. To help with your bills:

- Check you're getting the best deal by comparing energy suppliers to make sure you're on the lowest tariff (see below).
- Regularly update your meter readings so that your energy bills are accurate.

Some useful energy comparison sites:

- www.uswitch.com
- www.moneysupermarket.com
- www.gocompare.com
- www.comparethemarket.com

You'll need to know how many units of electricity you are using which you can get from your latest bill or annual statement. If you don't have this, you can compare using how much you currently pay.

#### Warm Home Discount

- You could get £140 off your electricity bill for winter 2021 to 2022 under the Warm Home Discount Scheme. The scheme opens on 18th October 2021.
- The money is not paid to you it's a one-off discount on your electricity bill, between October and March.
- You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity.

Contact your supplier to find out.

#### Winter Fuel Payment

- You qualify for a Winter Fuel Payment if you were born on or before 26 September 1955.
- Payment is normally automatic so you don't have to do anything to receive this.
- If you don't receive payment by 14 January 2022, contact the Winter Fuel Helpline on 0800 731 0160.



#### Affordable Warmth Payment from Glasgow City Council

Anyone living in Glasgow and is 80 years or over before 31st March 2022 can apply for this payment. If you received payment last year, future payments will be automatic.

- The Affordable Warmth Dividend normally opens the first week in November and applications will be available online.
- Customers should receive payment within 1 month of applying.
- You only need to apply if you have never received payment before

#### **Cold Weather Payment**

You may get a Cold Weather Payment if you're getting certain benefits and the average temperature in your area is recorded as, or forecast to be, zero degrees celsius or below over 7 consecutive days.

- You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March.
- Payment is normally automatic, however if you don't receive this, contact Jobcentre Plus or the Pension Service who will check this for you.

# Your guide to PREVENTING CONDENSATION

ne

What is condensation? Condensation happens when moist air comes into contact with a cool surface and water droplets form. This is what happens when you bathroom mirror steams up.

When this happens on your window, the glass mists up and drops of water run down the window. When it happens on a wall, the wall soaks up the moisture and becomes damp. Mould could then grow on the damp areas.

Where does it come from? Your body produces moisture all the time, when you breathe and perspire. This is most noticeable when you do exercise and overheat. We also put lots of moisture into the air when we take a bath or shower. , cook or wash the dishes. Moisture is also produced when we dry clothes indoors or use an unvented tumble dryer. Bottled gas heaters and paraffin heaters produce large amounts of moisture into the air. This moist air travels through your home and when it comes into contact with a cold surface it will condense.

Where can it happen? Condensation happens most on the cool parts of walls, particularly on outside walls where there is not much air movement. It often appears as a dark patch in corners near the skirting and on the ceiling. The side walls of windows are often affected as they can be even colder. Areas with poor ventilation can be prone to condensation.

#### How to remove mould -

Mould can be easy to remove. You can normally wipe it off with a disposable cloth using some household cleaner. There is no need to use strong chemicals. Wipe over the area again every few days using diluted household cleaner to stop the mould growing back. This should become part of your regular cleaning routine.

#### Prevent condensation – to help reduce the risk of condensation in your home:

- Keep a window open when drying clothes indoors
- Don't dry clothes over warm radiators or overload clothes horse with wet washing
- Keep the kitchen door closed when cooking
- Always use the extractor fan when cooking
- Keep lids on pots and pans when cooking
- Keep the bathroom door closed when running a bath and bathing and use the extractor fan using bath or shower
- Make sure air can circulate
- Don't overfill cupboards and wardrobes
- Don't keep furniture and beds hard against walls
- Keep your heating on low throughout the day in cold weather
- Avoid using flueless gas or paraffin heaters as they produce a lot of moisture.
- Adequately heat and ventilate rooms at risk
- When using a tumble dryer make sure the hose (where there is one) is put out the window, when using a condenser dryer leave your window open
- Keep your home warm
- Don't trap heat avoid putting large pieces of furniture in front of a radiator- this prevents the heat from circulating
- Keep curtains above radiators
- Thick curtains stop heat escaping remember to close them at dusk
- Keep curtains open on sunny days to help warm rooms
- Keep doors open in rooms that get lots of sunlight- this will allow the warm air to circulate your home

## ELECTRICAL TESTING

The Association carries out an **Electrical Installation Condition** inspection in all our tenants' homes as part of our planned maintenance programme. The Association will let you know if your home is due an inspection. It is important that if your property is due to be inspected, that you allow access for the Electrician to carry out these works. These tests are required to be carried out for safety purposes and to protect everyone in your home.



## **Gas Servicing to Boilers**

The Association is required by law to carry out an annual safety/service check to all gas pipework, boilers and appliances installed within Association properties. These checks are required to make sure your pipework, boiler and appliances are safe and the risk of any gas or carbon monoxide poisoning is minimised for your household. The Association carries out these checks on a 10 monthly cycle so that we can make sure the work is complete and you are safe before the anniversary date.

The gas service visit should only take approximately 30-40 minutes to complete and can make sure your life is not put at risk. Our gas maintenance contractor, City Building (Glasgow), will postcard each property at least 2 weeks in advance of the arranged service date. If you need to change this appointment, you can do so by contacting either City Building (Glasgow) on 0800 595 595, or Ruchazie Housing Association on 0141 774 4433.

PLEASE NOTE – As long as you have some credit in both your gas and electric meter the engineer will be able to do the service. If the engineer calls at your property and you have no credit in either of your meters and the required checks cannot be carried out, the engineer may have to close off (cap) your gas meter to make sure that you, your household members, your neighbours and your home are safe.



# **Right to Repair**

Under Housing (Scotland) Act 2001 Scottish Secure and Short Scottish Secure Tenants have the right to small urgent repairs carried out by their landlord within a given timescale. If the repair is not carried out within timescale you have the right to contact us to ask for an alternative contractor.

If the repair is not completed within timescale you may be entitled to compensation.

## List of qualifying repairs:

#### 1 Day

- Blocked flue
- Blocked or leaking foul drains, soil stacks or toilet pans where no other toilet in the house
- Blocked sink, bath or drain
- Loss of electric power
- Partial loss of electric power
- Insecure external window door
  or lock
- Unsafe access to path or step
- Significant leaks or flooding

from water or heating pipes, tanks, cisterns

- Loss or partial loss of gas supply
- Toilet not flushing where there is no other toilet in the house
- Unsafe power or lighting socket or electrical fitting
- Loss of water supply

#### 3 Days

- Partial loss of water supply
- Loose or detached banister or handrail
- Unsafe timber or stair treads

#### 7 Days

 Mechanical extractor fan in internal kitchen or bathroom not working





Coming soon to Ruchazie Parish Church

SAMH's Let's TALK Mental Wellbeing Workshops

Come along to find out about ways to look after your mental health October 7th 1-3pm Conversation Cafe

November 3rd 1-3pm Food and Mood

December 2nd 1-3pm Supporting Others

Help support yourself, family, friends, colleagues and people in the wider community



for Scotland's mental health

To book your own Workshop please contact Emma.Straughan@samh.org.uk

### **BONFIRE NIGHT**

In the run up to Bonfire Night on 5th November, the advice from the Scottish Fire and Rescue Service is to attend a safely organised bonfire and firework display – if COVID allows!

Bonfires are not permitted on any Housing Association land or gardens. If you will be letting off fireworks, please make sure you do this responsibly and considerately.

## **Service Delivery**

Like many businesses across Scotland we have been following the Scottish Government's guidelines on office closures as a way of helping control the spread of the Virus and keeping our staff and visitors safe. Since the easing of almost all restrictions was announced in August we have been preparing for a return to Office Based Working for our staff in a way that minimises risk but also allows our staff to have a presence in the local area. Staff will be working a mix of home and office and we are trying to offer an "in-person" pre-arranged appointment service to our customers. We would still ask that you continue to contact staff by telephone, email or by your smart phone in the first instance as our office is small with only one customer at a time. We would kindly ask that anyone with an appointment wears a face covering, unless exempt. Should you be experiencing corona virus symptoms including a new or continuous cough, or high temperature or if you are awaiting results of a PCR test having been identified as a close contact of someone with the virus, then please do not visit the office.

# USEFUL CONTACTS

(Construction of the local days

SAMSUNG

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
Bulk uplift	0141 287 9700
Water Mains leaks or bursts	0845 600 8855
Roads and Lighting faults	0845 37 36 35
Pest Control	0800 595 595
Housing Benefit	0141 287 5050
CCTV operators	0141 287 9999

### Garden Competition Winners 2021

E McDougall J Moore E Thomson M O'Connor

### Good Neighbour Winner 2021

James Hamilton

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.

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

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