



Ruchazie Housing Association

news

AUTUMN 2020

SCOTTISH HOUSING REGULATOR ENGAGEMENT PLAN - CHAIRPERSON UPDATE



I am pleased to report that the Scottish Housing Regulator (SHR) has ended its statutory intervention at Ruchazie Housing Association. This follows a three-year period of assessment, improvement and hopefully sustainment of our compliance with the Regulatory Standards of Governance and Financial Management.

Ruchazie has been in statutory engagement since March 2018 when the Regulator used its statutory powers to appoint a manager and four members to Ruchazie's governing body following an independent investigation on governance matters.

These appointments were extended in December last year, but significant improvements to governance and financial health saw the statutory manager appointment end in July.

Now the Regulator has ended its statutory intervention but will continue to engage with Ruchazie in the coming months to ensure improvements made are sustained.

In the past three years the staff and Committee have worked constructively with the statutory manager and appointees and has addressed the serious failures which led to the intervention. We had a governance improvement plan to help with this. As part of this improvement plan we recruited five new members to the governing body, recruited a permanent senior officer, undertook a review of our staff structure, and improved our policies, procedures and internal controls.

We carried out a strategic review of our options and decided to remain independent and collaborate with other organisations.

We welcome the confidence that SHR has shown in Ruchazie HA. It has been a long journey for everyone, and I would like to thank staff, committee, appointees and the statutory manager who have worked tirelessly throughout this challenging time.

Ruchazie has the right blend of skills and knowledge on our committee, from the business and banking sector, along with community knowledge and dedication. We believe this will benefit the Association going forward, and tenants can be reassured that the issues which led to intervention, have been managed and resolved.

Our new staff structure and our vision to collaborate with other organisations will support us to deliver the best service for our tenants.

The Management Committee would like to acknowledge the support from our tenants who helped shape the final decision we made to remain independent and look forward to working with you all again to ensure that Ruchazie remains 'a flourishing space for all'.

The updated Engagement Plan can be found on our website www.ruchazieha.co.uk.

We are always looking for tenants to get involved in our decision making, and if you are interested in any aspect of the Associations business, don't be shy – get in touch!

Hugh Holland
Chairperson



BLOOMING RUCHAZIE

Once again thank you to everyone who took part in our Annual Gardening Competition.
I think you will all agree the standard was "Blooming Marvelous"!

1st Place



Runners Up



Sylvia Murray



Robina McCoid

Annual General Meeting 2020



The Management Committee of Ruchazie Housing Association held its first remote Annual General Meeting on Tuesday 22 September 2020.

Members received an update from the Chairperson on the key achievements during 2019-2020 and the impact of COVID-19 on service delivery during full lockdown.

Chiene and Tait, Auditors presented the annual accounts for 2019-2020 and highlighted another positive year for the Association.

Following the AGM, a Management Committee Meeting was held. The officer bearers were elected and the Management Committee for 2020/2021 is:

- Hugh Holland - Chairperson
- Brian Tollett Vice - Chair
- Ann Macdonald - Secretary
- Michelle Caldwell - Committee Member
- Patrick Uti - Committee Member
- Robina Rigley - Committee Member
- David McKenzie - Committee Member Elected 2020
- David Khan - Committee Member Elected 2020
- Gillian Bell - Committee Member Elected 2020
- Thomas McGuigan - Committee Member Elected 2020
- Katrina Phillips - Committee Member Elected 2020



Are you protected?

Everyone, at some point, may suffer a disaster such as fire, flooding, burst pipes, theft or vandalism, which could damage the contents of their home. While it is sensible to take precautions to prevent catastrophes from happening, they are sometimes unavoidable. It can be very expensive to have to replace furniture, clothing, carpets and electrical equipment.

All tenants and owner occupiers are responsible for insuring their contents against such losses like these. Ruchazie Housing Association urges all tenants and owner occupiers to take out home insurance in some form.

Tenants and owner occupiers can do this by making their own private arrangements or they can join the SFHA Diamond Insurance Scheme. This scheme is underwritten by Royal & Sun Allianz plc and can help Scotland's tenants and owner occupiers obtain home contents insurance easily and at a price that is affordable. The scheme also allows policy holders to extend their policy cover.

Want to know more? Contact Fiona at the associations office.

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.

Ruchazie Housing Association was started by tenants 25 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 Board has responsibility for all the major decisions and 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 weekend sessions (although we do try to avoid that!)

The yearly commitment works out at about 16 evenings plus up to 4 days.

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



TRANSPORT TO RUCHAZIE PANTRY



Community Transport Glasgow (CTG) is working in partnership with Ruchazie Pantry to provide free transport for members who require to access the Pantry but have trouble getting there.

About Community Transport Glasgow



CTG is not just another transport operator. We are a local Charity who are all about connecting people – be it to other people/destinations or simply, to their needs.

We operate a number of transport solutions throughout Glasgow transporting 75,000 passengers annually.

Ruchazie Pantry is a new community membership shop that will provide high quality, low cost food to those in the area.

The Shop is based at 435 Garloch Road, Glasgow, G33



Noted below are the areas, days and times that the transport operates:

AREA	DAY	TIME
Easterhouse Covering Lochend and Kildermorie	Monday	4pm to 6pm
Blairtummock Covering Rogerfield and Commonhead	Monday	6pm to 7.30pm
Provanhill	Wednesday	10am to 12pm
Garthamlock Covering Cranhill	Wednesday	1.30pm to 3.30pm
Ruchazie Covering Craigend and Blackhill	Thursday	10am to 12pm
Provanhill	Thursday	1.30pm to 3.30pm
Easterhouse Covering Lochend and Kildermorie	Saturday	9.30am to 11.30am
Ruchazie Covering Craigend and Blackhill	Saturday	11.30am to 1pm

The Transport service will begin on Monday, 5 October 2020 and operate for an initial period of 4 week up until Saturday, 31 October 2020. Details on who and how to access the transport are as follows:

Who Can Use the Transport?

Those who are Members of the Ruchazie Pantry can access the transport. Please quote your Pantry Membership Number when booking.

How Can I Book the Transport?

- Pantry Members phone 0141-778-2042 to register
- Phone lines open Monday to Friday, 12 to 4pm
- You must book your transport at least 24 hours in advance
- Book the transport for the days available in your area.
- We will book you onto the transport to as near your time as possible, if there is availability.

How Will the Service Operate?

- You will be allocated a pick up time to go to the Pantry
- The bus will pick you up at your door
- You will be allocated a return time from the Pantry
- The bus will drop you off at your door

Scottish Housing Charter – Annual Return 2019-2020

Ref	Arc Indicator	2019/20
22	Number of notices of proceedings issued	2
26	Rent collected as a % of total rental income	99.77%
27	Gross rent arrears % annual rental income	2.45%
27	Gross rent arrears (current + former) £	£21,340
3&4	% of 1st stage complaints responded to in full	100.00%
3&4	% of 2nd stage complaints responded to in full	100.00%
13	% of tenants satisfied with landlord's contribution to the management of the neighbourhood they live in	93.75%
15	% of anti-social behaviour cases reported in the last year which were resolved	100%
14	% of offers refused	0%
16	% of new tenancies sustained > 1 year	100.00%
18	Void loss £	£208
18	Void loss %	0.02%
30	Average calendar days to re-let (ARC calculation basis)	2.63 days
C3	Number of properties re-let in period	8
C4.1	Number of abandoned properties	0
8	Average time taken to complete emergency repairs	4.13 hrs
9	Average time taken to complete non-emergency repairs	3.43 days
10	% reactive repairs completed carried out right first time	95.06%
11	How many times in the reporting year did you not meet your statutory duty to complete a gas safety check	0
12	% tenants satisfied with repairs service	95.24%
21	Average days taken to complete medical adaptation	16.57 days

Annual Assurance Statement

Ruchazie will issue an Assurance Statement to the Scottish Housing Regulator by the 30th November 2020 (delayed as a result of COVID19).

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 will be available on our website by the 30th November. 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.

Routine Repairs

The Association would like to thank tenants for their patience during the Covid-19 pandemic in relation to the suspension of all non-emergency repairs being carried out. The Association can confirm that we have now processed all non-emergency repairs that were reported to the office.

Please contact the office if you have an outstanding repair.

Planned and Cyclical Maintenance

We have recommenced our Smoke Alarm replacement contract and our Gas Servicing schedule remains unchanged. Gutter cleaning will be carried out at Phase 3A during October.

It is our intention to complete our kitchen replacement and boiler contracts by the end of the Financial Year and we will be in contact with all tenants as soon as we have a programme schedule in place.

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

Are you struggling to pay rent?

Talk to us...

Whilst we realise and understand that many people's income has been affected during Covid19, please be mindful that the government advice is to continue paying rent as normal.

If indeed, your income has been affected by Covid 19 or for any other reason it is essential that you get in touch with your Housing Officer Fiona Jolly to discuss this further, we will help support, and potentially sign post you to other agencies. Please do not put your home at risk by refusing to pay or by failing to engage with us.



GEMAP Money Advice Project

Are you worried about debt or unsure if you are receiving everything you are entitled to?

If your finances have been impacted by Covid-19, the GEMAP Financial Inclusion service may be able to help. They offer free confidential, impartial, and independent financial advice. GEMAP will give assistance with all benefits including

Universal Credit; Employment and Support Allowance; PIP; DLA; Attendance Allowance; Tax Credits; Housing Benefit; Council Tax Reduction and discounts; Best Start Grants; Funeral Payments; Carer's Allowance and many more.

Appointments are being carried out by Telephone if you would like an appointment, please contact our office on 0141-774 4433.

LEGIONELLA WARNING

Legionella bacteria occur naturally in locations such as rivers, lakes and reservoirs but may also be found in:

- Domestic water systems
- Places where water droplets may be formed such as showers and taps
- Hose pipes

The risk of infection from exposure in domestic systems is very low but everyone should be aware of the risks and take the necessary steps to avoid being exposed to the bacteria in water droplets.

How to reduce the risk of legionella

- Disinfect and de-scale your shower head every three months using products like Milton or antibacterial disinfectants.

- If you have a shower or water outlet you don't use regularly, you should flush the system out once a week by running water through it for several minutes.
- If you don't use your shower for two weeks or more, you should remove the shower head and let it run for two minutes and disinfect the shower head before refitting it.
- If you have an external hose pipe, you should flush this through every week and if they are not used for over 2 weeks, you should remove the nozzle or adjust it so it doesn't produce a spray and let the hose run for two minutes. Disinfect the nozzle before refitting it.

Further information can be found on the Health and Safety website: www.hse.gov.uk

Good Neighbour Award 2020

—Mary Ferguson

Mary was nominated following her Community and Volunteering Work during the Covid 19 pandemic.



TENANT SATISFACTION SURVEY — COVID RESPONSE



Thanks to everyone who took part in our tenant satisfaction survey, carried out by Research Resource in September. 146 tenants responded.

We were delighted that our satisfaction levels remain high, 96% of those asked were satisfied with our service throughout lockdown.

Satisfaction overall (90%) was lower than 2018 (96%) and we acknowledge we have work to do in some areas to improve

satisfaction overall with our service.

The Management Committee will review the full survey this month at their meeting on the 29th October, and we will provide further information on our website and in our winter newsletter.

In the meantime if you have any comments to make about our service, please visit our website at www.ruchazieha.co.uk

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.