

Ruchazie

HOUSING ASSOCIATION

SPRING

Newsletter



## Public Holidays

The office will be closed on the dates below  
for the spring holidays

Friday  
3<sup>rd</sup> April

Monday  
6th  
April

Monday  
4th May

Friday  
22nd  
May

Monday  
25th  
May

## Welcome to our Spring Update

To help reduce costs and lessen our environmental impact, we've made the move to a fully paperless newsletter. By switching to digital updates, we're cutting down on printing and distribution expenses while also reducing the amount of paper we use as an organisation. This approach allows us to share information more efficiently and sustainably, ensuring tenants stay informed in a way that's both cost-effective and environmentally responsible.

# Rent Increase for 2026-2027

Staff and Committee would like to thank all those tenants who responded to our rent consultation process. Two lucky tenants received a £50 shopping voucher through the prize draw.

We have written to tenants outlining the decision that has been taken and our plans for the coming year. We must consider our rent increases along with the commitment to improve your home and the general estate. This is as well as the steps we take to ensure your safety in your home. Tenant and resident safety is a key priority for us as your landlord.

The Association have notified Glasgow City Council Revenue and Benefits of the increased rent. If you are in receipt of Housing Benefit you will receive an award letter from them advising you of how much your benefit will be on a weekly basis.

**Tenants receiving Universal Credit will need to report the change to their Housing Costs on or after the date of the change (28th of March) by way of reporting via the Universal Credit portal (This is the only way you can inform them of your rent increase) which will be added to your account early April. You will receive separate instructions how to do this.**



We are here to help you and if you are experiencing difficulties paying your rent, you should contact the office. By contacting us we can review your circumstances, provide you with advice and assistance and refer you to the welfare Benefits Advice Service GEMAP if required.



# Paying Your Rent



We get it – sometimes meeting your household costs can be challenging. However you have the legal obligation to ensure your rent is paid. This payment can be from Glasgow City Council Housing Benefit, Universal Credit Housing costs or by yourself.

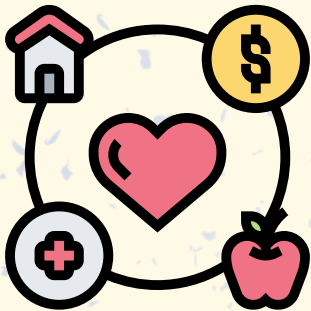
By signing your tenancy agreement, you have agreed to pay your rent monthly in advance by the 28th of each month. We know that some tenants are not paid on the 28th of each month. We accept that payments can be made at different times of the month, however it is important that the rent is paid by the 28th of each month to ensure your account does not fall into arrears.

We will let you know before the 28th of the month if your rent has not been paid, we usually do this by sending a text message if we can or phone to remind you.

If your rent is paid by Universal Credit or Housing Benefit we know when to expect that payment so, if your circumstance change in any way you should let us know so we can support you and take a note of the change, while the change is processed.

**If you have an arrangement for arrears you must make this payment as agreed.**

If you find yourself in arrears, it is better if you come talk to us, we will help by ensuring that the balance is correct and make an arrangement that you can keep to clear your arrears. You will only make the situation worse if you do not contact us.



> CONTACT US

0141 774 4433

admin@ruchazi  
eha.co.uk

24 Avondale  
Street, G33 3QS

## CONSIDERATE PARKING

Please remember to be considerate to your neighbours when parking. It is illegal to park across a driveway when a car is in the driveway. If you block the exit of a car from a driveway it will be treated as obstruction by Police and any residents who are being obstructed in this way should call Police directly to report this.

You should also not park across a dropped kerb when there is no car in the driveway. A reminder we do not have any designated parking areas for our tenants if you have any issues with parking on the roads you need to contact Glasgow City Council to discuss this

**You can contact them on 0141 287 2000 or visit their website on [www.glasgow.gov.uk](http://www.glasgow.gov.uk)**

**Parking bays are generally marked to allow safe parking. We ask that when parking your car in shared parking areas you are considerate of others and not take up 2 spaces.**



## LEGIONELLA REDUCE YOUR RISK

The risk of contracting legionella in the domestic home is minimal however there are some simple steps that you should take to help protect you and those in your home

- You should turn your shower on and run for a few minutes at least once a week, preferably more often than this, to flush out stale water;
- You should make sure that you dismantle, scrub and de-scale your showerheads and shower hoses at least once every 3 months or earlier if scaling is evident;
- Run the hot and cold water taps throughout your home on at least a weekly basis

These precautions are even more important if you are over 50 years of age or suffer from ill health. If you would like more advice on this matter please get in touch.

## CLOSE COMMON AREAS- HEALTH & SAFETY

Please make sure that all common close areas are clear and free of any household items.

Aside from a fire hazard, tenants, staff, contractors and more importantly emergency services should be able to access any flat without any obstruction. "A fire hazard is anything that has the potential to start a fire, or to contribute to a fire, such as ignition sources or an unnecessary build-up of combustible materials (any liquid or solid that can ignite and burn)"

We can only continue to explain how important it is to make sure stairs, landings and corridors are clear for escape. Never leave your belongings or rubbish in stairs, landings or corridors.

If you have any further questions don't hesitate to contact Paul at Ruchazie Housing Association for further information.

# Tenant Satisfaction Survey



We want to make sure we are providing the best service to our tenants!!!

As tenants you are the voice of the community and we want to hear what you would like us to achieve in the upcoming years.

The Association will be carrying out a full tenants satisfaction survey in the coming weeks and we would like to hear your views.

The person who visits you will have a letter of authorisation.



## Bulk Waste

Unfortunately we are starting to see an increase in bulk waste across the estate again. Whilst we know that our tenants are not always responsible, we all must play our part in stopping this behaviour.

If you have bulk items for uplift you can:

- Take it to the amenity site yourself, details of Queenslie can be found here.

<https://www.glasgow.gov.uk/article/1529/Household-Waste-Recycling-Centres>

- Ask for an uplift from Glasgow City Council, using the Glasgow App

If we obtain evidence of fly tipping we will report it and we will charge for the removal.

If you see anyone fly tipping in the area, let us know or report to Glasgow City Council via the council app. If you see a vehicle being used you can also report this to the police. If you have paid Glasgow City Council for an uplift please note this can take up to 28 days, please leave the items in your garden area until they advise

you of the date for pick up. We all take pride in our area and we spend your rent money to keep our area, open spaces and gardens clean and tidy. Let's not allow fly-tippers spoil our area.



# GARDENS

As spring and summer approach tenants will be making more use of their gardens. Tenants are responsible for maintaining their garden to an acceptable standard.

You should NOT use your garden as a dumping ground for old household furniture. You should arrange for this to be uplifted and disposed of appropriately. You can contact charities who often uplift items that comply with fire safety standards.

## ***BEWARE OF SCAMMERS***

Scammers are continuing to attempt to exploit people's anxieties around the rising cost of living. They are targeting people online and via cold calls, emails and text messages in an attempt to obtain their personal details and bank account information. Trading Standards Scotland compiled an A-Z list of common scams that consumers should be aware of.

Each letter focuses on a different scam or issue that is likely to affect Scottish consumers.

Ruchazie Housing Association will only contact you by the methods you have advised. If we do call to your home we will have ID with us, even if you do know us you can always ask to see this. Our contractors will only visit your home after we have spoken with you whether it is a repair or works in your home, again always ask to see ID if you are unsure.

See the website below for further helpful information <https://www.tsscot.co.uk/a-z-scams/>

# **SCAM ALERT**

# Mindful Man Scotland



## MEN'S TALKING GROUP

EVERY TUESDAY – 10:00 AM



RUCHAZIE GOSPEL CHURCH  
4 Elibank Street, Ruchazie, G33 3QN

For information on our other groups visit  
[www.mindfulmanscotland.co.uk](http://www.mindfulmanscotland.co.uk)



## MEET & EAT



Every Tuesday  
**12 NOON**

at **Ruchazie Parish Church**  
4 Elibank Street

For any information on our other groups  
visit [www.mindfulmanscotland.co.uk](http://www.mindfulmanscotland.co.uk)



## MINDFUL MEMORIES GROUP

Every Tuesday

 14:15

 **Ruchazie Parish Church**  
4 Elibank Street, Ruchazie, G33 3QN



For all other groups we do please visit:  
[www.mindfulmanscotland.co.uk](http://www.mindfulmanscotland.co.uk)

Mindful Man Scotland is a local men's mental health charity dedicated to supporting wellbeing and tackling homelessness across Scottish communities. Their work includes a variety of weekly group sessions such as talking groups, community "meet and eat" gatherings, outreach with veterans, walk-and-talk activities, and fitness-focused initiatives—all designed to offer safe, confidential, peer-led spaces where men can connect, share experiences, and feel supported. They are also developing new projects including youth study classes and a mindful memories group to help older community members share their stories. Everyone is welcome to come along, get involved, or simply listen without pressure



**MINDFUL MAN SCOTLAND**

# WALKING FOOTBALL

At SPYF – PILOT STARTING:  
Thursday 12th March - 12:30PM  
Talking Group Included

-  Stay Active & Have Fun
-  Meet New People
-  Improve Your Wellbeing

For information on our other groups please visit:  
[www.mindfulmanscotland.co.uk](http://www.mindfulmanscotland.co.uk)

**Visit [www.mindfulmanscotland.co.uk](http://www.mindfulmanscotland.co.uk) for more information**



British Heart  
Foundation

# Furniture Collection



British Heart  
Foundation

Did you know that you can book a free furniture collection from British Heart Foundation? They can pick up furniture and electrical items from your home for free. The items you donate are then sold in British Heart Foundation Stores to help fund their lifesaving research.

You can request a free furniture collection using their online form on the website.

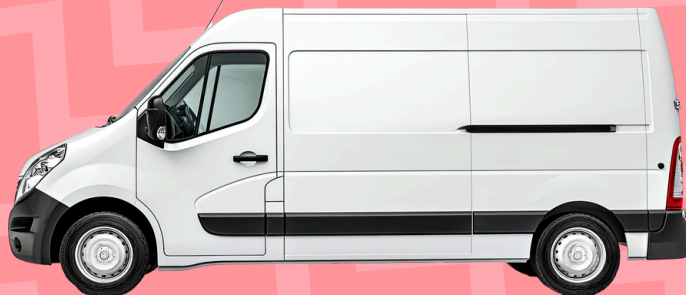
Upholstered items must have a fire safety label, this includes sofas, mattresses, and padded dining chairs. Items must also be in a saleable condition which means they should not have obvious rips, stains and odours, must work (particularly electrical items), and must have all parts in place (for example, no missing doors on wardrobes, no missing drawers on a chest of drawers).

For legal and health and safety reasons they can't accept the following

- washer/dryers and certain models of washing machines
- oil-filled heaters without a thermostat
- hard-wired electrical heaters
- children's items such as cots or prams
- ivory or fur
- upholstered items without fire safety labels
- used personal items
- safety equipment such as helmets or harnesses
- weapons, flammables or hazardous liquids.



<https://www.bhf.org.uk/shop/donating-goods/book-furniture-collection-near-me>



# Keeping Ruchazie Clean: A Community Message About Dog Fouling

Dog ownership brings companionship and a sense of community to Ruchazie – but it also comes with responsibilities. One of the most important is ensuring our neighbourhood stays clean and safe by picking up after our dogs. Unfortunately, dog fouling continues to be a concern across Ruchazie. Together, we can tackle the issue and keep our streets, greenspaces, and play areas pleasant for everyone.

## Why Dog Fouling Matters

Dog waste is more than an eyesore. It poses real health risks, especially to children. It can carry harmful bacteria and parasites, including toxocariasis, which can cause serious illness. When dog mess is left on pavements, near closes, or in shared green areas, it affects the entire community.

Uncollected dog waste also discourages people—particularly families and older residents—from enjoying outdoor spaces. It creates a negative impression of the area and reduces pride in our neighbourhood.



## Your Responsibility as a Dog Owner

All dog owners are legally required to pick up after their pets in public spaces. Glasgow City Council provides bins for disposal across the area, and dog waste can also be placed in any standard litter bin if a specific dog bin isn't nearby.

**If you are caught failing to clean up after your dog, you could face a fixed penalty fine. But more importantly, doing your part shows respect for your neighbours and pride in our community.**



## Ruchazie Housing Association's Commitment

We are working to:

- Improve signage in known problem areas
- Work with Glasgow City Council to report persistent fouling spots
- Encourage responsible dog ownership through community awareness



We're also asking residents to report repeated fouling in shared spaces so we can address issues quickly.

A cleaner neighbourhood benefits us all – thank you for helping keep Ruchazie a place we can be proud of.

# HOUSING APPLICATION - WAITING LIST POSITIONS

At Ruchazie, we experience a very low turnover of properties, with only around six voids per year. In contrast, we receive approximately ten new housing applications each week. This results in extremely long waiting lists.

Our waiting lists also change daily due to new applicants and updates to applicants' circumstances. Because of these frequent changes and the limited availability of properties, assigning or maintaining waiting list positions is no longer accurate or meaningful. For this reason, we will no longer advise you of a queue position.

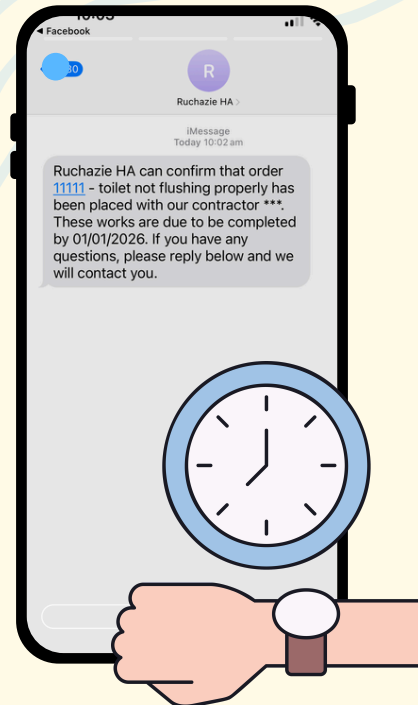
**We will provide further updates on this change at a later date.**



## Automated Repair Order Text

When a repair order is raised, you will receive a text message with an estimated completion date. Please note that this is **not the date the contractor will attend your property;** it is simply the date by which the repair is expected to be completed.

**Contractors should contact you directly to arrange suitable access arrangements before attending your home.**



## Keeping Our Closes Safe: Bike Storage Consultation & Safety Reminder

Recently, we carried out a consultation with tenants in the Avondale flats to gather feedback on the possibility of installing a secure bike storage hanger in the back court areas of the closes. We know that many households rely on bicycles for travel, leisure, and day-to-day activities, so we wanted to explore solutions that offer both convenience and safety.

During routine inspections, however, we have noticed an increasing number of items—particularly bicycles—being stored on the landings within the closes. While we understand the need for practical storage, these areas must be kept clear at all times.

Storing items on landings is a significant health and safety hazard. Anything left in these shared spaces has the potential to block escape routes in the event of an emergency, putting both residents and emergency responders at risk. Even small items can create obstacles during an evacuation.

As we continue reviewing the feedback from the bike storage consultation, we kindly remind all tenants to ensure that landings, stairwells, and communal areas remain free from personal belongings. This helps keep everyone safe and ensures compliance with fire safety regulations.

We appreciate your cooperation and will share further updates on the bike storage proposal once the consultation findings have been fully reviewed.

**If you have any questions or would like to discuss storage options, please get in touch with the office — we're here to help.**



# Important Numbers

## Emergency Services

Police / Fire / Ambulance – 999

Police (Non-Emergency)

Easterhouse Police Station – 0141 532 4300



## Utilities

Scottish Power (Electricity Emergency) – 0843 479 6456

National Gas Emergency – 0800 111 999

Scottish Water – 0845 600 8855

Council Services – Glasgow City Council

General Enquiries – 0141 287 2000

Cleansing / Bulk Uplift – 0141 287 9700

Street & Close Lighting – 0800 595 595

Social Work Services – 0141 287 0555



## Money and Advice

GEMAP – 0141 773 5850

Citizens Advice Scotland – 0800 028 1456



## Repairs

Ruchazie Housing Association (Office) – 0141 774 4433

Out of Hours Emergency Repairs – 0800 595 595



**If you would like to receive a paper copy of this newsletter, please reach out to the office directly. You can contact us through calling us on 0141 774 4433 or emailing [admin@ruchazieha.co.uk](mailto:admin@ruchazieha.co.uk) to request your copy. Don't hesitate to get in touch we will be happy to assist you with your request.**



**Return by  
30th April  
2026**

**Name:**

**Address:**

**Date of Birth:**