

Staff Changes

We are pleased to welcome two new members to our team at Ruchazie Housing Association.

Shaun O'Hara joined the team in April 2022 as our new Property Services Officer. Shaun brings with him a wealth of experience having previously worked at City Building for 28 years and is looking forward to meeting the tenants and helping with any repairs and maintenance issues they may have.



Stacy Shaw joined us in May 2022 as our new Senior Housing & Corporate Services Officer. Stacy brings with her a wealth of knowledge and experience having worked in housing for 21 years and joined us from another Housing Association in West Dunbartonshire. Stacy is also looking forward to working closely with our tenants and assisting them to manage their tenancies.



Jennifer Ayr is sadly leaving Ruchazie Housing Association on 8th July 2022 to join another Glasgow based Housing Association in a promoted post. Jennifer has been the first point of contact since 2020 providing a friendly face at reception and dealing with enquiries on the phone, and assisting with repairs and waiting list enquires. We wish Jennifer all the best in her new role!



Public Holidays

Our office will be closed on **Friday 15th July 2022** and **Monday 18th July 2022** for the Glasgow Fair holiday. Any emergency repairs can be reported to our contractor City Building on **0800 595 595**.

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.



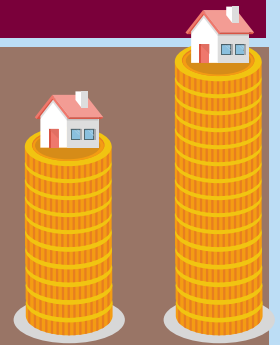
As a member, you can attend our AGM and vote on important matters.

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.



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.



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

SUPPORTING UKRANIAN CHILDREN

As we all know Ukraine are facing challenging times. One of our tenants has been leading the way in supporting a group of 70 orphaned children who are being housed in a school in Swidnica in Poland, and have made their way there from many of the affected towns and cities in Ukraine.

Robert Beaton and Iwona Figacz have visited the children on 4 occasions with the Glasgow Charity Glasgow Caring City. On receiving donations they are then able to purchase clothing, toiletries and other things the children need. Support from Polish authorities has been available but is becoming less as the months go on.

Ruchazie Housing association have made a donation in recent months and along with donations from Cloybank and Glasgow Caring City Robert and Iwona handed over clothing and essential items for the kids. This included schoolbags/rucksacks, hair appliances for the older children (hairdryers, hair tongs. The children were also treated to some ice cream. All of the children will benefit from day trips in the summer too.

As the children grow they then grow out their clothes. If you have any good summer clothes children have outgrown or if you are in a position to purchase some shorts and t-shirts, children's underwear and footwear to donate you can drop them off at the office. Robert and Iwona will be returning to Poland early August and the donations can be taken then.



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. We are now sending our repair satisfaction surveys via text if you have provided us with a mobile number. We appreciate your feedback as it helps us improve our service to tenants. You could even win a £25 shopping voucher for completing our survey!

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!

Repairs satisfaction survey winners

April 2022	Alison Darroch
May 2022	Lauren McCulloch
June 2022	Elizabeth O'Donnell



BULK WASTE

There has been an increase in bulk waste across the estate, and we know that our

tenants are not always responsible, however we all must play our part in stopping this behaviour.

As you will know Glasgow City Council removed the free service in the last year, and as of 1st April will now charge to remove bulk items. You can no longer leave items on the street for collection as these items will not be uplifted by Glasgow City Council.

Last year we asked if tenants would like a bulk uplift service and advised how much this would cost. From the responses we received, most tenants did not want the additional cost to be included in their rent. Therefore this service was not introduced.



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/index.aspx?articleid=17040>
- Ask for an uplift from Glasgow City Council, using the Glasgow App
- Request a service from us, where we will make a charge and ask for payment up front. The charge will depend on the number of items being collected.

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.

Fly tipping/bulk items left in the street by residents is unsightly and makes our area look bad as the pictures opposite show

We all take pride in our area and spend money to keep our area, open spaces and gardens clean and tidy. Let's not let the fly-tippers spoil our area!



HOME FIRE SAFETY

Wherever you are, it's important that you and your family know how to escape if there's a fire. It doesn't take long to make an escape plan and it could save lives, especially if you check and practice your plan regularly.

Think about

- Who's usually at home?
- How will they know there's a fire?
- If there are children, who will help them?
- If there are elderly people, who will tell them there's a fire and who'll help them?
- If there are people who can't see, hear or move around easily, who will help them?
- Where can you set up a safe meeting place away from the property?

Plan A

The first choice route of escape is always through the main door. Make sure you close it once everyone is out.

Plan B

If it's not safe to leave by the main door, how else could you escape?

- Is there another door you could use or a fire escape?
- Could you climb out of a ground floor window?
- Could you climb out of a first floor window onto a garage roof or extension and get down safely?

If Plan A or B are not safe, you might need to find somewhere to stay safe and await rescue. Make sure everything is ready so that you can:



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

- Go to a room with a phone and a window that opens
- Pack clothes and blankets around the door to keep smoke out
- Stay by the window and shout for help

Practice your emergency escape plan together

Practicing your plan in advance will help everyone to stay calm if there is a fire. It will also help you get to safety more quickly.

If you live in Scotland, request a free Home Fire Safety Visit. We'll help you sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

Research has shown that children can remain asleep when smoke alarms are sounding. If there are children in your home your escape plan should include adults ensuring that any sleeping children have been roused from sleep.

<https://www.firescotland.gov.uk/your-safety/at-home/escape-plan/>



FIRE ALARMS

The importance of fire safety can never be underestimated, recently we have discovered that fire alarms had been removed rendering them highly ineffective and even causing them to break.

- Fire alarms save lives: The number one reason to install a fire alarm is to make the building safe for your tenants. A combination of smoke and heat detectors, sirens and bells, and strobe lights detect fires and alert building occupants, giving them ample time to evacuate in an orderly fashion.

- According to the experts, humans don't have a strong reaction to smell during sleep. Thus, a fire alarm comes in very handy and can save your life when you're in danger.
- Your smoke alarm is your first line of defence and that's why experts recommend you test your smoke alarms at least once a month.
- The numbers of deaths due to fires in domestic dwellings has dropped in general over Scotland, this is due to the early detection systems that have to be installed by law.

If you discover an issue with your fire alarms please do not hesitate to contact RHA and we will fix it.

Platform – Summer Holidays - Free Breakfast, Lunch and Creative Activities

Over the summer school holidays Platform are inviting children and their families to the Platform café to sit in and enjoy a free breakfast / lunch. Running between Monday 27 June and Friday 12 August (weekdays only). They are based at The Bridge, 1000 Westerhouse Road, Glasgow, G34 9JW.

Breakfast, lunch and snacks will be served in person, onsite at the café between 10am and 1.30pm. They also have some free creative family activities taking place throughout The Bridge - including dance & drama workshops, film screenings, fancy dress and prop making (ideal if you fancy taking part in their **Alexandra Park**

Festival 'Fancy Dress Parade'), art activities plus much more. Activities will vary each day and are aimed at those age 5 - 11yrs but are suitable for the whole family!

Breakfast will include cereals, fruit, milk, toast, pancakes and warm morning rolls - and lunch will have options such as pizza, panini, goujons, sandwiches and hotdogs, alongside fruit kebabs, snacks and juices (all subject to availability). There will also be vegetarian options.

Drop in - no referral needed.

Follow @platformglasgow on social media for updates.
<https://www.platform-online.co.uk/>

7 Low cost ways to have fun with the family this summer

Visit a pet store

Many pet stores have fish, guinea pigs, rabbits and birds for sale as pets, but it's a great place to enjoy animals for free - just explain to the children before you set off that you're only going to say hello, and they aren't coming home with you.

Have a water fight

A good water fight is so much fun for the kids, and you don't even need water pistols to do it. A couple of sponges and a bucket will be just as fun.

Camp in your garden

If you don't have any camping kit, borrow a tent and sleeping bags from a friend who does and set yourself and the kids up in the garden for the night - or until it gets too dark. It will be a massive adventure for them, and you'll still have your toilets and shower to enjoy as a bonus.

Play outdoor games

Have hours of fun outside in the fresh air playing games like rounders. Get friends, family and neighbours involved for maximum fun.

Go for big walks

Pack a picnic and set off on an adventure, either locally or nearby. Even if you live in a busy town or city, there are bound to be hidden treasures to explore and find a nice place to sit and eat your homemade lunch.

Summer sees a lot of discounted travel tickets for bus and rail journeys, with kids often travelling for free.

Make good use of free attractions

Every town and city in the country has free attractions - simply do a Google search for "Free things to do in..." and insert your location. You'll be surprised at the number of galleries, museums and cathedrals that won't charge an admission fee.

Visit public spaces

The UK has loads of beautiful beaches, lovely parks and breathtaking landscapes to explore that won't cost you a penny - take a picnic and a frisbee for the kids.



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. This is in addition to the School Clothing Grant and free school meals if eligible to receive these. Remember that if you are eligible for free school meals, you may also be able to get help with free meals for your children during the school holidays as well. Please contact Glasgow City Council to find out how to apply.

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 2017 and 28th February 2018.
- You are in receipt of certain qualifying benefits such as Tax Credits, Universal Credit, Housing Benefit, Income Support, Pension Credit, Income based Jobseekers Allowance and Income related Employment and Support Allowance.

When can I apply?

- Application for children born between the dates above are open between 1st June 2022 and 28th February 2023.
- 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>



Financial Worries

We recognise that we are currently experiencing the worst cost of living crisis in 40 years and many of our tenants may be struggling to manage their money. The GEMAP money advice service is still available for anyone who requires support to claim benefits during these times. Please contact us to request an appointment if you need one. If you are worried

about paying your rent, maintaining repayment arrangements or have any financial difficulties, we urge you to get in touch as soon as possible on **0141 774 4433** or email Stacy@ruchazieha.co.uk. We are here to help and you should not hesitate to contact us or feel embarrassed to talk to us about any financial difficulties you may be experiencing.

Ruchazie Pantry



In return for a £2.50 fee members are offered access to a range of supermarket brands at significantly discounted prices, you can receive between £10-£15 worth of food depending on what you pick and what is in that day. The products are separated into 5 food categories so that everyone is receiving a fair and balanced shop and to make the most of the ingredients that you can buy from the Pantry. They also offer services such as employability, financial planning, healthy living groups, volunteer opportunities, and training. Please visit the Facebook page @RuchaziePantry for further information and updates.

The Pantry Opening hours are;

Monday:	16:00 - 19:00
Tuesday:	09:30 - 12:30,
Wednesday:	09:30 - 12:30, 13:30 - 16:30
Thursday:	09:30 - 12:30, 13:30 - 16:30
Friday:	09:30 - 12:30, 13:30 - 16:30
Saturday:	09:30 - 13:00
Sunday:	CLOSED



Return your coloured in picture to the office by 31st July 2022 to be entered in to our draw to win a surprise gift!

Name _____

Address _____

Phone _____ Age _____



COMMUNITY Festival

Platform @ the Bridge
Friday 12th August
12 noon – 4pm (drop in)

Lucha DS **Kreiger** **Logan Smith** **Davey Blaze**

Glasgow Rocks
Gladiators
Face painting
Emergency Services
Raffle
Wildlife Charities
Dancers
Head and Hand Massages
Starring **pbw** Wrestlers
FREE ENTRY
Event hosted by: **ehra**
Scavenger Hunt
History of old Provan Hall
Pottery Workshop

Come along and join in the fun!
Children need to be accompanied by an adult.

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.

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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



USEFUL CONTACTS

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

