

Ruchazie

news

Ruchazie Housing Association

WINTER 2018

**CHRISTMAS  
AND NEW YEAR OFFICE  
AND OPENING HOURS**

The office will close on 21st December and will reopen on Thursday 3rd January at 8.30am. You can report any emergency repairs on 0800 595 595.

*Seasons Greetings  
to all our tenants  
from the Staff and Committee*

# CHAIRPERSON UPDATE ON REGULATION PLAN

We wrote to you earlier in the year about the Scottish Housing Regulator taking statutory action at Ruchazie. We told you about the appointment of a Special Manager and appointees to our board.

The Management Committee have been working with the appointees and the special manager since their appointment in April, to make improvements to the governance of the Association. We have spent time away from the business with staff to discuss and consider our options for the future.

This will require a lot of commitment from the Management Committee and our new members have allowed us to strengthen your Committee. We will be meeting again early in the New Year to continue this work and we will update you in our next newsletter.

We will be consulting on our rent proposals for 2019 -2020 and would urge you to read the information we send and return the questionnaire. Your views will be taken into account when a final decision is made.

Membership of the Association is available to anyone who has an interest in our work. The cost of membership is £1. If you need any further information, please get in touch with Janice or Fiona at the office.

I would like to wish all our staff, tenants and families a very Happy Christmas and best wishes for 2019.

*Hugh Holland*  
Chairperson

## Universal Credit

Universal Credit UC full service will roll out across the East End of Glasgow from the 5th December onwards. The Department for Work and Pensions (DWP) will, in most cases, pay the housing element of the benefit directly to claimants.

This means claimants will need to budget accordingly and make arrangements with the Association to ensure rent is paid on time. The application process for UC is done online and can take up to one hour. Don't worry though as we can help you if you would like help with:

- Setting up an e-mail address
- Opening a bank account
- Applying for Universal Credit or any other welfare benefits

If you have any concerns about the roll-out of Universal Credit, and what it might mean for you, please do not hesitate to get in touch with us. We will be very happy to help customers in any way we can.

**UC** *Universal  
Credit*

## REFUSE COLLECTION

There will be a normal uplift on Monday 24th December and 31st December 2018. There will be disruption with the bulk uplift collection and we would encourage tenants where possible to take any bulk items or large household waste bags to the recycling centre at Queenslie, Open daily from 8am – 8pm throughout the holiday period except Christmas Day and New Years Day. Recycling Centres will close at 6pm (last vehicle entry 5:45pm) on the 24 and 31 December 2018.





## CHRISTMAS COMPETITIONS

Closing date for all competitions is Tuesday 18th December. All prize winners will be contacted on Wednesday 19th December to collect their prizes.



### cashforkids

We are delighted that our application to Cash for Kids has been approved and over 75 children in our community will benefit from a cash gift. Letters will be sent out to the parents/guardians with details for collection.

## Social Media

Did you know we have Facebook, Twitter and a Website? We will be using our Social Media Platforms as an additional way to communicate with our tenants. Follow Us at

 @RuchazieHA

 Ruchazie Housing Association.



## PENSIONERS CHRISTMAS GIFTS

At this festive time the Management Committee of Ruchazie Housing Association would like to extend their good wishes to all their tenants but in particular those of you who are 65 and over and as a token of goodwill we will be issuing tenants with a gift of £10.00. All tenants will be contacted directly.

## Rent Increase Proposal

The Management Committee is currently considering options for rent proposals for 2019 -2020. We will consider all options and we will ask for your views during December/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.

## 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 an 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 cards have to be paid for.

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 [www.ruchazieha.co.uk](http://www.ruchazieha.co.uk)



## Bags of help to improve the Playpark

We are delighted to have been chosen for the Tesco Bags of Help Grant Scheme and our playpark project will be put forward to a customer vote in Tesco stores during January and February 2019.

The project with the highest number of votes across our region will receive £4,000 (or the amount that was requested up to this value), the second placed project £2,000 (or the amount that was requested up to this value), and the third placed project £1,000.

Please see below a list of stores taking part in the voting on our project. Feel free to share this list with all friends, family and colleagues and remember to ask for your blue counter when shopping!

BAILLESTON	Tesco Express
COCHRANE SQUARE GLASGOW	Tesco Express
GLASGOW MERCHANT CITY	Tesco Express
SHETTLESTON	Tesco Extra
TRONGATE	Tesco Express
PARKHEAD FORGE	Tesco Extra



## PERFORMANCE INFORMATION APRIL – NOVEMBER 2018

### Allocations & Lets

Total number of Lets	4
Lets to Existing Tenants	1
Lets to Housing List	3

### Maintenance

Number of Repairs Reported	590
Emergency Repairs	21
Repairs completed within target timescales	98%
Medical Adaptations Completed	9

## USEFUL CONTACTS

Emergency Repairs (Including gas central heating)	<b>0800 595 595</b>
Police (Emergency)	<b>999</b>
Police Scotland	<b>101</b>
Noise Team	<b>0141 287 1060</b>
Dog Fouling	<b>0300 343 7027</b>
Graffiti Removal	<b>0300 343 7027</b>
Glasgow City Council Community Safety Department	<b>0141 276 7400</b>
Abandoned cars	<b>0141 276 0859</b>
Bulk uplift	<b>0141 287 9700</b>
Water Mains leaks or bursts	<b>0845 600 8855</b>
Roads and Lighting faults	<b>0845 37 36 35</b>
Pest Control	<b>0800 595 595</b>
Housing Benefit	<b>0141 287 5050</b>
CCTV operators	<b>0141 287 9999</b>

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.