

# Annual General Meeting 2024

The Management Committee of Ruchazie Housing Association held its 31<sup>st</sup> Annual General Meeting on Thursday 26<sup>th</sup> September 2024.

Members received an update from the Chairperson on the key achievements during 2023/24.

Chiene and Tait, Auditors presented the annual accounts for 2023 -2024 and highlighted another positive year for the Association.

The raffle and Bingo were enjoyed by all, and some great prizes donated by our contractors were won including a Hamper and a room of your choice painted by the Bell Group.



Following the AGM, a Management Committee Meeting was held. The officer bearers were elected and the Management Committee for 2024/2025 is:

- |                   |                  |
|-------------------|------------------|
| Michelle Caldwell | Chairperson      |
| Thomas McGuigan   | Vice Chairperson |
| Debra Campbell    | Secretary        |
| Hugh Holland      | Committee Member |
| Anne MacDonald    | Committee Member |
| David McKenzie    | Committee Member |
| David Khan        | Committee Member |
| Gillian Bell      | Committee Member |
| Katrina Phillips  | Committee Member |
| Charlie McLellan  | Committee Member |
| Chris Park        | Committee Member |



# RUCHAZIE NEEDS YOUR HELP

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

Local Community Based Housing Associations have demonstrated 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.

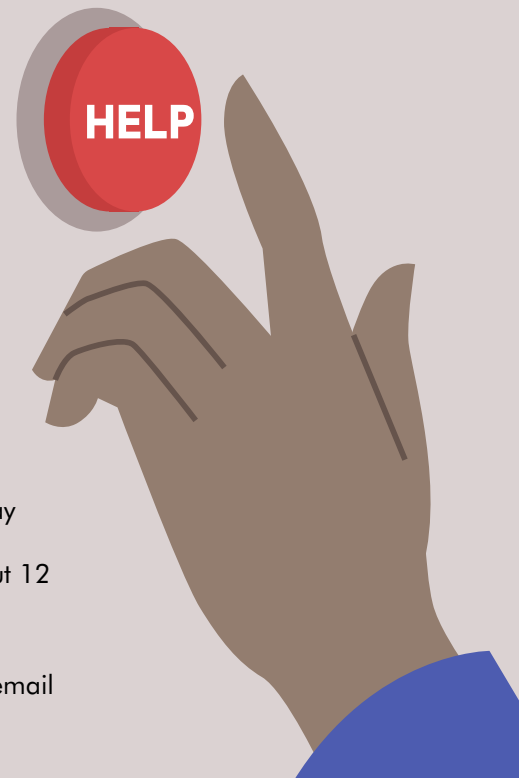
It is clear the focus of Ruchazie is our tenants and communities, providing the best services we can. Ruchazie Housing Association was started by tenants 30 years ago to improve housing conditions in Ruchazie. Tenants have been essential to running the Association ever since. We are a mix of local tenants, 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 tenants 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; please contact Janice at the office.

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](mailto:janice@ruchazieha.co.uk)



## Change to office opening hours



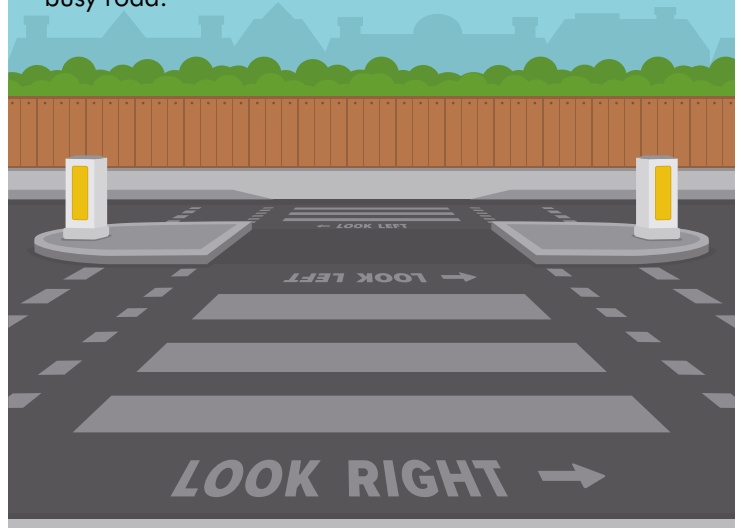
We previously consulted with tenants on their preferred method of contact with us. 98.6% of Tenants stated that telephone was their preferred method of contact compared with 9.9% who said they preferred Face to Face at the office.

Based on this the Management Committee recently approved Flexible working for staff. This means that the office will be closed on a Wednesday with staff working from home. Staff will still be available via email, and via telephone from 1.15pm - 4.30pm. We will continue to carry out staff training on Wednesday mornings. We will monitor this new way of working to ensure there is no loss of service to our tenants and welcome any feedback on this.

## Road Safety

Following representation to Glasgow City Council last year we have been advised funding has been granted from the Road Safety Improvement Fund for an island crossing at the junction of Elibank Street and Gartloch Road.

This was requested following an incident last year when a child was seriously injured as they crossed the road and we hope this benefits everyone navigating this very busy road.



# Annual Assurance Statement

Ruchazie will issue an Assurance Statement to the Scottish Housing Regulator by the 31st October 2024.

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 1<sup>st</sup> 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.

You can phone 0141 774 4433 or Email [admin@ruchazieha.co.uk](mailto:admin@ruchazieha.co.uk)

## Alterations and Improvements

As a condition of your tenancy agreement, before going ahead with any **alteration** to the property, no matter how small, you **must obtain permission in writing** from the Association. You are encouraged to discuss your proposals with the Property Services Officer and obtain their advice before making a formal application in writing.

All requests are looked at on an individual basis and we will consider how your proposal impacts on various elements such as local authority planning consent, building warrants, health & safety, neighbours, ongoing maintenance etc. before a decision is made. You will either be refused permission, or granted permission subject to certain conditions. **No work should be carried out until you receive our decision in writing.**

If permission is granted you must then complete the work to our satisfaction, advise us when the work is complete, and allow access for an inspection. A record will be kept on file of any alterations carried out and these will be referred to, to clarify maintenance responsibilities at a later date, for example when you move out and may be required to return the property to its original condition.

Some common examples of alterations which require our permission include; replacement doors, laminated/wooden floors, ceramic floor tiles, replacement or additional kitchen units, installation of fixed fireplaces, shower installations, garages, garden sheds, replacement fencing, all alterations to the electrical or gas systems including additional sockets, light fittings etc, walls, plasterwork, artex or tiling, installation of satellite dishes etc.



# Your guide to preventing condensation

## What is condensation?

Condensation happens when moist air comes into contact with a cool surface and water droplets form. This is what happens when your 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

# GAS SERVICE

Ensuring that your gas appliances are serviced regularly is an issue of safety. Without regular checks and maintenance, they could become in danger of leaking carbon monoxide poison – a deadly gas that you cannot see, taste or smell.

It is our responsibility to arrange/carry out a service of your gas installation on an annual basis. **IT IS YOUR RESPONSIBILITY TO ALLOW ACCESS.**

You will be given a date and time for our contractor to attend, however you can change this directly with the contractor or contact us should the appointment given not be suitable. If we have to arrange a forced access you will be charged.

In the period to 17<sup>th</sup> July there were **35 no access on the 1<sup>st</sup> visit** reducing to **17 on the second visit** and



**7 on the 3<sup>rd</sup> visit.** There is a cost to the contractor and the Association for this and this could potentially lead to higher rent charges - so **PLEASE** respond if you are unable to keep the 1<sup>st</sup> appointment and ensure your home is open for the service to be carried out.

**PLEASE KEEP YOUR HOME AND FAMILY SAFE**

## Universal Credit – Managed Migration



Managed Migration is the final stage of the rollout of Universal Credit (UC), where the DWP is gradually contacting those who are still claiming legacy benefits to notify them that these benefits will be ending and inviting them to claim UC.

### Timeline for migration in 2024

**April 24** – Income Support households and Tax Credit with Housing Benefit only

**July 24** – Housing Benefit only and Income related Employment and Support Allowance households receiving Child Tax Credits

**September 24** – Pensions Aged Tax Credits Households and Income Based Jobseekers Allowance households

For further support please see the following;

- Universal Credit website: [www.gov.uk/dwp/move-to-uc](http://www.gov.uk/dwp/move-to-uc)
- A new gov.uk website supporting households to move to UC Move to Universal Credit – Move to Universal Credit ([ucmove.campaign.gov.uk](http://ucmove.campaign.gov.uk))
- Help to claim, delivered by Citizens Advice <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/>
- Face to Face support in local Jobcentres
- Advice.Scot <https://advice.scot/>
- GEMAP

## Universal Credit when paid four weekly

If you are paid four weekly instead of monthly, you will receive 13 pays per year instead of 12. If you are claiming Universal Credit, this means unfortunately that you will likely receive 2 pays in one assessment period. If this happens your Universal Credit for that assessment period will reduce or you can receive a nil payment. This means that you will be liable to pay any

shortfall in your rent, which could lead to an arrears balance on your rent account. To ensure this does not happen, if you are paid four weekly, please contact the office to discuss this and we can help you put a payment agreement in place to ensure you do not accrue an arrears balance.

# 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

## Reporting a Significant Performance Failure to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about "significant performance failures". A Significant performance failure is defined by the SHR as something that a landlord does or failed to do that puts the interests of its tenants at risk, and which the landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systematic problem that does, or could affect all of a landlord's tenants. If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

A complaint between an individual tenant and a landlord



Scottish Housing  
Regulator

is not a significant performance failure. Significant performance failures are now therefore dealt with through the complaints handling procedure. You can ask us for more information about significant performance failures. The SHR also has more information on their website:

[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



# HALLOWEEN

## WORD SEARCH



A R P B V X B O N E S W S G  
 E B R R G H O S T P N I Y P  
 U Q D P A R T Y S E N T U V  
 Q C O F F I N M O P G C D I  
 J L T A P Y E D F F O H J P  
 M R Q B D U H T L E O O Z X  
 O Q A N A S J O Y F J G K Z  
 O Z A I T X W H G I P B W Y  
 N C F Q I E H W Z T O X I P  
 B Y E Z R C A N D L E J Z O  
 A J N E C A S T L E J F A T  
 T V W Z T F D H O U D K R I  
 M O R A N G E K D H P U D O  
 A B S E P U M P K I N B D N

ORANGE  
 WITCH  
 BONES  
 WEREWOLF

WIZARD  
 GHOST  
 PARTY  
 BAT

COFFIN  
 MOON  
 CASTLE  
 CANDLE

CANDY  
 PUMPKIN  
 SPOOKY  
 POTION



Return your wordsearch by  
 31st October 2024 to be  
 entered in to our draw to  
 win a surprise gift!

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Age \_\_\_\_\_

# USEFUL CONTACTS

Emergency Repairs  
(Including gas central heating) 0800 595 595

Police (Emergency) 999

Police Scotland 101

Noise Team 0141 287 6688

Dog Fouling 0141 287 1058

Graffiti Removal 0800 027 7027

Abandoned cars 0141 276 0859

Bulk uplift 0141 287 9700

Water Mains leaks or bursts 0845 600 8855

Roads and Lighting faults 0800 373 635

Pest Control 0141 287 1059

Housing Benefit 0141 287 5050

CCTV operators 0141 287 9999

## Contents Insurance

We strongly recommend that those tenants who do not currently have home contents insurance look into taking out a policy. In the event of a fire, flood or break in this could make all the difference when having to replace household items. Particularly with the festive season approaching, this could help with an emergency situation such as gifts purchased needing replaced or general accidents, spills or breaks caused over the festive period. Thistle Insurance services offer a call back system where you complete your application over the phone and this also gives you the opportunity to ask any questions. Click on the link <https://www.thisisemyhome.co.uk/call-back> to request a call back and a member of the Thistle Insurance team will call you back.

You are of course also free to search online for a wide range of providers or speak with a broker.



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