

NEW SERVICE



- Ground maintenance
- Bulk uplift
- Close cleaning

The Association has recently awarded a two year estate services contract to Total Homes Cooperative which will commence at the beginning of April. This service will include the maintenance of opened spaces, play parks and individual tenant gardens that are currently on our garden maintenance list.

Close cleaning will be carried out to all closes within the Associations stock, this will be at no charge to tenants. Any tenants who are currently paying a service charge for close cleaning will no longer be charged for this service.

See inside for more details



Ground Maintenance Service



Total homes cooperative will be maintaining all of the Associations open spaces, common backcourt areas, play parks and those gardens currently on our ground maintenance list.

This service will commence the week beginning 5th April 2021.

Bulk Uplift

The bulk service provided by Glasgow City Council was suspended during the COVID pandemic. Glasgow City Council have now informed landlords across the city that the bulk uplift service will now be chargeable.

The Associations contractor Total Homes Co-operative will now be providing a bulk service to tenants.

Here's the important details that you need to know about the service:

Weekly bulk uplifts will be carried out at the following closes:

- 4 Avondale Street
- 10 Avondale Street
- 16 Avondale Street
- 338 Gartcraig Road
- 3 Claypotts Road
- 5 Claypotts Road
- 34 Claypotts Road
- 19 Balcomie Street
- 29 Balcomie Street
- 45 Elibank Street
- 47 Elibank Street
- 1 Caprington Place
- 2 Caprington Place

All items should be placed in backcourt areas on a Sunday night for collection on a Monday morning. Any items which are not classified as

bulk will not be picked up by Total Homes and should be disposed of appropriately in Green/Blue bins.

Tenants who have their own garden will receive two free bulk uplifts per year. This must be done by request to the Association and will be limited to 25 items per uplift, items should be kept within your property until your arranged pick up date.

Total Homes will only be lifting bulk items which can be recycled. Bulk items are classified as the following:

- Sofa
- Bed frame
- Dining table/chairs
- Fridges/freezers/washing machine/dryers
- Lamps
- Drawers
- Tv units
- Desks
- Wardrobes
- Laminate flooring
- Underlay

Items which are not classified as bulk and should be disposed of within your green/blue/brown bins or charity shops are:

- Cardboard/cardboard boxes
- Paint tubs



- Bags of clothes
- Bags of household rubbish
- Garden waste
- Construction waste

The Association strongly encourages tenants who can access the dump at Queenslie Recycling Centre to do this where possible to minimise bulk/rubbish and keep Ruchazie clean, tidy and a welcoming place for all.

Weekly visits to each property will be carried out to ensure that tenants are complying with the terms of their tenancy agreement. We hope that you will ALL work with us to keep our estate clean and tidy.

Please visit Glasgow City Council Website at www.glasgow.gov.uk - Select Bins and recycling - where more information is available.

If you have any questions about this service, please contact Sheree by telephone 0141 774 4433 or email sheree@ruchazieha.co.uk

Close cleaning

As part of our estate services contract, Total Homes will now be cleaning the following closes on a weekly basis:

4 Avondale Street
10 Avondale Street
16 Avondale Street
338 Gartcraig Road
3 Claypotts Road
5 Claypotts Road
34 Claypotts Road
19 Balcomie Street
29 Balcomie Street
45 Elibank Street
47 Elibank Street
1 Caprington Place
2 Caprington Place

This service will include:

52 weekly visits to

- Remove all litter, including flyers and debris from the stairs and disposing of same prior to washing.
- Wash and disinfect landings and stairs. All excess water must be mopped and landings and stairs left in a dry a condition as possible.
- Remove all litter from close entrance, steps and pathway leading to the pavement line
- Sweep and remove debris from close entrance, steps and pathway leading to the pavement line
- Clean front and rear close doors, including push plate, door entry panel and any glazed panels.

12 monthly visits to

- Wash and disinfect all wall tiles and handrails
- Clean both sides of close windows
- Wash and disinfect window sills using hot water
- All dust, cobwebs to be removed if required.

The Association would ask that all tenants ensure all landings/ close entrances are free from any belongings i.e. Prams/bikes/scooters etc. in order to ensure that the contractors can thoroughly clean all areas.



COVID UPDATE

We hope you are all staying safe and well. Our staff are still working remotely and we are here to help in any way that we can. If you need to talk to a member of staff about anything tenancy related or need information regarding services that might be available to you - Pick up the phone!

This has been a tough year for everyone and staff have been working away in the background to keep you safe in your home, and perhaps help a little more along the way. Here are a few of the things we have been doing during these last few months

Supporting Energy Costs

Supported by The Glasgow West of Scotland Forum of Housing Associations we have been able to help tenants with energy costs. People staying at home, children being home schooled using broadband and more electricity will have seen a rise in costs. Further funding was granted from the Scottish Federation of Housing Associations to support fuel payments.

All families have been invited to receive support. Please contact Jennifer at the office if you need any further information about this.

Energy Action Trust were able to provide pressure pot cookers at a reduced price. We are able to support 75 families in reducing their cooking costs by providing these free. We are unable to provide one for every tenant but can assure you that those most in need received one of these pots.



Glasgow and West of Scotland
Forum of Housing Associations



CLYDE 1 - Cash For Kids Appeal

We have been successful in three applications to Cash for Kids. We know this has been a tremendous help. To date we have secured £14,765 in funding to support our families. For those who qualified £35 for each child was distributed in May last year, £35 in January this year and most recently £100 for each child that was eligible.



cashforkids

Ruchazie Pantry

The Pantry has been a fantastic addition to our community, and RHA continue to support in any way we can. The Pantry now has over 1500 members and is regularly used by over 900 people. We were delighted to receive funding to support food provision over the next few months



and Tina, Pantry Manager will be co-ordinating this to ensure that fresh healthy food is available for everyone.

ACTIVITY PACKS

In partnership with Cranhill Development Trust we have been able to provide activity packs for children of primary school age through the Easter Break. These have been distributed in time for the Easter Holidays.



**CRANHILL
DEVELOPMENT
TRUST**

COVID UPDATE

REPAIRS & MAINTENANCE

Unfortunately our programme to replace boilers and kitchens has been suspended due to Covid restrictions. We know that is a disappointment to those tenants affected. The programme will resume as soon as restrictions are lifted.

If you have an emergency repair during normal working hours phone 0141 774 4433 or email administrator@ruchazieha.co.uk Out of Hours and heating and hot water repairs 0800 595 595. If in doubt, phone the office, we will be happy to help. All other repair requests will be noted and we will contact you when the service can resume.



Keeping You Informed

We are trying our best to keep tenants up to date with information and service updates through text, emails, and Social Media. We would encourage all tenants if you have access to Facebook and twitter that you follow us. We post regularly and find this a good method of getting information to everyone quickly.

facebook



Update your Details

Please keep your details up to date. If you think you have not received important texts or emails get in touch to tell us your new details. Please contact Fiona on 0141 774 4433 or send an email to fiona@ruchazieha.co.uk and we will update your records.



Here are some of the comments we have received from tenants about our support in the last 12 months

Almost one year later in lockdown and the government hasn't been able to give/ recognise those who work full time in key roles and still provide home schooling of young children. If it wasn't for our housing association I'd have had no help at all.

Amazed to see the generous amount donated by cash for kids and with the other donations you guys have been able to provide to us throughout.

Your help has went along way for us and meant every little bit thanks again

Just a message to say thanks for everything you do at RHA and support given.

Would just like to say thank you for the pressure cooker I received today, it will come in handy for making great meals for myself and my kids. You guys have done exceptional over the past year in helping your tenants.

Rent Increase – change in services

Thanks to everyone who responded to our rent consultation. The Management Committee approved a rent increase of 1.7% for the next year at a meeting held in February. This will allow us to continue our work to make improvements to your home, in line with our business plan. You will know that work has been delayed and we hope to start again in the coming months, following Scottish Government Guidelines. We will consult with tenants before making decisions on what work will be carried out.

Glasgow City Council have approved a council tax freeze, but remember your water charge will increase. Glasgow City Council will advise you of your new charge.

As you know the bulk service provided by Glasgow City Council was suspended during the COVID pandemic. Glasgow City Council has now informed landlords across the city that the bulk uplift service will no longer be free.

As part of the consultation we asked your views on estate services, this included close cleaning services, grass cutting and bulk uplift. In previous years, we have provided an estate service- cutting grass, litter picking and some bulk uplifts, and we were able to meet the costs from your rent charge.

From 1st April in partnership with Total Homes we will provide an estate service as follows

- Provision of a close cleaning service
- Open space maintenance including park and games court
- Garden maintenance service (over 65's, wheelchair properties,)
- Bulk uplift service (not to be confused with general rubbish)

We are able to provide this new service at no extra cost to tenants. Further information is provided on this new service in this newsletter and how you can play your part in keeping Ruchazie clean and tidy.



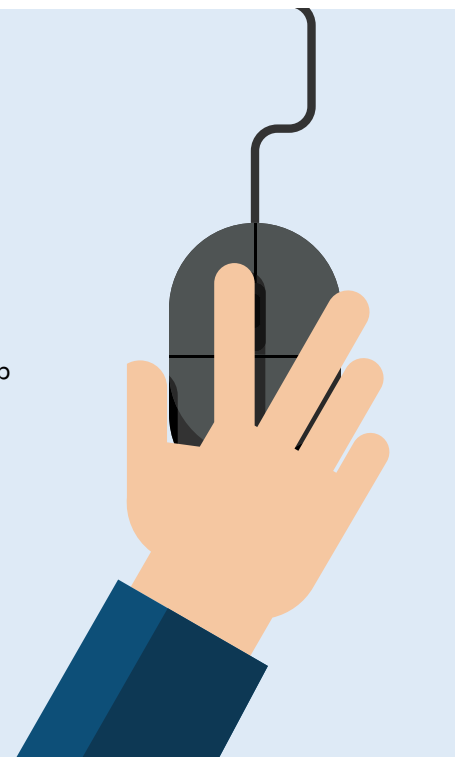
UC Universal Credit

If you are in receipt of Universal Credit and your housing costs are included in this claim you will need to advise them that your monthly rent has increased.

As you are the claimant, it is YOUR responsibility to inform DWP of any changes to your Housing Costs. You will receive a notification at the beginning of April, via your to-do list, reminding you to report your change in rent. You must log on and complete this task.

You can get help with this;

- From your job coach at the Job Centre you attend
- Here at our office (ask for Fiona)
- GEMAP – by making an appointment
- At Cranhill Development Trust (telephone 0141 774 3344)



COLOUR ME IN FOR FUN!



Complaints & Compliments



We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

Ruchazie is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. In response to the Scottish

Public Services Ombudsman's review of complaint handling, we have fully implemented their Model Complaint Handling Procedure.

If something goes wrong or you are dissatisfied with our services, please tell us so we can learn from it. Similarly if you think we do something really well please tell us so we can keep doing it. You can contact us on

0141 774 4433 or administrator@ruchazieha.co.uk.

Visit our website where you can see a full copy of our Customer Complaints Procedure www.ruchazieha.co.uk

We record all complaints and will report our performance in our next newsletter.

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



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

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.