

TENANT SATISFACTION SURVEY 2023



We have engaged research resource to undertake our tenant satisfaction survey for 2023. This will take place from the 16th April – 12th May. This could be a telephone interview or in person. It should take no more than 15 mins and provides you with the opportunity to express your views on the services we provide and your priorities for future services. The person calling at your home will have a letter of authority and ID. Please contact Stacy or Janice if you have any questions about this. We will report back later this year in our Annual Report.

PUBLIC HOLIDAYS

MAY DAY:

Monday 1st May

KING CHARLES III CORONATION:

Monday 8th May

SPRING HOLIDAY:

Friday 26th May

Monday 29th May

Any emergency repairs during these times can be reported to our contractor City Building on
0800 595 595



Smoke alarms CO2 Detectors

Smoke alarms are fitted for your safety. Please test your smoke alarm at least once a week and **DO NOT** remove the battery. If you think your smoke alarm is faulty please contact us immediately. Smoke alarms are tested every year as part of the gas maintenance service.

CO2 detectors are designed to warn you of **any unusual build-up of CO in your home**. If your alarm sounds, please contact us immediately or if out of hours our contractor City Building on **0800 595 595**.



Unclaimed benefits

Age Scotland identified £564,494 in benefits that were not claimed by older people who called the charity's helpline last year.

The figure was revealed in Age Scotland's annual Impact Report for 2021 from data collected by the organisation's helpline. Scotland's national charity for older people said the amount was the 'tip of the iceberg' and estimated that millions of pounds are still going unclaimed by older people across the country.

The money identified was driven, in part, by Age Scotland's Check In, Cash Out campaign which launched in 2021 to raise awareness of what benefits are available and ensure that older people don't miss out on vital financial support.

Brian Sloan, Age Scotland's chief executive, said:

"For many older people in Scotland, claiming the benefits they are entitled to can be the difference between heating their home in winter or not. We know there are at least 150,000 pensioners in Scotland living in

relative poverty and that figure will surely rise unless older people are given the opportunity to claim money that is rightfully theirs.

"The unclaimed benefits uncovered during checks by our helpline advisors last year is very welcome but we believe it is just the tip of the iceberg. There are potentially millions of pounds of benefits going unclaimed because older people don't know what they are entitled to and because the system of claiming is complex to navigate.

"Our Check In, Cash Out campaign got off to a flying start by raising awareness of benefit entitlements and encouraging older people to call our helpline for a free benefits check. We want to build on that by letting more older people know our helpline advisors are here to give expert advice that can make a huge difference to an older person's life."

Among the range of benefits not being claimed were attendance allowance, housing benefit and carers allowance.

Free benefits checks are available to anyone over the age of 50 by calling Age Scotland's helpline on **0800 12 44 222**.

You can also be referred to our partner GEMAP- get in touch if you would like more information.



ELECTRICAL MEDICAL EQUIPMENT

Information from Scottish Power of interest if you have medical equipment which requires an electricity supply.

Power cuts can be particularly challenging for those who use medical equipment which depends on electricity. This equipment includes:

- Heart, lung or ventilator machine
- Dialysis, feeding pump and automated medication
- Oxygen concentrator
- Nebuliser
- Sleep apnoea monitor
- Medically dependant showering/bathing
- Careline/telecare system
- Medicine refrigeration
- Stair lift
- Bath hoist
- Electric bed

If you are dependent on any of the equipment above, there are a few things you should do to prepare yourself for a power cut.

1. Join the Priority Service Register

Signing up to our Priority service register means that your network operator is aware of your electrical equipment and can offer a variety of support and advice surrounding power cuts.

You can do this **online** or you can call our Customer Care team on **0330 10 10 167**.

2. Talk to a medical professional

Discuss how a potential power cut will affect you and your medical equipment with your carer or doctor who will help you plan for such an event.

3. Battery back-up

If you have not done so already, consider a battery back-up for your essential medical equipment should you experience a power cut.

Donations made

From our small community budget we have been able to make the following donations to local charities/ community groups.

£250

Glasgow Caring City to support Ukrainian children evacuated and living in Poland.

£250

Ruchazie Church Lunch group – to help with materials for crafting

£85

the cost of an afternoon tea for the Tuesday Club at Ruchazie Church(also delivered to 2 tenants in their homes)

Rent Increase



The Management Committee of Ruchazie Housing agreed a budget for 2023-2024 to help plan for the business needs of the Association. This is a challenging exercise as we have to look at all the costs and income. We want to provide a reliable, local service and offer a fair affordable rent. The Management Committee approved a below inflation rent increase of 7% for 2023/24. We generally consider the CPI (Consumer Price Index) of October which was 11.1%. There was

no appetite to increase your rent by that amount.

In keeping the increase below inflation some changes had to be made to our component replacement programme and Committee made the decision to delay kitchen replacements, however still allow for a small number of replacements each year.

This year we continued with our boiler replacement programme, which we know tenants are feeling the benefit

from. We will also reduce the close cleaning service by providing this service every 2 weeks. Tenants have been advised and reminded of their tenancy obligations in regard to keeping common areas clean and tidy. Close cleaning is not charged as part of rental income but is included in our expenditure.

Our focus in the next few years is to survey properties and ask tenants what their priorities are to maintain and improve their homes.

The table below shows the programme of works for next year and expected expenditure.

Planned works	Cost	Programme
*EICR (electrical installations)	£20, 748	Planned
Painterwork Phase 1 (Internal and External)	£54,321	Planned
Gutter Cleaning (Phase 2, 3A, B and C)	£5184	Planned
Close Floor Maintenance Phase 1	£3260	Planned
*Gas Maintenance	£23,100	Cyclical
Estate Management	£27,800	Cyclical
Close Lighting maintenance	£4,700	Cyclical
Close cleaning	£2,800	Cyclical
Day to day repairs	£86,400	Reactive
Void repairs	£13,100	Reactive
Close Lighting	£8000	Reactive

* Legal requirement

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.



Cost of Living support

Tenants will know that we have been fortunate to secure funding in the last year to support tenants with energy costs, and this winter we have made a payment of £175 to all tenants who have provided us with their details. This followed 4 payments of £40 last year. If you haven't received a payment it is likely we do not have your details. This support is available to all tenants regardless of their financial position. PLEASE contact us if you have not received this payment.

Moving forward funding is in short supply, and any payments made will be tested against other benefits you

receive. For example if you are in receipt of Universal Credit, Housing Benefit, pension credit or working tax credits you will have received and continue to receive payments from the Scottish/ UK Government for cost of living support. Therefore support provided going forward will be available to

those who do not receive eligible benefits. Tenants should contact Stacy or Janice should they require further information. Support can be for energy costs, food or clothing and will be provided in vouchers or cash directly for fuel support only.



THISTLE
TENANT RISKS

The Thistle Tenant Risks Team are here to help!

We understand the importance of being able to speak to one of our customer service team. That is why we offer a call back service.

For tenants and owner occupiers wishing to discuss home contents insurance, the cover available and payment methods, why not request a call back.

How can you do this?

Visit: www.thistletenants-scotland.co.uk complete the enquiry form and wait for one of our helpful Team to call you back.

Email: tenantscontents@thistleinsurance.co.uk leave your contact details and someone will call you at a convenient time.



Thistle Tenant Risks – making life a little easier!



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. We received a letter from Glasgow City Council regarding this and have taken some steps to help reduce this activity.

In 2021 we asked if tenants would like such a service and how much this would cost to you. In a poll, most tenants did not want the additional cost to be included in their rent. Therefore a 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

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.

MYGLASGOW

Dear Janice

FLY TIPPING – CAPRINGTON STREET CAR PARKS

Glasgow City Council is committed to improving local communities. Having clean, sociable, accessible and safe neighbourhoods for people to live and work in is a key driver for the delivery of our commitment to reduce inequalities.

We have been receiving escalating reports of residential fly tipping to the car parks at Caprington Street. This fly tipping is coming from local addresses and is causing a nuisance to the general public within the area as well as resourcing issues for our operatives.

To ensure this neighbourhood receives the best service we would urge you to work with us to stop residents from presenting bulk items and residential waste in this area. **This is not a bulk uplift point.** Any items left in the car parks will be considered fly tipping and could be subject to a fixed penalty fine of £80.

We offer a chargeable service for bulk uplift requests for residents in flats and main door properties. Residents can place a request by using our online form at www.glasgow.gov.uk or alternatively calling on 0141 287 9700, where further direction will be received.

To report fly tipping in the area please follow the link below to our on-line form: <https://glasgow.gov.uk/reportenvironmentalcrime>

Residents can also dispose of items free of charge at our **Household Waste Recycling Centres (HWRC)**. Your nearest one being Easter Queenslie Recycling Centre, 90 Easter Queenslie Rd, Glasgow G33 4UL

Yours sincerely,
Tracey Boyle
Neighbourhood Coordinator
Neighbourhoods, Regeneration & Sustainability
Glasgow City Council
Email: Tracey.Boyle@glasgow.gov.uk



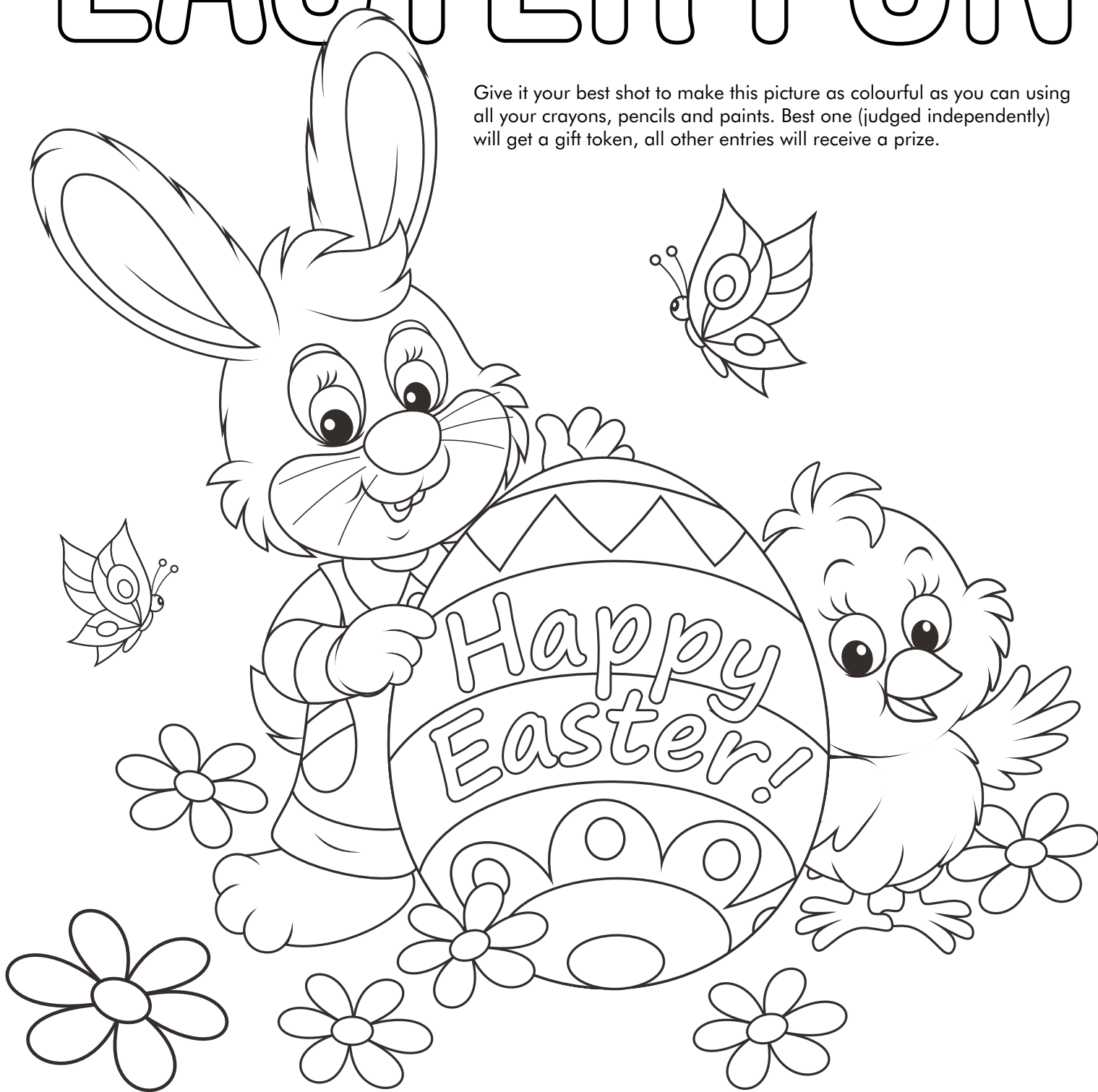
BIN UPLIFT

Please, Please take you bin back to your bin area once it has been uplifted. If left on the street encourages others to use them and leave the street in a mess. We are currently talking to Glasgow City Council about other uplift options for the flatted accommodation and will be in touch with those tenants in the coming months to discuss this further.



EASTER FUN

Give it your best shot to make this picture as colourful as you can using all your crayons, pencils and paints. Best one (judged independently) will get a gift token, all other entries will receive a prize.



Return your coloured in picture to the office by Monday 17th April to be entered in to our draw to win a surprise gift!

Name _____

Address _____

Phone _____

Age _____

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.