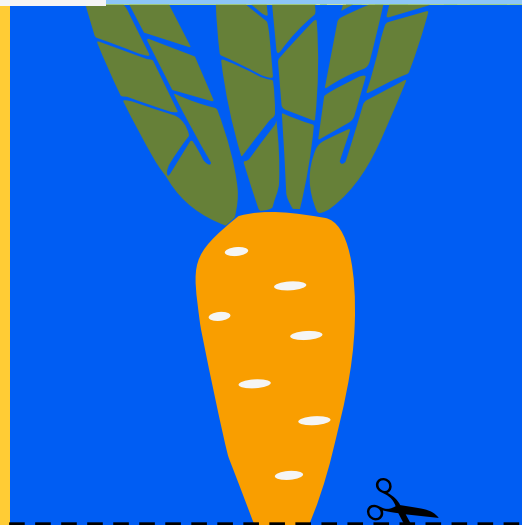
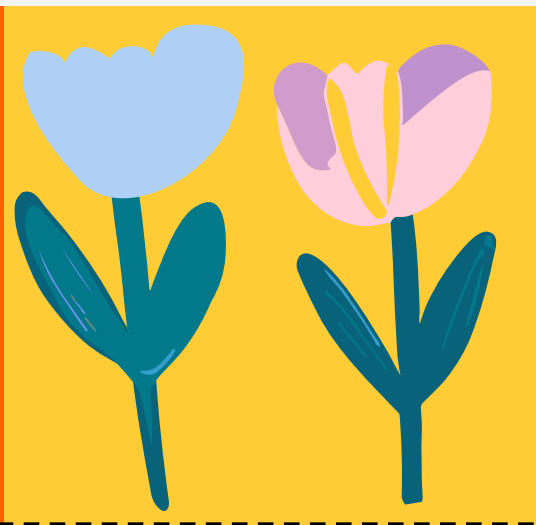
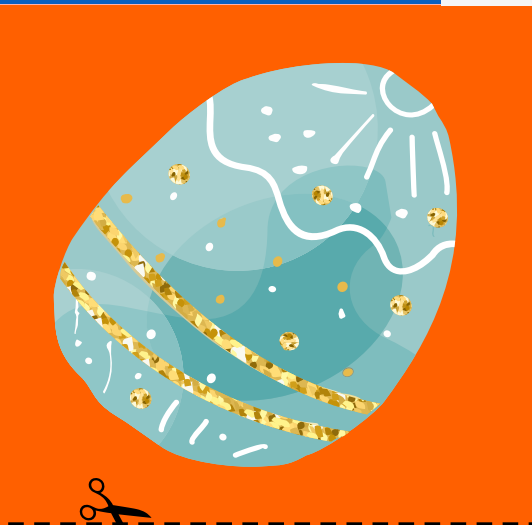
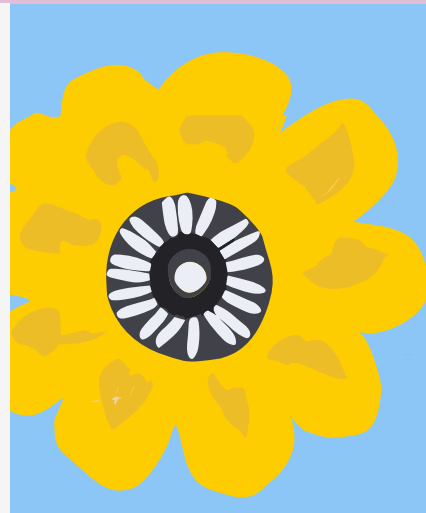


Public Holidays

The office will be closed on the dates below for the spring holidays:

- Friday 18th April
- Monday 21st April
- Monday 5th May
- Friday 23rd May
- Monday 26th May

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



We are looking for the views of tenants on how you would like to continue to receive our newsletter. Please answer the question below and return to the office by 2nd May 2025.

I would like to receive a copy of the newsletter

I would prefer to read the newsletter digitally on the website/Facebook with the option to pick up a copy at the office



RENT INCREASE FOR 2025/2026

Staff and Committee would like to thank all those tenants who responded to our rent consultation process. One lucky tenant received a £50 shopping voucher through the prize draw.

We have written to tenants outlining the decision that has been taken and our plans for the coming year. We must consider our rent increases along with the commitment to improve your home and the general estate. This is as well as the steps we take to ensure your safety in your home. Tenant and resident safety is a key priority for us as your landlord.

The Association have notified Glasgow City Council Revenue and Benefits of the increased rent. If you are in receipt of Housing Benefit you will receive an award letter from them advising you of how much your benefit will be on a weekly basis.

Tenants receiving Universal Credit will need to report the change to their Housing Costs on or after the date of the change by way of reporting via the Universal Credit portal which will be added to your account early April. You will receive separate instructions how to do this.

We are here to help you and if you are experiencing difficulties paying your rent, you should contact the office. By contacting us we can review your circumstances, provide you with advice and assistance and refer you to the welfare Benefits Advice Service GEMAP if required.



TENANT SUPPORT



We were very fortunate to have received funding from Cash for Kids to distribute to families. We provided families with £50 voucher for each child living at home aged 18 and under. This was welcomed by us and our tenants as this enabled them to provide for their kids should it be food, clothes or heating their homes.

As well as the Cash for Kids funding we made use of our own community fund. The Management Committee agreed to provide every tenant with a £35 shopping voucher to help with festive celebrations. We received a number of cards and emails thanking us for this. We do hope it helped with festive costs. If you have not received your voucher get in touch.

With the remainder of funding we left we have made the decision to distribute this to families through food shopping vouchers to help with meals throughout the Easter holiday period. We have provided £20.00 Farmfoods voucher for each child living at home aged 18 and under.

You will have noticed that we have carried out some improvements to the grounds at the playpark and at the time of writing we have asked one of our contractors to repaint the play equipment and wooden structures. We know the playpark is well used and it is our responsibility to maintain this to a high standard. The contractor will carry out the work as part of a community benefit programme and there is no costs to us for this. Generally costs to maintain the park are paid from our repairs budget.

BACK TO SCHOOL FOR RUCHAZIE STAFF!



We were invited to a careers day in St Andrews Academy. This gave the Association the opportunity to promote working in the housing sector as a career. Stacy and Cerys attended on our behalf. Stacy has 24 years' experience in the housing sector and holds a Postgraduate Diploma in Housing Studies. Cerys is in the second year of her apprenticeship and has already been a finalist in the Chartered Institute of Housing annual awards. A great day was had by all!



St Andrews Academy also provided us with some tickets for a wrestling event in February and we were only

happy to distribute them to families. We received a great email from a tenant whose child thoroughly enjoyed the event and won tickets to a live wrestling event in March!



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.



CONSIDERATE PARKING

Please remember to be considerate to your neighbours when parking. It is illegal to park across a driveway when a car is in the driveway. If you block the exit of a car from a driveway it will be treated as obstruction by Police and any residents who are being obstructed in this way should call Police directly to report this. **You should also not park across a dropped kerb when there is no car in the driveway.**

A reminder we do not have any designated parking areas for our tenants if you have any issues with parking on the roads you need to contact Glasgow City Council to discuss this.

You can contact them on **0141 287 2000** or visit their website on **www.glasgow.gov.uk**



GARDENS

As spring and summer approach tenants will be making more use of their gardens. Tenants are responsible for maintaining their garden to an acceptable standard. The recent storms have resulted in a number of fences blowing over and we have made safe most fences. Other fencing will be inspected and a programme to replace fencing will take place.

You should **NOT** use your garden as a dumping ground for old household furniture. You should arrange for this to be uplifted and disposed of appropriately. You can contact charities who often uplift items that comply with fire safety standards.

RTS SWITCHOFF

The Radio Teleswitch service (RTS) signal is due to shutdown on 30 June 2025.

Radio Teleswitch is the device electricity suppliers use to remotely switch large numbers of electricity meters between different tariffs. Radio Teleswitch is also known as RTS.

RTS is used for some traditional multi-rate meters and was designed to support those who use electricity for their heating and hot water. This may include those who use electric storage systems, panel heaters or immersion heaters in water tanks – some of which typically charge up overnight. If you have this set-up, your heating and hot water is likely to be controlled by a radio signal which tells your storage heaters when to charge and when your hot water heater should switch on. The system that controls the teleswitch signals is due to close on Monday 30 June 2025. Your electricity supplier may already have been in touch asking you to change your meter. If not then, please contact your energy supplier to check if your meter needs replacing. Your electric storage heating and hot water could stop working if you do not have your radio teleswitch meter replaced before the radio frequency is turned off on 30th June 2025.



If you are a Scottish Power Customer, you can email them on: smartservices@scottishpower.com For more information you can also visit the following websites

- Ofgem • Citizens Advice • Energy Networks Association

Common Close areas

It has been brought to our attention that tenants are still storing items in the common areas of our closes.

We have sent out numerous letters to tenants about moving items such as; prams, bikes, washing machines, rubbish bags etc. Items such as these are not allowed to be stored in the common areas as they are a fire hazard.

“A fire hazard is anything that has the potential to start a fire, or to contribute to a fire, such as ignition sources or an unnecessary build-up of combustible materials (any liquid or solid that can ignite and burn)”

We can only continue to explain how important it is to make sure stairs, landings and corridors are clear for escape. Never leave your belongings or rubbish in stairs, landings or corridors.

We will be sending out a final letter to tenants to clear the closes, any items that aren't either claimed or moved will be removed by our cleansing contractor.

If you have any further questions don't hesitate to contact Paul at Ruchazie Housing Association for further information.



TENANT SATISFACTION SURVEY



We want to make sure we are providing the best service to our tenants!!!

As tenants you are the voice of the community and we want to hear what you would like us to achieve in the upcoming years. Therefore, we would like to invite you to take part in a survey and tell us what you want to see Ruchazie Housing Association achieve in the following years.

Please take a couple of minutes to complete our survey on tenant satisfaction to improve the service we provide to everyone by using the link or QR code provided.

<https://www.surveymonkey.com/r/LGM5D28>



BEWARE OF SCAMMERS!

Scammers are continuing to attempt to exploit people's anxieties around the rising cost of living. They are targeting people online and via cold calls, emails and text messages in an attempt to obtain their personal details and bank account information. Trading Standards Scotland compiled an A-Z list of common scams that consumers should be aware of

Each letter focuses on a different scam or issue that is likely to affect Scottish consumers.

Ruchazie Housing Association will only contact you by the methods you have advised. If we do call to your home we will have ID with us, even if you do know us you can always ask to see this. Our contractors will only visit your home after we have spoken with you whether it is a repair or works in your home, again always ask to see ID if you are unsure.

See the website below for further helpful information
<https://www.tsscot.co.uk/a-z-scams/>

BULK WASTE

Unfortunately we are starting to see an increase in bulk waste across the estate again. Whilst we know that our tenants are not always responsible, we all must play our part in stopping this behaviour.

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/article/1529/Household-Waste-Recycling-Centres>

- 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



Furniture Collection – British Heart Foundation

Did you know that you can book a free furniture collection from British Heart Foundation? They can pick up furniture and electrical items from your home for free. The items you donate are then sold in British Heart Foundation Stores to help fund their lifesaving research.



You can request a free furniture collection using their online form on the website.

Upholstered items must have a fire safety label, this includes sofas, mattresses, and padded dining chairs. Items must also be in a saleable condition which means they should not have obvious rips, stains and odours, must work (particularly electrical items), and must have all parts in place (for example, no missing doors on wardrobes, no missing drawers on a chest of drawers).



For legal and health and safety reasons they can't accept the following:

- washer/dryers and certain models of washing machines
- oil-filled heaters without a thermostat
- hard-wired electrical heaters
- children's items such as cots or prams
- ivory or fur
- upholstered items without fire safety labels
- used personal items
- safety equipment such as helmets or harnesses
- weapons, flammables or hazardous liquids.

Spring Word Search

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

- EASTER
- APRIL
- CHOCOLATE EGG
- CHICKS
- SPRING
- BASKET
- EGG HUNT
- BUNNY
- GRASS
- SUNDAY
- HOLIDAY



Return your word search to the office by **Friday 25th April 2025** to be entered into our draw to win a surprise gift!

Name

Address

.....

Phone

Age

Ruchazie Housing Association, 24 Avondale Street, Ruchazie, Glasgow, G33 3QS
 T: 0141 774 4433 W: www.ruchazieha.co.uk E: admin@ruchazieha.co.uk

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