

# Play Park at Elibank Street

The Association has been working hard alongside Ruchazie residents to improve the play park on Elibank Street. So far we have received funding from Glasgow City Council Area Partnership, Stalled Spaces and Tesco bags for life scheme. The funding received has contributed to the new additions you may have seen in the play park (Timber fort, timber climbing frame, pathway and the hand carved elephant bench) the left over funding will pay for a new sign for the park and some flower beds which we are hoping to create with help from the children of Elmcroft Nursery School.

We have also recently applied for funding from the Big Lottery Fund and anticipate a decision mid-July. If successful and depending on the amount of funding we receive, it may be possible to install a set of swings within the park along with other play equipment, all suggestions welcome. Keep your eyes peeled for updates on the Association's Twitter and Facebook feeds.

Those tenants who have lived in Ruchazie all their days may remember the Elephant Park? Which we have been told consisted of a huge hill and three stone elephants and the children of Ruchazie would play there for many hours! This is the significance of the wooden Elephant Bench we have placed within the Play Park, a few tenants



have suggested we name it **"The Elephant Park"** reminiscent of years of fun had by the local children and symbolic for future generations.



## Freedom of Information

From 12 November 2019, Ruchazie Housing Association will be legally required to comply with the Freedom of Information Act. We will be providing more information in the coming months to make sure that we continue to provide an open and accountable service to the community.

### What do you think it should be named?

Please use the tear off slip below for your suggestion-All entries will be entered into a prize draw.

### What should the play park on Elibank Street be named?

\_\_\_\_\_

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone Number:** \_\_\_\_\_

### Emergency Repairs

If you have an emergency repair outwith office hours phone 0800 595 595

### Office Closures

The Office will be closed on Friday 12th July and Monday 15th July 2019

# New Fire Safety Plans

The Scottish Government has now confirmed that all Associations in Scotland must meet the new standard for fire safety by February 2021.

Currently, all Association properties have mains wired smoke alarms, which are replaced as required or when they reach their 10 year life span, whichever is sooner.

The new standard requires that every home has:

- one smoke alarm installed in the room most frequently used for general daytime living purposes;
- one smoke alarm in every circulation space on each storey, such as hallways and landings;
- one heat alarm installed in every kitchen;
- all smoke and heat alarms to be ceiling mounted; and
- all smoke and heat alarms to be interlinked.

The Association will be working towards compliance during 2019.

## Did You Know?

We are using social media to keep you updated on what's happening within the association and the local community? Follow us on Twitter @RuchazieHA and search for us on Facebook!

We are now sending our repair satisfaction surveys via text if you have provided us with a mobile number. We appreciate your feedback as it helps us improve our service to tenants. You could even win a £25 shopping voucher for completing our survey!

# Performance

The Association has submitted an Annual Report on the Scottish Housing Charter (ARC) to the Scottish Housing Regulator. We will provide you with more information on our performance for 2018-2019 later in the year, below is some of our key performance results for 2018 -2019.

Performance area	Ruchazie HA	EHRA average (exc. Provanhall)	Scottish average
Rent Arrears (current and former)	2.67%	3.04%	3.6%
Void Loss (rent lost due to homes being empty)	0.03% (£237)	0.12%	0.1%
Average time to re-let homes	3.67 days	8.7 days	6.8 days
Time to carry out repairs			
Emergency	1.75 hours	2.08 hours	2.4 hours
Non emergency	2.57 days	3.25 days	3.5 days
Repairs completed right first time	98.02%	92.08%	90.8%

## New Model Secure Tenancy

A new Scottish Secure Tenancy has been introduced by the Scottish Government document following the changes introduced by the Housing (Scotland) Act 2014. New tenants who sign up to a Ruchazie Housing Association property will sign this new document from 1 May 2019. Existing tenants will not be issued with a new tenancy agreement.



## Energy Performance Certificates

The Energy Efficiency Standard for Social Housing (EESH) aims to improve the energy efficiency of social housing in Scotland. The Association's is currently 76% compliant and will be carrying out a programme of works to survey the properties to achieve 100% by December 2020. An Energy Performance Certificate gives information on how energy efficient a building is. This will form part of the Association's evidence for the EESH. If you need further information please contact Sheree at the office.

# Coming soon **The Ruchazie Community Food Pantry (The Pantry)**

You may have heard about the fantastic new initiative coming your way. The Association has been working with our partners Ruchazie Parish Church, Move On, GHA and Glasgow City Council to explore options available for the provision of affordable food locally. We have been successful in securing funding and premises. A shop unit at Gartloch Road has been made available to us and we will be working away in the coming months to make this a reality. The space will also be used for local groups to meet and for signposting individuals to other agencies.

The Pantry is not a foodbank but aims to offer dignity and choice in exchange for a small membership fee, providing support to families on a low income and/or recovering from crisis. By helping the community

reduce their food costs, they are better able to manage other outgoings and to afford to provide fresh fruit and vegetables for themselves and their children.

Hugh Holland, Chairperson of Ruchazie Housing Association said 'This initiative not only provides access to affordable and healthy food for the Ruchazie community and those in the Greater Easterhouse Area, but in time will be a place to socialise and connect with local people. The Ruchazie pantry will build strength in our community where volunteers will develop and manage this service for their own community. We look forward to seeing this project go from strength to strength and supporting our partners to delivering this much needed service.'

**VOLUNTEERS:**  
would you like to  
volunteer for this  
initiative? Get in touch!!

## How it works

- 1. You have to register to be a member (watch out for membership opening).**
- 2. Once you have registered you can then pay a weekly fee.**
- 3. A weekly fee of £2.50 that will allow up to £15 worth of goods. (The finer details have yet to be ironed out but you get the picture).**

**We will keep everyone up to date through our newsletter and on our social media pages.**



## GEMAP Money Advice Project

GEMAP work in partnership with Ruchazie Housing Association to assist you with money related **Housing** issues when they arise. You could also find yourself threatened with Repossession or Eviction if you can't cope with your mortgage or rent payments. You need to know your **rights** and **responsibilities**.

GEMAP are a Charity organisation and all of their services are free and confidential to everyone.

Appointments are available every Wednesday morning, If you require an appointment contact the office on 0141 774 4433

# BLOOMING RUCHAZIE

Our Annual Garden Competition will be judged week beginning 29th July. We will be considering all gardens front and back and awarding prizes in two categories this year - Best Garden, 1st, 2nd & 3rd and Most Improved Garden.



## Annual House Visits

Our Housing Officer Fiona Jolly will be carrying out Annual House Visits over the coming months. If you would like a specific date for this visit please contact the office to arrange.

## 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>



## School Age Payment

A payment to help you with the costs of your child starting school

If you get certain benefits or tax credits you may be eligible for a payment of £250. To apply call us on 0800 182 2222 or visit [mygov.scot/best-start-grant](http://mygov.scot/best-start-grant)



Dignity,  
fairness,  
respect.

[mygov.scot](http://mygov.scot)

# COMMUNITY Festival

Platform @ the Bridge  
**Friday 9th August**  
11am – 3pm (drop in)

The past, the present  
and the future of  
Easterhouse

Event hosted by: **ehra**

Activities include:  
 - Cash Prize Draw  
 - Fire Engine  
 - Lots of stalls  
 - Dancers  
 - Beauty treatment taster sessions  
 - Guest Stars opening the event: **PB Wrestlers**  
 - Lucha DS  
 - Photo Exhibition of old Easterhouse  
 - Kreiger  
 - Face painting  
 - Balloon modelling

**FREE ENTRY**

Come along and join in the fun!  
Children need to be accompanied by an adult.

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.