

A MESSAGE FROM THE CHAIR

Welcome to our Summer 2024 newsletter, keeping you up to date with the community news and providing useful information.



As you will know Ruchazie Housing Association is managed by a Committee of volunteers. Our Committee members come from a number of backgrounds, and we aim to ensure that the skills we have around the table meet the needs of the tenants and other service users,

as well as skills that are required for the business of the Association. Our current committee members have the following skills and experience

- Building and Construction
- Housing Management
- Learning and Development
- Finance and Risk
- Local knowledge
- Legal knowledge

However we do need to make sure our Committee continues to be effective and has the right skills and experience we need. Some of our tenant Committee members have hinted at retiring and this

leaves a number of vacancies on our Committee. Our Rules allow for 15 members. The Committee recognise and see as a priority the need for more tenant perspective and involvement

Why don't you contact us and have a chat. I am happy to speak to any tenant who would like to take the opportunity to support the continued success of the Association.

Contact Janice if you would like to arrange a chat about this.

I hope that you all enjoy the summer and the weather is kind.

Chelle

RENT PAYMENTS

We know money is tight – but paying your rent should be No.1 on your list.

Don't risk losing your home because of missed rent payments. Rent is a priority bill and needs to be paid in advance and in full each month. If you are struggling, please get in touch to let us know your circumstances so we can work with you and help find a solution. Please come to the office in person, call us on **0141 774 4433**, or email **admin@ruchazieha.co.uk**

We can also refer you to GEMAP which can help with benefit advice to ensure you are maximising your income.

PUBLIC HOLIDAYS

Our offices will be closed for the Glasgow Fair weekend on **Friday 12th July** and **Monday 15th July.**

BRIAN TOLLETT

Everyone at the Association was saddened by the sudden passing of Brian.

Brian was an active Committee member at Ruchazie Housing Association for 13 years joining in 2009 and resigning in June 2022 when he left to give more time to his 'dream job' at The Ruchazie Pantry.

Whilst Ruchazie HA remains a community based organisation, it has experienced challenges in recent years and Brian played a significant part in overcoming these challenges.

Although Brian was not a Ruchazie Housing Association tenant he cared deeply for the community we operate in. This included encouraging Committee to recognise the importance of providing families in

the area with having somewhere to go to meet, share stories and support each other, so he encouraged the Association to get involved more and in 2018 along with other community members the idea of a 'Pantry' was formed and Brian was one of the key drivers to making this dream a reality and demonstrated when using your voice, skills and experience communities can flourish.

We are certain that no one underestimates Brian's contribution to the community over the years and the number attending his funeral gave testament to that. We saw a video of Brian at his best- laughing, joking, taking part and his kindness and compassion to others knew no bounds.



Ruchazie HA will always be grateful to Brian for his contribution to the work of The Association.

The Association are considering how we can commemorate Brian and his contribution to the Community and we will talk to his family about this.

Every voluntary organisation needs a Brian.

ANNUAL ASSURANCE STATEMENT

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

The Scottish Housing Regulator 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, members and tenants the assurance they need that the organisation is well run.

Our Annual Assurance Statement will be available on our website after submission to the regulator at www.ruchazieha.co.uk 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.

BECOME A MEMBER

Did you know that anyone can become a member of the Association and it only costs £1?

Membership means that you can

- Come along to our Annual General Meeting (AGM)
- Vote for the Management Committee
- Stand for election to become a Management Committee member

If you join us and become a member between now and August 31st you will be entered into a prize draw to win a £50.00 Asda voucher. To become a member you will need to complete a membership form, please contact us or pop into the office with a £1!

**WIN
£50!**



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

FENCING

As some tenants will have experienced a number of fences have been damaged in storms in the early part of the year.

Due to savings elsewhere we were able to replace some of the most damaged fences and repair others. Some fences have been made safe in the meantime.

The Committee have recognised this and have made some provision in this year's budget to replace fencing and this will be prioritised.

There are a number of fences damaged due to tenants attaching their own fencing to existing fencing and this is not helpful.

If you would like to fit your own fence, ask us first, we will give you advice and always ask you to remove any existing fencing first.

GARDEN MAINTENANCE

Our garden maintenance programme is paid for from the rental income we receive. We have always maintained garden ground for flats, elderly tenants and those tenants who have had a disability confirmed.

We do have a waiting list of tenants in these groups waiting to be included on our list.

If you would like more information about this please contact Paul at the office.

PLANNED AND CYCLICAL MAINTENANCE FOR 2024-2025

We carry out a programme of planned and cyclical works to make sure that our buildings stay in good repair and condition. The tables below show how much was spent in the last year and what the plans are for this year.

These are indicative budgets. As costs are unknown we cannot say for sure we will be able to complete the full programme. We will contact you in due course if any work is being carried out at your home.

Cyclical Maintenance	2024/25 Budget	2023/24 Full Year Out-turn (Dec 23)	2022/23 Full Year Actual
	£	£	£
Gas Maintenance	23,100	23,047	23,047
Estate Management	29,300	27,800	29,389
Close Lighting Maintenance	5,100	4,790	4,212
Close Cleaning	3,800	3,600	7,207
	61,300	59,237	63,855

Planned Maintenance	2024/25 Budget	2023/24 Full Year Out-turn (Dec 23)
	£	£
Electric Checks	2,819.52	8,078
Painter Works - Phase 1	0	30,149
Painter Works - Phase 2	35,376	0
Gutter Cleaning Phase 2, 3A,B & C	0	4,722
Soffit Renewal	41,158.656	8,352
External Paving - General works	4,000	1,072
Close Floor Maintenance Phase 1	0	504
Fencing Renewal	5,000	13,282
External Wall Pointing	0	10,000
Total	88,354.176	76,159

	Phase	Qty	Actual Cost/unit	2024/25 Budget
			£	£
Central Heating Boilers	4	9	3,168	28,500
Kitchens	3B	34	5,385	183,110
				211,610

AVONDALE STREET BINS

We are disappointed in the condition of the bin store areas since the introduction of the new Taylor bins. The blue recycling bins have been contaminated on more than one occasion. Glasgow City Council have kindly emptied these until now, however this WILL NOT continue. Tenants must take responsibility for the items placed in the bins, and breach of tenancy action will be taken against any tenant found to be contaminating the blue recycling bins.

As a reminder, ONLY the following items can be placed in the blue bin; Mixed papers, cardboard, plastic bottles, food and drink cans and empty aerosol cans. ALL other items MUST be disposed of in the general waste bin. We also do not expect to see any bulk items left in the bin area, these will not be removed by Glasgow City Council. Tenants MUST make their own arrangements to dispose of bulk items and pay for this by contacting Glasgow City Council on **0141 287 2000**.



Let's all work together to take pride in the area you live in.

Electric Showers

Good Housekeeping

In today's world the electric shower is probably one of the most used pieces of electrical equipment in a house, especially if there are teenagers in the house! Therefore certain parts on the shower can become quite worn at times which then has quite an impact on how the shower operates.

Regular maintenance of an electric shower can prevent scale build up and ensure consistent performance.

Regularly checking and cleaning the shower head, is essential. **Under no circumstances should any non-standard shower heads be fitted to an electric shower especially the bead type heads, they have a big impact on the operation of electric shower, can void warranties, and in other circumstances could be a recharge back to tenants if this is deemed to have caused fault.**

Basic Maintenance tips

The most common things to cause an issue with an electric shower are the condition of both the hose and the shower heads, if the shower hose gets kinked, bent or damaged in any way, this can have a big effect on the operation of the shower. This is also the case with a badly scaled up shower head and this effects the operation of the shower. Both issues can cause the shower to overheat (thermal cut off switch), making people think the shower is broken, where in fact it's commonly the hose and head that are the issue.

Shower heads can easily be cleaned in the following way. Remove the shower head from the hose. Mix 200ml distilled white vinegar with 200ml water and pour this into a Plastic bag, seal the bag and leave the vinegar solution to work its magic on the build-up of lime scale and soap scum overnight while you sleep.

Doing this once a month or so would be of benefit to the end user and the lifespan of the shower.



GLASGOW CITY COUNCIL – CLOTHING GRANTS/FREE SCHOOL MEALS



Clothing Grant payments will be made automatically for families who are eligible and meet the criteria.

If you do not receive your payment automatically, you can apply online from **17 June 2024**.

The processing timescale for new applicants is **4 weeks**. You must provide all requested information with your application, or your payment may be delayed.

For further information please go to <https://www.glasgow.gov.uk/article/2492/Clothing-Grants-Free-School-Meals>



PLATFORM – SUMMER 2024 FREE HOLIDAY BREAKFAST & LUNCH CLUB

Tuesday 2nd July – 9th August 2024
9.30am – 2.30pm

ALL AGES
FREE

Running Tuesday to Fridays over the school summer holidays, from Tuesday 2nd July until Friday 9 August 2024, between 9.30am - 2.30pm, Platform at The Bridge are inviting children and their families to the Platform Café to sit in and enjoy a free breakfast & lunch. Drop in - no need to book and food is offered on a first come, first served basis whilst stocks last. **Please note the club doesn't run on Mondays or weekends.**

- **Breakfast served 9.30am – 11am**
- **Activities 11am - 2.30pm**
- **Lunch served 12noon – 2.30pm**

Free family activities run from 11am until 2.30pm – these are aimed at those age 5 - 11yrs but are suitable for all ages. Join them for film screenings, art workshops and every day, until 2.30pm, there will be free colouring sheets and pens to get creative with, as well as choice of board games to play. For further

details or if you have any questions, please contact

contact info@platform-online.co.uk

**Platform, The Bridge,
1000 Westerhouse Road,
Easterhouse, Glasgow,
G34 9JW.
0141 276 9661.**



BEST START SCHOOL PAYMENT

The Best Start School Age Payment is a one-off payment from Social Security Scotland. This payment will help families with the costs involved in preparing for a child starting Primary School. This is in addition to the School Clothing Grant and free school meals if eligible to receive these. Remember that if you are eligible for free school meals, you may also be able to get help with free meals for your children during the school holidays as well. Please contact Glasgow City Council to find out how to apply.

Who can apply?

You can apply for the Best Start School Age Payment if you meet the following criteria:

- You are responsible for a child born between 1st March 2019 and 28th February 2020.
- You are in receipt of certain qualifying benefits such as Tax Credits, Universal Credit, Housing Benefit, Income Support, Pension Credit, Income based Jobseekers Allowance and Income related Employment and Support Allowance.

When can I apply?

Applications for children born between the dates above are open between 1st June 2024 and 28th February 2025.

Even if the child is not yet starting school, parents and carers who meet the eligibility criteria are encouraged to apply before the closing date.

Should your application be successful, you will receive a one-off payment of £314.45 for each eligible child.

How do I apply?

Applications can be made online at <https://www.mygov.scot>

**APPLY
NOW!**

Other Best Start Payments

If you are receipt of any of the qualifying benefits (Universal Credit, Tax Credits, Housing Benefit, Income Support, Pension Credit, Income based Jobseekers Allowance and Income related Employment and Support Allowance) you can also apply for the following Grants from Social Security Scotland.

- Best Start Foods
- Best Start Pregnancy & Baby Payment
- Best Start Early Learning Payment
- Scottish Child Payment

For further information please go to <https://www.mygov.scot/best-start-grant-best-start-foods>

COLOURING COMPETITION



Return your coloured in picture by 31st July 2024 to be entered in to our draw to win a surprise gift!

Name _____

Address _____

Phone _____ Age _____

Ruchazie Pantry Breakfast Club @ the Fireclay Café
Term Time 8am-8.45am & School Holidays 10am-11.30am

USEFUL CONTACTS

Emergency Repairs (Including gas central heating)	0800 595 595	Abandoned cars	0141 276 0859
Police (Emergency)	999	Bulk uplift	0141 287 9700
Police Scotland	101	Water Mains leaks or bursts	0845 600 8855
Noise Team	0141 287 6688	Roads and Lighting faults	0800 373 635
Dog Fouling	0141 287 1058	Pest Control	0141 287 1059
Graffiti Removal	0800 027 7027	Housing Benefit	0141 287 5050
		CCTV operators	0141 287 9999

**COMING
SOON**

Ruchazie FUN DAY

**Saturday 3rd August 2024
at The Link. Look out for
further information on
our social media.**

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.