

A message from the Chair

Welcome to our Summer 2026 newsletter, keeping you up to date with our 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 Committee members have a wide and varied background with experience in Building and Construction, Housing Management, Learning and Development and Finance and Risk.

Last year I did provide information on how you can become a member and perhaps join our Management Committee. Committee members tend not to stay forever so we will NEED new Committee members in the coming months. Having a strong committee means that decisions are made effectively and takes into account the views of everyone on the committee. Tenant members are important in this process, we do need to make sure our committee continues to be effective and has the right skills and

experience we need, and equally (if not more) important has members who provide the views of our tenants. **So, in a nutshell we need you!!!**

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

OFFICE CLOSURES

The office will be closed on the following days

Friday 17th July

Monday 20th July

Friday 25th September

Monday 28th September

During any of these times emergency repairs can be reported to City Building on **0800 595 595**.



FIRE SAFETY

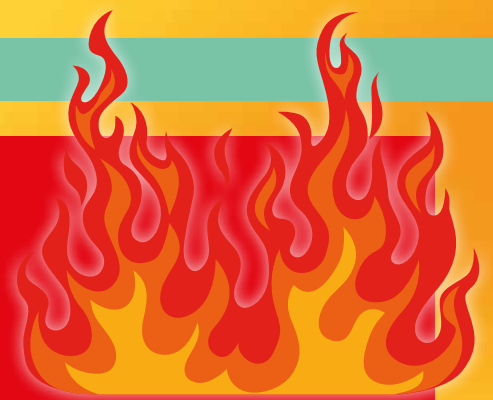
We cannot stress enough the importance of fire safety and that it can never be underestimated, recently we have discovered that fire alarms had been removed rendering them highly ineffective and even causing them to break. All smoke alarms and co2 detectors are checked on an annual basis and we do this because it is a legal requirement.

We have provided information in previous newsletters and will continue to do so on a regular basis.

- **Fire alarms save lives:** The number one reason to install a fire alarm is to make the building safe for your tenants. A combination of smoke and heat detectors, sirens and bells, and strobe lights detect fires and alert building occupants, giving them ample time to evacuate in an orderly fashion.

- According to the experts, humans don't have a strong reaction to smell during sleep. Thus, a fire alarm comes in very handy and can save your life when you're in danger.
- Your smoke alarm is your first line of defence and that's why experts recommend you test your smoke alarms at least once a month.
- The numbers of deaths due to fires in domestic dwellings has dropped in general over Scotland, this is due to the early detection systems that have to be installed by law.

If you discover an issue with your fire alarms please do not hesitate to contact us and we will fix it.



Glasgow City Council Grant Funding



If you are on a low income and have children at school you may be entitled to financial support. This document covers some of the financial supports available and how to apply for them. Further information can be found on Glasgow City Council website **Support for Families**.



Paying Your Rent

We will always try to help you when you are having difficulty meeting your rent payment or if you are in arrears as a result of a change in your circumstances.

We have not raised any court actions for evictions due to rent arrears in the last five years. This is because we will always work with you to

- Make a suitable arrangement
- Monitor any arrangement made
- Provide you with a number of ways to contact us to discuss any difficulties you are experiencing.

Ignoring calls, visits or texts does not help and all we ask is that you talk to us.

Where you ignore us we will raise an action and this could result in the loss of your home.



KEEP RUCHAZIE TIDY!



BULK ITEMS AND FLY TIPPING

Again we are having to remind tenants that Ruchazie HA do not provide a bulk uplift service. If you have any bulk items to be uplifted you should make your own arrangements either with the Council or your own tradesman. Do not leave discarded furniture in your garden/driveway for long periods of time.

The problem areas for us are

- Wall at Balcomie Street
- Open space at side of 338 Gartcraig Road
- Open space and parking bays between 45-47 Elibank Street
- Side path between 2-4 Claypotts Road

We will investigate fully any items left and we will take note of any reports made. We will contact Anyone where we have sufficient evidence and report as fly tipping to the council, where a fine of up to £200 can be imposed.



Dog Fouling

The open spaces and parks in Ruchazie are not areas where you take your dogs to do their business – even if you do pick it up.

Do not take your dog to exercise or to do their business in the following areas

- Swing park on Elibank Street
- Games Court at Claypotts Road
- Open space at Balcomie Street

These are not dog exercise areas and our contractor faces difficulties in maintaining the ground should they be faced with dog faeces.



Tenant Satisf

We would like to extend a huge thank you to everyone who took part in our Tenant Satisfaction Survey last year!

We invited residents to share their views on our services, working in partnership with Research Resource, who carried out the survey for us.

The purpose of the survey was to understand how you feel about the way we deliver our key services – whether your experiences were positive or negative. Honest feedback from residents is essential for us to get a clear picture of

where improvements are needed. Your responses will inform our future planning and help shape strategies to enhance our services around tenants' needs.

The survey asked tenant views on overall service, communication, repairs, housing quality, neighbourhood management, and participation opportunities.

The key results from our survey are below. The full tenant satisfaction survey can be found on our website at <https://www.ruchazieha.co.uk/documents/>.

Overall satisfaction is very high

94.37%

of tenants are satisfied with the overall service.



This is an improvement on **2023 (90.85%)**, **2020 (90.41%)**, and **ARC 24/25 (85.85%)**.

Access to services is strong

100%

of respondents who answered said accessing services is easy.



Most tenants prefer contacting the association by:

- Telephone (91.5%)
- Face to face at the office (50.7%)
- Email (38.0%)

Communication is viewed positively

97.89%

rate Ruchazie as good at keeping tenants informed.



Most tenants prefer communication through:

- Newsletters (78.9%)
- Telephone (33.8%)
- Website (30.3%)
- 80.3% say they read the tenant newsletter.
- 64.1% support moving newsletters to digital delivery.

Repairs performance is generally positive, but concerns remain

48.6% had repairs carried out in the last 12 months.

Of those,

89.6%

were satisfied with the repairs and maintenance service.



Common complaints in comments include:

- Long waits for repairs
- Delays and repeat visits
- Poor quality or incomplete work
- Communication issues around appointments

action Survey

Housing quality is rated well overall

90.85%

are satisfied with the quality of their home.

Main improvement themes mentioned:

- Window replacement
- Damp and mould issues
- Kitchen and bathroom upgrades
- Outstanding repairs



Planned maintenance priorities

Top priority:

50% Window replacement

Secondary priorities include:

- Bathroom upgrades
- Kitchen upgrades
- New external doors
- Energy efficiency improvements



Neighbourhood satisfaction is very high

98%

are satisfied with their neighbourhood as a place to live.

97.18%

are satisfied with the landlord's contribution to neighbourhood management.

Some comments suggest improvements in:

- Grounds maintenance
- Walkabouts/estate inspections
- Tackling rubbish and garden upkeep



Tenant participation

Awareness of ways to get involved is mixed.

49.3% were not aware of any involvement opportunities.

90.8% said they were **not interested** in becoming more involved.

Satisfaction with participation opportunities remains high at

97.89%



Value for money

81.69%

think their rent represents good value for money.



Overall impression

The survey shows **very strong satisfaction across most areas**. The main recurring areas for improvement are:

- **Repairs speed and quality**
- **Window replacement and home upgrades**





Making changes to your home

If you want to:

- alter, improve or enlarge the house, fittings or fixtures;
- add new fittings or fixtures (for example kitchen or bathroom installations, central heating or other fixed heaters, tiled or laminate flooring, double glazing, or any kind of external aerial or satellite dish);
- put up a garage, shed or other structure;
- decorate the outside of the house;

you must first get our written permission.

We will not refuse permission unreasonably; however we may grant permission with conditions.

If you carry out any alterations or improvements without our permission, we are entitled to restore the house to its previous condition during or at the end of your tenancy. If we do so, we are entitled to charge you for this work.

Please contact Paul Moore to discuss any alteration or improvement plans you may have.



WORLD CUP WORDSEARCH

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

CZECH
REPUBLIC
SWITZERLAND
NETHERLANDS
USA
ARGENTINA

AUSTRALIA
SCOTLAND
COLUMBIA
PORTUGAL
CROATIA
DENMARK

ROMANIA
AUSTRIA
BELGIUM
ENGLAND
HUNGARY
GERMANY

GREECE
RUSSIA
SWEDEN
FRANCE
SERBIA
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MEXICO
BRAZIL
KOREA
CHILE
SPAIN
ITALY

Return your
wordsearch by
16th July to be
entered in to our
draw to win a
prize!

Name

Address

Phone

Age
(if under 16)

USEFUL CONTACTS

Emergency Services:

Police / Fire / Ambulance – 999

Police (Non-Emergency) 101

Crimestoppers -0800 555 111

Easterhouse Police Station – 0141 532 4300

Utilities:

Scottish Power (Electricity Emergency) – 0843 479 6456

National Gas Emergency – 0800 111 999

Scottish Water – 0845 600 8855

Council Services – Glasgow City Council

General Enquiries – 0141 287 2000

Cleansing / Bulk Uplift – 0141 287 9700

Street & Close Lighting – 0800 595 595

Social Work Services – 0141 287 0555

Money and Advice

GEMAP – 0141 773 5850

Citizens Advice Scotland – 0800 028 1456

Repairs

Ruchazie Housing Association (Office) – 0141 774 4433

Out of Hours Emergency Repairs – 0800 595 595

Service Standards

As a small staff team, we can sometimes find demands on our time and resources challenging, particularly when staff are on holiday or when vacancies create temporary gaps in the team.

During these times, we will always aim to provide a normal service. However, some tasks or requests may need to take priority over others.

If you have made a service request, we will acknowledge it and aim to complete it within the timescales set out in our service standards. If we are unable to do this, we will keep you updated until the matter is resolved.

If at anytime you are not satisfied with the service you receive either from us or anyone acting on our behalf, please let us know.

Our Core Values

Ruchazie staff have agreed a set of core values that reflect our commitment to our tenants and customers:

- We will be courteous in every interaction.
- We will be accountable for every decision we make.
- We aim to always do the right thing.
- We will continue to deliver an excellent service.

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Ruchazie Housing Association Ltd is registered in Scotland with the Scottish Housing Regulator: Reg No: HCB 277. Financial Services Authority: Reg. No: 2420, Scottish Charity No. SC041911