

CHRISTMAS GREETINGS



RENT CONSULTATION

We will be sending you information about our rent proposals for 2024/25. Please watch out for our consultation documents which will be sent to you directly.

We are keen to hear your thoughts on our proposals so please take the time to return our survey and be entered into a prize draw for a shopping voucher.

Festive Closure

The office will be closed from 22nd December 2023 at 12.30pm and will re-open on Thursday 4th January 2024 at 8.30am.

If you require an emergency repair please contact City Building on **0800 595 595**.

SUPPORT FOR TENANTS

Energy Support Fund

We are delighted this year to have received further funding to support tenants with energy costs throughout the winter months and will make a payment to all tenants in January. We will notify you in advance of the payment being made.

Rent Consultation

You will receive some information from the Association in December/January on the proposed rent increase for 2024-2025. By law, we must consult with you on the proposals. It would be remiss of us not to say that this year will be challenging in coming to the right decision about a rent increase for both tenants and the organisation. Any decision on rent increase is not taken lightly and the Management Committee are provided with a range of information to help them make a decision. Your feedback and comments are important so please take the time to read the information we send and return the survey questionnaire. If you would like more information on our proposals, please contact Janice or Stacy.

Rent Payments

Christmas can be a costly time of year and there can be pressure to spend money on presents. We understand that this year will be particularly hard due to the current cost of living crisis, however rent payments must still be paid during the festive period. If you are experiencing difficulty paying your rent or meeting other household bills, then please contact us. Discussing any financial difficulties sooner, rather than later, will allow us to work with you to resolve matters. We can refer you to GEMAP who can



assist you to ensure you are receiving the welfare benefits you are entitled to and provide you with confidential advice and support for any money or debt worries you may have. You can pay by bank transfer; by Standing Order; using your Allpay card or online using www.allpayments.net. Please contact Stacy at our office in the first instance, if you wish to discuss any financial matter.

Help & Assistance

There are lots of other ways in which the Association can help. Please get in touch if you need welfare rights advice, a Scottish Welfare Fund application or a referral to the Home Energy Advice Team to name a few. Please contact Stacy or Cerys and we will try to help.

BULK ITEMS

There is currently no bulk uplift service being provided by the Association. Should you require a bulk uplift you must arrange this by calling Glasgow City Council 0141 287 9700, this is a chargeable service. (Any bulk items left on the street or pavement is classed as fly tipping and Glasgow City Council will issue fines to anyone found to be doing this).

If you have extra items that require to be uplifted due to Christmas packaging, please ensure that you use the recycling bins when you can, and that anything else is either disposed of at the Waste Recycling Centre in Queenslie, or you pay for a bulk uplift from Glasgow City Council. Queenslie will accept the following items; Electrical items, White goods, Wood, Cardboard, Garden waste, Scrap metal, Rubble, Dry mixed recyclables, Textiles, Engine oil, Hazardous household items such as solvent based paint, pesticides, car batteries and Portable domestic batteries. Please note the opening hours are Monday – Sunday 8.00am – 6.00pm (last entry 5.45pm).



Coping with a cold snap...

Frozen or burst pipes – prevention and cure

If a prolonged period of sub-zero temperatures is forecast then you should take measures to prevent pipes freezing. Frozen pipes will usually cause central heating systems to stop working, as well as depriving you of a water supply. It can also cause flooding and damage to your home and contents. There are measures you can try yourself to thaw them out or you can contact the Association and we will attend to the incident. In the event of a burst pipe, always contact the Association immediately.

- Keep the heating on throughout your home – at a minimum level at least – to prevent pipes freezing.
- Check that you know where to find the main stopcock for your home so that you can turn the water off in the event of a burst pipe. The stopcock in our properties is usually in the kitchen under the sink and will be marked as such.
- Check also that you know where the electricity main switch is and how to turn it off if water is affecting any of the electrics in your property; this is usually near the consumer unit in the electrical cupboard.
- Some heating systems have condensate pipes fitted externally that can freeze during severe weather. You can either call our repairs service or, if you can reach the pipe easily, you could try thawing it out yourself by pouring warm water over it or using a hair dryer and thereafter resetting the boiler.
- Internal and external drainpipes can also become frozen during severe weather. Again, pouring hot water down the drain or using a hair dryer can thaw the blockage.

Contents Insurance Reminder

The Diamond Insurance Scheme is a specialist home contents insurance scheme offered to members by the SFHA in conjunction with Thistle Insurance Services Limited. Diamond is an affordable and flexible scheme designed to protect our tenants against a whole range of risks.

We urge tenants to take out contents insurance to protect you against unexpected and unforeseen loss

such as fire, flood and theft, and remind tenants that we do not provide cover for your home contents. You can contact Thistle Insurance Services on **0345 450 7286** to discuss your options, or you can apply online at <https://www.thistletenants-scotland.co.uk/>

This option may not be suitable for all, so please shop around to ensure you receive the best advice.

Electric Scooters/Bikes

Electric scooter and bikes are becoming increasingly popular, however, there has been a rise in cases in the UK of electric scooters and bikes causing fires. To minimise the risk of fire, please follow the following advice from Scottish Fire and Rescue;

Are they safe? – Charging e-bikes and scooters should always be done safely. Failing to do so creates a risk of fire that puts your families and homes at risk. On occasions where batteries fail catastrophically, they can explode and/or lead to a rapidly developing fire.

What to do in the event of a lithium ion battery fire – In the event of an e-bike/scooter or lithium ion battery fire, do not attempt to extinguish the fire. **Get out, stay out, call 999.**

How to prevent e-bike and scooter fires

Follow these key messages to minimise the risk of fire:

Charging

- Follow the manufacturer's instructions on charging and charging times.
- Never overcharge your battery.
- Unplug your charger when it's finished charging and don't over charge it.
- Never charge batteries while you are asleep or away from the home. Only charge them while you are awake and alert, so if a fire should occur you can respond quickly.
- Ensure you have working smoke alarms. If you charge or store your e-bike or e-scooter in a garage or kitchen ensure you install detection. We recommend heat alarms rather than smoke detectors for these areas.
- Always use the manufacturer-approved charger for the product. If you spot any signs of wear and tear or damage, buy an official replacement charger from a reputable seller.
- Do not cover chargers or battery packs when charging. This could lead to overheating or even a fire.
- Do not charge batteries or store your e-bike or e-scooter near combustible or flammable materials.
- Do not overload socket outlets or use inappropriate extension leads.
- Use un-coiled extensions and ensure the lead is suitably rated for what you are plugging in to it.

The close/common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your close/common stair? It may not necessarily be in your flat! A fire started in a close/common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close/common stair. Items left in a close/common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building.
- Make sure storage areas are kept locked.
- For advice on uplifting items contact your local Council.

If fire does start

- Keep doors closed to prevent smoke filling your house.
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can.

To request a free Home Fire Safety Visit
CALL 0800 0731 999
 For more fire safety advice visit:
www.firescotland.gov.uk



SCOTTISH
 FIRE AND RESCUE SERVICE
 Working together for a safer Scotland

Storage

- Avoid storing or charging e-bikes and e-scooters on escape routes or in communal areas. If there's a fire, it can affect people's ability to escape
- Store e-bikes and e-scooters and their batteries in a cool place. Avoid storing them in excessively hot or cold areas.
- Follow manufacturer's instructions for the storage and maintenance of lithium-ion batteries if they are not going to be used for extended periods of time.
- Responsible persons should consider the risks posed by e-bikes and e-scooters where they are charged or left in common areas such as means of escape, bike stores and mobility scooter charging rooms. They may wish to offer advice to residents on the safe use, storage and charging of these products.

Buying

- Buy e-bikes, e-scooters and chargers and batteries from reputable retailers.
- Many fires involve counterfeit electrical goods. Always check the items meet British or European standards. Items which don't meet these standards pose a huge fire risk.
- If buying an e-bike conversion kit, purchase from a reputable seller and check that it complies with British or European standards. Take particular care if buying from online auction or fulfilment platforms.

- Also be aware that if buying separate components, you should check that they are compatible.
- Register your product with the manufacturer. It makes it easier for manufacturers to contact you with safety information or when a product is recalled.
- Check any products you have bought are not subject to a product recall. You can do this by checking Electrical Safety First's website or the government website.

Damage and Disposal

- Batteries can be damaged by dropping them or crashing e-bikes or e-scooters. Where the battery is damaged, it can overheat and catch fire without warning.
- Check your battery regularly for any signs of damage and if you suspect it is damaged it should be replaced and should not be used or charged.
- If you need to dispose of a damaged or end of life battery, don't dispose of it in your household waste or normal recycling. These batteries, when punctured or crushed can cause fires in bin lorries, recycling and waste centres. Your e-bike or e-scooter manufacturer may offer a recycling service. Alternatively check with your local authority for suitable battery recycling arrangements in your area.

For more information on electric scooter safety, visit Electrical Safety First. <https://www.electricalsafetyfirst.org.uk/guidance/product-safety/electric-scooters/>

INTERNAL PAINTING CONTRACT PHASE 1

The Bell Group recently carried out our internal painting contract at phase 1 and we are delighted to share some photographs of this work. Please return your tenant satisfaction survey to be entered into the draw for a shopping voucher!



MUGA

As the darker nights draw in, we are lighting up the MUGA to allow the community to continue to use it later in the evening. Lighting will be on from 4pm – 7pm each night until 21st December 2023. The lighting will be switched off from 22nd December 2023 – 4th January 2024.

We would also like to take this opportunity to remind residents that as an area that is for the use of children to play in, no dogs should be exercised within the MUGA. We have found evidence of dog fouling within the MUGA which is a health hazard. All dog fouling within the estate should be bagged and disposed of in a dog fouling bin, or taken home and put in your green bin.

Performance Q1 & 2

Our key performance results are published annually in our Annual Report. Full details about our performance can be found in our Annual Return on the Charter which we submit to the Scottish Housing Regulator

(SHR) each year. A short summary of our key performance indicators can be found at SHR website www.scottishhousingregulator.gov.uk

Performance Area	Ruchazie HA Quarter 1 April-June	Ruchazie HA Quarter 2 July- September
Gross rent arrears (Current and Former as a % of annual rent due)	3.9%	3.6%
Total number of relets	3	3
Void loss (rent lost due to homes being empty)	1.7%	2%
Number of Abandonments	0	0
Total number of repairs	170	163
Emergency completed on time	79%	100%
Non-Emergency completed on time	79%	91%

New Website

We have recently launched our new and improved website. You will be able to access this from 1st December 2023. The new website can still be accessed at www.ruchazieha.co.uk we hope you enjoy our new look!

Staff News

Congratulations to our Senior Housing Officer, Stacy Shaw who has recently graduated from the University of Stirling with a Postgraduate Diploma in Housing Studies. Well done Stacy!



Panto Tickets

Cinderella at Platform

We have secured 100 tickets for the Panto (Oh Yes we have!) Tickets will be issued on a first come first served basis. Please phone Cerys on **0141 774 4433** who will take your details. Please note that we want to make sure as many as possible can attend, however we will be fair with our allocation and refer to our tenancy records to ensure fair distribution.

**Friday 8th
December** 7pm

**Saturday 9th
December** 2pm

**Thursday 14th
December** 7pm

**Saturday 16th
December** 2pm



GROWING 21

BECOME A VOLUNTEER



VOLUNTEERS NEEDED

AT GROWING 21

WE NEED PANTRY, CAFE AND
LAND VOLUNTEERS

If you think this is something you would be interested in please
contact Tia@growing21.org or Walter@growing21.org

GROWING21
DEVELOPMENT TRUST

The Link Ruchazie

Old School sites opposite
the pantry

435 Gartloch
Road, G33 3TJ

0141 237-4900
walter@growing21.org
www.growing21.co.uk



BECOME A MEMBER

GROWING21 MEN'S SHED RUCHAZIE

EVERY THURSDAY | 1:30-3:30pm

Come along along to find out more
have your say in Your Men's Shed.
Volunteer and play part in creating
a

SPACE FOR MEN IN RUCHAZIE

GROWING21

Outdoor activity & social group

Have Food. Socialize

Learn to cook outdoors

Create and Use Your Space.

Starts

November 20th

Drop in and join us.

Where? The link, Ruchazie
(opposite the pantry)

When? Mondays 1:30 to 3:00 pm

**This group is outside.
Remember to wear appropriate clothing**

435 Gartloch Road Ruchazie G33 3TJ
admin@growing21.org

Social Roots

Social Roots helps connect you with grassroots
community groups, activities and events
happening in your area.

To find out more, come along to a drop in session
throughout November in the Platform cafe for a
cuppa and a chat!

The Bridge,
1000 Westerhouse Road,
Easterhouse, G34 9JW

Wednesdays 10am - 12pm

TO FIND OUT MORE CONTACT
REBECCA AT 07454 358 224
CONNECT@PLATFORM-ONLINE.CO.UK



GLASGOW CITY
HSCP
BLAIRTUMMOCK
& ROSEFIELD
PARTNERSHIP

Christmas Colouring Competition

(for the weans!)



Return your picture, coloured in to the office by Monday 8th January 2024 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

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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