



Ruchazie

news

Ruchazie Housing Association

WINTER 2024



Christmas Greetings

We wish you a very Merry Christmas
and a Joyful and Peaceful New Year.

FESTIVE CLOSURE

The office will be closed from
24th December 2024 and will
re-open on Monday **6th January 2025**
at 8.30am.

If you require an emergency repair
during this time please contact
City Building on **0800 595 595**.
All non-urgent repairs
should be reported on Monday
6th January 2025.

Rent Consultation

You will receive some information from the Association in December/January on the proposed rent increase for 2025-2026. By law, we must consult with you on the proposals. 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.

Business Plan

Ruchazie Housing Association is finalising its Business Plan which will set out our ambitions and key priorities for the next five years.

In shaping this document we put a lot of time and a huge amount of effort into asking customers, staff and partners for their views to make sure we're going in the right direction.

We will be asking to hear your views on the Business Plan in the coming weeks, please look out for further information on our website and in any correspondence we send you.



Rent Payments



Whilst we appreciate the festive season can be a busy and expensive time, with costs and demands for celebrations adding up, you must ensure you keep paying your rent. We are currently monitoring tenants who historically fail to pay their rent over the festive period and will be taking appropriate action to recover the money owed to the Association.

Even when the office is closed, there are still a variety of ways your rent can still be paid. This includes online banking, Standing Order, paying via the Allpay app, or using your rent card at PayPoint locations throughout Glasgow. If you do not currently have our bank details and would like to pay via online banking, please contact Stacy at the office for details.

Ruchazie Housing Association take rent arrears very seriously. Missing rent payments means you are in breach of your tenancy obligations, and appropriate action will be taken. We always encourage you to get in touch if you are experiencing genuine financial difficulty and we will always help you where we can. 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. Please contact Stacy at our office in the first instance, if you wish to discuss any financial matter.

AGM Prize Winner!

You may remember from our Autumn newsletter that our tenant Kelly Finlayson won a prize at the AGM to have a room of her choice painted by the Bell Group. Kelly has now had this work carried out and is delighted with the results!

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.

Mould and Damp

Mould and damp can present itself in any property when the moisture levels are high. We must ensure to keep moisture levels low by ventilating your property. You can do this by opening windows, moving furniture away from walls to allow circulation, making sure your home is appropriately heated, not blocking chimneys and vents,

not drying clothes on radiators, and keeping kitchen and bathroom doors closed. The way you use your home affects the moisture levels, so always be mindful of these points. If you do have any mould or damp then please let us know and we can look at ways of assisting with this.

Common Close areas

During our inspections, we are finding that tenants are continuing to store items in the common close area. This poses a fire risk to everyone living within the building and

is also a breach of your tenancy agreement. We urge tenants to take heed of the message from Scottish Fire and Rescue Service to keep it clear to keep everyone safe.

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

HAZARDOUS WASTE



Glasgow City Council have advised that in recent months there have been several large fires and incidents at waste and recycling facilities in the UK, which were subsequently attributed to the incorrect disposal of dangerous items. There has been an increase in dangerous, potentially explosive items entering the waste stream in Glasgow that cannot be treated by waste processors. The

following items should not be placed in household waste and recycling bins;

- Household and automotive batteries and goods containing batteries e.g. toothbrushes, toys, phones and laptops, lithium-ion batteries
- Pressurised gas canisters e.g. NOx containers, helium balloon canisters

- Vapes
- Waste Electrical and Electronic Equipment (WEEE)

These potentially dangerous household items should be disposed of at the local household waste recycling centre. Facilities for the collection of batteries are also available at many retail outlets including supermarkets.

MUGA NEWS

As the darker nights draw in, we are lighting up the MUGA to allow the community to continue to use it in the evening. Lighting will be on until 9.00pm each night.

We would also like to take this opportunity to remind residents that as an area that is for the use

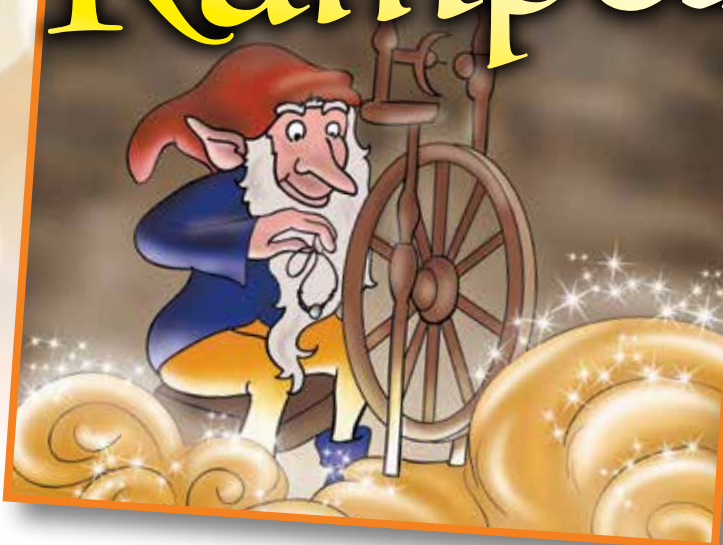
of children to play in, **no dogs should be exercised within the MUGA.** We have found evidence of dog fouling within the MUGA which is a health hazard. All dog fouling within the estate should be bagged and disposed of in a dog fouling bin, or taken home and put in your green bin.



Panto Tickets Rumpelstiltskin at Platform

Friday 13th December - 7pm

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.



How to contact us

We want to take this opportunity to remind tenants that you can make contact with us in different ways. You can pop in to the office, you can call us on **0141 774 4433**, or you can email us on **admin@ruchazieha.co.uk**

If you need to contact us about anything relating to your tenancy, don't delay, contact us your way. This is especially important if you need to report a repair as these should be reported to us as soon as possible to allow us the opportunity to resolve the issue. Failing to report repairs on time can lead to bigger issues in the long run.

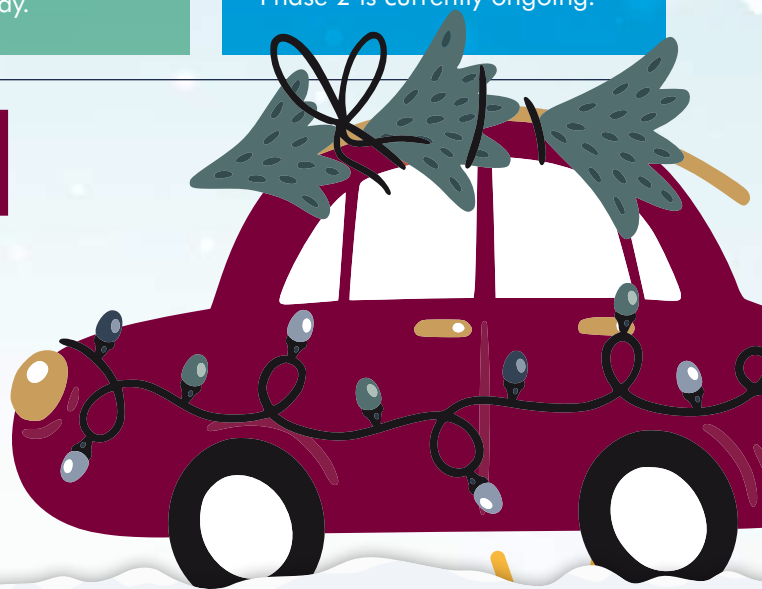
As a reminder our new office opening hours are Monday, Tuesday & Thursday 9.30am – 4.00pm and Friday 9.30am – 3.00pm. Telephone lines are open 8.30am – 4.30pm Monday, Tuesday & Thursday, 8.30am – 3.00pm Friday, and 1.15pm – 4.30pm Wednesday.

Component Replacements

You may have noticed that our contractors are out and about carrying out work in and around our properties. We have commenced the replacement of 34 Kitchens with work scheduled to take around 12 weeks to complete. We have also carried out external and internal paintwork at Phase 2, and the soffit renewal for Phase 2 is currently ongoing.

Parking around the Estate

We would like to take this opportunity to remind residents to be mindful of others when they are parking within the estate. Please park considerately and check if you have left enough space for other drivers to get in and out before you park up.



Handy tips to save money on your energy bills

There are small changes that you can make at home to lower energy use and save money on your bills.

In the kitchen: always choose the correct sized saucepan for the amount of food you are cooking. Putting lids on pots will also help to reduce cooking time and therefore save energy.

Doing the washing: washing clothes at 30 degrees could save around 57% of the energy used each year.

In the bathroom: spend less time in the shower – keeping your shower time to just four minutes could save a typical household £95 a year on energy bills.

Household heating: turning your thermostat down by just one degree could typically save you £145 a year on energy bills. Heavy curtains at the windows will help to keep the heat in and closing them as soon as it starts to go dark also helps.

Lights: replace all of your bulbs with LED equivalents. This can help you save around 69% of your annual lighting costs - around £40 a year.

General electrical appliances: switch off appliances on standby – you can save around £65 a year



Christmas **Colouring** Competition (for the weans!)



Return your picture,
coloured in to the
office by Monday
6th January 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

Ruchazie Housing Association Ltd is registered in Scotland with the Scottish Housing Regulator: Reg No: HCB277. Financial Services Authority: Reg. No: 2420, Scottish Charity No. SC041911