

CHRISTMAS GREETINGS

On behalf of the Management Committee and staff of Ruchazie Housing Association, we would like to wish everyone a happy and safe Christmas and New Year.

FESTIVE CLOSURE

The office will be closed from 23rd December at 3pm and will re-open on Thursday 5th January 2023 at 8.30am.



Energy Support Fund

We are delighted to have been awarded funding to support energy costs/cost of living crisis in the coming months and will make a first payment to all tenants in January. Any subsequent payments will only be made where hardship is evidenced and we will ask tenants to provide more

information. We know that many tenants will receive payments from UK/Scottish Governments because of their benefit entitlement, but this is not the case for all tenants and we want to target our funds to those most in need.



Rent Consultation

You will receive some information from the Association in December/January 2022 on the proposed rent increase for 2022-2023. 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.

Help for older tenants

In partnership with the Rothesay Foundation, our older tenants received a £30 shopping voucher for Iceland. The Foundation teamed up with Iceland to provide the vouchers for those who rely on state benefits across the UK in 17 areas, and we were delighted that we were able to support this.

We will always try to secure funding to help our tenants, however with a small staff team this can be work intensive, please bear with us as we aim to get all the funding we receive out to tenants as quickly as possible.

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 Allanna and we will try to help.

Close cleaning and estate maintenance

All flatted properties receive a weekly bin collection on a Thursday and the bin store will be swept out. Please do not leave bulk in the bin store or anywhere else on the estate as these will not be picked up. We asked 2 years ago if tenants wanted this service included with their rent charge and this was opposed, therefore we are not in a position to provide a bulk uplift service without additional charges.

Please continue to present your bins on collection day for emptying by Glasgow City Council and ensure that the bin store areas are free from any bulk items. All rubbish should be disposed of in the bins provided-Green for general waste and blue for recycling paper, tins, cardboard and newspapers.



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).



Wheelie Bin Rules!

Please ensure that your wheelie bin is left at the appointed collection area and returned immediately or as soon after collection to your garden/bin area.

Wheelie bins should not be kept in the front garden; there are lanes to allow the wheelie bins to be moved

to the appointed area. Wheelie bins in the front gardens are unsightly and this means you have to trail refuse through your home. Please make sure all wheelie bins are kept in the back garden area. If you need any further information, please get in touch.



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. 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.

CONDENSATION

Condensation occurs when moist air comes into contact with a cool surface, such as when your windows or bathroom mirror steam up. If this happens to a wall, it can become damp and mould can grow.

We create moist air in our homes all the time, by cooking, showering and drying clothes indoors. To prevent this moist air turning into condensation, keep your home warm and well ventilated. This is important, as you are responsible for controlling condensation levels in your household.

Tips to reduce condensation:

- Ensure an adequate amount of heating in your home.
- Where possible, try to dry clothes outdoors to prevent excess moisture escaping into your property. If you have no choice but to dry clothes inside we would always advise that you open your doors or windows in these rooms.
- Never block or cover an extractor fan or vent. If you think your extractor fan is not working to full capacity please contact us for advice.
- When cooking ensure that you cover your pans with a lid to reduce moisture and that you have opened a window or you are using an extractor fan if you have one fitted.
- When taking a shower or a bath ensure that you turn on an extractor fan or open a window to get rid of the steam that is created.
- If you have a washing machine or tumble dryer in your property, ensure that it is vented correctly.
- Make sure that your furniture is at least 5 cm away from the surrounding walls so that air can move around the property.

How to remove mould -

Mould can be easy to remove. You can normally wipe it off with a disposable cloth using some household cleaner. There is no need to use strong chemicals. Wipe over the area again every few days using diluted household cleaner to stop the mould growing back. This should become part of your regular cleaning routine.



If you still have a problem with mould or damp after following this advice, it could be the result of a burst or leaking pipe. If you think this may be the case please contact us for advice.



COLD CALLERS

We have received reports of potential cold calling within our estate and thought we would take this opportunity to raise awareness on this issue, and have provided the following advice from Trading Standards Scotland.

- Don't feel obliged to answer the door, or let anyone in if you don't feel comfortable. Scammers can appear charming, but this is part of the scam. Legitimate callers won't mind being asked for ID and won't mind being challenged.
- Advise the caller that you will be making checks to satisfy you that they are genuine. Close the door on your caller while you make your checks with the organisation they claim to be calling from.
- When you are expecting a caller, have a friend or family member with you if this makes you feel more comfortable.

Utility companies may visit your home unannounced to take a meter reading for example. Most of these companies operate a password scheme allowing you to register a password. Once you have registered this password, any caller from the company should be asked for the password before being given access. If they cannot provide the password, ask them to leave.

If someone suspicious calls at your door call Police Scotland on **101**. If you have issues with goods or services you have purchased from a cold caller, contact Advice Direct Scotland on **0808 164 6000**.

**PANTO
TICKETS**

Sleeping Beauty 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 and are available to be collected at our office from Wednesday 7th December. 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.

Thurs 15th December 7pm

Saturday 17th December 2pm

Other dates TBC

Created for everyone over the age of 5, Sleeping Beauty takes place in 'Mattress World', where Big Jimmy is the King of Low Prices! Jimmy likes to dress as Elvis to entertain the customers, but really, he's doing it all for his daughter Beauty – just don't call her that! She goes by B and likes nothing better than

exploring the wild woods with her dog Rocket!

They seem to have everything sorted...until it emerges that an evil curse has been put on B – and life as the family know it is threatened. Will B, Big Jimmy or Rocket save the day in time for Christmas?





North East Recovery Community Weekly Recovery Cafes & Groups



Monday

Jim's Addiction Recovery Cafe (JARC)

Open 12-4pm

Greater Easterhouse Supporting Hands 1 Redcastle Square, Glasgow, G33 5EG
Recovery Meeting, Acu-Detox, Massage, Pool, Carpet Bowls, Lunch

Arty Farty Group

1-3pm @ We Are With You

28 Broad Street

Tuesday

Springburn Addiction Recovery Café (SPARC)

12-3pm @ Springburn Parish Church

180 Springburn Way, G21 1TU

Recovery Meeting, Acu-Detox, Lunch

Wednesday

Parkhead Addiction Recovery Café (PARC)

12-4pm @ Parkhead Nazarene Church, 12-14 Burgher Street, Glasgow, G31 4TB

Recovery Meetings, Acu-Detox, Table Tennis, Lunch

Thursday

NERC Running Club (Beginners Welcome)

Meet at Glasgow Green @ The Arch every Thursday at 5pm

Friday

Recovery Empowers North East Women (RENEW)

11-2 @ Calton Heritage & Learning Centre, 423 London Road, Glasgow, G40 1AG

Wellbeing Check-In, Massage, Bingo, Lunch

Saturday

North East Recovery Day (NERD)

11-2pm @ We Are With You, 28 Broad Street, Glasgow, G40 1AG

Wellbeing Check-In, Acu-Detox, Hot breakfast

Sunday

Sunday Social 11-3pm

Greater Easterhouse Supporting Hands (GESH), 1 Redcastle Square, Glasgow, G33 5EG

Walking Group, CA Meeting, Acu-Detox, Massage, Pool, Carpet Bowls, Lunch

Christmas Quiz (for the weans!)

1. How many reindeers drive Santa's sleigh?

2. How many times does Santa say "Ho"?:

3. Which reindeer has a red nose?:

4. What colour is Santa's suit?:

5. How do you say Merry Christmas in Spanish?:

6. Who helps Santa make toys?:

7. What goes on top of the Christmas Tree?:

8. What colour is the Grinch?:

9. What is the Grinch's dog called?:

10. Can you name all of Santa's reindeers?:

Return this to
the office once
completed by 15th
December 2022
to win a special
prize!

Name

Address

Phone

Age

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