



Autumn 2023

RCHA NEWS

The newsletter of Rutherglen & Cambuslang Housing Association

OUR OFFICE OPENING TIMES:

Monday to Thursday 09.00am to 16.30pm
Friday 09.00am - 15.30pm
The office will be closed on the last Wednesday morning of each month for staff training.

**SPECIAL
EDITION**

REPORT CARD 2023



**Graeme
Hart.....P2**



**Over 65's Day
OutP3**

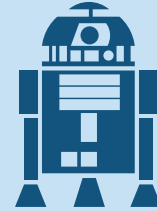


**AGM & Annual
Report....P10-19**



**Free Panto
Tickets.....P20**

OUR COLLEAGUE, OUR FRIEND: GRAEME HART



Graeme Hart, one of our long standing colleagues and our friend, sadly passed away on Saturday 22nd April 2023.

Graeme was employed as a Heating Engineer with Heat Tech Maintenance (HTM), a contractor with whom we have had a long-standing service with. Graeme started as an apprentice with HTM at 17 years of age and went on to become a professional qualified Heating Engineer.

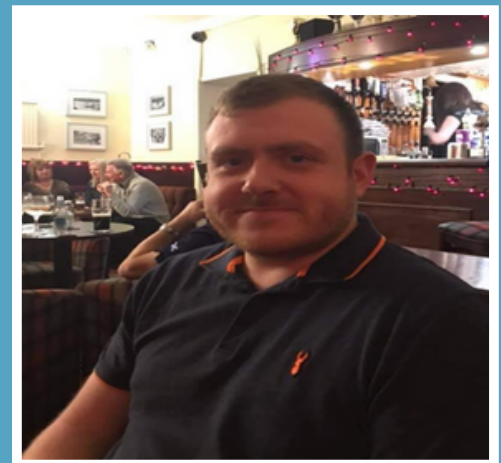
All of the Association staff got to know Graeme and it was the start of a great relationship. He would share his love of Star Wars and rock concerts with us all. Graeme was a great asset to the Association, he was well liked by all the tenants, and we know he will be sadly missed by all who knew him.

We wanted to share this very sad news with you all, as no doubt at some point over the years, Graeme would have visited your house to carry out his gas / plumbing repairs. Graeme was a great engineer, he was a wonderful person and is a true loss to everyone who knew him.

Our thoughts are with his family and friends at this sad time. He will be truly missed by all of us -

“ May the force be with him “

Rest in Peace Graeme X



Below are some articles from when Graeme started his apprenticeship with HTM in 2005 to then qualifying in 2010.



You're Hired!

From one apprentice to another Graeme Hart hands over the tool box to the newest apprentice recruit young Scott Duffy from Cambuslang. Seventeen year old Scott beat off the other top quality applicants for the job in a gruelling interview session that saw him interviewed by firstly his new employers Heat Tech Maintenance and then by the Staff and Committee of Rutherglen and Cambuslang Housing Association.

The Association's successful partnering with Heat Tech, over the past 4 years, has produced a now fully qualified tradesman in plumbing and gas central heating. Graeme says that he will always be grateful to the Association for making it possible for him to have a career and a sound future in the building industry and has gained every qualification possible to date. "I will miss the tenants" said Graeme. "They always showed me kindness and were very friendly with me when I carried out repairs in their houses" he went on.

And Scott has a lot to live up to as much is expected of him in the coming 4 years of his apprenticeship. "I'm really looking forward to it" said Scott. "Everyone has been so supportive to me and I can't thank the Association enough for this chance. If I can copy Graeme then I will be very happy".

And as Graeme moves on with Heat Tech into a different branch of the business, involving more commercial properties, he thinks that Scott under the eyes of Michael McFadden his Tradesman will do just fine.

Mr Jackson of Heat Tech is delighted with his new recruit, as are the Management Committee of the Housing Association, who are immensely proud that they have helped produce their first apprentice and look forward to working with young Scott.



Scott Duffy, John McNulty from R&CHA & Graeme Hart

New Start for Graeme



17yr old Graeme Hart from Blantyre can't believe his luck at being taken on as an apprentice plumbing and heating engineer for HTM. From a part time employee of Asda Graeme enrolled himself into an apprentice experience scheme at South Lanarkshire College in Cambuslang last year and was soon writing away to plumbing and heating contractors for a job.

In June of this year R&CHA embarked on a 4yr partnering agreement with HTM, a Rutherglen based company, which was conditional on the contractor employing an apprentice from the local college.

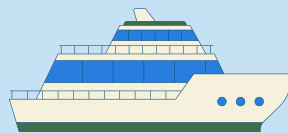
"Graeme really impressed us with his enthusiasm and knowledge of the trade, despite the limited time he had at his college course. He demonstrated a great desire to further himself by learning a trade that he was first introduced to at college, and this set him above the rest of the boys interviewed"..... said Mr. C Jackson of HTM.

Graeme, who lives with his mum, dad and older sister, spends his time away from work caring for his pet fish and lizards, as well as going to the gym says..... "I'm very grateful to HTM as well as Rutherglen and Cambuslang Housing Association for giving me this opportunity".He added..... "The work is varied and interesting and I feel I'm learning a lot. The tenants have been very friendly towards me and I am really enjoying it. I have to attend college to get my certificates but I'm looking forward to becoming a fully qualified tradesman".

The new partnering agreement is in its infancy but appears to be going well. Tenants and staff are becoming used to HTM's tradesman and Graeme being about the place, exclusively working on R&CHA properties, carrying out plumbing and heating repairs on a daily basis.

OVER 65'S DAY OUT FUN!

On Friday 18th August 2023, the Association welcomed back the annual Pensioners Bus Trip. The trip was a success, and everybody thoroughly enjoyed the Firth of Forth boat trip accompanied with a cream tea in South Queensferry followed by a meal at Westport hotel in Linlithgow.



HERE IS SOME OF THE FEEDBACK WE RECEIVED:

"Wonderful, looking forward to next year!"

"Both Wilma & Sandra were very attentive & well organised"

"Had a blast, great laugh"

"Great day overall. Food at hotel first class"

"Excellent in every way, especially the hard-working staff. Enjoyed meeting new people"

"Enjoyed it but only downside was not going to the shops"

WASTE NOT WANT NOT



When bulky waste gets dumped down your street, it's ugly, can be dangerous and is expensive to clear. Every time the Association has to instruct our contractor to remove old mattresses, fridges and furniture, it can cost on average between £50 to £250 per visit – and that's money we could be spending on better services for you. It affects all residents and communities so its important to highlight its importance and together aim to eradicate these problems occurring for the future.

What is Fly-tipping?

Fly-tipping is the illegal dumping of waste, and it is a crime.

Illegal fly-tipping can include household appliances like fridges and washing machines, waste from building and demolition work and vehicle parts like tyres. Even hazardous waste such as oil, asbestos sheeting and chemicals can be dumped illegally.

In Scotland, fines range from £200 to £40,000 and/or imprisonment for up to 12 months for fly-tipping.

What should you do if you see illegal fly-tipping?

Your safety is the top priority, and some wastes can be hazardous, so it is important to be extremely careful.

Anyone fly-tipping is doing so illegally, so it's unlikely they will welcome being approached or you taking photos. However, if it is safe to do so, take down as much information as you can (driving licence number etc) and report it to both the Association directly and also to South Lanarkshire Council via the SLC website. We will need to know what has been dumped, where it has been dumped, and by whom, if possible.

What is Littering?

Litter is anything from a crisp packet or cigarette butt to a bag of rubbish. Common litter items include fast-food packaging, sweet wrappers, drinks cans, bottles and cigarette butts. It is important to

remember litter does not clean itself away. Whether it be food litter from overflowing bins or residents dropping leftover takeaway boxes, litter is one of the main attractions for vermin such as rats, flies and pigeons to backcourts and common areas.

What is Bulky Waste?

Bulky waste is essentially things that are too large or 'bulky', or awkward for normal rubbish collection.

It can include things like old furniture, appliances, toys, large boxes, etc. It can also include garden waste that is too large to discard into your burgundy/Black general waste bin i.e. branches, bags of grass etc.

What will the Association do about discarding bulky waste and illegal fly-tipping?

The Association can step in to remove and dispose of bulky waste, but there is a cost involved, which is charged back to the building, as a shared cost between all residents.

For tenants, these charges are reflected in our yearly rent increases.

If we identify that the illegal fly-tipping was by one of our residents, then we will take enforcement action as this is a breach of your tenancy.

We all understand the importance of keeping our backcourts, gardens, pathways and communities clean and free of bulk. It was reported that South Lanarkshire Council was called to more than 1,500 rodent infestations last year alone. Therefore, it is for the common good that we work together to eliminate this ongoing issue and keep our neighbourhoods clean and tidy.

How can you dispose of bulky waste without fly-tipping?

Most bulky household waste can be taken to your nearest public refuse site.

However, if for any reason, you are unable to access a refuse site, you can **contact South Lanarkshire Council (Land Services Department) on 0303 123 1020 to organise a 'Bulk refuse collection'.**

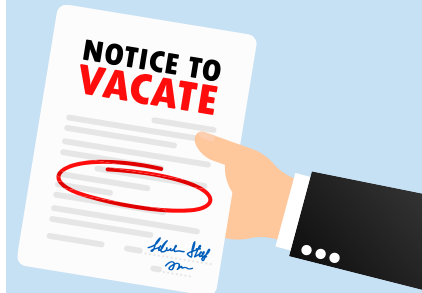
All residents within the South Lanarkshire Council area are entitled to ONE free bulky uplift per year, this uplift can include most household waste and garden items. Any additional uplifts required can still be arranged through SLC however this will be subject to a service fee. See South Lanarkshire Council website for more information and an online bulk uplift request form. If either of the above are not suitable, then you can contact the Association's Housing Management Team on 0141 647 4917 to discuss and arrange one of our accredited contractors Clyde Care to assist with the uplift, for an agree fee.

RECENT EVICTIONS

We would like to take this opportunity to assure all of our responsible tenants that evictions are very rare, and every effort is made by staff to find a reasonable solution to prevent such extreme action taking place. As a last resort, the Association will take this necessary action as the Association is not able to sustain non-paying tenants or allow tenants to seriously breach their tenancy agreement. Where tenants persist in action which contravenes the terms of their tenancy agreement and are unwilling to co-operate with the association, this action will be implemented.

You may have been aware that the government had suspended evictions for rent arrears during the Covid pandemic – however the suspension has now been lifted and unfortunately the Association recently was left with no alternative recently but to carry out two evictions due to the actions of the individuals concerned. One for rent arrears and the other was for antisocial behaviour.

If you are struggling to pay your rent please contact one of the housing officers by phoning **0141 647 4917** or emailing us at **housing@randcha.co.uk**. Please remember that appointments are available at the Associations office to speak to Larissa from Citizens Advice Bureau (CAB). Contact details are below.



CITIZENS ADVICE

FREE appointments are available in our office on a Tuesday & Wednesday every week with Larissa from Citizens Advice.

To book an appointment, please call Citizens Advice directly on **0141 646 3191** or email bureau@rutherglencab.casonline.org.uk.

Citizens Advice have a few new projects assisting clients with energy queries which is helpful, particularly at this time of year when heating bills will be on the rise again.

The cost of living crisis is having a profound effect within the local community and there are many households talking about bills and rising prices in fuel, food and energy. Many households who two years ago were “getting by” are now struggling to make their money last and find that they have to make difficult budgeting decisions that impact on family life. Contact Citizens Advice for help today.



Scan the QR code for more information on Citizens Advice.
(<https://www.rutherglencab.org.uk/home>)



CAB Opening hours:

Monday
10.00am – 3.00pm (Drop in)
Tuesday
10.00am – 3.00pm (Drop in)
Wednesday
10.00am – 3.00pm (Drop in)
Thursday
10.00am – 3.00pm (appointments only)

Citizens Advice Bureau
Kyle Court, 17 Main Street
Cambuslang
G72 7EX
0141 646 3191

0141 647 4917

info@randcha.co.uk

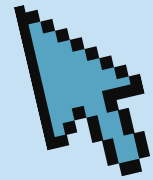
16 Farmloan Road, Rutherglen, G73 1DL

WOULD YOU PREFER TO GO DIGITAL?

If you would prefer to receive our newsletters digitally, then please contact our office on **0141 647 4917** or pop in to the office to make this change.

Benefits of going digitally:

- Cost saving due to printing & postage costs.
- Tenants can access the information quicker.
- Less printing is better for the environment.



WE HAVE A NEW FACEBOOK ACCOUNT

Have you followed us yet?

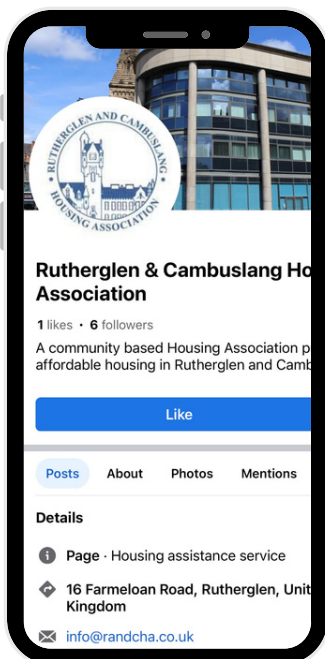
Keep updated with everything Rutherglen & Cambuslang Housing Association by liking us on Facebook.

We use Facebook to promote our services and to keep tenants up to date with important information and events.

<https://www.facebook.com/Randcha/>



FOLLOW US



HAVE YOU CHANGED YOUR DETAILS RECENTLY? LET US KNOW



We rely on our tenants to keep us informed of any important changes to contact information via telephone, email or where changes occur to household details. If changes occur please always get in touch so that we can keep this important information up to date to ensure that we can contact you urgently if required.

0141 647 4917

info@randcha.co.uk

16 Farmeloan Road, Rutherglen, G73 1DL

PEST CONTROL TIPS



How to get rid of rats / mice in the garden

- Don't put out food for wild birds or animals
- Block access to under decking and buildings such as huts, garages, bin stores
- Protect bins, especially food recycling and compost bins
- Keep the garden clear of open water sources

How to get rid of ants

Simply sweeping the ants up won't stop more turning up – you need to remove the pheromone scents left behind. To do this, use a few sprays of white vinegar solution (one part vinegar to three parts water) and wipe with a damp cloth. This should destroy the pheromone trails and stop the ants in their tracks. Ant killer spray / gel can be bought in most supermarkets.

Wasps / Bees

Wasps have a strong sense of smell and dislike certain plants like peppermint, spearmint, basil, eucalyptus, cloves, geranium, thyme, citronella, bay leaves, and lemongrass. They are also repelled by vinegar, cinnamon and coffee.

If you still experiencing problems please call the Housing Association and our staff can assist you on 0141 647 4917



HOME FIRE SAFETY VISIT



BOOK A **FREE** HOME FIRE SAFETY VISIT
Call 0800 0731 999
or text "FIRE" to 80800



If you, or someone you know smokes and either lives alone, has mobility issues or uses medical oxygen, we need your help to identify them. Ask them to get in touch or if you are a family member or a carer, refer them to Fire Scotland. They will undertake a Home Fire Safety Visit where possible. Make the Call, it could save a life.

The staff of our Association recently received fire safety training with Murray Donaghey, the Community Safety Advocate for Prevention and Protection of Fire Scotland.

Fire safety information can be found on their website at <https://www.firescotland.gov.uk/>.



scan the QR code for more info



0141 647 4917

info@randcha.co.uk

16 Farmeloan Road, Rutherglen, G73 1DL

At the Association we pride ourselves on providing a first class repairs service that is quick, efficient and value for money.

However, this is only achievable if we all play our part and, for you as a tenant, that means making sure you give contractors access on the day and time agreed to carry out the work.

When contractors turn up and don't get access they still charge the Association – they are a business after all and need to cover their costs.

Not being there to let the contractors is therefore not just a waste of their time, it is also a waste the Association's money.

For certain works, getting access is essential. It is a legal requirement that the Association carries out an annual Gas Safety Inspection and an Electrical Test every 5 years.

We will make every effort to have these carried out on a day and at a time that suits you but, where we consistently get no access, the Association does have the right to force access. This is obviously a last resort, but it is for the safety of you and your neighbours that these are carried out and we will, if necessary, force entry into your home.

The Association will be reviewing it's Rechargeable Repairs Policy in the next few months. For more info on the draft policy and to make comments on what it contains, please check the Association's website.

We realise that emergencies do arise from time to time but repeated failure to give access may result in the costs being recharged. If we have to force access for safety inspections and tests, the costs of gaining entry and then re securing your property will be recharged.

HELP US AVOID NO ACCESSES




Gas Safety Inspections is a legal requirement and access must be arranged annually. Electrical inspections is a legal requirement and must be arranged every 5 years. If no access is granted the Association have the right to force access as a last resort!

Last year there were 168 occasions when contractors did not get into properties to carry out the work at the tie agreed

At an average charge of approximately £42 each time, this means over £7,000 was spent on 'no accesses'.




 **NO ACCESS**

Address: _____

Date & Time: ___/___/___ at ___:___

Engineer: _____

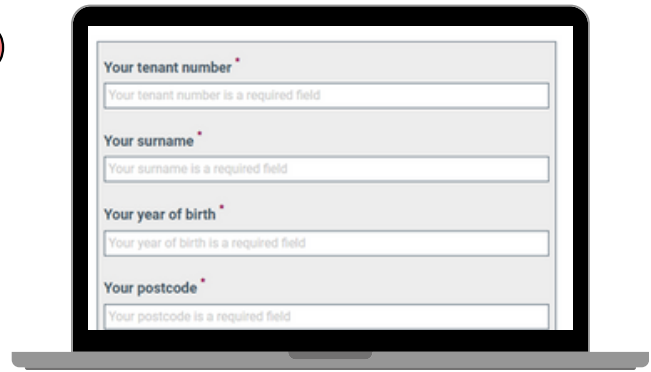
Please contact the office on 0141 647 4917 to rearrange your appointment

 0141 647 4917

 info@randcha.co.uk

 16 Farmeloan Road, Rutherglen, G73 1DL

ARE YOU REGISTERED FOR OUR TENANTS PORTAL?



It's easy & enables you to pay rent online, view rent statements, report repairs, view repairs history, give feedback and update contact details.



scan the QR code



Until the end of March 2024, we will be having a quarterly draw of every household registered on the portal for a £25 shopping voucher. So for a chance to win, make sure you are registered.

1. Registering and getting started is easy, on our website (www.randcha.co.uk) you can create an account on the top right-hand corner of the Home page at "Your Account" Login/Register, shown in the above image.
2. To create an account all you will need to give is the details here shown above, once you have hit the register button at the bottom you will then be asked to create a Password enabling you access to the tenant portal with all the above information and options available to you.
3. Your tenant number will be at the top of any correspondence you receive from us, if in doubt we can provide you with this number on request.
4. If you have any other questions about the process, please contact a member of our Housing Management team. You can now contact the Housing Management and Repairs section direct via email with any particular enquiries you have, the email addresses are:
 Email: housing@randcha.co.uk
 Email: maintenance@randcha.co.uk

ISSUE OF SCHOOL UNIFORMS

In our last newsletter we told you that we had been fortunate to be able to donate a number of brand new school uniform items including blazers, skirts, tops and waterproof jackets to 3 of the local primary schools. After recruiting some of the pupils to help unload the boxes, Mr Bourke, Headteacher of St Fillan's primary contacted the Association to say thank you. In his email he said:

"I wanted to contact you to say a sincere thanks to you for the uniform items that you donated from your company to St Fillan's. We are currently promoting the donation in our Newsletter now that we have distributed some of the items. I cannot thank you enough for initially contacting us with the availability and for donating the items."



OUR 43RD ANNUAL GENERAL MEETING

The Association held its 2023 AGM on Tuesday 19th September in the Association's office at Farmeloan Road.

At the meeting Edward Harkins, the Chair of the Association's Management Committee welcomed everybody and reported that the past year ending in March 2023 could be best described as 'steady as we went'. The Association continued to protect and deliver on its core services to tenants and other service users while also responding to a variety of funding and other challenges.

Edward also advised that another focus for the Association continued to be on how it can engage more with the people that use its services, and with the wider community. After all, the Association's declared 'Principal Activities' include:

'The Association seeks to be "more than a landlord". This is reflected in the Association's vision "To continue to provide good quality housing, promote innovation and encourage community involvement".'

Edward also reported that strategic oversight continued to be provided by the governing body, the Management Committee that is comprised of elected members, mainly local residents, who voluntarily give a great deal of their unremunerated time and energy. Committee members not only attend just committee meetings, they also devote time to training and conference activities and these activities are important in enabling the Committee to act as a competent governing body in an ever-more complicated housing world.

Registered Social Landlords in Scotland have to perform against a wide range of performance targets set by the Scottish Housing Regulator and the Association's performance continued to exceed the national averages. A few examples include:

- Emergency repairs were responded to on average within just over 2.5 hours against the national average of over 4 hours - continuing our high performance of the year before;
- Continued support from our staff for our tenants experiencing financial difficulties helped to keep the level of gross rent arrears at under 2% of the rental income due... which was well below the national average of over 6%.
- The percentage of tenants satisfied with their Association landlord's contribution to management of the neighbourhood was over 93% against a national average of 84%.

Edward also reported that the Association's robust good financial health was invaluable in addressing the challenges it faced, such as the legacy of Brexit, the Covid pandemic and general economic conditions. In addition, new legislation, the Scottish Government's housing quality standards, and the 'green agenda' (whilst all laudable) continued to put pressure on the Association resources. Not least of this pressure was the need for income from rents. Rent affordability always was a strong focus for the Management Committee, but things were even more complicated this year with an intervention from the Scottish Government with a six month freeze of rents and what seems to be a new regime of rent control. Consequently, a major exercise for the Association over the past year was to review its rents policy and rent setting, and ensure affordability for its current and future tenants.

This was also another year when the chair could say how proud he was of how the Association's Management Committee, staff, contractors and consultants have risen to the challenges. In conclusion, Edward said that he appreciated that the Association was fortunate enough (deservedly so) to have enjoyed high levels of tenant and other service users' satisfaction and a strong financial position. However, neither the Management Committee nor the staff will be sitting on their laurels. They are all absolutely committed to maintaining the high standards of service already achieved and to continue to protect the Association's reputation as a good community-led social landlord.





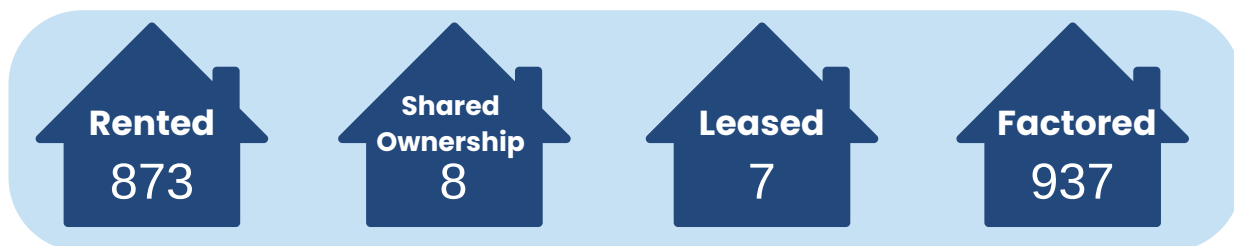
As part of its monitoring regime, the Scottish Housing Regulator requires that Registered Social Landlords (RSLs) submit data on their performance through the Annual Return on the Charter (ARC).

The full return submitted by the Association is available on the Scottish Housing Regulator's website at www.housingregulator.gov.scot. Based on the information submitted, the Regulator produces a Landlord's Report for the Association that summarises the key performance indicators. This is available on both Regulator's and the Association's websites.

The Association also makes information on its performance available to tenants and other service users showing how we compare to other landlords in our area, highlighting any areas of poor performance and outlining our plans for improvement.

In our report we have compared ourselves against the averages of 5 other local Associations of approximately the same size. These are referred to as our peer group. Where appropriate we have also provided the average for all social landlords in Scotland as well as South Lanarkshire Council.

WHAT WE OWN & MANAGE



OUR FINANCES

Income		Expenditure	
Rent Receivable	£4,121,283	Reactive Repairs	£411,554
Grants	£32,145	Planned & Cyclical Maintenance	£547,589
Interest Received	£26,327	Major Repair Costs	£373,861
Factoring Management Fees	£174,599	Estate Management Costs	£175,986
Commercial Properties	£62,438	Management & Administration	£1,748,530
Other	£500.00	Loan Repayments	£754,164
		Loan Interest	£265,986
Total Income	£4,417,291	Total Expenditure	£4,277,670

Average Management Costs Per Unit		Average Debt Per Unit (ie what we owe to lenders etc)	
2021/2022	2022/2023	2021/2022	2022/2023
£1,674	£1,672	£8,628	£7,524



KEY POINTS & ACHIEVEMENTS

£92,473.32 was paid towards the pension deficit

We paid back £754,164 towards our loans

The historic housing costs of properties owned by the Association are £35.7 million

We made an operating surplus of £739,955 in the year

INCOME REPORT

Average weekly rent charged	1 apt	2 apt	3 apt	4 apt	5+ apt
Rutherglen & Cambuslang HA	£47.30	£69.51	£87.32	£102.69	£128.71
South Lanarkshire Council	£64.58	£68.49	£75.83	£85.45	£90.61
Peer Group	£59.40	£77.37	£88.77	£98.11	£107.58
Scottish Average	£78.26	£83.46	£86.28	£93.96	£103.72

We are conscious of the fact that the average rents for our smaller properties are well below the national average and the average of our peer groups but that those for the larger properties are substantially higher.

A review of the rent setting will be carried out to ensure all our rents compare favourably with our neighbouring landlords.

RENT INCREASE APPLIED

Rutherglen & Cambuslang HA	South Lanarkshire Council	Peer Group	Scottish Average
5.0%	3.5%	5.0%	5.1%



PERCENTAGE OF TENANTS SURVEYED THAT FELT THEIR RENT REPRESENTED GOOD VALUE FOR MONEY

Rutherglen & Cambuslang HA	SLC	Peer Group	Scottish Average
81.68	89.4	87.1	81.8

Our recent satisfaction survey has highlighted that there has been a dip in the response from our tenants who feel that the rent represented good value for money. The Association will be taking a closer look at these results and look at ways to improve our services to tenants that will make our rents even better value for money for our tenants.

RENT COLLECTED


	Rent Collected (includes monthly rent plus arrears)		Rent Arrears as a % of the rent due		Rent lost due to Properties being Void	
	2021/2022	2022/2023	2021/2022	2022/2023	2021/2022	2022/2023
Rutherglen & Cambuslang HA	100.2%	100.23%	2.67%	1.94%	0.28%	0.11%
Peer Group Average	100.1%	100.14%	3.59%	3.18%	0.6%	0.4%
Scottish Average	99.3%	99.0%	6.3%	6.9%	1.4%	1.4%

There is no doubt that cost-of-living crisis has had an impact on our tenants, and we recognise that some tenants have experienced real financial difficulties. Association staff have worked hard to support tenants and as a result, the level of rent collected in the year slightly increased and we are slightly higher than our peer group and the Scottish average. However, we are pleased that the level of current rent arrears remained low thanks to the amount of support and assistance offered by staff as well as the clear priority our tenants gave to paying their rent. The level of rent lost due to properties being void has decreased slightly as a direct result of the decrease in the time it took on average to re-let our houses when they became empty.

INVESTMENT IN OUR STOCK

The Association is committed to providing affordable, modern housing and makes substantial investment in the maintenance and improvement of our stock every year. Our investment also ensures that our properties comply with all of the standards set by the Scottish Government including the Scottish Housing Quality Standards (SHQS) and the Energy Efficiency Standards for Social Housing (ESSH).

REPAIRS & MAINTENANCE SPEND 2022/2023

Category	Spend	<p>The spend on repairing and maintaining our properties returned to more normal levels during the year following restrictions to the maintenance programmes due to COVID.</p> 
Reactive (day to day) Repairs	£270,421	
Repairs to Void Properties	£62,060	
Cyclical Maintenance Programme	£390,202	
Planned Maintenance Programme	£1,027,663	

PERCENTAGE OF STOCK MEETING SHQS & EESSH

	Rutherglen & Cambuslang HA	Peer Group Average	Scottish Average
	2022/2023	2022/2023	2022/2023
SHQS	77.89%	90.5%	79.0%
EESSH	99.4%	97.1%	87.9%


Due to the size and type of some of our older properties we can't bring them up to the standards. These properties are therefore 'exempt' from having to comply.

OUR REPAIRS PERFORMANCE

Percentage of Tenants Satisfied with the Repairs Service	2022/2023
Rutherglen & Cambuslang HA	90.31%
South Lanarkshire Council	88.97%
Peer Group Average	89.5%
Scottish Average	88.0%

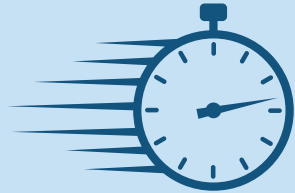
Our percentage of tenants satisfied with the repairs service remains high and above our peer group and the Scottish average.

We will be continuing to explore how we can improve the service to better meet the needs of our tenants.



Average Time to Complete Repairs	Emergency Repairs (hours)		Non-Emergency Repairs (days)		% Reactive Repairs Completed 'right 1st time'	
	2021/2022	2022/2023	2021/2022	2022/2023	2021/2022	2022/2023
Rutherglen & Cambuslang HA	2.4	2.59	5.0	4.5	91.7%	89.3%
South Lanarkshire Council	3.7	4.24	11.7	11.63	99.7%	99.5%
Peer Group Average	3.0	2.42	5.8	5.0	90.2%	88.2%
Scottish Average	4.2	4.2	8.9	8.7	88.3%	87.8%

Our ability to respond to repairs remains a focus for the Association and we will continue to prioritise improvement in our service across all the measures.



ACCESSES TO OUR HOUSES

Like virtually every social landlord, the number of households on our waiting list for housing far exceeds the number of properties that become available.

TOTAL NUMBER OF APPLICANTS ON THE WAITING LIST AS AT 31/3/23


1 apt	2 apt	3 apt	4 apt	5 apt	6 apt	Total
26	245	217	145	46	2	681

NUMBER OF NEW ALLOCATIONS


	1 apt	2 apt	3 apt	4 apt	5 apt	6 apt	Total
2022/2023	3	15	9	4			31

The above figures show that demand for the Associations properties continues to far outstrip the available void property supply each year. The Association continues to explore Development opportunities to build quality affordable Housing to help address housing need in Rutherglen and Cambuslang.

AVERAGE NUMBER OF DAYS TO RE-LET VACANT PROPERTIES

	2021/2022	2022/2023	<p>The average number of days it took to re-let properties returned to normal levels this year after COVID, although there are still challenges with getting utility meters changed over. We will continue to work on this area over the next year to ensure that our void properties are re-let as quickly as possible.</p> 
Rutherglen & Cambuslang HA	21.7	13.7	
SLC	21.5	27.8	
Peer Group Average	23.1	19.9	
Scottish Average	51.6	55.6	

PERCENTAGE OF TENANCY OFFERS REFUSED

	2021/2022	2022/2023	<p>The percentage of offers we make to applicants that are refused is lower than the national average and we will continue to invest in our properties to make them as desirable as possible.</p> 
Rutherglen & Cambuslang HA	28.5%	22.5%	
SLC	16.6%	22.56%	
Peer Group Average	22.3%	21.12%	
Scottish Average	32.9%	32.9%	

OUR FACTORING SERVICE

Number Factored as at 31/3/22	937
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AVERAGE ANNUAL MANAGEMENT FEE


Rutherglen & Cambuslang HA	£65.32	<p>Our management fee is well below the Scottish average and, while we want to provide the best value for money to all our customers, we must ensure that our fees for the services we provide to owners cover our costs.</p> 
SLC	£119.46	
Peer Group Average	£17.60	
Scottish Average	£104.67	

COLLECTION OF INVOICED CHARGES

	2022/2023
Total Factoring Charges Invoiced (1/4/22 – 31/3/23)	£174,598.72
Income from Management Fees	£93,007.65
Arrears Outstanding as at 31/3/23	£199,153.49

We recognise that the level of money owed by owners is extremely high and much of this is long standing, historical debt. We have a number of legal actions in place against owners that will allow us to recover arrears but reducing the level of outstanding debt is clearly going to be a priority area of work.

% OWNERS SATISFIED WITH THE FACTORING SERVICE

Rutherglen & Cambuslang HA	71.7%	<p>Our owners level of satisfaction with the factoring service is higher than our peer group organisations and the Scottish average. We will be carrying out an owners satisfaction survey this year to establish the level of satisfaction that our factored owners currently have with the service provided by the Association. We will consider the key findings from that survey to improve our service to owners.</p> 
Peer Group Average	47.55%	
Scottish Average	61.8%	

OUR SERVICE DELIVERY PERFORMANCE

% Tenants Satisfied with;

	Overall Service	Management of Neighbourhood
	2022/2023	2022/2023
Rutherglen & Cambuslang HA	90.1%	93.6%
SLC	91.9%	89.5%
Peer Group Average	91.6%	89.8%
Scottish Average	86.7%	84.3%

We are pleased that our performance in both overall service provision and management remains the equivalent or highest in all comparisons.

MANAGEMENT OF TENANCIES

	% Anti-Social Cases Resolved within Target	
	2021/2022	2022/2023
Rutherglen & Cambuslang HA	100.0%	100.0%
SLC	94.3%	96.7%
Peer Group Average	93.7%	98.3%
Scottish Average	94.7%	94.2%

We are pleased that our performance in resolving complaints of anti-social behaviour has stayed at the same level this year and as a result, we are the best performers in comparison to that of our peer group, South Lanarkshire Council and the Scottish average.

TENANT ENGAGEMENT

	Rutherglen & Cambuslang HA	SLC	Peer Group Average	Scottish Average
% Tenants who feel the Association is Good at Keeping them Informed	97.9%	96.1%	97.0%	89.7%
% Tenants Satisfied with the Opportunities to Participate	96.7%	97.3%	95.3%	85.9%

Despite our great levels of satisfaction, we are keen to engage more and work closer with our tenants and are putting structures and procedures in place to support this.

QUALITY & STANDARD OF THE HOUSING

	Rutherglen & Cambuslang HA	SLC	Peer Group Average	Scottish Average
% Tenants Satisfied with Quality of their Home	87.3%	90.6%	85.4%	84.2%

We are delighted that our tenants are satisfied with the homes they live in and are committed to ensuring we maintain all our properties to the highest possible standards.

COMPLAINTS HANDLING

Stage 1 Complaints	Rutherglen & Cambuslang HA	Scottish Average
% Responded to in Full	100%	95.3%

Stage 2 Complaints	Rutherglen & Cambuslang HA	Scottish Average
% Responded to in Full	100%	92.5%

MEMBERSHIP

Total No. of Members as at 31/3/23	157
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Becoming a member of the Association is the easiest way to participate and engage with the us. As a member you can not only vote for candidates to join the Management Committee, you can also stand for election to become a Committee member yourself. It only costs **£1** so pop in to our office to sign up today!



OVER TO YOU – TELL US WHAT YOU THINK FOR A CHANCE TO WIN A £50 VOUCHER OF YOUR CHOICE

Your views really do count so please take a few minutes to take part in this consultation. There are a number of ways you can participate:

- Complete the questionnaire, detach from this newsletter and send it back to the Association at 16 Farmeloaan Rd, Rutherglen, Glasgow G73 1DL or phone the office on 0141 647 4917
- Take a photograph of your completed questionnaire and email it to info@randcha.co.uk
- Go on to the Association's website and Complete the form by following the link on the Association's website at www.randcha.co.uk

You can submit your form anonymously but if you include your name and address, you will be entered into a prize draw for £50 vouchers of your choice. All forms must be returned or submitted NO LATER than WEDNESDAY 15TH NOVEMBER 2023.

ANNUAL REPORT CONSULTATION FORM

Did our Annual Report give you enough information on the Association's Performance for 2022/23.	Yes	No
If not, what other information would be helpful?		

Did you find our Annual Report easy to read?	Yes	No
Please provide details.		

Did you like the layout of our Annual Report?	Yes	No
Please provide details.		

Please note any other comments you may have on how our Annual Report can be improved.

If you want to be entered into the prize draw for the chance to win a £50 voucher, please fill out the below.
Name : _____
Address : _____
Contact Phone Number : _____

AUTUMN WORDSEARCH

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



- RAKE
- ACORN
- HAY
- SCARF
- APPLE
- LEAF
- SWEATER
- BOOTS
- PIE
- TREE
- FALL
- PUMPKIN



CINDERELLA PANTOMIME IN DECEMBER

The Association is delighted to announce that we have booked pantomime tickets for Cinderella on **Saturday 16th December** at 1.30pm at Rutherglen Town Hall.

If you are a tenant of the association and your child/children is attending Primary School and would like a **FREE TICKET** to the above, then please contact our office on **0141 647 4917** to secure your tickets.

Association Conditions

*Children to be accompanied by a Parent or Guardian.
Strictly one free adult ticket per family.
Only members of your household will be eligible to join in.
Children under one years old will be required to share seat with adult.*

Please note this is a **first come first served basis.**



**FREE
TICKETS**

0141 647 4917

info@randcha.co.uk

16 Farmeloan Road, Rutherglen, G73 1DL