

# RCHA NEWS

The newsletter of Rutherglen & Cambuslang Housing Association



## BANK HOLIDAYS 2024

### EASTER

Friday 29th March  
Monday 1st April

### MAY DAY

Monday 6th May

### SPRING HOLIDAY

Friday 24th May  
Monday 27th May

### GLASGOW FAIR

Friday 12th July  
Monday 15th July

### SEPTEMBER WEEKEND

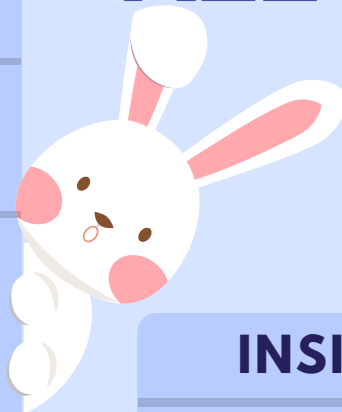
Friday 27th Sep  
Monday 30th Sep

### CHRISTMAS

Wednesday 25th Dec  
Thursday 26th Dec  
Friday 27th Dec

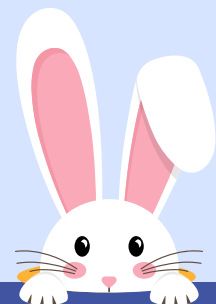
THE ASSOCIATION WILL BE  
CLOSED ON THESE DATES

# WISHING YOU ALL A HAPPY EASTER



## INSIDE THIS ISSUE

- Charity Fundraiser Event
- Rent Increase 2024
- One Hello & One Goodbye
- Easter Competition



## OPENING HOURS

Monday to Thursday 9.00am - 4.30pm

Friday 9.00am - 3.30pm

The office will be closed on the last  
**Tuesday** morning of each month for  
staff training

# Rent Increase 2024

We received many comments from tenants, both positive and negative about the proposed increase;

Concerned about the cost of living but if the increase helped people who are homeless or in need of housing I would agree to 5.6%

No increase for one year give your tenants a break

Don't agree with rent increase

Fair increase

I agree with this as obviously the stock provision in the area is so low and investment now is so important

Rent goes up every year. Times are difficult, food, gas and electricity have all went up in price people can't afford any more

In our last newsletter we gave information on the discussions the Management Committee and Senior Management team were having around the budget and rent increase for the coming year.

It's always a tough decision for the Association as we try to balance the need to generate sufficient income from rent to meet all of our financial commitments with the desire to support tenants and keep our rents affordable.

With the cost of living and prices increasing, this has been a particularly hard decision for the Committee this year. After much deliberation, the Management Committee decided to consult with all our tenants on 2 options for the increase – 5% and 5.6%. Although we received more responses than in previous years, only 61 tenants out of 873 actually replied. Of those;

**34 Voted for an increase of 5%**

**27 voted for a 5.6% increase**

**After all the responses were considered, the Management Committee made the final decision to increase rents by 5%.**

This increase is below the increase that is allowed for in the Association's business plan and financial projections and is lower than many other associations. In fact, out of 52 Associations that are members of Glasgow and West of Scotland Forum;

Increase	Number
Below 5%	6 (12%)
5%	11 (21%)
5.1% – 5.9%	13 (25%)
6% – 6.9%	20 (38%)
7% – 7.9%	1 (2%)
8%	1 (2%)

If you were one of the **61 tenants** that responded to the rent increase consultation, we would like to thank for you your time. Everyone who responded and gave us their name and address was entered into a prize draw.



**Congratulations to Mr & Mrs McIntosh from Rutherglen who won £100 vouchers for TESCO.**

## WHAT YOU NEED TO DO NOW.

You will have already received a letter detailing your new rent that comes into effect from 28th March 2024. If you get additional services such as close stair & window cleaning or back court maintenance your monthly rent will include charges for these services.

If you;	You need to;
Receive Housing Benefit (HB)	Do nothing – we will notify South Lanarkshire Council directly of your new rent charge and you will receive a letter from them detailing your new HB entitlement.
Receive Universal Credit (UC)	Notify the D.W.P of your new rent charge immediately after 28.4.24. If delay notifying them you may not get all of the Housing Costs you are entitled to and your rent account will go into arrears. You can notify D.W.P via your UC Journal.
Have any change of circumstances which would affect your entitlement to HB or UC	Notify the Association and South Lanarkshire Council as soon as possible.
Pay your rent by Standing Order	Change the amount you pay monthly to fully cover your new rent charge.
Are in rent arrears or are unsure of the balance on your rent account	Request a statement of your rent account. You can do this by tenant portal on the Association’s website at <a href="http://www.randcha.co.uk">www.randcha.co.uk</a> or by contacting your Housing Officer.

## TROUBLE PAYING YOUR RENT? – WE CAN HELP.

If you are finding it hard to make your monthly rent payments, you should contact your Housing Officer as soon as possible for advice. The sooner you contact us, the sooner we can help you and avoid your rent account going into arrears. If you are already in arrears and in receipt of Housing Benefit or Universal Credit we may be able to assist you with applying for direct payments towards reducing your arrear.

You can also make an appointment to speak confidentially to a Citizens Advice Bureau advisor in the Association’s office on a Tuesday or Wednesday. Please call Citizens Advice directly on 0141 646 3191 to make an appointment.



# KNOW YOUR MAINTENANCE OFFICER

Now that we have 2 full time maintenance officers, Robert and Stuart have their own 'patches' that they cover.

Robert Covers:	Stuart Covers:
Alloway Drive	Birch Drive
Bowmont Place	Broomieknowe Drive
Cadoc Street	Bute Road
Conan Court	Caledonian Centre
Carrick Road	Castle Street
Carron Court	Elm Drive
Castlechimmings Gardens	Farmeloan Road
Dalmarnock Road	Fir Place
Dalveen Way	Gallowflat Street
Eddleston Place	Glenfarg Road
Eden Place	Glenlyon Place
Fernhill Road	Hamilton Road
Freeneuk Wynd	Kings Avenue
Gateside Avenue	Kings Crescent
Glebe Place	King Street
Greenlees Road	Kirkconnel Drive
Helmsdale Court	Kirkwood Street
Henderson Avenue	Mitchell Drive
Holmhill Gardens	Queens Avenue
Lockhart Avenue	Reid Court
Main Street	Trossachs Road
Mill Road	Village Road
MacArthur Wynd	Upper Bourtree Drive
MacKenzie Gate	Westburn Road
Mclver Street	
Neilvaig Drive	
Newton Avenue	
Overton Road	
Queen Street	
Regent Drive	
Sherriff Park Avenue	
Teith Place	
Teviot Place	
Victoria Street	
Westburn Avenue	
Yarrow Court	

Although Robert and Stuart each have their own areas and street that they cover, they will of course support and assist each other and, if you Maintenance officer is not available will, of course, be on hand to help.

# WEBSITE REVAMP

We know – our website is not very user friendly and it can be difficult to find the information you want.

We are working hard to change that and make our website;

- Informative
- Interesting
- Easy to use
- Colourful and attractive
- Interactive

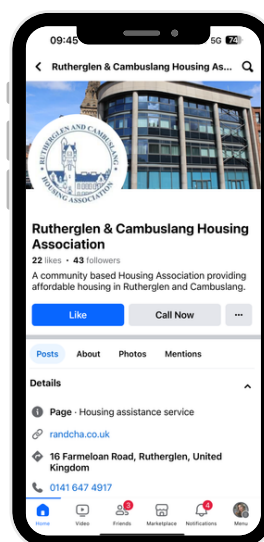


As part of this process, we are also looking to develop an Association app. The website is primarily there for you, our tenants, as a source of information, so if you would be interested in working with us to develop the website and/or the app, please get in touch.

## Have you followed us on Facebook 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.



**FOLLOW US**

# ONE HELLO, ONE GOODBYE



Stuart Mason joined the association in January 2024, and we are delighted to welcome him on board as our new Maintenance Officer. Stuart previously worked at Ardenglen Housing Association, and before this, worked within a subsidiary of Shettleston Housing Association. He managed all their maintenance, voids, cyclical works, planned maintenance as well as works for various other housing associations. Stuart is very pleased for a fresh start and a new challenge, working directly as part of a team within our association, having the skills and knowledge that he brings.



Ronnie Cunningham, our Housing Manager is leaving us to enjoy a bit more of a life of leisure after a long and varied career in housing. Starting as a Housing Officer in 2000, he later became Senior Housing Officer and eventually Housing Manager, overseeing department activities and managing a team of 4. Since then, the department has continued to develop new and improved ways of serving our tenants and has been a valued member of the Senior Management team, contributing new ideas and suggestions and supporting his colleagues manage the challenges and difficulties. Over the years Ronnie had proved to be a star at the karaoke and has stolen the show on many a night out. More often than not he's also been the last to leave the party though he never forgot his gentlemanly duties of making sure colleagues got home safe and sound.

Ronnie has been an integral part of Rutherglen and Cambuslang Housing Association for almost 24 years but feels the time has come to hang up his hat and retire. Being an active sports fan, he is planning on improving his tennis and golf and getting out to do so more hillwalking. More importantly though, he's looking forward to travelling and spending much more quality time with his family and friends.

## YOUR RIGHT TO REPAIR

### WHAT IS THIS?

'Right to repair' is legislation that allows tenants to report certain, small urgent repairs up to the value of £350 carried out within specific timescales. If the repair is not carried out within the timescale, you may be entitled to compensation. Please note, the timescales do not include weekends or bank holidays and are set by the Scottish Government, and not the Association.



Blocked flue to open fire or boiler	1 day
Blocked or leaking foul drains or toilet pans where there is no other toilet in the house	1 day
Blocked sinks, bath or drain	1 day
Loss or partial loss of electrical power	3 days
Insecure external window, door, or lock	1 day
Unsafe access path or step	1 day
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1 day
Loss or partial loss of gas supply	1 day
Loss or partial loss of space or water heating where no alternatives heating is available	1 day
Toilet not flushing where there is no other toilet in the house	1 day
Unsafe power or lighting socket, or electrical fitting	1 day
Loss of water supply	1 day
Loss or detached banister or handrail	3 days
Unsafe timber flooring or stair treads	3 days
Mechanical extractor fan in internal kitchen or bathroom not working	7 days

# WHAT ARE WE WORKING ON?

## Planned Maintenance Programme & Stock Condition Survey

The Planned Maintenance Programme sets out what major works the Association will carry out within its properties over the next 30 years. This includes:

- Bathrooms
- Kitchens
- Windows
- Roof
- Central Heating Systems



To ensure work is carried out where it is most needed and achieve the best value for money, we are carrying out a comprehensive stock condition survey, this will determine the programme of works.

A summary of the planned maintenance programme will be published in future newsletters, so you know what work is being carried out.

## Business Plan

The Business Plan is one of the Association's principal strategic and planning documents along with the Association's 5-year and 30-year financial projections.



The key purposes of the Business Plan are to;

- Help us understand the internal and external environment we are operating within
- Identify the risks and challenges to the organisation and how these can be managed
- Clarify and communicate the Association's vision for the future, its priorities and its strategic objectives as well as the action plans for achieving these
- Provide a framework and monitoring tool to measure progress against our objectives
- Demonstrate that the Association has the resources to meet its commitments and achieve its objectives

We are carrying out a major review of the business plan to ensure realistic objectives and have effective plans in place for managing future challenges.

## Asset Management Strategy

In financial terms, our properties are the biggest asset the Association has therefore it is vital that have effective plans in place to ensure these are maintained to ensure they are safe, meet standards and remain in good, affordable condition.



We have brought in Dougie Gold of Gold Consultancy Ltd to work with staff and Committee members to develop a strategy that will cover;

- Future plans for investing, maintaining and upgrading our properties
- Ensuring we meet all the Scottish Government's standards
- How we procure contracts
- Understanding the needs & aspirations of our residents

## Tenants' Needs & Priorities Survey

The Association are aware of the difficult times people are facing due to the cost-of-living increase, cutbacks in public services and limited access to support. A key part of the Engagement, Participation & Consultation Strategy we are looking to develop is finding ways we can support our tenants. Central to this is gaining an understanding of what our tenants needs are, therefore, over the next coming months we will carry out a comprehensive survey of tenants to identify tenants priorities so we can best target our resources.



## Engagement, Participation & Consultation Strategy

One of the Association's stated objectives for a number of years has been to develop ways we can better engage with our residents and communities and encourage participation from our service users. We hope to work with experts in tenant participation as well as other local organisations that have a history of successfully engaging with their communities to identify ways to build meaningful and positive engagement with the people we serve.



## Internal Audit Tender

The Association has to carry out a number of internal audits during the year. These give an independent opinion on the various services we provide and activities we carry out such as rent collection & arrears management, factoring, repairs and maintenance, financial controls etc.

The Association's current contract for carrying out the internal audit has ended and in order to provide best value for money, we are partnering with Clydesdale HA in the tendering process for new auditors.



# SUMMER IS (HOPEFULLY) COMING – TIME TO LOOK AFTER YOUR GARDEN

If you are lucky enough to have a garden it time to start thinking about maintaining it. A well-maintained garden helps keep your neighbourhood looking nice and gives pleasure to others.

Even if you don't have green fingers, you can keep your garden in order by cutting the grass, treating weeds and trimming hedges and stop them encroaching into your neighbour's gardens and paths. You should also treat weeds along your fence line that are growing over pavements and paths by applying weed killer with a watering can or spray gun to the affected area.

(Friendly warning - Not maintaining your garden to an acceptable standard is a breach of your tenancy agreement and could lead to action being taken against you)

Take the time to keep your garden well maintained and you can have the pleasure of sitting in it enjoying the sunny weather when it finally arrives.

## GARDEN MAINTENANCE SCHEME

For tenants of the Association with a garden that are finding it difficult to maintain it themselves, the Association does offer a free Garden Maintenance Scheme.

The scheme is only available to tenants who do not have anyone over the age of 16 living with them and meet one of the following criteria;

- Over 70 years of age and not have anyone over the age of 16 living with them
- Over 65 and in receipt of Attendance allowance or in receipt of a War pension or can provide a medical letter

Tenants under pensionable age that have no one in the household capable of doing the garden will be eligible if they are;

- Registered Blind
- In receipt of Disabled Living Allowance/PIP
- Have a Blue badge in their name
- In receipt of a medical letter for at least one of the following illness – Stroke, MS, Rheumatoid Arthritis, recent Heart Surgery, Kidney Disease requiring dialysis
- On oxygen for Respiratory Disease



If you were on the scheme last year you will have recently been sent a reminder letter to make a new application for 2024. Please remember to return your application as soon as possible to ensure you are on the list.

If you think you may be eligible and would like to apply for the scheme, please contact a member of the housing management team for more information.

## LANDSCAPE MAINTENANCE CONTRACT

It's not just individual gardens that need to be looked after and properly maintained. Many of the grassed areas, shrub beds, trees, public pathways and fence lines within our areas are maintained by the Association.

# Healthy N Happy



Healthy n Happy Community Development Trust, are an award winning charity and community owned organisation governed by local people, where all of their work is directed by local priorities.

All of what they offer supports and enables people to make positive changes in their lives and their community. From building confidence and self-esteem, to boosting skills and relationships, to getting more involved in their local neighbourhood and becoming more responsible for their own health and wellbeing.

## What's On?

Craft club at No.18



Chess & chat club



Kettlercise



Baby cafe

Coffee afternoon

Kids art class

Baby classes

Book club

To book a class, visit  
[www.healthynhappy.org.uk/whatson](http://www.healthynhappy.org.uk/whatson)  
or scan the QR code



Classes range from  
**FREE - £7.00**



Aspire Building, 16 Farmeloan  
Road, Rutherglen, G73 1DL



[enquiries@healthynhappy.org.uk](mailto:enquiries@healthynhappy.org.uk)



0141 646 0123





## CAMBUSLANG & RUTHERGLEN

### Activities for over 50's



**Monday**  
Tai Chi  
New Age Kurling  
Community Covid Memorial

Cambuslang Institute	10.30am-11.30am	£4.50
Cambuslang Institute	1.00pm-3.00pm	£4.50
Community Hub, 56 Ham Road (Starts 2 October)	1.30am-3.30pm	Free

**Tuesday**  
Tech Drop-in  
Spanish  
Walking Group

197 Hamilton Road	10.00am-11.30am	£5
5 Craigallian Avenue	12.30am-2.30pm	£4.50
Bus leaves from Halfway Library (Starts 19 September, fortnightly from 10 October)	1.00pm-4.30pm	£5

**Wednesday**  
Art Class  
New Age Kurling  
Tai Chi  
Yoga  
Badminton and pickleball  
Digital Skills

Community Hub, 56 Ham Road	10.00am-Noon	£5
Cambuslang Institute	10.00am-Noon	£4.50
West Wardlaw Parish Church	11.00am-Noon	£4.50
Community Hub, 56 Ham Road	1.00pm-2.00pm	£4
Cambuslang Institute	1.00pm-3.00pm	£2.50
(Come and try for free on 6 September)		
5 Craigallian Avenue	2.00pm-4.00pm	Free

**Thursday**  
Cycling skills  
Art Class  
Table Tennis

Clyde Cycle Park	10.00am-Noon	Free
Community Hub, 56 Ham Road	1.00pm-3.00pm	£5
Cambuslang Institute	1.00pm-3.00pm	£2.50

**Friday**  
Card Making  
Zumba Gold

Community Hub, 56 Ham Road	10.00am-Noon	£2
Cambuslang Parish Church (Every two weeks, starts 8 September)	10.00am-11.00am	£4
Cambuslang Institute	10.00am-Noon	£4.50

New Age Kurling

**TO JOIN ONE OF LEAP'S CLASSES OR ACTIVITIES, PHONE 0141 641 5169 OR EMAIL ENQUIRIES@LEAP-PROJECT.CO.UK**

## Project 31



Project 31 is an innovative, Scottish Charitable Incorporated Organisation (SCIO) which seeks to enrich the experiences of children and their families by engaging them in high quality, appropriate play and recreational activities which promote their right to freely participate in cultural life and the arts and support the strengthening of community and family connections.

### What classes do they do?

Pop Up Play Kids

Classic Crafters

Toddling Tots

Campfire & Cook for Adults

**& many more !!**



To book your **free** class, please visit Eventbrites website - [project31camglen.eventbrite.com](http://project31camglen.eventbrite.com) or scan the QR code



## Chocolate Easter egg nest cakes recipe

**Preparation time:**

less than 30 mins

**Cooking time:**

less than 10 mins

**Serves:**

Makes 12



**Ingredients:**

- 225g/8oz dark chocolate, broken into pieces
- 2 tbsp golden syrup
- 50g/2oz butter
- 75g/2 3/4oz cornflakes
- 36 mini chocolate eggs

**Method:**

1. Line a 12-hole fairy cake tin with paper cases.
2. Melt the chocolate, golden syrup and butter in a bowl set over a saucepan of gently simmering water (do not let the base of the bowl touch the water). Stir the mixture until smooth.
3. Remove the bowl from the heat and gently stir in the cornflakes until all of the cereal is coated in the chocolate.
4. Divide the mixture between the paper cases and press 3 chocolate eggs into the centre of each nest. Chill in the fridge for 1 hour, or until completely set.

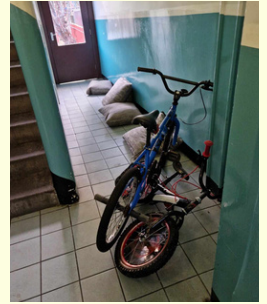
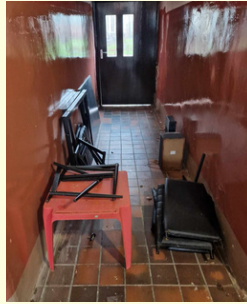


# HELP KEEP YOUR COMMON AREAS CLEAR, TIDY & SAFE



The Association wants to ensure all the residents feel safe in their homes and a key part of this is ensuring that everyone is able to enter and exit their properties safely, especially in an emergency situation. There is an increase in the number of items being left within common areas including mobility scooters, prams, bicycles, and general household items. These are not only a fire hazard but also a breach of your tenancy agreement which states:

*"No property should be stored in any common parts except in areas set aside for storage. You must not do anything which causes inconvenience or danger to anyone using the common parts." In light of this we have recently updated our procedures and, where we find items persistently left in common areas we will now;*



- Place notices on items that are found, warning the owner that the items will be removed by the Association and either discarded, if of little or monetary value OR, if of a higher value, stored for a maximum of 1 month. All costs associated with removal or storage will be charged to the owner which will need to be paid before the items can be collected. Collection will be by prior appointment only.
- Remove items without notice where there is an immediate fire risk or other health and safety risk within the common area.
- Instruct a Fire safety visit to your home and/or common area where you persistently fail to co-operate with the Association.

***Safety is a top priority for us and therefore we will be strict about implementing these new procedures.***



## New Road, Cambuslang

For a number of years, the Association has been developing plans to build properties in New Road, however due to COVID this project was put on hold.

Unfortunately, due to increased building costs, high inflation and low levels of available grants, the committee decided to withdraw from this project as it was deemed a risk to the Association and its tenants due to the financial security and viability.

The committee are committed to exploring any other opportunities to provide more homes and regularly considers if it can be financially viable to build new properties. Unfortunately, this is not likely in the foreseeable future as the Scottish Government's budget published in December cut the funding for its Affordable Housing Programme by £200 million for 2024 – 2025. This means that the grants available to landlords like the Association to support building new homes will be less and harder to get. It also means that it is very unlikely that the Scottish Government will fulfil its commitment to supply at least 77,000 new socially rented homes by 2032.

The Association has backed representative groups such as Scottish Federation of Housing Associations, the Glasgow & West of Scotland Forum and the Chartered Institute of Housing (CiH) Scotland in lobbying the Government for more funding to landlords to help tackle the housing crisis and homelessness.



**ACCESS DENIED**

**NO ACCESS**

The Association are continuously noticing a rise in no accesses for our contractors.

We know that unfortunately circumstances arise and you need to cancel your appointment, but continuous no access may result in these costs being rechargeable to YOU, the tenant.

This is a waste of our contractors time and these costs could be contributing to other repairs such as new boilers, kitchens and bathrooms.

## HEALTH & SAFETY INSPECTIONS

**GAS SAFETY  
INSPECTIONS MUST  
BE CARRIED OUT  
YEARLY**

**ELECTRICAL INSPECTIONS  
MUST BE CARRIED OUT  
EVERY 5 YEARS**

The Association are legally required to carry out gas servicing inspections annually and electrical inspections every **5 years** in all of our properties. Therefore it is essential that our tenants provide access for these appointments.

**This is a legal requirement therefore continued no access will result in a forced entry where all costs incurred will be rechargeable to the tenant.**

# Fire Risk Awareness

Recently we were involved in a Fire Risk Awareness Course to give staff members the knowledge and skills to detect hazards that could cause fire raising, dangers that could impact on a safe evacuation route and identify resolutions to ensure the safety of all our residents.

As a result, we have recently updated our Estate Management procedures on Fire Awareness and storing items within shared/common areas. It states the following:

Fire Safety - items left in shared/common areas:

We will write out and place notices on any items that are found, to warn the owner that the item(s) will be removed.

1. Items of little or no monetary value can be discarded.

2. Higher value items will be stored for a maximum of one month and will be available for collection by prior appointment only. All costs associated with removal or storage will be charged to the tenant or owner of the items and be fully payable prior to any collection.

We should remove items without notice where there is an immediate fire risk or other health and safety risk within the common area. Also, failure to cooperate in the above procedures may result in the Association instructing a Fire Safety visit being made to your home or the common close area. Therefore, in the interests of safety, we must insist on everyone's co-operation in these matters. See below a Fire Service Leaflet providing Fire safety information relating to this issue.



# WE ARE COMMITTED TO EQUALITIES



Rutherglen and Cambuslang Housing Association embraces the ethos and principles of equality, diversity and social justice and is committed to ensuring that it promotes and practices these in all of its activities as a landlord.

To demonstrate this commitment the Association will;

- Treat people as an individual and will recognise and respect their individual needs and rights
- Make no judgements or assumptions about a person based on their age, disability, gender, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or beliefs, sex or sexual orientation
- Provide appropriate services such as translation and interpretation where required to ensure our services are accessible to all
- Treat everyone it deals with and employs with dignity and respect
- Respect an individual's privacy and confidentiality
- Have due regard to the need to eliminate unlawful discrimination, harassment and victimisation
- Support initiatives that address discrimination and/or inequalities in access to opportunities
- Ensure employees are paid equally and fairly
- Conduct all of our affairs with honesty and integrity
- Promote a culture of equality and diversity throughout the organisation
- Take a 'zero tolerance' approach towards discrimination and inequality
- Deal effectively with incidents and alleged incidents of discrimination or inequality

By implementing and monitoring our delivery of these commitments, Rutherglen and Cambuslang Housing Association aims to promote and support a culture and environment that allows tolerance and respect for everyone, regardless of their individual needs and characteristics.

## COMPLAINTS

We are committed to providing the highest standard of service however on the rare occasion that is not met complaints are a way of identifying where we need to improve.

### WHAT IS A COMPLAINT?

You don't need to expressly say that you wish to make a complaint as we will take into account any negative comment or criticism you express about the service received.

### HOW TO MAKE A COMPLAINT

You can complain,

- In person at the office
- By phone
- In writing
- By email
- Using the complaints form
- Online via the Association's website

### WHO TO COMPLAIN TO

To resolve complaints as effectively as possible, you should call the office directly to report your complaint and speak to the relevant department. This should be done within 6 months of the event.

**For more information on making a complaint or to access our information leaflet please visit [www.randcha.co.uk](http://www.randcha.co.uk)**

# ARE YOU MEMBER OF THE ASSOCIATION?



Membership of the Association is the easiest way you can support the Association and have some influence over what it does.

## Who can become a Member?

Membership is open to all tenants, factored owners, local residents and other individuals and organisations that support the work of the Association. You just have to be over 16 years of age.

## How Much Does it Cost?

£1.00 –that's it. What else do you get for life for just £1.00?



## What does it involve?

Not a lot.

You don't have to actively participate in the running of the Association. All we ask is that you come along to the Annual General Meeting in September each year which normally last less than one hour and is followed by a fun social event.

## What are the Benefits?

- The right to attend the Association's General Meetings
- The right to vote in the election for members of the Management Committee
- The opportunity to stand for election to the Management Committee
- The opportunity to have a say in issues affecting the Association such as rule changes



## Think You Are Already A Member?

You may well have taken membership in the past, probably when you signed your tenancy agreement. However, if you have not come along to the Annual General Meeting that is held in September for 4 consecutive years, your membership will be automatically cancelled.

## Taking or Renewing Membership

The members are an important part of the Association and we want to have a wide and diverse membership that represents our communities.

We are about to embark on a recruitment exercise to boost our membership, so please, if we contact you, please give serious consideration to signing up.

**In return, you will be put into prize draw six months when you could win £100 worth of vouchers.**

More information on becoming a member is available from the office or on the Association's website.

## FOOD BANK INFORMATION



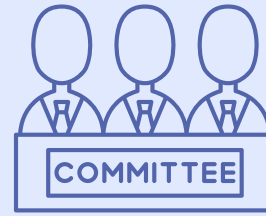
Did you know we can offer food bank voucher referrals for all tenants, please contact our office on **0141 647 4917** or come into our office to speak with a housing officer.

They will then be able to arrange a visit to the referral agency, where you can discuss your situation, and they will supply you with a foodbank voucher where appropriate. You can then take your foodbank voucher to your nearest foodbank centre.



Please scan the QR code for your local foodbank locations and opening hours

# MEET OUR COMMITTEE



**We have had some changes to the members on our Management Committee over the past few months.**

After just over 4 years, Edward Harkins resigned from the Committee in January. For the past 2 years Edward served as Chair and dedicated a lot of his time and effort supporting the Association through a number of changes and challenges.

Frances Cunningham who has been on the Committee a number of years has needed to act as Chair until the next AGM.

In October last year, James Ross was appointed onto the Management Committee to support the Association develop its approach to engagement. James is a tenant of the Association and has qualifications and a wealth of experience in community development.

## **WOULD YOU BE INTERESTED IN GIVING SOMETHING BACK TO YOUR COMMUNITY?**

We still have places on the Committee and are looking for more people that are enthusiastic, passionate and community-minded people to join us.

Being part of the Committee is an excellent way to make a real difference to the lives of people living in Rutherglen and Cambuslang.

Housing Associations can't operate unless we have a Management Committee of at least 7 people so if you want to be part of maintaining the success of RCHA we would love to hear from you.

## **WHAT DOES THE MANAGEMENT COMMITTEE ACTUALLY DO?**

In essence, it is the Committee that leads the Association.

The committee:

- Decides the future strategies and activities of the Association
- Approves sites for building more houses
- Approves the programme for major works such as kitchen replacement, new windows etc
- Oversees the Association's finances to ensure it remains financially secure by agreeing the annual budget, approving loans etc
- Sets the policies that determines how services are delivered
- Monitors performance
- Employs the staff

## **CURRENT MEMEBERS**

<b>Name</b>	<b>Date Joined Committee</b>	<b>Position held</b>	
<b>Frances Cunningham</b>	<b>September 2018</b>	<b>Chair</b>	<b>RCHA Tenant</b>
<b>Robert McLeary</b>	<b>April 1991</b>		
<b>Karen McCartney</b>	<b>March 1986</b>		<b>Factored Owner</b>
<b>Mary Ellen McKeown</b>	<b>March 1990</b>		<b>RCHA Tenant</b>
<b>Gary Gow</b>	<b>June 2004</b>		
<b>Natalie Kirk</b>	<b>December 2021</b>		<b>RCHA Tenant</b>
<b>Karen Kirk</b>	<b>April 2022</b>		<b>RCHA Tenant</b>
<b>James Ross</b>	<b>October 2023</b>		<b>RCHA Tenant</b>

## **WHAT'S IN IT FOR ME?**

Although committee members do not get monetary payment however, we do pay for expenses such as travel costs and childminding ect, there are numerous personal benefits of being part of a committee: Not only is it a great way to volunteer in your community and help change it for the better, there are a number of personal benefits to you;

- Gain confidence, build a sense of achievement, improve your self-esteem and get a new sense of purpose
- Develop your understanding, skills and knowledge, add to your CV, and potentially open new career paths
- Be involved in a stimulating and mutually supportive environment where your views are heard
- Meet new people, develop friendships, and socialise with others with a shared commitment
- Attend social & networking events, as well as training courses, to build up your skill.
- Open up opportunities to apply to serve on important national/regional bodies in the housing sector

**Interested about joining the committee?  
Please contact [info@randcha.co.uk](mailto:info@randcha.co.uk)**

# POLICY REVIEW FOCUS - ESTATE MANAGEMENT

The Association's Estate Management Policy sets out how the Association will ensure that tenants adhere to the terms of their tenancy agreement and how we will manage situations where they breach them. It covers a number of issues including;

- Acceptable behaviour when interacting with neighbours
- Noise and disruption
- The keeping of pets
- Use of common parts of the building and or/the neighbourhood
- The obligation to occupy and properly maintain the property

These policies are due to be reviewed and we are proposing a few changes. The following changes are being made available until 1st April 2024. If you would like to make any comment on the proposed changes, please contact a member of the Housing management Team.

Current Policy	Proposed changes
It can often be difficult to persuade neighbours to give evidence in court, however the Association can cite them as witnesses if required.	It can often be difficult to persuade neighbours to give evidence in court. However, <b>in certain circumstances</b> the Association can cite them as witnesses if required where, <b>for example it may be difficult to achieve a positive outcome at court without the full support of witnesses'.</b>
<b>This change to the wording makes it clear that a complainant has a responsibility to participate in future legal action to help ensure a positive outcome is achieved.</b>	
Current Policy	Proposed changes
A majority of tenants in favour of this service will be required before this option is considered. All owner occupiers will also require to be in agreement before the Association can proceed with implementing any such arrangement'	All tenants will require to be in favour of this service before this option is considered. All owner occupiers will also <b>generally</b> require to be in agreement before the Association can proceed with implementing any such arrangement'
<b>These small changes will help clarify that the Association will need the agreement of all residents in a close before it can charge for close cleaning.</b>	
Current Policy	Proposed changes
In cases of dispute between the users of the common parts, the Association is entitled to decide the arrangements and rotas for the use of, and the sharing of, the common parts. Before making our decision, we will consult all users of the common parts.	In cases of dispute between the users of the common parts, the Association is entitled to decide the arrangements and rotas for the use of, and the sharing of, the common parts. Before making our decision, we will consult all users of the common parts. <b>This will mean that a service charge can be imposed by the Association in certain situations – see section on Service Charges for more information'</b>
<b>The additional wording is for clarity to help reduce misunderstanding or misinterpretation.</b>	

## Residential Cameras

There are responsibilities that the tenant needs to be aware of and permission required (Regarding Alterations to the Property) from the Association for our Tenants before they install such a system.

The issue of Residential Cameras is complex and whilst we may acknowledge a tenant has chosen to install a Doorbell/Residential camera for safety/security concerns we are also aware of the General Data Protection Regulations (GDPR) covering residents rights to privacy etc. The Association understands that there are conflicting views on this issue but we see these views as of equal importance to both parties when assessing the issue and therefore take a neutral approach.

The Association will check that the installation complies with our Policy on 'Alterations' to the property, assuming this is the case we will then provide guidance on complying with the law around such installations.

Therefore, if a tenant complies with the requirements towards 'Alterations' to the property contained in the Tenancy Agreement we will only be responsible thereafter for issuing advice in terms of the Law around using a Residential Camera. It is not the Associations responsibility to determine the Legal Requirements around using a Camera System. If a tenant chooses to continue using the camera, we advise that tenants do so at their own risk. If a tenant believes that a neighbour is breaking the law in terms of installing/using a camera they should contact the Police or the Information Commissioners Office (I.C.O) for further advice and pursue this matter further'.

## Abandonments

There may be situations where a tenant moves elsewhere without handing back the keys or signing to terminate the tenancy properly. In these cases, an Abandonment Notice can be served on the current Tenancy and the known forwarding address. This will either be hand delivered or sent by recorded delivery. The above procedures for any furniture storage will then apply

# NEW & REVIEWED POLICIES

Over the past months we have developed and/or updated a number of policies that determine how we deliver our services to our tenants, factored owners and applicants for housing. To comply with our legal obligations, we are offering you the opportunity to make comment on these policies before they are fully implemented. Below is a list of the policies that we are consulting on with a brief outline of what they cover. These policies have been comprehensively reviewed and each should be viewed as a new policy.

<b>MEMBERSHIP POLICY</b>	
<b>Purpose of Policy</b>	
To demonstrate the Association's commitment to promote good governance and a diverse membership. The policy outlines how applications will be sought and processed.	
<b>Summary of Contents</b>	
Legal & Regulatory Requirements Benefits Of Membership Eligibility For Membership Representing An Organisation Promoting Membership Applying For Membership	Refusing A Membership Application The Responsibilities Of Membership Ending Memberships Transferring Shares Register Of Members Monitoring Membership
<b>DONATIONS &amp; SPONSORSHIP POLICY</b>	
<b>Purpose of Policy</b>	
Outlines the Association's approach on making donations to good causes and providing sponsorship for fund raising events	
<b>Summary of Contents</b>	
Scope of Policy Regulatory Framework Criteria Funding Level of Donations Form of Payment	Recording Donations & Sponsorship Payments Publicity Reporting Declaration of Interests Complaints & Appeals
<b>MEMBERSHIP OF THE MANAGEMENT COMMITTEE POLICY</b>	
<b>Purpose of Policy</b>	
Outlines the criteria, requirements and methods of accessing membership of the Management Committee and ensure the Association maintains the highest levels of openness, transparency and probity.	
<b>Summary of Contents</b>	
Composition Of The Management Committee Eligibility Applications To Join The Management Committee Officer Bearers	Leave Of Absence Ending Membership Of Management Committee Removal From The Management Committee Period Of Service
<b>ASBESTOS MANAGEMENT POLICY</b>	
<b>Purpose of Policy</b>	
Puts in place a framework for ensuring that, as far as reasonable practical, no one living in, or visiting, any of the Association's properties will be exposed to the risks associated with asbestos containing materials.	
<b>Summary of Contents</b>	
Legislative Regulations & Statutory Guidance Management Of Asbestos Roles And Responsibilities Training And Development	Continual Improvement & Data Collection Managing And Monitoring Compliance With Relevant Performance Standards Risk Management



## DAMP & MOULD POLICY

### Purpose of Policy

Sets out the Association's approach to preventing and addressing cases of damp and/or mould in its properties in order to ensure its provides a safe and healthy home for tenants and their households as well as protecting the fabric of its properties.

### Summary of Contents

Objectives Key points of Policy and Approach Legislation & Statutory/Regulatory Requirements	Roles and Responsibilities Damp and Mould Procedures Monitoring and Compliance
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## ELECTRICAL SAFETY POLICY

### Purpose of Policy

Provides guidelines to ensure the Association has procedures for the effective inspection, maintenance and management of all fixed electrical installations, fixtures and appliances within the property

### Summary of Contents

Legislation and Regulations Regulatory Context Electrical Checks Portable Appliances – Furnished accommodation Repairs and Emergencies	Tenant Responsibilities Access for Inspection Compliance with Relevant Performance Standards Risk Management
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## LEGIONELLA MANAGEMENT POLICY

### Purpose of Policy

Covers the inspection, maintenance and management of all water systems with the Association's properties in order to control Legionella growth and reduce the associated risks to residents.

### Summary of Contents

Definitions References Legal Duties Legionella Information Legionella Policy Risk Assessment	Water Fittings and System Requirements Disinfection Void Property Actions Contractors Notification Requirements Tenant Responsibilities
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## EQUALITIES & HUMAN RIGHTS POLICY

### Purpose of Policy

To ensure the Association promotes equality, fairness and respect in all of its actions and demonstrate its commitment to the principles of equality and to eliminating discrimination.

### Summary of Contents

Legal & Regulatory Requirements Protected Characteristics Human Rights In Practice Policy Context Definitions Unlawful Behaviour Policy Objectives Delivering Policy Objectives Responsibilities Equalities Data	Positive Action Publicising & Promoting The Equality & Human Rights Policy Performance Monitoring Equality Impact Assessments Complaints Of Organisational Discrimination Allegations Of Discriminatory Conduct Risk Assessment Training
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## COMPLAINTS HANDLING POLICY

### Purpose of Policy

Sets out the arrangements the Association has in place to effectively handle complaints and for seeking fair and proportionate redress for customers that have experienced inconvenience, distress or loss due to the actions or inactions of the Association. It supports the Association's commitment to continual improvement to its services and performance.

### Summary of Contents

The Model Complaints Handling Procedure	Complaints About Senior Staff or Committee Members
Policy Aims	Complaints Handling Principles
The Value of Complaints	Complaints Handling Process
Definition of a Complaint	Stage 1 Complaints
Submitting Complaints	Stage 2 Complaints
Information Required	External Review
Time Limits for Submitting a Complaint	Redress & Compensation
Complaints Submitted by a Third Party	Reporting a Significant Performance Failure
Anonymous Complaints	Supporting Complainants
Serious, High Risk or High-profile Complaints	Recording, Monitoring & Reporting
	Learning from Complaints
	Training

## INTERPRETATION & TRANSLATION POLICY

### Purpose of Policy

To promote equality of opportunity and to ensure that all the resources and services the Association provides are accessible and understandable to all existing and potential service users.

### Summary of Contents

Legal & Regulatory Requirements	Register Of Interpretation & Translation Services
Policy Aims & Objectives	Advertising The Interpretation And Translation Service
Benefits Of Good Communications	Implementing The Policy
Scope Of Policy	Records
Responsibilities	Training
Definitions	Confidentiality
Determining The Service Required	Complaints
Interpreting Services	
Translation Services	

All of these policies are available in full on the Association's website and we would ask that you take a look and let us have your thoughts and comments. These will be considered by both the senior team and the Management Committee and, where appropriate, will influence changes to the draft before it is fully adopted. The consultation exercise for the above policies will end on 1st May, so please let us have your comment before then.

## HELP SHAPE THE SERVICES YOU RECEIVE

Policies are the key documents for determining how the Association delivers its services. In developing our policies, we would welcome input from you, as a service user. This would help ensure that we deliver services in the way you need and want. If you would be interested in contributing to future policy reviews, you can do so in a way that suits you such as;

- Joining a Policy Working Group
- Agree to having draft policies sent out to you for comment
- Participating in the consultation exercises



If you would be interested in working with staff to develop future policies, please contact the office and speak to either Jim Kerr or Elaine Lister.



# CHARITY FUNDRAISER

**Wednesday 17th April 2024**

**10:00am - 16:00pm**

**Rutherglen & Cambuslang Housing  
Association**

**16 Farmeloa Road, Rutherglen, G73 1DL**

**BAKE SALE - RAFFLE - REFRESHMENTS**



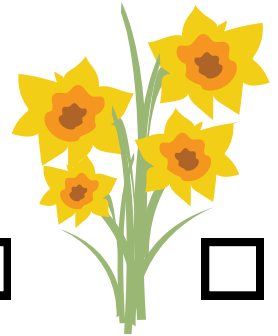
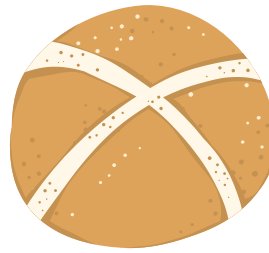
**Come along to raise money for  
Epilepsy Scotland on behalf of our  
amazing colleague Graeme Hart,  
who sadly passed away on  
Saturday 22nd April 2023.**

**Amazing prizes to be  
won !!!!**



# EASTER WORD SCRAMBLE

Unscramble the letters to reveal the hidden words and then match the words with the pictures



1. ETRAES GEG \_\_\_\_\_

2. TOHEACOLC \_\_\_\_\_

3. HTO SRCOS UBN \_\_\_\_\_

4. FAODLIFD \_\_\_\_\_

5. YBNNU \_\_\_\_\_

6. UISPTL \_\_\_\_\_

7. KCCHI \_\_\_\_\_

8. TKEBSA \_\_\_\_\_

For your chance to win a prize, simply complete the puzzle and return the tear off slip to our office by Friday 19th May 2024. You can also return by post to 16 Farmeloan Road, Rutherglen, G73 1DL or email [admin@randcha.co.uk](mailto:admin@randcha.co.uk)

Name: .....

Address: .....

Telephone: .....

Age: .....