

RCHA NEWS



The Newsletter of Rutherglen & Cambuslang Housing Association

Autumn 2022

SPECIAL EDITION

Report Card 2022

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OUR OFFICE OPENING TIMES

Monday to Thursday 9.00am to 4.30pm

Friday 9.00am to 3.30pm

The office will be closed on the last Wednesday morning of each month for Staff Training.



Annual Budget

Rent Increase Consultation 2023-24

➡ As you are probably aware, the Scottish Government, in response to the cost-of-living crisis, has frozen rents for social and private tenants. This current freeze will stay in place until the end of March 2023 and the Government will decide later this year/early next year if landlords can increase their rents for 2023/2024.

Although we don't as yet know if the Government will allow rents to be increased, the Association needs to start the budget planning process for the next financial year now. A critical part of that process is setting a rent increase to ensure that the Association has sufficient income to meet all of its financial obligations. The factors we take into account when setting a proposed rent increase are summarised on the opposite page.

Everyone at the Association is very aware of the financial worries and difficulties many of our residents are facing at the moment and we have tried very hard to get a balance between rent affordability and the need to deliver our services and maintain your homes to the highest standard possible. We therefore have ensured that we keep the proposed rent increase as low possible.

PROPOSED RENT INCREASE FOR 2023/2024

After taking everything into consideration we have prepared a draft budget based on an **assumed 5% rent increase** and an **inflation rate of 10%**.

However, this would mean that the increases in our costs are clearly going to be higher than the increase in our

income and the reality is that we will not generate sufficient income to invest in all of the maintenance programme that was planned for the coming year.

We have therefore had to make the difficult decision that, in order to keep the rent increase as low as possible at 5% some of the works that were to be carried out such as kitchen and bathroom replacements will have to be postponed.

Alternatively, a higher rent increase could be applied to allow us to carry out more or all of these works.

We are therefore asking you, as a tenant, to let us know what approach you would want the Association to take to setting the budget and planned maintenance programme for the coming year.

Please consider all the information provided here, and on the page opposite and then complete and return the enclosed consultation form. You can also complete the form online via the Association's website.

The Scottish government has indicated that it will take the responses from consultations exercises into account when making its decision regarding rent increases. In order to influence and contribute to the that decision, please return your consultation form **NO LATER THAN Wednesday 7th December 2022**.

More than ever it is vitally important that you make your views known so please take 5 minutes to participate in this important consultation.

What is taken into consideration?

➔ There are a number of equally important factors that the staff and Committee Members take into account when setting the draft budget and proposed rent increase.



INFLATION RATES: The inflation rate for October 2022 was 11.1% and is the highest level since October 198. This is above the rate assumed in the draft budget.



COST OF LIVING INCREASES: We are all very aware that increases in the cost of essential things such as heating, food and petrol is having a severe impact, with some of our most vulnerable tenants having to choose whether to “eat or heat”.



INCREASED COSTS OF MAINTAINING OUR PROPERTIES: Shortage in material and labour has led to increased costs and, consequently, it is now more expensive to maintain the stock. Contracts for major works such as window replacement have increased on average by 30%.



COST OF DELIVERING OUR SERVICES: As a social landlord, our focus is on providing the best possible services to our tenants and ensuring their homes are maintained to the highest standards.



RENTS OF OTHER LANDLORDS: It is important that we ensure our rents remain comparable with those being charged by other social landlords of a similar size that operate nearby.



RENT INCREASE PROPOSALS OF OTHER LANDLORDS: Ongoing surveys of other social landlords in Glasgow and the West of Scotland indicate that the average rent increase being proposed is between 4% - 9%.



RENT AFFORDABILITY: Although there is no definitive definition of affordability, the generally accepted rule is that the rent should not account for any more than 25% of the households income. The current rents charged by the Association are all below that threshold.



NEED FOR NEW, AFFORDABLE HOMES FOR RENT: There is still an overwhelming demand for good quality, affordable homes for rent in our areas and the Association is committed to continuing to provide these wherever possible.

Summer Newsletter Word Search Competition

➔ The Summer Newsletter Competition was won by Mrs McGuiness from Cambuslang. Well done to Mr & Mrs McGuiness who received a £50 Tesco gift voucher and we hope they enjoyed spending their prize voucher.



Our 42nd Annual General Meeting

➔ The Association held its 2022 AGM on Tuesday 27th September in the Association's offices at Farmeloan Road.

At the meeting Edward Harkins, the Chair of the Management Committee welcomed everybody and reported that despite all the challenges COVID presented, the Association had yet another successful year. He gave a summary of some of the key highlights in the Association's performance for the year and you can see these and more detailed information on our performance in our Report Card in this newsletter.

He also gave an overview of some of the plans the Association were developing to ensure that we continue to provide the highest possible standards of service to all of our tenants, factored owners and applicants for housing. The meeting heard that the Association will be carrying out a comprehensive Tenant Satisfaction Survey and it is hoped that it will verify our traditionally high tenant satisfaction levels, but will also alert the Association to areas where improvements may be required.

Edward reported that a key objective identified at a committee and staff strategy day, held in March of this year, for the coming year was focussing on a clear plan to increase the level of tenant engagement and developing new and more modern ways to effectively engage and communicate with our tenants.

It was also reported that the Association has faced severe challenges on the property planned maintenance front. Even after the Covid lock-down the construction industry has been hit by supply and labour shortages and increased costs. The Association has had to postpone some of these works as we would not be obtaining value for money in the current climate and the Association will be continuing to monitor the situation. All essential work, especially with regard to Health & Safety will of course be continued.

Another major concern is the Cost of Living Crisis that many of our tenants and other service users are facing. This crisis also created challenges when it came to the annual rent setting. Making no or minimal rent increase is always a popular option, but it mostly proves damaging in the long-term for an Association. The management



committee opted for what was in effect a rise at the top of the mid-range of rent increases being applied in the sector. The Association will continue to look to provide our tenants and service users with information on where to find the best advice and support in dealing with the ever increasing costs of living.

On a brighter note, the meeting also heard from the Association's external auditors who reported that the Association has had a clean audit and remained in a sound financial position.

Edward ended the AGM with thanks to the staff, Committee members and contractors for their commitment and hard work throughout the year and a special thanks to Geraldine Baird MBE, a founding member of the Association, who retired this year from the management committee and wished her well in her well deserved retirement.



The prize draw at our AGM was won by Mr George Hughes of Rutherglen.

Our People

Management Committee

Unfortunately we received no nominations for people wishing to be elected onto the Management Committee at this year's AGM. As a result, the composition of the Committee for 2022/2023 is;



Name	Post Held	Date Joined Committee	Tenure
Edward Harkins	Chair	2019	Other
Robert McLeary	Secretary	1999	Other
Jean Stewart	-	1996	Other
Frances Cunningham	-	2019	Tenant
Karen McCartney	-	1996	Factored Owner
Maryellen McKeown	-	1999	Tenant
Eveline Thomson	-	2002	Other
Gary Gow	-	2008	Other
Natalie Kirk	-	2022	Tenant
Karen Kirk	-	2022	Tenant

Our Staff

Elaine Lister	Director
John McNulty	Maintenance Manager
Mandy Hamilton	Senior Maintenance Officer
Donna Reilly	Clerical Officer
Robert Murray	Temporary Maintenance Officer
Julie McKenzie	Temporary Maintenance Officer
Jim Kerr	Communications & Engagement Manager
Ronnie Cunningham	Housing Manager
Andrea Warnock	Housing Officer (part-time)
Paula Boyle	Housing Officer

Shakeela Savage	Allocations Officer
Heather Bradburn	Housing Assistant
Hollie Beattie	Trainee Finance Assistant
Wilma McInerney	HR Manager
Jade McGowan	Admin Assistant
Sophie Campbell	Part-time Admin Assistant
Beth McPhillimy	Part-time Admin Assistant
Sandra Wallace	Admin Assistant
Elizabeth Pillans	Factoring Officer
Jim McCallum	Concierge



→ The Association also has to make 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

Rented	873
Shared Ownership	8
Leased	7
Factored	937



OUR FINANCES

Income		Expenditure	
Rent Receivable	£4,006,293	Reactive Repairs	£332,481
Grants	£83,871	Planned & Cyclical Maintenance	£488,508
Interest Received	£10,575	Estate Management Costs	£169,040
Factoring Management Fees	£48,531	Loan Interest	£196,302
Commercial Properties	£82,107	Management & Administration	£1,413,197
Other	£15,091	Depreciation	£1,125,916
		Factoring	£2,608
		Other Operating Expenditure	£1,000
Total Income	£4,246,468	Total Expenditure	£3,729,052

Average Management Costs Per Unit		Average Debt Per Unit (ie what we owe to lenders etc)	
2020/2021	2021/2022	2020/2021	2021/2022
£1,348	£1,396	£8,225	£8,628

KEY POINTS & ACHIEVEMENTS

We made an operating surplus of
£703,143
in the year

The properties owned by the Association were valued at
£35.4million

We paid back
£735,655
towards our loans

£179,564
was paid towards the pension deficit

INCOME REPORT

Average Weekly Rent Charged	1 apt	2 apt	3 apt	4 apt	5+ apt
Rutherglen & Cambuslang HA	£46.14	£67.87	£85.13	£100.21	£125.57
South Lanarkshire Council	£63.32	£67.12	£74.32	£83.87	£88.57
Peer Group	£64.88	£78.85	£90.46	£99.28	£110.10
Scottish Average	£75.95	£81.32	£84.18	£91.48	£100.74



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
2.5%	2.2%	2.5%	3.0%

Percentage of Tenants Surveyed that felt their Rent Represented Good Value for Money

Rutherglen & Cambuslang HA	South Lanarkshire Council	Peer Group	Scottish Average
87.3	89.4	87.1	82.5

Although the percentage of tenants who feel their rent is good value for money is higher than both our peer group and the Scottish average, we are continually looking to improve our services that will make our service 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	
	2020/2021	2021/2022	2020/2021	2021/2022	2020/2021	2021/2022
Rutherglen & Cambuslang HA	100.5%	100.2%	2.68%	2.67%	0.4%	0.28%
Peer Group Average	100.0%	100.1%	4.44%	3.59%	0.8%	0.6%
Scottish Average	99.1%	99.3%	6.1%	6.3%	1.4%	1.4%

There is no doubt that COVID has had an impact on our tenants and we recognise that some have experienced real financial difficulties due to furlough, reduced hours or loss of work.

As a result, the level of rent collected in the year slightly dipped although we are 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 (EESH).

Repairs & Maintenance Spend 2021/2022

Category	Spend
Reactive (day to day) Repairs	£270,421
Repairs to Void Properties	£62,060
Cyclical Maintenance Programme	£390,202
Planned Maintenance Programme	£1,027,663

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.

Percentage of Stock meeting SHQS & EESSH	Rutherglen & Cambuslang HA 2021/2022	Peer Group Average 2021/2022	Scottish Average 2021/2022
SHQS	92.78%	90.5%	74.6%
EESH	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	2021/2022
Rutherglen & Cambuslang HA	93.6%
South Lanarkshire Council	90.5%
Peer Group Average	92.2%
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'	
	2020/2021	2021/2022	2020/2021	2021/2022	2020/2021	2021/2022
Rutherglen & Cambuslang HA	2.7	2.4	4.4	5.0	93.0%	91.7%
South Lanarkshire Council	3.7	4.24	13.1	11.7	100.0%	99.7%
Peer Group Average	3.2	3.0	5.8	5.8	88.1%	90.2%
Scottish Average	4.2	4.2	6.7	8.9	91.5%	88.3%

Our ability to respond to repairs has been impacted this year by the pandemic and, like our local and national colleagues, our performance had very slightly gone down. However, we are obviously hopeful that as things return 'to normal' we will improve our service across all the measures.



ACCESS 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 31/3/22

1 apt	2 apt	3 apt	4 apt	5 apt	6 apt	Total
73	274	276	248	95	4	970

Number of New Allocations 2021/2022

1 apt	2 apt	3 apt	4 apt	5 apt	6 apt	Total
5	19	23	3			50

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	2020/2021	2021/2022
Rutherglen & Cambuslang HA	49.1	21.7
SLC	20.9	21.5
Peer Group Average	29.9	23.1
Scottish Average	56.3	51.6

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 relet as quickly as possible.



Percentage of Tenancy Offers Refused	2020/2021	2021/2022
Rutherglen & Cambuslang HA	41.0%	28.5%
SLC	24.7%	16.6%
Peer Group Average	32.7%	22.3%
Scottish Average	31.9%	32.9%

The percentage of offers we make to applicants that are refused is higher than the others in the comparison groups and this is something we need to investigate further to establish why.



OUR FACTORING SERVICE

Number Factored as at 31/3/22	937
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Average Annual Management Fee	
Rutherglen & Cambuslang HA	£65.32
SLC	£119.46
Peer Group Average	£17.60
Scottish Average	£104.67

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.



Collection of Invoiced Charges	2021/2022
Factoring Charges Invoiced (1/4/20 – 30/9/21)	£94,553.13
Income from Management Fees	£61,208
Arrears Outstanding as at 31/3/22	£98,460.80

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%
Peer Group Average	74.83%
Scottish Average	65.4%

Our owners level of satisfaction with the factoring service is well below that of our peer group organisations although it remains higher than the Scottish average.



Again, establishing why owners are dissatisfied with the service and what we need to do to improve will be a key objective in the coming year.

OUR SERVICE DELIVERY PERFORMANCE

% Tenants Satisfied with:	Overall Service 2021/2022	Management of Neighbourhood 2021/2022
Rutherglen & Cambuslang HA	94.2%	96.3%
SLC	90.3%	85.7%
Peer Group Average	94.7%	92.1%
Scottish Average	86.1%	85.1%

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	2020/2021	2021/2022
Rutherglen & Cambuslang HA	96.6%	100.0%
SLC	95.2%	94.3%
Peer Group Average	95.6%	93.7%
Scottish Average	94.4%	94.7%

We are pleased that our performance in resolving complaints of anti-social behaviour has improved this year and 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	98.5%	92.4%	98.2%	91.1%
% Tenants Satisfied with the Opportunities to Participate	95.7%	91.1%	95.8%	86.8%

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	92.0%	85.6%	85.1%	85.4%

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%	96.8%

Stage 2 Complaints	Rutherglen & Cambuslang HA	Scottish Average
% Responded to in Full	100%	93.8%

MEMBERSHIP

Total Number of Members at 31/3/2022	128
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Becoming a member of the Association is the easiest way to participate and engage with 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 and you can apply via the Association's website.

Housing Management

GARDEN MAINTENANCE

→ We are approaching the end of the garden cutting season but just another reminder which we have mentioned in previous Newsletters about weed growth on driveways, paths and fence-lines which all remain the tenants responsibility to maintain. If these areas are not attended to or weeded properly this can not only detract from the overall appearance of an area but also cause potential for hazard or contribute to other repair issues occurring.

The problem can easily be overcome by purchasing a liquid weed-killer from the high street which can be applied by watering can or spray to the affected areas.



Please remember that anyone experiencing problems relating to garden maintenance should contact a member of the Associations Housing Management team for advice at the earliest opportunity.

Home Contents Insurance



→ With winter approaching, if you have not already got Home Contents Insurance in place now might be a good time to consider cover for your household belongings.

It's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind. To help you decide whether home contents insurance is right for you, the Scottish Federation of Housing Associations (SFHA), along with the Association have teamed up with Thistle Tenant Risks, and Royal & Sun Alliance Insurance plc who provide the Diamond Insurance Scheme, a specialist Tenants Contents Insurance policy. The Diamond Insurance Scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.



WANT TO KNOW MORE?

- > Ask your local housing officer for an application pack.
- > Or call the administrators Uris Group on 0345 671 8172

Bulk Refuse/Fly Tipping

➔ The dumping of Bulk refuse(Fly-tipping) is a serious problem in the area which is becoming an increasing issue for the Association. Not only is the problem unsightly and illegal but the cost of clearing these items must ultimately be passed on to the Associations tenants and Factored owners through higher rents and increased charges.

Fly Tipping is illegal and can attract fines of up to £40,000 by the local Council, any tenant found to be engaging in this activity will be in breach of the tenancy agreement and will face the possibility of legal action.

If you see anyone dumping rubbish/waste or want to report fly-tipping you can report it to the local Council by completing their online form. If you think the problem is on Association land please contact us direct providing as much information as possible such as location and the type of waste that has been dumped.

We rely on the help and cooperation of local residents and other agencies to enable this anti social problem to be tackled. With the



help of local residents in the Cambuslang area recently the local Council were alerted and provided with photographic proof of Fly-Tipping on Association land and this will hopefully now lead to a prosecution.

Please continue to be vigilant and report any problems to the local Council and or the Association to allow problems to be investigated and acted upon.

Remember to keep us Informed

➔ 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. Our Tenant Portal is a useful way to keep up to date and in touch at any time, details are listed below of the few easy steps to register for our online Portal

The Portal enables tenants to manage many of the issues relating to their tenancy without calling our office. The site enables you to pay rent online, view rent statements, report repairs, view repairs history, give feedback and update contact details.

Registering and getting started is easy, on the 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.

To create an account all you will need to give is the details here on the left, 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.

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.

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:-



Your tenant number *

Your surname *

Your year of birth *

Your postcode *

Your email address *

Register

Email: housing@randcha.co.uk

Email: maintenance@randcha.co.uk

Maintenance Department

Your Boiler Pressure



➔ All our housing stock are fitted with the most efficient gas boilers, that heat our tenants' homes. Some tenants may find that from time to time the pressure gauge on their boiler keeps dropping. The normal practice for many tenants is to simply re pressure the boiler with the filling loop and controls. The boiler should be pressurised to somewhere approaching 2 on the pressure gauge.

However, if this problem keeps occurring in your home it could be an indication of a possible leak in the underfloor pipework. If not attended to quickly the repair work may include the lifting of flooring, carpets, and laminate and all the disruption that that brings. That is why it is important for tenants to have an up to date 'Contents Insurance Policy to cover the loss of floor coverings and household items. Please contact our Maintenance Team and report boiler pressure problems as soon as they become a regular occurrence.

Planned Maintenance Programme 2023/2024

➔ Tenants will be aware that due to financial pressures RCHA have cut back on their planned maintenance replacement contracts for Bathrooms, kitchens and windows. We have applied a modest rent increase in recognition of this. Today we are facing a government rent freeze or rent cap which again impacts on the resources available in carrying out these planned replacement contracts in the coming financial year. The implications on carrying out this work would result in unaffordable rent increases. We are monitoring the situation and will keep all our tenants informed.

Legionella Housekeeping

➔ Please take a moment and be aware of the simple but necessary steps that you as a tenant can take to ensure your safety in preventing Legionella Disease. Legionella bacteria gathers and forms in shower heads and water taps at sinks and baths. Any proprietary brand of bacterial spray (Cillit Bang comes to mind, although all other brands are available) can be purchased and are effective in preventing the bacteria forming. RCHA are committed to ensuring legionella maintenance on the few remaining attic tanks that we have, but householders have a role to play also in keeping their families safe. For further advice please do not hesitate in contacting the Maintenance, Team.

POSSIBLE PATHWAYS FOR EXPOSURE TO LEGIONELLA BACTERIA



TAPS



BATHS



SHOWERS



SINKS



5 year electrical testing: *What is it?*

Mandatory Electrical Inspections

➔ Similar to your annual gas safety inspection the rules and regulations surrounding Electrical Inspections has become law in Scotland.

You will be contacted by our Maintenance Team when your inspection is scheduled, and you should make access arrangements immediately. Failure to do so will put you in breach of your tenancy agreement and action will be taken by RCHA against offenders. This may include forcing entry to properties, and all the associated costs of such actions, for tenants in non-compliance of the regulations.

Utility Meter Tampering

DON'T EVEN THINK ABOUT IT!!

➔ At a time of unbelievable price increases in gas and electricity bills the financial impact on families and homes is enormous. Forget about 'Price Caps' and average heating bills the reality for our tenants will be on heating their homes adequately whilst at the same time reducing their electrical outputs. It is a desperate time for all but please be aware that it would be even more desperate and ultimately fatal for anyone to tamper with their meters to try and lower their energy bills. RCHA staff and contractors will be carrying out increased vigilance on these meters to ensure that they are not being tampered with. The Health and Safety, not just for offenders and their families, but for their neighbours is our number one priority. Any careless action by a single tenant could result in a fire or a gas explosion affecting many more innocent people. If you suspect any meter tampering, then please call RCHA's Maintenance Team and report your concerns in the utmost confidentiality.



Danger
Electricity

**REPORT
ENERGY FRAUD**

UKRPA.CO.UK

**CRIMESTOPPERS
STAY ENERGY SAFE
0800 023 2777**

Christmas Pantomime 2022

FREE TICKETS

The Association is delighted to announce that we have booked pantomime tickets for Beauty & the Beast on Saturday 10th 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 come into the association's office week commencing **Monday 28th November 2022** to secure your place.

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

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.

Heat Tech Maintenance Pantomime Selection Boxes

Children attending this year's annual Pantomime will be delighted to tuck into a selection box, gifted to each one of them by the Staff at Heat Tech Maintenance. Mr Jackson (MD) and staff are delighted to donate Selection Boxes in support of this event.



Scottish Housing Regulator

➔ 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 Charter has six main sections covering the Association's performance relating to:

1

**Overall
Satisfaction**



2

**Customer/
Landlord
Relationship**



3

**Housing Quality
& Maintenance**



4

**Neighbourhood
& Community**



5

**Access to Housing
& Support**



6

Value for Money



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.

Autumn Word Search Competition

Win a £50 Tesco Voucher

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

PUMPKIN
 HARVEST
 YELLOW
 APPLES
 SCARECROW
 HAYRIDE
 AUTUMN
 RED
 LEAVES
 THANKSGIVING
 SUNFLOWER
 FOOTBALL
 ACORNS
 ORANGE
 CORN

Name

Address

Age.....

All entries to be received at Association's Office by **Wednesday 7th December 2022**



Rutherglen & Cambuslang Housing Association

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