

Autumn 2018

Rutherglen & Cambuslang Housing Association



Newsletter

Annual General Meeting 2018

The 38th Annual General meeting of the Association was held on Tuesday the 18th September in the Aspire Business Centre.

The meeting heard the Associations chair, Robert McLeary, report on another successful year for the Association.

He highlighted that the Association had invested almost £800,000 in its planned and cyclical maintenance programme which included installing new windows, upgrading bathrooms and kitchens and central heating systems.

He reported that a recurring theme over the last few years had been the introduction of welfare reform and in particular universal credit. He stressed that the committee understood the impact that this can have on tenants and the Associations priority would continue to be making sure that tenants get as much support as possible to help with the changes in the benefit system.

He reported that the work is well under way to construct 37 new homes on the site of the old Glenroyal Nursery in Cathcart Road. Work will complete in the early part of 2019 and this will provide much needed accommodation for the elderly and disabled. We have also identified a site in Cambuslang and hopefully work will start on this next year to provide accommodation for a similar client group.

He informed the meeting that we will shortly be launching a new website which will enable tenants to log into their account to pay their rent, report repairs and view their repair history and give feedback through online surveys.



The Associations auditors, Scott Moncrieff, took the meeting through the highlights of the audited accounts. They noted that the Association has made a good surplus again during 2017/18 without which it would not have the means to reinvest in its stock. They reported that the Association was in a healthy position going forward and that there were no concerns highlighted during the audit.

The meeting concluded with the election of the management committee for the following year and this resulted in a committee of ten. A summary of our accounts and the management committee can be viewed on the Associations website.

Housing Scotland Act

See page 4 of the Newsletter and additional insert for some important changes that will affect your tenancy Agreement

How Are We Performing?

The Scottish Housing Regulator recently published our landlord report which is based on the Associations performance in relation to the Scottish Social Housing Charter. The Charter was developed by the Scottish Government and tenants groups with the aim of comparing the performance of all social landlords in Scotland against key indicators that tenants felt were important to them. This article contains the key statistics on how we performed during 2017/18 and provides comparisons with the Scottish average and other landlords of a similar size (our peer group).

Homes, Rents and Value for Money

The Association owned 818 homes at the end of March 2018 and the total rent due to be collected was £3,292,493. We increased our rent on average by 3.5% this year and this compares to a national average of 3.5% for our peer group and 3.95% for South Lanarkshire Council.

Our average weekly rent is £75.97 which compares to the Scottish average of £77.49. Although this is a favourable comparison when we look at rents for the larger house sizes some of our rents are above the national average. This is mainly because our larger properties are new build properties whereas many of the larger properties owned by Councils, for instance, are older properties and are flats.

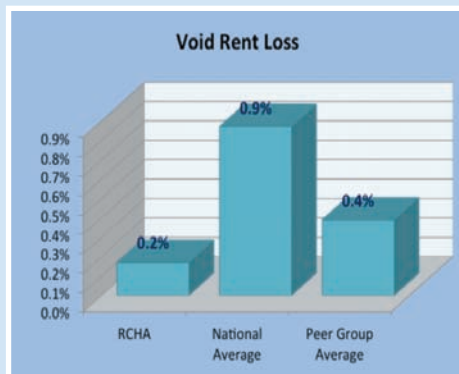
With regards to rent collection and the management of our stock we continue to perform exceptionally well. The diagrams below show how we are performing compared to the national average and our peer group.

The amount of money that we collected for current and past rent was equal to 98.9% of the total rent that was due in the year, this compares to the Scottish average of 99.4% and our peer group average of 99.2%.

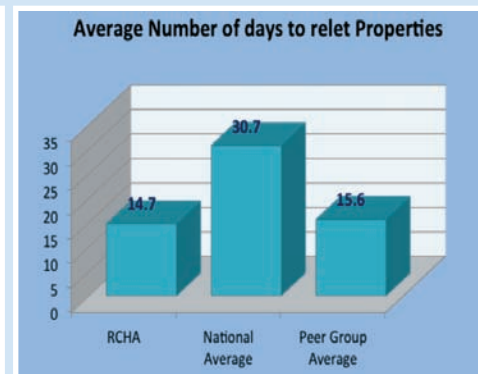
This figure varies from year to year and is not a reflection of our ability to collect rent. The timing of benefit payments and some rent being paid in advance affects this figure. Nevertheless we have a high percentage which is on a par with our peer group.



This is a percentage of the rent that we did not collect because tenants were in arrears. Our performance continues to be excellent in this area.



This is the amount of rent that we have lost as a result of properties being empty between lets. Again, our performance compares well with other landlords.



This reflects the high demand for our properties and our efficiency in reletting them.

Tenant Satisfaction

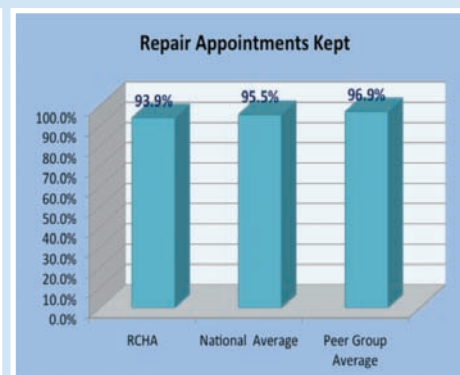
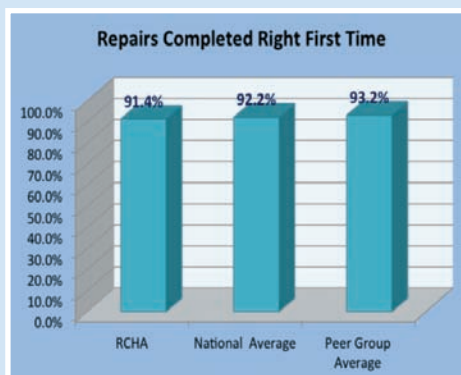
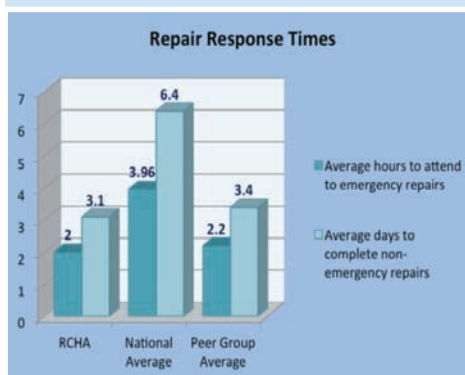
The ARC also asks landlords to provide details of satisfaction levels amongst tenants. Looking at some of the overall results of the tenants who responded to our most recent tenant satisfaction survey in 2017:

- » **96.5%** said they were satisfied with the overall service we provide, compared to the Scottish average of 89.7%.
- » **97.9%** felt that we are good at keeping tenants informed about its services and outcomes compared to the Scottish average of 91.1%.
- » **93.6%** of tenants were satisfied with the opportunities to participate in our decision making, compared to the Scottish average of 83.8%.
- » **93.8%** were satisfied with the repairs service compared to the Scottish average of 90.6%

Quality and Maintenance of Homes

Looking at the quality and maintenance of our homes the Association compares favourably with the national average. The Scottish Housing Quality Standard is a standard set by the Scottish Government for social housing - 93.6% of our properties meet this standard although when we disregard properties that cannot be brought up to standard because of physical constraints our figure is 100%. The Scottish average is 92.8%.

This diagram shows our performance in relation to the repairs service.



Our performance remains good and well within recommended target timescales.

These are repairs when we complete the repair on the first visit although this excludes repairs where spare parts are required and have to be ordered.

This year's figure has dipped since last year. The number of 'no access' arrangements has gone up considerably and we are looking into how we can address this.

Neighbourhoods

For every 100 of our homes, 4.5 cases of anti-social behaviour were reported in the last year. We resolved 81.5% of these cases within our target of 10 working days, compared to the Scottish average figure of 86.6%.

Want to Know More?

Should you wish to find out more please contact the Association. More detailed information including all of the information sent in our Annual Return can also be found on the Scottish Housing Regulators website at www.scottishhousingregulator.gov.uk

Housing Scotland Act – important changes that affect your Tenancy Agreement

The Commencement Order for the Housing (Scotland) Act 2014 was laid before the Scottish Parliament on 15 May 2018 and will come into force on 24 June 2018. Some of the provisions will not come into force until 1 May 2019. These refer to the requirement that tenants must notify landlords of changes to household in order to be eligible to succession or assignation. Housing Associations must notify tenants in writing of the changes to their

tenancy agreement which will arise from the commencement of Part 2 of the Act before 1 November 2018. Contained within this Newsletter the Associations tenants will find a standard letter which explains the areas of Housing legislation that will be changing as a result of the new Housing Act being implemented. These changes include information about:-

Subletting, Assignation and Joint Tenancy

Ending a Scottish Secure Tenancy Agreement

Adapted Properties

Conversion to a Short Scottish Secure Tenancy for Antisocial Behaviour

Taking Over a Tenancy after the Tenant's Death (known as Succession)

Telling us about changes to your household

Please read the letter as this will affect the terms of the Tenancy Agreement you have with the Association. A further detailed guide for tenants has been produced by the Scottish Federation of Housing Associations and is available on the Associations website, in the meantime, anyone with any questions about how these changes are likely to affect you should contact a member of the Housing Management Team.

Maintenance News

FIRE AND SMOKE ALARMS : CHANGES TO THE LAW

Due to a recent change in legislation, Rutherglen & Cambuslang Housing Association is required, by law, to fit the following alarms\detectors in all properties by January 2021.

- » One smoke alarm in livingroom
- » One smoke alarm in hall way on each storey
- » One heat alarm in kitchen
- » Carbon monoxide detector to be fitted where there is a carbon fuelled appliance or flue
- » All alarms\detectors will be ceiling mounted

The Association will contact all tenants over the next two years to arrange access to complete this upgrade, please ensure access is made available on request.

Does Your Group Need Somewhere to Meet?

The Association has a community meeting room in Hamilton Road, Rutherglen. The room can be used for local groups, it is small but can accommodate up to 12 people. Use of the room is free and we hope that any local groups who are looking for space – rather than clutter up somebody's house – will use it. If you would like to book the room or have a look at it please contact the Association's office.

Bookable Bus Service

MyBus is a bookable bus service offering door-to-door transport in your area. MyBus can be used for shopping, GP appointments, visiting friends, attending local clubs, and much more.

MyBus will pick you up and drop you off as close as possible to your destination. All vehicles are low-floor and wheelchair friendly. The driver will give assistance to board the bus from the pavement. However the driver is unable to provide assistance from your home to the bus. For enquiries, new registrations or to cancel your journey, **call 0345 128 4025**.

MyBus

Getting you around

SIMPLE CHANGES TO REDUCE YOUR ENERGY BILLS



HOME
ENERGY
SCOTLAND

Here are some facts, tips and easy steps that you can take to save energy and reduce your bills.

FACTS, SAVINGS AND TIPS

TAKE CONTROL OF YOUR HEATING AND HOT WATER

More than half the money spent on fuel bills goes towards providing heating and hot water. Installing and using a room thermostat, programmer and thermostatic radiator valves could save you around **£75** a year¹.

Use your heating controls to manage the heat in your home. It's a good idea to turn your heating on before you need it to warm up the house. You can switch it off earlier to enjoy the residual heat before you leave the house, or go to bed. Try experimenting with your heating controls to get the warm up and cool down period just right. It's much better to switch your heating on earlier at the right temperature, rather than increase the temperature at switch on, as this won't actually warm up the house more quickly.

Summer is a good time of year to get your boiler serviced, before it's needed. It's best to do this annually so it's in safe working order before winter arrives.

SWITCH OFF STANDBY

You can save around **£30** a year² just by remembering to turn your appliances off the standby mode. Almost all electrical and electronic appliances can be turned off at the plug without upsetting their programming. You may want to think about getting a standby saver which allows you to turn all your appliances off standby in one go.

LIGHTS OFF³

Did you know you will save more energy by switching lights off, even if it's only for a few seconds, as it is more energy efficient than leaving the lights on. Turning the lights off when they are not needed could save around **£14** on annual energy bills.

Replace a 35W halogen light bulb with an LED light bulb to save an average of **£60** over the bulb's lifetime.

delivered for Scotland by
energy saving trust

HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT

Greener Scotland
Scottish Government

LITTLE THINGS YOU CAN DO TO MAKE A DIFFERENCE

Use this checklist to make little changes to your energy use, which can make a big difference to your energy bills.

HEATING AND HOT WATER

- Set your heating and hot water to come on and off when needed.
- Use your radiator thermostats to control the heat in individual rooms – you can save energy by turning down the heat in rooms you do not use.
- Bleed your radiators, so your heating is working efficiently.
- Use a bowl to wash up rather than using a running hot water tap.

For more information on heating and controls and to view our helpful video visit energysavingtrust.org.uk/domestic/thermostats-and-controls

KEEP WARM

- Draw curtains at dusk to keep the heat in.
- Close internal doors to keep the warmth in the rooms you are using most.
- Use draught excluders to stop cold draughts.

SWITCH IT OFF

- Avoid standby and switch off appliances.
- Turn your lights off when you're not using them.

KITCHEN TIPS

- Don't fill the kettle - only use as much water as you need.
- Let warm foods cool down before putting them in the fridge.
- Fully load the washing machine and wash clothes at 30°C.

CHECK YOUR BILLS

- Are you on the best energy tariff for your needs? Consider switching energy supplier and tariff. We recommend using the ofgem site for more information and to switch goenergysaving.co.uk/en-gb



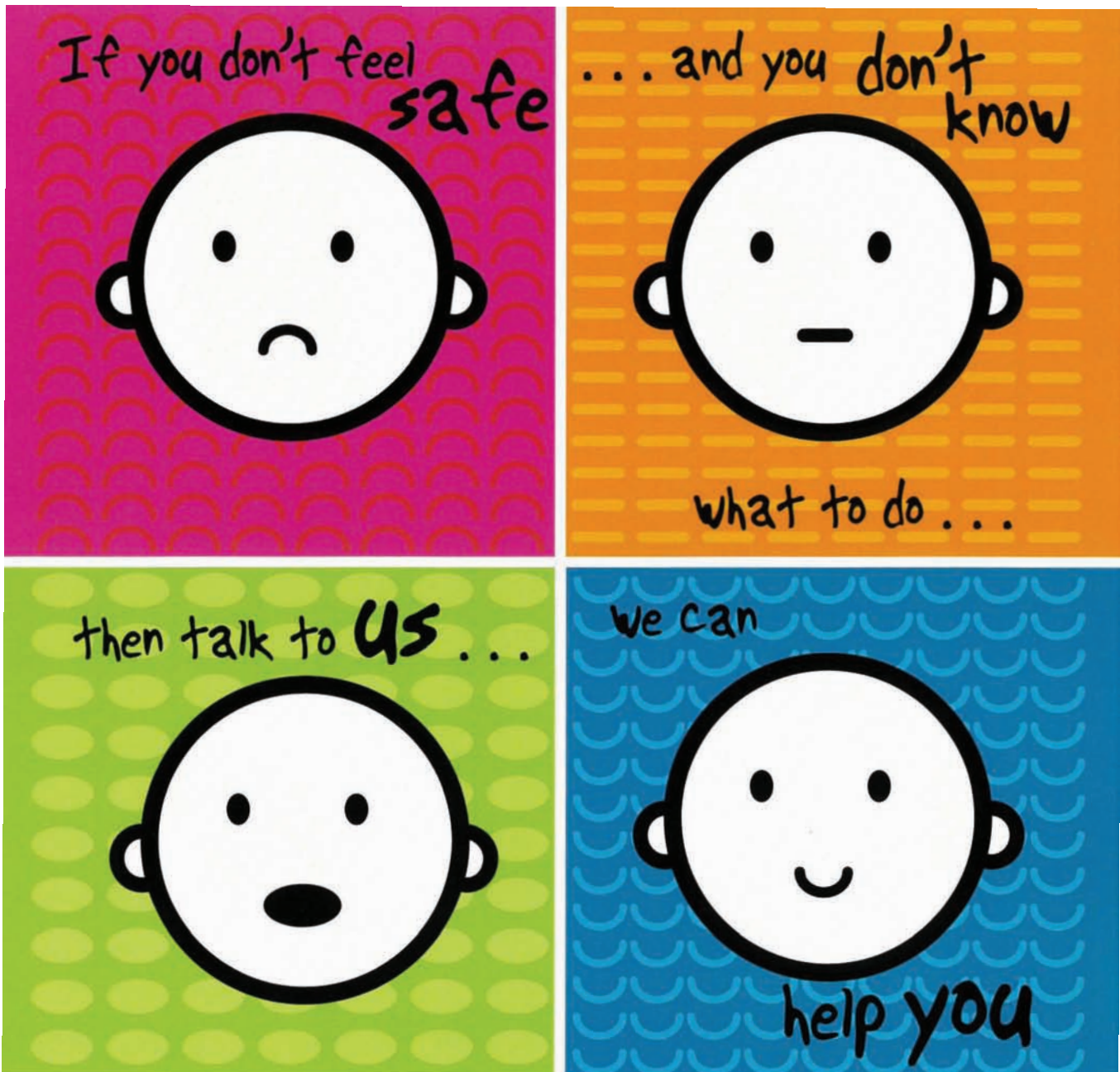
HERE TO HELP

Home Energy Scotland is funded by the Scottish Government and managed by Energy Saving Trust to provide free, impartial energy advice.

For more energy saving tips and help with heating your home:
Call Home Energy Scotland on **0808 808 2282**
or visit energysavingtrust.org.uk/domestic/scotland

Energy efficient savings are based on a typical gas-heated three bedroom semi-detached home with gas tariff of 3.80p/kWh and electricity tariff of 14.37p/kWh.
1. A full set of heating controls includes a programmer, thermostatic radiator valves and a room thermostat. This saving assumes no controls before installation, and all new controls are fully used and correctly set.
2. This saving includes all appliances, consumer electronics, lights and chargers that have been left on standby mode or have been left on and not in use.
3. Savings based on average electricity price of 14.37p/kWh.
Correct as of May 2017 and valid for one year. This information is available in large print, braille, or other languages on request.
Energy Saving Trust Limited. Registered in England and Wales No.02622374.

SC203 © Energy Saving Trust Limited May 2017



Are you a child or young person?

You have the right to feel safe and be safe from harm and to grow up in a safe, caring environment. If you want to talk to someone or if you don't feel safe and need help please call one of the numbers below.

Social Work **0303 123 1008**
Police **101** (and ask for Lanarkshire Family Protection Unit)
ParentLine Scotland **08000 282223**
ChildLine Scotland **0800 1111**

If you need this information in another language or format, please contact us to discuss how we can best meet your needs. Phone: 0303 123 1015
Email: equalities@southlanarkshire.gov.uk

www.childprotectionsouthlanarkshire.org.uk

Produced by South Lanarkshire Council Communications and Strategy. 045021/May18

Printed on eco-friendly paper - please recycle



HomeSwapper

The mutual exchange solution for tenants and landlords


Want to Move Home?

HomeSwapper.co.uk's local & national service means mutual exchange is better than ever. It's the UK's largest community of social housing tenants looking to swap homes.

- **Tenants from over 1,000 landlords are registered**
- **2 out of 3 matched to potential swaps in 24 hours**
- **Hundreds of households move every month**


How it Works:

1




Join the website

2




local... or national...
...we find you potential swaps

3



You get match email or SMS alerts

4



Find your new home!

What is HomeSwapper? It's the UK's largest community of social housing tenants looking to swap homes. Used by both landlords and tenants. Thousands of tenants join every month. They use HomeSwapper to move locally or right across the UK. A swap can be a quicker way of moving than waiting on the transfer list.

How to Find a Swap: First register then every day HomeSwapper checks for possible new swaps for you. It saves these and you can log-in at anytime to see them. To make sure you do not miss any regular 'match alerts' are sent to you. If you are interested in a match use the other tenant's contact details to get in touch. Arrange to view one another's property. If you want to swap contact your landlords and make sure you have their permission.

Who can Join: Any social tenant can join at www.HomeSwapper.co.uk. It is free to tenants of landlords who have partnered with HomeSwapper. Otherwise there is a small admin charge to join.

More Information: For more information go to www.HomeSwapper.co.uk or ask your landlord.

Summer Bus Trip 2018

Millport and Largs were once again the destination for this years Pensioners Bus Trip on Friday 3rd August.

All of our day trippers attending had another great day out during the bus tour around Millport and Largs followed by a nice lunch at the Willowbank Hotel.

The weather on the day was fine and everyone arrived safely back in Cambuslang and Rutherglen for around 7.30pm.



Rutherglen & Cambuslang Housing Association

16 Farneloan Road, Rutherglen,
South Lanarkshire, G73 1DL

Tel **0141 647 4917** Fax **0141 647 5595**

Email **info@randcha.co.uk**

Website: **www.randcha.co.uk**

Emergency repairs outwith office hours **0141 647 4917**

Freephone **0800 169 3379**