

Spring 2019



Rutherglen & Cambuslang Housing Association

Newsletter

More New Homes on the Horizon!

The Association is delighted that it will shortly be building more new homes in Cambuslang.

We have received planning permission from South Lanarkshire Council to build 18 flats on the old filling station site at 84 Hamilton Road. All the flats will be two apartments with one bedroom and will be built to amenity standard – that is they will be suitable for elderly tenants and those with disabilities.



The project will cost £2.269M and this will be part funded by a grant from the Scottish Government. Work is not due to start on site until later in the year and the flats should be ready for occupation next Spring. Allocation of the properties will not start until later this year and we will be allocating from our waiting list, both internal and external, plus taking nominations from South Lanarkshire Council. Our usual allocation policy will apply but with added emphasis on applicants suitability for amenity housing.

This development will add to the similar project that is currently nearing completion in Cathcart Road, Rutherglen (pictured). The 37 one and two bedroom amenity flats will be completed towards the end of April. All of these properties have now been allocated.

These two developments will go some way to meeting the demand for accommodation in the Rutherglen and Cambuslang area and we hope to add to these in the forthcoming years when opportunities arise.

Emergency Repairs

Fire, Flood, Break In, Gas Escape & Power Failure

Telephone: Freephone 08001693379 or 0141 647 4917

Rutherglen and Cambuslang Housing Association

Annual Rent Review – General Information

Tenants of the Association should have recently received a letter advising you of the conclusion of the annual rent review and your new rent charge from 1.4.19.

We would recommend that you request a statement of your rent account from this office if you are currently in arrears or unsure about your current rent account balance. This can now easily be done online by quickly registering for the landlord portal, please see the article within this Newsletter about how this can be done.

We would remind you to notify this office, as well as South Lanarkshire Council of any change in circumstances which would affect your entitlement to Housing Benefit, as failure to do so could result in your account falling into arrears.

If you receive Housing Benefit, notification will be sent to South Lanarkshire Council direct by the Association and you will receive a letter detailing your new Housing Benefit figure. If you do not receive Housing Benefit, and wish to apply, please contact your local South Lanarkshire Council Q+A office to complete the necessary paperwork.

If you pay by standing order please remember to change the amount payable via your bank following the rent increase.

If you envisage any problem with your rent, it is important that you contact one of the Association's Housing Officers to discuss the matter as soon as possible.

Universal Credit - Important Information

Many of the Association's tenants have already moved over to the new Universal Credit(UC) system with many more in line to follow over the course of the next few years.

One of the things that new UC applicants should be aware of is that the first payment of UC will usually contain payment towards the Housing Element (Your Rent).

The Association would ask you to check your UC Journal to establish how much Rent Element is paid and ensure that this is paid to the Association towards your rent.

Failure to pass on the Housing Element(Rent) payment will lead to an arrear in your account and can lead to further action being considered by the Association.

To avoid arrears of rent and the associated problems please keep in close contact with the Association during the transition to Universal Credit.

Following the rent increase on 1.4.19 you need to ensure that you notify the D.W.P of your new rent figure immediately after its implementation date, otherwise you may not receive all of the Housing Costs you are entitled to in your Universal Credit. You can notify this change online via your U.C. Journal.



It's that time of year again when garden care can start to become an issue again. Tenants of the Association who were on last year's garden maintenance list were recently sent a reminder to make a new application for 2019. Please remember to return this form as soon as possible to ensure you are considered for garden maintenance this year.

The scheme is only available to tenants (with no one over the age of 16 living with them), as follows: **People over 70 years of age, People over 65 years and in receipt of Attendance Allowance, In receipt of War Pension and Pensioners with a medical letter.**

Anyone under pensionable age, (with no one over the age of 16 living with them), will need to meet one of the following criteria: **Registered Blind, in receipt of Disabled Living Allowance/PIP, or be in possession of a blue badge. In receipt of a medical letter stating the following illnesses: Stroke, MS, Rheumatoid Arthritis, Recent heart surgery, Kidney disease (requiring dialysis), Being on oxygen for respiratory disease.**

If you wish to make a new application for the garden maintenance scheme or have any enquiries please contact a member of the Housing Management Team, you can email direct on **housing@randcha.co.uk**.

In terms of general garden maintenance there are occasionally some driveways and/or fence-lines which are not attended too/weeded properly, which can detract from the overall appearance of an area.

We would ask for anyone affected by this issue to try and address the problem which will ultimately help enhance the overall appearance of our streets and neighbourhoods. This problem can be easily remedied by purchasing an inexpensive liquid weed-killer from the high street which can be applied via watering can or spray gun to the affected areas.

Anyone with problems relating to garden maintenance should contact a member of the Associations Housing Management team for advice at the earliest opportunity.

New Association Website

www.randcha.co.uk

The Association recently announced that we had upgraded our Website to improve the service that we offer our tenants and other service users.

The site enables tenants to pay rent online, view statements, report repairs, view repairs history, give feedback and update contact details.

On the Website 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.



Register

Your tenant number *	<input type="text" value="Your tenant number is a required field"/>
Your surname *	<input type="text" value="Your surname is a required field"/>
Your year of birth *	<input type="text" value="Your year of birth is a required field"/>
Your postcode *	<input type="text" value="Your postcode is a required field"/>
Your email address *	<input type="text" value="Your email address is a required field"/>

Register

To create an account all you will need 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:-

housing@randcha.co.uk

maintenance@randcha.co.uk

Useful Community Information/ Phone Numbers

SLC Refuse removal/Wheelie Bin renewal/Street Sweeping etc	0303 123 1020
SLC Community Wardens(reports of littering/dog fouling etc)	0800 389 1105
Street/Close Lighting	01698 897 911
SLC Noise Wardens	0800 242 024



Citizens Advice Bureau - Free Financial Health Check

Get a financial health check

- > Concerned about your finances?
- > Struggling to heat your home?
- > Difficulties feeding your family?
- > Think you're eligible for support but don't know where to start?
- > Want to save money by switching energy or other supplier?

If the answer to any of the above is YES, why not contact us and have a free confidential chat with one of our Citizens Advice Bureau Advisers.

For an appointment:
Call us on: 0141 646 3191
Email us on: bureau@RutherglenCAB.casonline.org.uk

Or call the national helpline:
0800 085 7145



Scottish charity SC016637 and company limited by guarantee 89892

Implementation of the Housing (Scotland) Act 2014

Sections of the new Housing Act which affect you as a tenant of the Association are being introduced during 2019 which will mean changes to a number of the Associations Policies, a selection of these changes are listed below. Anyone with any questions about how these changes are likely to affect you should contact a member of the Housing Management Team, you can email direct on housing@randcha.co.uk

Allocations

Consultation (Introduced 1.5.19)

If social landlords want to make any changes to their allocation policy, the 2014 Act now requires them to consult tenants, applicants, Registered Tenant Organisations (RTOs) and anyone else they want.

Assignment, subletting, joint tenancies & succession (Introduced 1.11.19)

The Act makes a number of changes in situations where the tenant wants to assign or sublet a tenancy, where the tenant wants to establish a joint tenancy, and to succession to a secure tenancy.

If a tenant wants to assign their tenancy or create a joint tenancy, the Act now requires that both the tenant and the other person should have been living in that home as their only or main residence for 12 months. Before a tenant can apply to the landlord for permission to sublet their home, the tenant will have to have been living at the property as their only or main home for the 12 months prior to the application.

Assignment of a tenancy may be refused where:

- The applicant would not have been given reasonable preference (priority) under the landlord's allocation policy.
- Assignment would result in under occupancy of the property.

The Act has changed the qualifying period for succession by a co-habiting partner from six months to 12 months. The co-habiting partner will have to have lived in the property as their only or main residence for the 12 months immediately before the tenant's death before they will be able to succeed to the tenancy. The 12 month qualifying period will also apply to other family members and carers.

In all cases of assignation, the creation of a joint tenancy and succession, the 12 month period starts at the point when the landlord has been informed in writing that the individual is living in the property as their only or main home.

Grounds for eviction

Where the tenant or member of the household or a visitor to the house has been convicted of serious criminal or antisocial behaviour in or around social housing and the landlord decides eviction action is necessary as a result of the impact of the behaviour on neighbours and others in the community, the Act simplifies the eviction process and the court must grant an eviction order where it is satisfied that the landlord has followed the correct procedures – the court no longer has to consider whether it is reasonable to grant an eviction order. The landlord has to serve notice that it is seeking possession within 12 months of the conviction or dismissal of an appeal against the conviction. The tenant has a right to challenge the court action. The Act allows landlords to repossess a property which has been adapted and which has been allocated to a tenant who does not need the adaptations. This would only apply where the landlord now requires the property for a person who requires these adaptations Landlords will have to find suitable alternative accommodation for those affected in such cases.

Excerpts from Scottish Government Housing Scotland Act(2014) – A Guide for Tenants

Permission for Alterations / Housing Transfer Responsibilities

Are you currently on the Associations waiting list for an internal transfer or are you thinking of applying for a transfer with the Association in the near future?. If so then you need to consider the internal condition of your property to ensure that it meets the required standard that would be expected before the Association would allow any possible offer to go ahead. You must have conducted your tenancy to the Associations satisfaction and this includes ensuring that there is no damage to internal fittings and also that you have sought the necessary permission before carrying out any internal alterations within the property. Although you will be allowed a limited time to put any problems right, ultimately the Association may not be able to proceed with any potential offer of rehousing.

Common problems in this situation include:- Failure to seek permission to install new kitchens/ bathrooms etc, kitchen units being painted, fitment of non Association light fittings/internal doors etc or any damage to internal fittings.

The above requirements also apply to Mutual Exchanges and Aspirational moves.

We would ask all tenants to refer to their tenancy agreements or contact this office if you are unclear about your responsibilities in this matter.

Always seek the Associations prior approval before carrying out any alterations or improvements to your property

Maintenance News!

When the Association consulted about the rent review earlier this year we commented on the growing pressure on our budgets to keep properties up to modern day standards and meet the Governments energy efficiency targets. Our only source of funding for this work is through our rental income and we have a planned programme of replacements in our long-term financial projections to enable us to budget for these. Our planned maintenance programme for the financial year 2019/20 is noted below. Maintenance staff will contact those tenants affected well in advance of works taking place to plan this work. Should you have any questions regarding the proposed work please contact our maintenance department.

Planned Maintenance Programme 2019/2020

BOILER REPLACEMENT

Scheme 2: 45 and 51 Farmeloa Rd, 5, 7, 9 Victoria Street

Scheme 3: 277 King St, 23, 29 and 37 Farmeloa Road

Scheme 4: 21, 23, 25, 27 Victoria St and 22 Castle St

Scheme 23: McIver Street, Henderson Ave, Mackenzie Gate

Scheme 29: Freeneuk Wynd

Scheme 33: Reid Court

KITCHEN REPLACEMENT

Scheme 3: 277 King St, 23, 29 & 37 Farmeloa Road

WINDOW REPLACEMENT

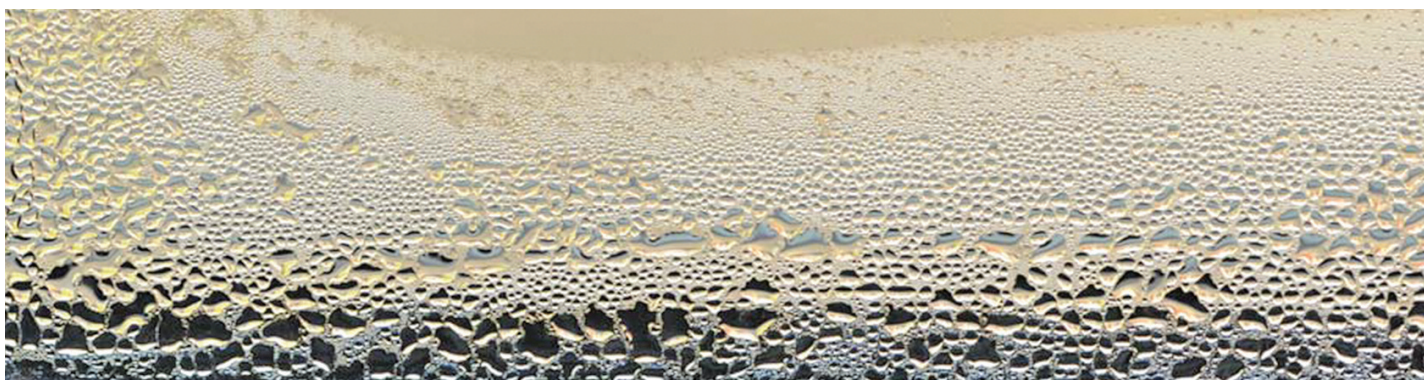
Scheme 9: 197, 207, 235, 241 and 247 Main St

Scheme 12: Village Road

Scheme 13: 33 & 35 Dalmarnock Road

EXTERNAL DOOR REPLACEMENT

Scheme 25: Lockhart Ave, Lockhart Drive, Westburn Road, Westburn Ave & Newton Ave



CONDENSATION DAMP

An increasing number of tenants reporting problems relating to Condensation Damp are being received at our office. The problems being reported are symptomatic of Condensation and include

- ▶ **Black growth mould staining on walls and ceilings.**
- ▶ **Black growth mould staining found behind furniture.**
- ▶ **Windows running with condensation and puddles on sills.**
- ▶ **Mould growth in wardrobes affecting clothing.**

The reasons for the causes of condensation damp are always the same and are mainly problems that can be solved by the tenant themselves taking some simple preventative measures. The contributory causes of condensation noticed when our maintenance officers inspect a tenant's home are:

- ▶ **Extract fans in Bathrooms, toilets and kitchens turned off.**
- ▶ **Window permanent trickle vents closed over or taped up.**
- ▶ **Washing left to dry over radiators.**
- ▶ **Cluttered rooms with furniture, beds etc....**
- ▶ **Misuse of the central heating system.**

Information pamphlets can be sent on request to anyone wishing to learn more about reducing the affects of condensation in their homes. Advice is always on hand should tenants wish to discuss their condensation problems further with maintenance staff.



Rutherglen & Cambuslang Housing Association

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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**