

Spring 2021

Rutherglen & Cambuslang Housing Association



Newsletter

RCHA Extends a Warm Welcome to New Tenants at Hamilton Road!

Despite the challenges of a year in lockdown, the team at RCHA successfully delivered 18 new homes for amenity use in Hamilton Road, Halfway, Cambuslang. We welcomed our new tenants in early March this year.

The Development

The purpose built 2 apartment flats were completed in partnership with Wilson Developments (Scotland) Ltd for use by the over 55's, costing £2.9m. The site is centrally located in the Halfway, Cambuslang area, with shopping and public transport conveniences close by. Each property has been designed to current building standards specifically for residents with medical and disability requirements.

What is Amenity Housing?

Amenity housing is designed to meet health needs. This development has two storeys, with ground level housing, lift access and all flats are fully wheelchair accessible with residents parking. Generously sized shower rooms are level access with turning spaces for



Mrs Nimmo in her new home with her daughter

Emergency Repairs

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

Telephone: Freephone **08001693379** or **0141 647 4917**

wheelchairs, and a small number of flats have standard baths. Smoke and carbon monoxide alarms are centrally linked to all rooms via a Bluetooth system. This is a modern innovation with the added safety of alerting residents to any potential dangers, if they are in another room. The installation of individual video door entry systems gives added security, should nuisance callers appear. Living spaces incorporate newly fitted, contemporary kitchens in an open plan design, maximising all available space and all bedrooms are doubles with fitted wardrobes. The flats have the added advantage of solar panel electricity supply, in addition to traditional supply.



You need it, we build it!

As a community based Housing Association, our job is to satisfy the housing demands of the locality, while participating in the wider role housing provision plays in society. According to the Scottish Household Survey 2019, the biggest increase in households has been among single adults. The

same survey also found that 24% of Scottish adults were living with long term, life limiting health conditions www.gov.scot/publications/scottish-household-survey-2019-key-findings/pages/4/ The delivery of this development, in addition to our recent completion of 37 new homes at Glenroyal Gardens, Rutherglen, goes some way in delivering housing for an ever growing community. Properties have been delivered to provide amenity housing that meets the medical or disability requirements of people who need it, particularly in relation to fuel poverty. The installation of modern solar panels, and the discounts provided, as well as newly fitted gas central heating boilers, SMART meters and double glazing, will help to reduce fuel bills.

It's fair to say, that we have received some great feedback from our new tenants and we believe they are satisfied with their housing: If you would like see an example of one of the flats, there is also a video link available on our website.



"We were lucky enough to be offered one of the new build flats on Hamilton road. We were kept informed of the progress at every stage by email and phone. The girl who signed us in was very informative and helpful. The flat is lovely and very nicely finished. All round a nice experience. Busy now making it our home. Thanks Shakeela and Andrea."

Mr and Mrs Sweeney



A year of Covid

Its hard to believe that it is now a year since we were telling you that the Association's offices were closing due to the out break of the coronavirus pandemic. Like most people, we thought it would be fairly short-term situation and quickly took steps to make the office safe in anticipation of it opening again.

Who would have thought at that time that our doors would still be closed 12 months on?



However there are some positive signs that this year will hopefully see a gradual return to some form of normality. At the Association we are optimistic and have started looking at how we move towards opening the office and how we can start to engage with our residents in a safe way.

We are of course having do so in line with guidance from the Scottish Government and within the restrictions. The current level of restrictions means that at the moment we can only provide a restricted level of services.

Services we are still providing;

- ✓ Emergency Repairs
- ✓ Gas Servicing Visits
- ✓ Allocating void properties
- ✓ Estate Inspections (albeit these are limited)
- ✓ Arrears Management advice and support
- ✓ Close cleaning and backcourt maintenance
- ✓ Responding to telephone calls and emails



We can not;

- ✗ Carry out routine, reactive repairs
- ✗ Do home visits
- ✗ Hold public meetings

As we all know, the restrictions on what we can do can change on a weekly basis so please check the Association's website for the most up-to-date arrangements and information of how we are providing services.



www.randcha.co.uk

Our new engagement plan is published



Every year the Scottish Housing Regulator carries out an assessment of all the registered social landlords in Scotland to make sure they are meeting their statutory and regulatory requirements and duties and are delivering the best outcomes for their service users.

After looking at a range of information on how the Association is being run and data on its performance, the Regulator has published the Engagement Plan for Rutherglen and Cambuslang Housing Association.

We are delighted that the plan confirms that the Association is FULLY COMPLIANT with the Regulatory Framework.

The plan does point out that there is a high percentage of Committee members that have served for more than 9 years and that we need to consider how we can attract new people onto the Committee.

We will therefore be looking at how we plan for the ongoing sustainability of the Committee and, in the next few months, will be carrying out a full recruitment exercise to get new members. This can be tenant, owner, someone who works in the area or anyone interested in supporting the work of the Association.

If you:-

- » **have ever considered joining the Committee**
- » **want to find out more about what the Management Committee does**
- » **know anyone who may be interested supporting in the Association**

PLEASE CONTACT THE OFFICE

You can read the full Engagement Plan for the Association on the Scottish Housing Regulator's website at www.housingregulator.gov.scot

**Nobody cares
what I think**

**They will have already
made up their minds**

Nothing will change

They never listen

WHAT'S THE POINT

I'm sure that, at some point, you have asked yourself that question about the Association.

What's the point in complaining or filling in a survey or volunteering to be part of a scrutiny group?

I'm also sure that your answer would have been something like

But the truth is that the Association is here for **YOU** our residents and to provide you with the services that **YOU** want and need.

The reality is that you can shape the type of services we provide and how these are delivered. You can make sure the views and opinions of you and your neighbours are taken into account and that the Association is achieving the best possible standards.

We know that people are busy and have other family, work and social commitments but working with the Association does not necessarily mean having to give up hours of your time or attending a load of meetings.

There is wide range of options for getting involved and you can choose the level that best suits you and your lifestyle.

Method	Time commitment
<p>Become a Shareholder</p> <p>For £1 you become a member and are entitled to attend to the Annual General Meeting, elect the members of the Management Committee or join the Committee yourself.</p>	None
<p>Put your name on the Policy Consultation Register</p> <p>When we make changes to any policies that affect you we will send you a copy of the draft for you to make comment on. You can request to only be consulted on policies on areas that are of a particular to you.</p>	You Decide
<p>Join a Focus Group</p> <p>The focus group will meet to discuss key policy decisions or new proposals.</p>	2 – 3 hours twice a year
<p>Join a Tenant Panel</p> <p>The panel would look in detail at the way we do things and tell us what is working well and making suggestions on how services could be improved.</p>	1 – 2 hours at least 6 times a year
<p>Take part in Neighbourhood Inspections</p> <p>Join staff in inspecting your neighbourhood to identify what works need done and help prioritise these.</p>	4 – 5 hours a year
<p>Leave Feedback on the Association's website</p> <p>The website has a dedicated section where you can leave comments.</p>	None
<p>Take part in Surveys and Consultations</p> <p>Throughout the year we will be inviting you to take part in satisfaction surveys on specific services. There will also be opportunities to participate in consultations exercise to help us understand what are our tenants priorities and aspirations.</p>	Will vary
<p>Join the Management Committee</p> <p>Ultimately it is the members of the Management Committee that make the decisions on how the Association is run.</p>	Minimum 2 hours a month

And remember – meetings are currently being held remotely via zoom and this is an option we could offer in the future. The Association will provide you with a tablet and training so you can participate without even leaving your own home.

What experience do you need?

Whatever way you chose to get involved, you don't need any specific experience. You already have the most important knowledge – you are a tenant. We will offer you any additional training and support you feel you might need. We will also cover any travel or childminding costs you incur to allow you attend meetings, training or events.

Interested?

If you think you would like to become involved with the Association and have your voice heard, please contact Jim Kerr at the Association and note your interest.

How can we help?

We know that the past year has been a difficult time for our communities and that some of our tenants have been emotionally, financially and mentally affected.



The Association wants to be there for all our tenants and to better understand how it can help and support them, not only to deal with the aftermath of the pandemic but also as we move forward. We are looking at putting in place new arrangements within the organisation that will allow us to deliver a much more proactive programme of community engagement and support.

But we need your help

The services we provide have to be the type of services YOU need and want.



We are therefore carrying out a survey of our tenants to gather information on how they feel the Association can offer better practical support to our vulnerable tenants and those that may be experiencing difficulties.

The survey is being carried out by Research Resources who have carried out surveys for the Association in the past.

The survey is due be carried out between 5th April and 7th and, due to the current COVID restrictions, will only be done by phone.

This is a very important survey for the Association and tenants as it will help shape the type of services we provided in the future so please;

If you haven't given the Association a contact phone number – **give us one**

If you have changed your contact phone number – **let us know**

If you get a call from Research Resource – **take the call, it won't take long**

If you miss the call – **call Research Resource on 0141 641 6410 to arrange another call**

Take part and you could be the winner of a £50 voucher

Just let the researcher know you want to be included in the draw

Policy Consultation - have your say.



The Association is about to undertake a review of several Policies and as part of this process we invite comments from our tenants on any matters that you may feel need addressed or amended.

All of our Policies continue to be available and accessible via our Website www.randcha.co.uk within the Housing Management section of the website.

Over the course of the next few months we will be reviewing the following Policies:-

Allocations - Covers the process from Application to Sign up of how the Association relets void properties.

Estate Management - Covers how the Association manages Anti Social behaviour , Garden and common ground Maintenance.

Succession - The process of succeeding to a tenancy following the death of the tenant.

Rent Arrears - How the Association manages rent payments, arrears and the legal process.

Mutual Exchanges - The process of exchanging house with another household.

Sub Letting - Covers the circumstances in which a Sub let of the property may be considered.

Short Scottish Secure Tenancies - A type of tenancy that can be offered in certain situations when conditions of a Secure Tenancy has been breached, this tenancy has more limited security of tenure.

Disabled Adaptations - The process of application and assessment of Adaptations to the property.

Assignment - Covers in what circumstances a Tenancy can be Assigned to another household member.

If you have an interest in commenting on aspects of these policies to assist the Association in our Consultation we welcome any comments or suggestions. The first Policies we will be looking at the coming weeks will be Allocations and Estate Management, although please feel free to comment of any Policies you have an interest in.



A new look for our newsletter

Many of us like to create a new look for ourselves every now and then, whether it is a new hair colour or clothing style.

Well our newsletter is in need of a bit of a revamp and we want your help.

Our Newsletter is an important way of giving tenants information about what we are doing and how we are performing. It is also a way of letting people know what is happening in their community as well as changes in housing.

We want to make sure that it is interesting, easy to read and is giving you the information YOU want.

Hopefully you will see some of the changes we have already made and these will be further developed over the next few newsletters we will be producing this year.

It will be really helpful if you let us know what you think.

What about the new look do you like/dislike?

What articles do you find particularly useful?

What other articles or information would you like to see in future newsletters?

We would very much appreciate you taking a couple of minutes to let us have your comments and suggestions by completing the very short survey at the back of this newsletter and returning it to the office

The survey can also be completed by going onto the Association's website at **www.randcha.co.uk**

There will be a £25 prize draw of all surveys returned.

We also want some suggestions on what we should call the newsletter. Your suggestions for the newsletter's title can be submitted on the survey form or via the website. There will be a £25 voucher for the winning suggestion which will be picked by the Association's Management Committee.



Annual Rent Review



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 1.4.21.

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 registering for the landlord portal on the Associations Website Homepage at www.randcha.co.uk

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 Council Q+A office or go online to the Councils website to complete the necessary application.

If you receive Universal Credit you need to ensure that you notify the D.W.P of your new rent figure above, immediately after its implementation date (not before 1.4.21), otherwise you may not receive all of the Housing Costs you are entitled to in your Universal Credit. You can notify this change via your U.C. Journal.

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.

How to make a complaint

At Rutherglen & Cambuslang Housing Association we are committed to providing high quality customer services. We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us. We conduct thorough, impartial and fair investigations of customer complaints, so that, where appropriate, we can make evidence-based decisions on the facts of the case.

Who Can Complain

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

How Do I complain

You can make your complaint in person by visiting our office, by phone tel no. **0141 647 4917**; by email or in writing or by using our complaints form which is available to upload from our website **www.randcha.co.uk**

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action, or lack of action, or about the standard of service provided by us or on our behalf. Examples of what you can complain about are:

- Delays in responding to your enquiries and requests.
- Failure to provide a service.
- Our standard of service
- Dissatisfaction with our policy
- Treatment by or attitude of a staff member
- Our failure to follow proper procedure.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try and resolve any problems on the spot.

When complaining; tell us:

- Your name and address
- As much as you can about the complaint.
- What has gone wrong.
- How you want us to resolve the matter.



How Long Do I have to make a Complaint.

Normally you must make your complaint within six months of:

- The event you want to complain about or
- Finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your Complaint, please tell us why.

Quick Guide to our Complaints Procedure

You can make your complaint in person, phone, email or in writing.

We have a two stage complaints procedure. We will always try and deal with your complaint quickly. But if it becomes clear that the matter requires a detailed investigation, we will tell you and keep you updated on our progress.

Stage 1: Frontline Resolution:

We will always try and resolve your complaint quickly, within **five working days** if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at **Stage 2**

Stage 2 – Investigation:

We will look at your complaint at this stage if you are dissatisfied with our response at **Stage 1**.

We also look at some complaints immediately at this stage, if it becomes apparent that they are complex or need detailed investigation. We will acknowledge your complaint within **three working days**. We will give you our decision as soon as possible. This will be after no more than **20 working days** unless there is clearly a good reason for needing more time.

The Scottish Public Services Ombudsman: If, after receiving our final decision on your complaint, you remain dissatisfied with our decision, or the way we handled your complaint, you can ask the **SPSO** to consider it, we will tell you how to do this when we send you our final decision.

Getting Help to make your Complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.



Garden Maintenance Scheme

Spring has Sprung - which is a delight for most, but with it can bring physical challenges to some in maintaining gardens. The Association understand the importance to our tenants and the wider community of well-maintained, visually pleasing gardens. RCHA's Garden Maintenance Scheme is designed to help those individual households where there are no able-bodied occupants capable of cutting grass or trimming hedges during the growing season.

Due to the high volume of requests for this service, the Association requires submission of an annual application, with supporting evidence to assess individual requirements. Tenants who were on last year's garden maintenance list, were recently sent a reminder to make an application for 2021 – If you haven't already done so, please remember to return form as soon as possible, to ensure you are considered for garden maintenance this year.

The scheme is only available to RCHA tenants who fall under the following categories:

- **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** (with no one over the age of 16 living with them).
- 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.**

Should 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 - housing@randcha.co.uk.

In terms of general garden maintenance occasionally some pathways, driveways and/or fence-lines which are not maintained/weeded properly, can cause potential for hazard and detract from the overall appearance of an area.

We would kindly request anyone experiencing these types of issues, to address them promptly to reduce trip hazards and ultimately help enhance the overall appearance of our streets and neighbourhoods. Many problems can be easily remedied by purchasing an inexpensive liquid weed-killer from the high street/supermarket, 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.

Rutherglen & Cambuslang Housing Association

Right to Repair Policy and Procedure

Right To Repair

Scottish Statutory Instrument 2002 No. 316
The Scottish Secure Tenants (Right to Repair)
Regulations 2002

Background

From the 30th September 2002, Scottish secure tenants under the Housing (Scotland) Act 2001, have the right to have certain small repairs carried out within a given timescale. The repairs that are included in this scheme are listed separately and do not exceed a maximum value of £350.00.

Rutherglen & Cambuslang Housing Association already has in place a policy and procedure covering response times for all different categories of repair, and in most cases our response time targets are more onerous than those set out in the new legislation.

The Policy

The Association shall incorporate the 'Right to Repair' legislation within our existing repair and response times.

Repairs that are specific to the new legislation shall be listed separately and will be known as 'Qualifying Repairs'.

When a 'qualifying repair' is reported to the Association, the maintenance staff will record the repair and implement the procedures in accordance with the regulations.

The Procedure

Entitlement

Tenants will be entitled to have a qualifying repair carried out subject to and in accordance with the regulations.

On reporting a qualifying repair the tenant shall be notified of their rights and be given a maximum completion time for the repair to be completed. The tenant shall be entitled to contact a second contractor in the event of the first contractor failing to respond within the given timescale.

Landlords Responsibilities

- Record repair details and notify the tenant of maximum time allocated to carry out the repair. (The repair should be recorded as a 'qualifying repair' to enable an audit trail to be followed in the event of a claim)
- Arrange an inspection to be carried out by Association staff if required.
- Supply the tenant with the details of the contractor who will attend. (Primary Contractor)
- Briefly inform tenant of their rights under the right to repair scheme.
- Notify the tenant what action to take should the 'primary contractor' fail to attend.
- Supply the tenant with the name and contact details of a secondary contractor from our list to contact in the event of the primary contractor failing to respond within agreed time.
- To monitor qualifying repairs and administer compensation.
- The Association will on an annual basis notify the tenants of 'Right to Repair'

Tenants Responsibilities

- The tenant must give reasonable access to the contractor or Association staff to enable the qualifying repair to be inspected or carried out. Failure to provide reasonable access will result in the 'right to repair' being cancelled under the terms of the act.
- To notify the secondary contractor that the primary contractor has failed to respond within the given

time and request the secondary contractor to carry out the qualifying repair. The tenant may request the Association to contact the secondary contractor on their behalf.

Contractors Responsibility

- The contractor shall undertake to complete all qualifying repairs within the given time scales.
- Notify the Association and the tenant of any potential delays.
- Where a qualifying repair is not completed within the maximum time allocated the contractor will be liable to reimburse the Association for any loss suffered or compensation paid.

Compensation

- Where the primary contractor has failed to carry out the qualifying repair by the last day of the period Rutherglen & Cambuslang H.A. will be liable to pay compensation in accordance with the regulations.

- The amount of compensation shall be the sum of: - £15.00 and £3.00 for every working day commencing on the day after the last day of the original agreed maximum period, and ending on the day the qualifying repair is completed.
- Subject to a maximum compensation of £100.
- Compensation shall not be paid if the circumstances for the delay are of an exceptional nature outwith the control of the Association or their contractors.

Conclusion

The Association shall operate within the parameters of the regulations, and endeavour to inform tenants of their rights under the act.

Information concerning the act will be distributed to all tenants annually via our maintenance newsletter.

Smoke Alarm Tests can save lives



Most smoke alarm systems have recently been upgraded by, giving you a smoke alarm in your living room and at least one in your hall, depending on the number of floors in your property, and a heat detector in the kitchen. These alarms are interlinked, therefore when one alarm is activated they will all sound at the same time. Tenants are advised to test smoke alarms monthly.

- Press test button on smoke alarm. If alarm sounds it is in working order.
- If you hold the test button for 5-6 seconds then all other interlinked alarms should sound.
- If any of the alarms do not sound it is important you report this to RCHA as soon as possible.
- You can also test each alarm individually using their own test button
- If you notice any damage to your alarms or a change in the sound it is important you contact RCHA as soon as possible to report this



Planned Maintenance 2021-22

Boiler Replacement

- Scheme 6: 261-263 Main St
- Scheme 7: 7,15, 23 Gallowflat St, 34 & 42 Hamilton Rd
- Scheme 25: Lockhart Ave, Lockhart Dr, Newton Ave, Westburn Road, Westburn Ave, Westburn

Window Replacement

- Scheme 10: 71, 75, 75A, 75B Stonelaw Rd & 72 Hamilton Rd
- Scheme 11: 66, 72, 76 Main St
- Scheme 14: 7 Kirkwood St and 172 Main St
- Scheme 15: 27 & 33 Greenlees Rd
- Scheme 16: Cadoc St & Glebe Place

Kitchen Replacement

- Scheme 4: 21, 23, 25, 27 Victoria St & 22 Castle St
- Scheme 5: 283 King St, 22, 26, 28, 30, 32 & 34 Farmeloan Rd
- Scheme 22: 2 – 32 Fir Place. 7- 35 Queens Ave, 1 -17 Birch Dr
- Scheme 23: 21 – 30 McIver St, 42 - 50 Henderson Ave, 1 – 7 McKenzie Gate
- Scheme 27: 5 & 7 Castlechimmings Gardens
- Scheme 29: 2 - 58 Freeneuk Wynd
- scheme 30: 1, 3, 12 & 5 -10 Greystone Gardens
- Scheme 33: 1 -17 Reid Court

Door Replacement

- Scheme 29 : Freeneuk Wynd

There are a small number of properties which have had the above replacements brought forward in recent years and will therefore be excluded from the contract.

Cyclical Maintenance 2021-22

Gas Servicing

All properties with gas central heating

Electrical inspections

Scheme 18	119, 121 King St, 26, 28 Queen St, Regent Dr, 2-8 Moray Crt
Scheme 19	2a Queens Ave, 28-40 Westburn Rd
Scheme 20	1, 2 & 4 Kings Cres 10-26 Westburn Rd
Scheme 22	2 – 32 Fir Place. 7- 35 Queens Ave, 1 -17 Birch Dr
Scheme 23	21 – 30 McIver St, 42 - 50 Henderson Ave, 1 – 7 McKenzie Gate
Scheme 27	5 & 7 Castlechimmings Gardens
Scheme 35	30 Buckingham Dr & 123 Kingsheath Ave

Roof inspection & Gutter Cleaning

All properties

Re Decoration

Scheme 10	71, 75, 75A, 75B Stonelaw Rd & 72 Hamilton Rd
Scheme 11	66, 72, & 76 Main St
Scheme 13	33 & 35 Dalmarnock Rd
Scheme 14	7 Kirkwood St and 172 Main St
Scheme 17	16, 18, 20 Castle St, 263 & 265 King St
Scheme 19	2 Queens Ave, 28-40 Westburn Rd
Scheme 20	1, 2 & 4 Kings Cres, 2-26 Westburn Rd
Scheme 27	5 & 7 Castlechimmings Gardens

Reactive Repairs Backlog

Unfortunately, due to current government restrictions RCHA have not been able to carry out all categories of reactive repairs over the past year, however, the maintenance department has kept a log of all non essential and non emergency repairs reported. We will contact tenants to arrange access and instruct these jobs as soon as we can.

We thank you for your patience during this difficult time and would request that you extend your patience as we clear off our backlog of repairs.

Fire at Tenement Property in Rutherglen

Since the last newsletter there has been a recent incident of fire at one of the Association's tenement properties in Rutherglen, where a pram that was being stored on the ground floor of the common close was deliberately set alight. Fortunately, there were no residents hurt as a result of the fire, but it was an extremely dangerous and upsetting experience for all the residents of the property. The pictures below show the damage caused to the property.



This incident is an important reminder that it is essential that no household refuse or household items are stored anywhere within the common close areas and the Association would remind every resident of the fire safety advice from Strathclyde Fire and Rescue Service below in order to keep everyone safe.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



Factoring Update – Code of Conduct

The Property Factors (Scotland) Act 2011 came into force on 1st October 2012 introducing the first parliamentary legislation to regulate how factors should operate. The main aim of the Act was to create a statutory framework giving protection to homeowners receiving services from residential property factors and land managers in Scotland.

The Act introduced three main requirements: -

- A compulsory public register of all property factors – the Association Property Factor Registered No. PF000345.
- A Code of Conduct setting out minimum standards with which registered property factors must comply when delivering services to homeowners.
- A disputes procedure for homeowners who feel that their property factor has failed to carry out its duties or to comply with the Code of Conduct.

Following reviews and consultations the Scottish Government findings have informed a revised version of The Code of Conduct for Property Factors which is due to come into force on 16 August 2021 replacing the current Code. There are some key changes / additions which the Revised Code introduces including new “Overarching Standards of Practice” that property factors must adhere to. In line with the changes the Association is reviewing all documentation, policies, and procedures that relates to owners to ensure we comply with the changes. All owners will be given necessary updates to ensure transparency continues on how the Association operates its Factoring Service and that our legal obligations are fulfilled.

Further information can be found on the Scottish Government website.

Access to Association services from your Smartphone or Computer

www.randcha.co.uk

Last year the Association introduced our new Website to improve the service that we offer our tenants and other service users.

The site 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, 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



Your tenant number *	<input type="text"/>
Your surname *	<input type="text"/>
Your year of birth *	<input type="text"/>
Your postcode *	<input type="text"/>
Your email address *	<input type="text"/>
<input type="button" value="Register"/>	

The Credit Union

"People helping people, plain and simple"

Lanarkshire Credit Union was founded in November of 1991, known then as Blantyre Credit Union. Over the past 25 years they have built up an adult membership of 21,000 and over 8100 junior savers. Members hold over £14,500,000 in savings and over £7,500,000 in loans.

A credit union is a financial co-operative owned by its members. It is a not-for-profit organisation which offers a savings and low-cost loans service to its members. The aim of the credit union is:

- To encourage members to save regularly
- To provide low cost loans to members
- To encourage careful money management among members
- To develop a sense of co-operation and community

Savings

Saving, is what Credit Unions are all about and at Lanarkshire Credit Union have a variety of savings accounts to suit, whatever your needs.

Saving allows people to work towards your goals, a new car, some home improvements or just a cushion for any unexpected expenses. When you save with a Credit Union you also attract dividends. The various accounts include: -

A Christmas Saver Account

This is a way to put away money each year on the build up to Christmas. Your money is locked away to the 1st of November, after which time you are free to withdraw your balance. It is also secure, as the Credit Union is covered by the Financial Services Compensation Scheme. So that in the unlikely event that anything should happen to the Credit Union, your eligible deposits are covered up to a maximum of £85,000

To become a member all you need to do is drop by one of their offices and bringing with you two pieces of identification one proof of name and one proof of address. Please note due to Covid 19 restriction opening times are currently very limited. For more information about the Credit Union their services and what is need to become a member look on their website <https://www.lanarkshirecu.co.uk>



Local Foodbank Details

Cambuslang

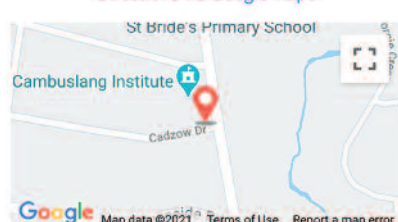
OPENING TIMES

Mon	Closed
Tue	Closed
Wed	Closed
Thu	Closed
Fri	12:30 - 14:30
Sat	Closed
Sun	Closed

ADDRESS

Cambuslang Baptist Church Halls
2 Cadzow Drive
Cambuslang
G72 8ND

Directions via Google Maps



Rutherglen

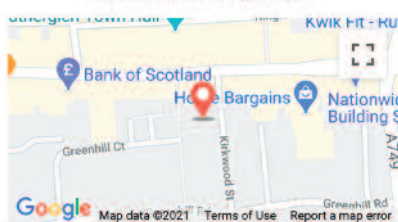
OPENING TIMES

Mon	12:30 - 14:30
Tue	Closed
Wed	Closed
Thu	12:30 - 14:30
Fri	Closed
Sat	Closed
Sun	Closed

ADDRESS

2 Kirkwood Street (in car park behind St Columbkilles)
Rutherglen
G73 2SL

Directions via Google Maps

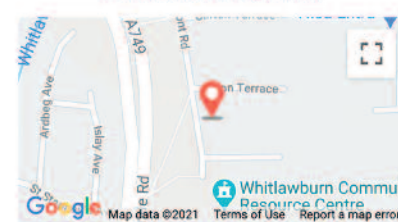


Whitlawburn

OPENING TIMES

Mon	Closed
Tue	Closed
Wed	Closed
Thu	Closed
Fri	Closed
Sat	Closed
Sun	Closed

Directions via Google Maps





Healthy n Happy Community Development Trust

Healthy n Happy Community Development Trust is a Charity and Community based organisation operating in the Cambuslang and Rutherglen areas.

They have a vast range of initiatives and activities available for young and old alike through their various projects.

Please visit their website healthynhappy.org.uk to see a range of services offered in the Cambuslang and Rutherglen area and sign up to their Newsletter.

Please note, that due to the restrictions in place in respect of Covid-19, some activities may not be operational at present.

**TRANSFORMING LIVES
TRANSFORMING COMMUNITIES
CAMGLEN BIKETOWN
CAMGLEN RADIO
NUMBER 18 VENUE**



Virtual & telephone support service - MacMillan Cancer Support



Macmillan in Lanarkshire is offering virtual help. Macmillan Cancer Support was forced to stop the in-person support it offered in libraries, hospitals and homes across our communities in the wake of the coronavirus pandemic.

Now, thanks to the hard work of its staff and partners, South Lanarkshire Leisure are offering emotional, financial and practical online and over the phone.

Macmillan in Lanarkshire still has a range of support services available in the Lanarkshire area. Macmillan in Lanarkshire traditionally runs information

and support hubs and drop in sessions in libraries and hospitals throughout the area, while the Macmillan benefits advice service helps people with cancer claim the government benefits, they're due and supports them with housing issues.

All the services for South Lanarkshire can be reached by calling **01698 332 631** (9am – 5pm) or email: **macmillan@culturenl.co.uk**

Cancer information packs can be ordered **<https://culturenl.co.uk/macmillan/cancer-information-packs/>**



Useful Service No's

Scottish Gas Networks

Emergencies.....	0800 111 999
Enquiries.....	0800 072 8625
Check Supplier	0870 608 1524

Scottish Power

Emergencies.....	0800 092 9290
Enquiries.....	0800 027 0072
Check Supplier.....	0845 270 9101

Scottish Water	0800 731 0840
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Stair Lighting	01698 897911
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Emergency Out of Hours	0800 242 024
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Street Lighting	0303 123 1015
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Roads Department	0303 123 1015
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Cleansing Department	0303 123 1020
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Police	0141 207 4100
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RCHA Office	0141 647 4917
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Freephone Repairs	0800 169 3379
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Office Email	info@randcha.co.uk
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Repairs Email	maintenance@randcha.co.uk
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Citizens Advice Scotland Website	www.cas.org.uk
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Scottish Independent Advocacy Alliance	
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Telephone	0131 510 9410
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Website	www.siaa.org.uk
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Scottish Public Services Ombudsmen SPSO	
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Telephone	0800 377 7330
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Website.....	www.spsso.org.uk/contact-us
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Spring Colouring in Competition

Name

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Address

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.....

Age

Entries must be received at Association
by Friday 7th May 2021

**The best entries will be
printed in our next newsletter.**



Easter Word Search

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

Basket	Family
Bonnet	Flowers
Bunny	Grass
Candy	Happy
Chicks	Jellybeans
Chocolate	Lily
Daffodil	Parade
Decorate	Peeps
Ducks	Rabbit
Dye	Spring
Easter	Sunday
Egg Hunt	Tradition
Eggs	Tulips



WHAT DO YOU WANT YOUR NEWSLETTER TO LOOK LIKE?

How would rate the look of this newsletter?

Really Good

☐

Alright but could be better

☐

Hate it

☐

How informative did you find the articles in this newsletter?

Very Informative

☐

Informative

☐

Not Informative

☐

What about the new look do you like/dislike?

Did you find the newsletter easy to read?

Yes

☐

No

☐

How interesting did you find the newsletter in general?

Very interesting

☐

Interesting

☐

Not interesting

☐

What articles do you find particularly interesting?

What articles did you find particularly uninteresting?

What other information about the Association would you like to see in future newsletters?.....

Suggestion for name of Newsletter

Name:

Address:

Contact Telephone Number:

Staff News



We would like to say our farewells to our Allocations Officer Shirley Millar. After 24 years of service to Rutherglen & Cambuslang Housing Association Shirley has made the decision to retire. We wish her a long, happy and healthy retirement.

We would also like to welcome back Heather Bradburn Housing Assistant from maternity leave Heather gave Birth to a healthy baby boy in August 2020.



Rutherglen & Cambuslang Housing Association

16 Farmeloan 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**