

Spring/Summer 2020

Rutherglen & Cambuslang Housing Association



Newsletter

We are still here to help

The Committee and staff of the Association hope that you are managing to cope in these difficult circumstances. This newsletter mainly focusses on giving out information to help tenants in the current circumstances – not only the services provided by the Association but other agencies that can help. Our bulletin that was issued previously covered

many of the aspects of the services we are continuing to provide and these are summarised below. This is also updated regularly on our website at www.randcha.co.uk. We understand that all tenants do not have access to the internet and possibly a friend or relative can do this for you.

Access to Services

Tenants can still contact the Association by telephone on **0141 647 4917**, our telephone service is available from Monday to Friday between the hours of 9.00 am and 1.00 pm and 2.00 pm and 4.00

pm. We expect the phone lines to be busy so if you don't get through first time please try again. You can also contact us by e-mail, the appropriate e-mail addresses are as follows:

Maintenance, repairs etc:.....	maintenance@randcha.co.uk
Tenancy and rent queries:.....	housing@randcha.co.uk
Factoring enquiries:.....	factoring@randcha.co.uk
General enquiries:.....	info@randcha.co.uk

Emergency Repairs

Fire, Flood, Break In, Gas Escape & Power Failure
Telephone: Freephone **08001693379** or **0141 647 4917**

Repairs

Our contractors are continuing to provide an emergency repairs service and we are endeavouring to carry out our regular gas safety checks. Please contact us on **0141 647 4917** if you have an emergency repair in your home. Emergency/urgent repairs include:

- » **Fire**
- » **Break In – lack of security**
- » **Flood**
- » **Power Failure**
- » **No Heating/hot water**



When you contact us about your emergency repair we will ask you some questions about your current situation and whether you are self-isolating so that we can understand how best to protect you and your family, as well as the member of staff that attends your home. The questions may include:

- **Have you had contact with anyone who may be infected with the Coronavirus (COVID-19)?**
- **Do you have any of these symptoms – cough, fever or shortness of breath?**

Please be patient with us while we ask these questions. These are required to protect the health and wellbeing of you, our staff and our contractors, which is essential in allowing us to maintain services. If it is deemed essential that a member of staff does attend your home, they will:

- » **Ask some further questions at the front door before entering the property**
- » **Distance themselves by at least two metres from anyone in the property**
- » **Avoid touching surfaces where possible**
- » **Wear protective gloves and other additional protection equipment where necessary**
- » **Ask you if they can wash their hands before and after the visit, if you are happy for them to do so**

All tradespeople will show you identification when they visit your home. By following these steps, we want to reassure you that there is a low risk of infection from a home visit by a contractor. If you have a repair issue to report but it is not in the list above, then we are asking you to continue to report these issues so they can be logged. We will monitor government advice closely and seek to resume normal service as quickly as possible.

General Services

Some of these, such as close cleaning and open space maintenance were initially suspended but we are glad to say that these are mostly up and running again with the exception of individual garden maintenance, which our contractor is hoping to have fully restarted during the first week in June.

Anti-Social/Neighbour Disputes

As the majority of tenants are currently confined to their houses/flats during the Covid 19 pandemic/lockdown and having to spend so much time in their property, they may experience issues with their neighbours ranging from increased noise levels to serious anti-social behavior.

The Association appreciates everyone's efforts towards greater tolerance and understanding of lifestyle issues during these difficult times in lockdown and we would ask that everyone continues to act reasonably and responsibly.

The Association has been continuing to provide advice to tenants on how these issues are best dealt with during lockdown as the Association are not able to respond in the usual way due to the Association's office being closed and the current social distancing restrictions/measures that are in place and would provide the following information as a guide for tenants.

What is a Neighbour Dispute?

A neighbour dispute can arise when two or more people disagree about a matter relating to the property or area that they live in. Problems of this nature can include issues relating to stair cleaning, pets, children, noise, car parking, disposal of rubbish as well as disputes about boundaries and usage of washing lines in common back-courts areas. Where minor neighbour disputes arise the Association will generally take a low key approach and may try to encourage tenants to work out any difficulties by discussing things with their neighbour.

Anti-Social Behaviour / Breaking the Law

If you suspect or you know that a neighbour is breaking the law or guilty of behaving in an anti social manner, you must report the matter to the police as well as the Association urgently. You can use the Crimestoppers Freephone number on **0800 555 111**, if this is appropriate, and this can be done anonymously.

The Association may need to obtain a Police report to verify if a breach of tenancy conditions has occurred, therefore the Association must be contacted urgently to allow investigation of the complaint to take

place as soon as possible. A definition of 'Anti Social' is contained in section 3.2 of the Associations Tenancy agreement.

What should I do if I am affected?

Call the office and discuss the matter with a Housing Officer. We will listen to your problem and try to give you the best advice on how the matter can be resolved. It is important to do this at an early stage, before a minor dispute escalates. It may be necessary to complete a complaints form and/or diary sheets, providing as much information as possible, including times, whether the police have been involved etc. so that the Association can proceed with investigation of your complaint. We can assist with completion of the complaints form if required.

What action can the Association take?

Due to the current restrictions, the action that the Association can take is limited to issuing letters, providing advice and signposting to other agencies e.g. the Police and or South Lanarkshire Council's anti-social noise team (telephone numbers provided at the end of this article).

It is important that we are made aware of any problem so we can establish the facts during our investigation and start taking action early, if this is appropriate. In severe cases or where persistent problems occur, we can take an offending tenant to court with the possibility of eviction from the property. However, for minor disputes between tenants, advice or limited intervention from the Association may be all that is required. Staff might also suggest that the best way to prevent escalation of a problem may be to talk a problem through with your neighbour before involving the Association.

What about Confidentiality?

The Association will treat all information given in absolute confidence. Sometimes when we investigate a complaint it becomes obvious to the other party who has complained about them, but this information will never be disclosed by Association staff. If the matter

Rutherglen & Cambuslang Housing Association

eventually goes into court, you should note that you may be called upon as a witness, which is why written, detailed information is important initially and throughout investigation of a problem.

Can I make an anonymous complaint?

We prefer not to deal with anonymous complaints as we usually have to obtain further details about the situation, and if the complaint is anonymous it makes things difficult for us to do this. As stated above an anonymous complaint also makes it difficult for the Association to challenge a tenants behaviour or build a case which will ultimately be heard at court.

What should I do now?

If you are affected by anti-social behaviour or a neighbour dispute, you should contact the Association and follow the procedure, outlined in this article. Whilst the Association will deal with neighbour disputes, we sometimes recommend that initially, the parties involved try to resolve the matter themselves.

Support from other Agencies

Strathclyde Police
(Cambuslang and Rutherglen)

Tel: 101

Strathclyde Police (Crimestoppers)

Tel: 0800 555 111

South Lanarkshire Council,
Environmental Services.

Tel: 01355 806916

Problem Solving Unit

Tel: 01698 454444

Antisocial Noise Hotline

Tel: 0800 242 024 Mon-Sun 8.45am-3am

Development Update

Unfortunately work on our new build development at Hamilton Road, Cambuslang is suspended as a result of Covid-19 and we are unsure when this will restart and obviously completion will be later than programmed. We had not allocated any of the 18 flats in the development but will continue to consider applicants who are over 55 for this development.

Need to discuss your rent payments?

Please don't delay calling one of the Associations Housing Officers if you have any concerns about your rent payments particularly in these difficult times.

Staff are here to help and will do everything possible to ensure that our tenants receive all the assistance and advice available should any problem with payments arise. The Association can help with repayment advice, assist with a Discretionary Housing Payment request or refer you to specialist advice that is on offer from other agencies if necessary.

It is important that you keep up to date with your rent payments at all times, so don't put off contacting the Association as delaying may only serve to complicate the situation. We would like to reassure all of our tenants that every effort is made by staff to find a reasonable solution to prevent any more serious action taking place.

Our advice to all tenants would be to comply with the terms of the tenancy agreement, and ensure you contact the Association early and at regular intervals where rent arrears are a problem

If anyone needs help with any aspect of their tenancy please contact the Association at the earliest opportunity, when we will offer you whatever advice and assistance we can to resolve any areas of concern. Further Government advice relating to the effects of the Coronavirus can be obtained here www.gov.uk/coronavirus

Tenants Satisfaction Survey

You will recall that the Association carried out a survey of all of its tenants in November/December last year. Overall, a total of 537 interviews were carried out representing a 63% response rate and tenant interviews were spread across the Association's stock to ensure coverage of all stock types. A big thank you to all of those that took part as these surveys give us feedback on how we are performing and highlights areas where we can do better.

KEY SURVEY FINDINGS

The results of the survey reveal that, in general, the Association is performing to a high standard. The following points show the key findings of the survey:

- Overall satisfaction with the Association as a landlord is very high with 94% of tenants being either very or fairly satisfied.
- The vast majority of tenants were either very or fairly satisfied with the Association with regards to keeping them informed (99%). The main ways in which you wish to be kept informed are in writing, by telephone and via the Association's newsletter. In terms of participation opportunities, the majority of tenants who had a view were satisfied in this respect (96%).
- 94% of tenants who had a repair carried out in the last 12 months were very or fairly satisfied with the service that they received compared to 2% who were either very or fairly dissatisfied and 4% who were neither satisfied nor dissatisfied.
- Satisfaction with the customer care aspects of the repairs service was also very high with satisfaction ranging from 93% in terms of the length of time taken to undertake the repair to 100% in terms of the helpfulness of the Association staff involved and the system for reporting repairs.
- Just over 9 in 10 tenants were very or fairly satisfied with the quality of their home (92%). However, area based analysis indicates that satisfaction varies from 98% to 67% more locally and the Association has identified those areas and will be taking action to address this.
- The proportion of tenants very or fairly satisfied with the Association's management of the neighbourhood was 96%. However, area based analysis indicates that satisfaction varies from 100% to 78% more locally. The lowest level of satisfaction is in the Central Cambuslang area where 10% of respondents stated they were dissatisfied with the management of their neighbourhood. Again, we will be looking into this although in some areas we do not have control over certain services such as street cleaning and bin collection. We can however contact those agencies that provide these services and highlight the issues.
- Finally, regarding rents and financial management, tenants were positive about the value for money their rent represents (83% stated that their rent represented good value for money). Although the Association is pleased with the positive feedback that we have received there are areas that were highlighted from the survey where we feel we can improve and we will be publishing our action plan arising from the survey in our next newsletter.

Fire Safety Reminder

We have enclosed a Fire Safety reminder produced by Strathclyde Fire and Rescue Service specifically for residents living in accommodation with a common stair. We would ask all residents to abide by this guide to ensure common areas are safe for all residents in the event of a fire. For individual advice on Fire Safety relating to your home you can contact the Fire Service direct on the number below. If you need any further general advice or assistance from the Association relating to this issue please don't hesitate to get in touch.

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



SCOTTISH
 FIRE AND RESCUE SERVICE
 Working together for a safer Scotland



A new telephone helpline is offering psychological support and advice to people across Lanarkshire during the Coronavirus (Covid-19) pandemic. The helpline aims to assist those who are experiencing anxiety, low mood or other mental health issues in relation to Covid-19. **01698 687567**

COVID-19

Community wellbeing telephone line



The Community Wellbeing Line will help you in the current COVID-19 Pandemic. It is not for emergencies such as when you might need Police or Ambulance services, or for enquiries about normal council services like bin collections. You should continue to make use of the usual telephone numbers for these.

It will link you to community volunteers in your area who can:

- Deliver food packs to you
- Help with other essentials such as baby milk or pet food
- Post letters for you
- Check you are okay in person or by telephone
- Possibly some other things, if you let us know what you need

Some of our volunteers may be able to help collect prescriptions for you.

Your volunteer will either have a council name badge or a letter from the Chief Executive to confirm who they are.

If you have an underlying health condition and have been advised to self-isolate for a period, then you should make us aware of this so we can assess what your needs are.

can Do
Community

Guidance for people who are being helped by community volunteers

We need you to help make sure both you and the volunteers helping you remain safe by:

- Only asking your volunteer to do the tasks that have been agreed in advance with the helpline
- To help with infection control, making sure you don't ask them or let them come into your home
- Not giving money to your volunteer to carry out tasks
- Following any current advice about infection control that is coming from the government

You may find that someone comes to your house to check you are okay. This could be because a neighbour or family member has contacted the telephone line with a concern. Please let the volunteer know that you are all right, or if you need any assistance, and they can report this back. You do not need to open your door to do this; make sure you keep safe in the ways you usually would. Volunteers will be able to have a conversation with you from behind the door or through a window.

You can contact the Community Wellbeing Phone Line on 0303 123 1009.

The lines are open from 8.45am–4.45pm Monday to Thursday, and 8.45am–4.15pm on Fridays.

We hope everyone working together to help will make sure you stay safe and well.

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

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Home Energy Scotland - here to help



Who we are

We're Home Energy Scotland, an energy advice service funded by the Scottish Government. We provide free, impartial advice to help people to stay warm, make the best use of energy and save money on their bills. Many people will see their energy bills rise because of the current lockdown, and we're keen to speak to anyone who's worried about this.

How we can help during Covid-19

Our local advisors are all working from home and ready to take calls. We can help with:

- Clear advice on ways to save energy and reduce fuel bills while staying warm at home
- Practical help for people who find themselves without heating or hot water
- Support for households with prepayment meters who are worried about topping up during the lockdown
- The latest information about emergency measures from energy suppliers to make sure vulnerable people do not get cut off

How to get in touch

If you are, or someone you know is worried about energy bills, phone

0808 808 2282 to chat to a friendly advisor. Calls are free and we're available Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.

Alternatively, email adviceteam@sc.homeenergyscotland.org or request a call back on our website.



Do you or does someone you know need help?

Whether you're feeling lonely and isolated or need someone to help with deliveries during self-isolation, our amazing volunteers are here for you.

From regular chats over the phone, to dog-walking, shopping or medication deliveries, our Kindness Volunteers are here to make sure you stay safe and well in your own home.

How do I get help?

Call **0808 801 0899** or visit www.chss.org.uk/coronavirus and our volunteer team will be happy to help in any way we can.



A264

IT'S OKAY NOT TO BE OKAY

For mental health support + info, check out...

NHS 24

Provides urgent health advice

www.nhs24.scot

Call: 111

Mon - Thurs 6pm - 8am

Fri 6pm - Mon 8am

(24hr at weekends)

Breathing Space

Offer advice & support if you need someone to talk to

www.breathingspace.scot

Call: 0800 83 85 87

Mon - Thurs 6pm - 2am

Fri 6pm - Mon 6am

(24hrs at weekends)

Samaritans

Offer a 24-hour confidential support service

www.samaritans.org

Call: 116 123

YoungMinds Crisis Messenger

Urgent help for young people, available 24/7

www.youngminds.org.uk

Text: YM to 85258

Well Informed (SAMH)

NORTH LANARKSHIRE

Provides mental health resources & info about support available locally

well-informed@samh.org.uk

Call: 0800 073 0918

Mon - Fri 10am - 4pm

LAMH Info Line

SOUTH LANARKSHIRE

Provides mental health and well-being resources available locally

info@lamh.org.uk

Call: 0330 3000 133

Mon - Fri 10am - 2pm

NHS Inform

Health and care information

www.nhsinform.scot

Elament

Mental health resources

www.elament.org.uk

**In an emergency
call 999**



**Stigma Free
Lanarkshire**

Personal Shopper and Handyperson Service

What we offer?

Due to Government guidelines around the spread of Coronavirus COVID-19 we have set up this service to support the most vulnerable in our community. This is a **FREE** delivery service for eligible older adults who are self-isolating due to the Coronavirus and **have no other methods of support**.

Agencies can refer eligible clients to us and a volunteer will come to their house in a safe way to carry out any of the following services:

- ✓ **Shopping (essential goods only where these are available)**
- ✓ **Power Card/Mobile top up**
- ✓ **Pick up prescriptions**
- ✓ **Sending post**
- ✓ **Dog walking**
- ✓ **Pet to Vet**

What we cannot do:

- ✗ **Banking, including cash withdrawals**
- ✗ **Non-essential shopping**
- ✗ **Face to Face visiting**



Who is eligible?

As you will understand this is an unprecedented situation, therefore this service is only available to people who do not have support from family or friends, including family and friends who would ordinarily be available but are currently self-isolating. This delivery service is available for **FREE** to residents in most areas of South Lanarkshire who are self-isolating and are:

- **Aged 50-70 with underlying health conditions;**
- **Aged 70 plus with or without underlying health conditions;**
- **Do not have support from friends or family at this time**

Why is it safer?

LEAP is a charity which aims to enhance the lives of people aged 50 plus living in South Lanarkshire. We want to support our community and ensure our clients' safety at this time. We will do this by offering:

- ✓ **27 years of experience working with older adults**
- ✓ **FREE delivery to eligible customers**
- ✓ **All volunteers are Disclosure Scotland checked**
- ✓ **All volunteers will use stringent precautions to ensure we do not bring infection to clients**
- ✓ **Payment of goods on delivery of service, no up-front charges**

LEAP also provides a handy person service that can support older people in their homes. We have a team of handyperson volunteers who have gone through our training and can carry out a range of tasks. **Due to Coronavirus our handyperson service will continue for emergency work only for as long as possible.** This will cover work where clients would be at risk of injury if we did not carry out the work and they had no-one else (family or friends) who could do the work in the first instance.

If you could do with some help, know someone who might need it, or have a few hours to spare and want to become a volunteer handyperson, call **0141 641 5169** or email **enquiries@leap-project.co.uk**

Garden Maintenance

By this time of year the Associations garden care scheme would have started but unfortunately as mentioned elsewhere this has been unavoidably disrupted by the Covid 19 situation. As we mentioned work is ongoing to get this service started safely for our tenants during the first week in March.

Tenants of the Association who were on last year's garden maintenance list were recently sent a reminder to make a new application for 2020. Please remember to return this form as soon as possible to ensure you are considered for garden maintenance this year, when the scheme restarts. 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 during the first week in March.

South Lanarkshire Council – Money Matters

Money Matters advisers are continuing to offer advice during the Coronavirus lockdown, you can continue to make referrals and ask for advice via the teams e-mail addresses and limited phone lines.

You can call them on **0303 123 1008** Monday to Friday (excluding bank holidays) between the hours of 10 am till 3pm. If you do not get an answer please leave a message and someone will get back to you as soon as possible. The e-mail address for the local area is **Money matters.cambuslang@southlanarkshire.gov.uk**

Rutherglen and Cambuslang Citizens Advice Bureau

You can also still access a wide range of advice at this time by calling Rutherglen and Cambuslang Citizens Advice Bureau direct on **0141 646 5972**, or email **bureau@rutherglencab.casonline.org.uk**

Association Website – Are you registered yet?

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 *	Your tenant number is a required field
Your surname *	Your surname is a required field
Your year of birth *	Your year of birth is a required field
Your postcode *	Your postcode is a required field
Your email address *	Your email address is a required field

Register



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**