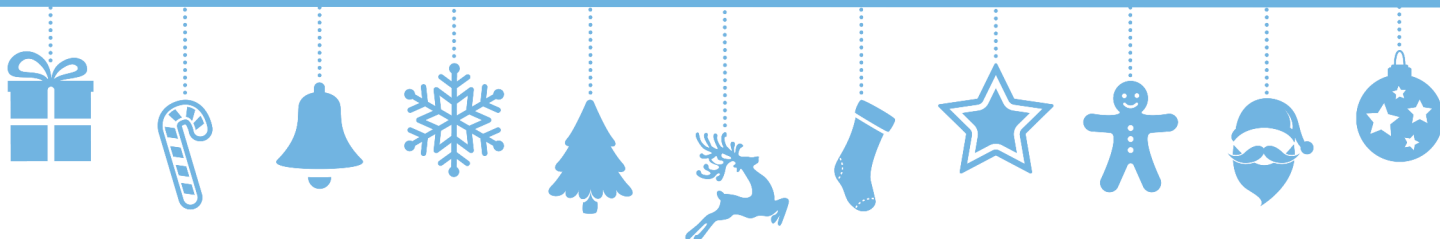


Christmas 2018



Rutherglen & Cambuslang Housing Association

Newsletter



Merry Christmas and a Happy New Year

The Committee and Staff of Rutherglen and Cambuslang Housing Association would like to wish our tenants and customers a Merry Christmas and a Happy New Year in 2019.

Service over the festive period



The Association offices will be closed over Christmas and New Year from Friday 21st December (from 4.00pm) until Friday 4th January 2019. During these times the Association will be operating a reduced staff service and therefore priority will be given to emergency repairs. All other maintenance problems will be attended to as quickly as possible but remember that our contractors will also be running a reduced service at this time.

The Association would again like to ask that residents please take the time to look out for elderly or disabled neighbours living nearby who you may be concerned about to ensure they remain safe and well during the winter months particularly during periods of colder weather.

Emergency Repairs

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

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

Annual Rent Review

The Association will soon be looking at its budget for the forthcoming year and part of this process involves looking at what income we require to manage and maintain our properties. Rents are the only source of our income and each year we set a budget based on our projected expenditure to ensure that we can manage our properties effectively. We must ensure that we are generating enough income to meet this budget.

As tenants will be aware we are a Registered Social Landlord and a non-profit making organisation. Any surpluses that are made each year are set aside to re-invest in our properties to ensure that they continue to meet modern standards and will provide good quality housing for years to come. Last year we spent £550,000 on window, kitchen, bathroom and boiler replacements as part of our planned maintenance programme. We also spent £230,000 on cyclical maintenance which covers items such as annual gas servicing, roof and electrical inspections. Our day to day repair spend was £354,000. All in all our maintenance spend was £1,121,000.

The Government continues to set demanding targets for Housing Associations in respect of energy efficiency and this increases the demand on our income. This year a new regulation was put in place by the government to increase the number of smoke alarms in our properties and we are expected to complete this work over the next two years. Again, this must be funded from our rental income.

Having said all the above the management committee of the Association is conscious of the pressure on household budgets as other costs are increasing above inflation. We always try to keep any increase on our rents to an absolute minimum and over the last few years we have managed to keep any increases in line with inflation and this year we are aiming to do the same. We will be writing to tenants early in the year outlining our rent review proposals for next year and will welcome tenants views on this.

NEW, Improved Association Website Launched

The Association is pleased to announce that we recently upgraded our Website to improve the service that we offer our tenants and other service users. The site enables tenants to create an account and log in securely to manage all aspects of your tenancy with us. It also provides the option to provide feedback to the Association on our services which will enable us to monitor our performance.

You can create an account on the top right-hand corner of the Home page of the site as shown here. The website address remains the same

www.randcha.co.uk

If you have any questions about the process, please contact a member of our Housing Management team.



www.randcha.co.uk - Your Doorway to Managing Your Tenancy Online

Create an account on the Association's website and you can manage all aspects of your tenancy with the Association on your phone, PC or tablet



- >Pay your rent online
- >View and print your rent statement
- >Report repairs
- >View your repair history
- >Give feedback on our service
- >Update your household and contact details

To create an account all you need is your tenancy number, an e-mail account, your year of birth and your postcode. You can register on the home page of the website.

Should you need assistance to register your account telephone us on 0141 647 4917



BE SAFE THIS CHRISTMAS

SMOKE ALARMS

Tenants should be checking their smoke alarms periodically by pressing the test button. If your alarm does not sound contact the association immediately. Please ensure you have a battery in your smoke alarm at all times.



CHRISTMAS TREE LIGHTS

Be safe this Christmas and make sure that you get your tree lights checked out by a suitably qualified electrician. Most Christmas tree lights are packed and unpacked once a year and it is easy for people to think that because they are only used for a couple of weeks once a year that they must be safe. This is probably true but we recommend that you check first so as to ensure the safety of your home and family.

FROST ALERT

This time of year has fallen upon us once again – and once again it is time for the Association to remind all tenants about the problems that the freezing temperatures of this country can bring. Frozen water supplies or burst pipes are all too common at this time of year but tenants following a few simple steps can avoid all of these Christmas disasters.

- * **Keep your house warm day and night**
- * **Locate the stop valve in your house now, don't leave it too late (the association will be happy to help if you require it)**
- * **If you go away in the winter turn off the main stop valve and drain the system. (again contact the association if you need any help)**

If You Get a Burst Pipe

- * **Turn the water off at the stopcock**
- * **Switch off electricity at the fuse box**
- * **Switch off any water heaters**
- * **Switch off central heating**
- * **Open all taps to drain down your system**
- * **Collect water in your bath for washing and w.c flushing**
- * **Warn neighbours who may suffer damage. Contact the Housing Association for further assistance**

Packaging and bulk refuse removal

We usually see an increase in packaging and discarded household items over the festive period. Could we again ask for everyone's co-operation to ensure removal of these extra refuse items is properly organised.

The Cleansing Department operate a free uplift service, they can be contacted on **Tel 0303 123 1020** to arrange removal. This should help ensure at the start of the New Year our communities are kept clear of unsightly packaging/bulk items and any resulting problems.

Household Contents Insurance

With Winter here and the possibility of damaging weather conditions it might be worth considering Home Contents Insurance in the event of a major issue affecting your household contents to ensure your possessions are protected.



You can do this either through this scheme arranged by Scottish Federation of Housing Associations (SFHA) or by making your own private arrangements. Many tenants believe that the Landlord automatically insures their furniture, belongings and decorations against fire, theft, vandalism or water damage such as burst pipes. **THIS IS NOT THE CASE.**

Unfortunately some tenants only realise this after the damage has been done. SFHA make it easy for you to insure your belongings under a special household contents insurance scheme. The insurance is arranged with Royal & Sun Alliance Insurance plc and is only available to Housing Association tenants.

Easy payment

The cost of insurance is payable weekly, fortnightly or monthly by payment card, monthly by direct debit or annually by cheque, postal order, credit or debit card.

What is covered?

Most of your household goods and contents including pedal cycles and computer equipment are insured when in your home. They are covered against loss or damage caused by specific events such as theft, fire and flood. Also insured are lost or stolen keys, freezer contents and your own legal liability to the public and cost of alternative accommodation. Also covered are improvements you have made to your home such as fitted kitchens, bathrooms, wardrobes, laminate flooring, patio doors etc (but not greenhouses or conservatories). Some Accidental Damage cover is provided automatically by this policy as shown in the Summary of Cover on the back page. However, you can choose to add the full Accidental Damage option to your policy for payment of an additional premium. You also have the options to add cover for Personal Belongings, Hearing Aids, Wheelchairs and Garden Huts, Garages and Greenhouses – See the cost of insurance tables for further information. **A summary of cover is given on the back page of the application form and full details are available on request.**

How to apply

1. Complete the application form, making sure you answer all the questions. Remember to tick the appropriate method of payment on the application form.
2. Check your total sum insured figure is adequate.
3. Supply any additional information required.
4. Read the Declaration. Sign the bottom of the application form and post it to RSA, Ryan Direct Group, Quay Point, Lakeside Boulevard, Doncaster, DN4 5PL. Or telephone 0345 671 8172 and apply over the phone instead.
5. For general enquiries and payment queries please call 03456 718 172. For your protection telephone calls may be recorded or monitored. An application form for the SFHA Diamond Insurance Scheme is available from the Associations office.

Christmas Quiz - Answers

1. Ebenezer Scrooge, 2. William the Conqueror, 3. Christmas pie, 4. Love Actually, 5. Spruce, 6. Professor Dumble-dore, 7. Max, 8. Norway, 9. Well tonight thank God it's them instead of you, 10. The Lion, the Witch and the Wardrobe, 11. Muddled wine, 12. Six geese a laying, 13. Happy Xmas (War Is Over) by John Lennon, 14. Prancer and Vixen, 15. Noddy Holder, 16. The Polar Express, 17. Idina Menzel, 18. John Lewis, 19. Silent Night, 20. Leona Lewis



Lipreading *For Life*

Would you like to join a group with people who have a similar condition to yourself?

Learn skills to help improve confidence, independence and communication?

When: Thursdays 10-12—starting Thu 15th Nov 18

Where: Number 18, 18 Farmeloan Rd, Rutherglen, G73 1DL

How much: Only £2!

* That awkward moment when you've already said "what?" three times and still have no idea what the person said to you so you just agree...

Informal, friendly and in a relaxed and fun environment

Contact Lainey – 07599-342288 for more information

E-mail: lipforlife@hotmail.com

www.facebook.com/lipreadingforlife



Kindly funded by Big Lottery fund and Deaf Services Lanarkshire

Christmas Quiz

1. Which famous character was visited by the Ghosts of the Christmas past, present and yet to come?
 2. Who was crowned King of England on Christmas Day in 1066?
 3. What was Little Jack Horner eating in the famous nursery rhyme?
 4. In which Christmas themed movie does Hugh Grant star as a British Prime Minister?
 5. Can you unscramble the following word to reveal a type of Christmas tree: CPERSU?
 6. Which character from the first Harry Potter novel said, 'One can never have enough socks. Another Christmas has come and gone and I didn't get a single pair. People will insist on giving me books.'?
 7. What is the name of the Grinch's dog?
 8. Which country donates the Christmas tree at Trafalgar Square, London to Great Britain every year?
 9. What line did Bono sing solo in Band Aid's 1984 version of 'Do They Know it's Christmas'?
 10. In which C.S. Lewis novel was it 'always winter but never Christmas'?
 11. What type of red wine is typically made with spices and served warm during the festive season?
 12. What did my true send to me on the sixth day of Christmas?
 13. Can you name the singer and title of the song that begins with the lyrics, 'So this is Xmas, And what have you done'?
 14. Can you name the two missing reindeer: Dasher, Dancer, Rudolph, Comet, Cupid, Donner, and Blitzen?
 15. Who is the lead singer of Slade?
 16. In which movie does Tom Hanks quote, 'Seeing is believing, but sometimes the most real things in the world are the things we can't see.'?
 17. Who sang 'Let it Go' for the Disney movie Frozen?
 18. Which department store released a Xmas TV advertisement in 2015 featuring a young girl looking at the moon through a telescope?
 19. What famous carol is called 'Stille Nacht' in German?
 20. Which female singer released a Christmas song in 2013 called 'One More Sleep'?
- (Answers within Newsletter)

Rutherglen & Cambuslang Housing Association

Adeste Fideles
 Angels from the Realms of
 Glory
 Ave Maria
 Away In A Manger
 Carol of the Bells
 Deck the Halls
 Do You Hear What I Hear
 First Noel (The)
 Frosty the Snowman
 Happy Holidays
 Hark the Herald Angels
 Sing
 Ill be Home for Christmas

I Saw Three Ships
 Jingle Bell Rock
 Jingle Bells
 Let it Snow
 Little Drummer Boy
 Mistletoe and Holly
 O Christmas Tree
 O Holy Night
 Rocking Around the
 Christmas Tree
 Silent Night
 Silver Bells
 Sleigh Ride
 Still Still Still

The Christmas Song
 The Holly and the Ivy
 The Most Wonderful Time
 Of The Year
 The Twelve Days of
 Christmas
 The Wassail Song
 Up On The Housetop
 We Three Kings
 We Wish You a Merry
 Christmas
 What Child is This
 White Christmas
 Winter Wonderland

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



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**