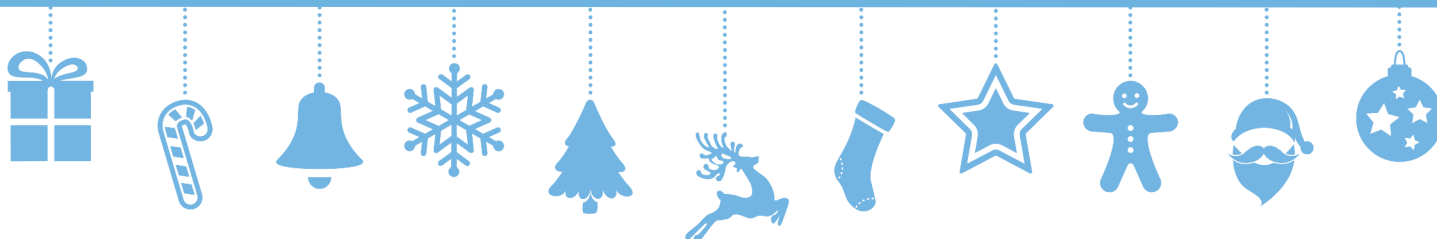


Christmas 2019



Rutherglen & Cambuslang Housing Association

Newsletter



Merry Christmas and a Happy New Year

The Staff and Committee of Rutherglen and Cambuslang Housing Association would like to wish our tenants and customers a Merry Christmas and a Happy New Year in 2020.

Service over the festive period



The Association offices will be closed over Christmas and New Year from Tuesday 24th December (from 1.00pm) until Monday 6th January 2020. 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**



Stay Safe this Christmas

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 in use 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.



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.

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**

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 you 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. This year we are spending £695,000 on window, kitchen and boiler replacements as part of our planned maintenance programme. We will also spend £306,000 on cyclical maintenance which covers items such as annual gas servicing, roof and electrical inspections. When we add our reactive maintenance costs for day to day repairs our total spend for the year is estimated as £1,406,000.

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 we are continuing to install additional smoke alarms in our properties as a result of new building regulations.

Having said all of 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 feedback on this.

Charity Fundraiser



On Friday 01st November 2019 Rutherglen and Cambuslang Housing Association hosted a Halloween fundraiser in aid of Macmillan Cancer Support and the Pancreatic Cancer Research Fund.

On the day there was a large selection of home baked cakes for sale and a generous number of raffle prizes donated by staff, contractors and local businesses around the area as well as a charitable donation

from the Associations Management Committee.

Overall a fantastic total of £1000 was raised to be shared between Macmillan Cancer Support and the Pancreatic Cancer Research Fund.

The Association would like to thank all of the participants who contributed and donated on the day towards these two very worthwhile causes.



Rutherglen & Cambuslang Housing Association



Home Energy Scotland is a free, impartial and expert advice service, funded by the Scottish Government and managed by the Energy Saving Trust. There are five Home Energy Scotland advice centres across Scotland.

Our Freephone advice service offers free and impartial advice on how to reduce energy at home, make use of renewable energy, and reduce fuel used for driving.

We work with other organisations including Resource Efficient Scotland, Local Energy Scotland and Climate Challenge Fund, to link with their support to businesses and community groups.

The cost of heating a home can use a large proportion of a household's income. Lack of mobility or ill health can require some householders to heat their home longer and to a higher temperature. The cost of this can add up and cold homes can have an impact on physical and mental health.

Topic	Overview
Access to funding for home energy improvements	We manage local and national energy efficiency programmes that can provide free or subsidised energy saving home improvements. Our advisors assess each household for support using information about the home and the people who live there. They can arrange referrals to trusted schemes and provide detailed energy efficiency advice.
Energy Carer Visits	We accept referrals from our partners for home visits to people who are unable to speak to an advisor by telephone, or who need to have a family member or carer present to support them.
Income maximisation	We can make referrals for benefit and tax credits checks and referrals to the householder's energy supplier to ensure they are on the cheapest tariff available and in receipt of the Warm Homes Discount if they are eligible.
Home Energy Scotland Partnership and Referral Portal	We offer a tailored bespoke service to Partner Organisations to complement their delivery with our services. With our secure online referral portal to partner organisations to pass householders to Home Energy Scotland for advice. It's easy to use, so that our partners don't need to email or phone referrals to us. Feedback on the outcome of each referral is provided through the HESPortal.
Specialist advice for homeowners	We provide a specialist advice service for homeowners thinking about using renewable sources of energy or wondering how to improve homes with solid walls. We also provide specialist support to private landlords to help them identify how best to improve the homes they let.
Green Homes Network: discover a green home near you	Over 800 homeowners from across Scotland who have improved their home are happy to share their experience with others. There are case studies to read covering a wide variety of improvements, and we can put interested homeowners in touch with Network members so they can arrange a visit, or speak over the telephone.
Sustainable transport advice	We offer sustainable transport advice to individuals and organisations on modal shift, driving more efficiently, choosing more efficient cars with lower carbon emissions, and using the car less. We advise on electric vehicles, and our Electric Vehicle Network allows prospective owners to contact electric vehicle owners to share their experience of using their electric vehicle, we also have a bank of EBikes you can trial and access funding towards to own your own as an individual or an organization.
Event support	We can host advice surgeries and deliver presentations on a variety of topics. If you are holding an event and would like us to provide an information stand or talk, please contact: outreach@sc.homeenergyscotland.org
Community groups	We work with community groups to provide advice to individuals, take part in energy information events, and co-ordinate our services with local projects. We work alongside Local Energy Scotland who provide support to community groups to develop community renewable energy generation projects. If you are planning a community climate action project, contact: Lillian Delaney, 07887796526 Lillian.Delaney@sc.homeenergyscotland.org

Packaging and bulk refuse removal

At this time of year we see an increase in packaging and discarded household items after the festive period. Could we ask for everyone's co-operation to ensure removal of these additional 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.



MAINTENANCE NEWS AND BRIEF

CHOKED DRAINS: WIPES

RCHA would like to remind all residents NOT to misuse the drainage system. Any repairs carried out as a result of wipes blocking the drain will be re charged to the appropriate property. Even if the packaging states the wipes are degradable, we are finding they are not and therefore urge tenants to dispose of wipes in the bin.

ELECTRIC\HYDROFLAME FIRES

Parts for our electric fires and hydro flame fires have now become obsolete and can no longer be repaired. Any tenant wishing to have the fires removed should contact the maintenance department.

POLYSTYRENE CEILING TILES

Any tenants with polystyrene ceiling tiles should contact the maintenance department to have them removed as these are a fire hazard.

GAS BOILER FLUES

Under no circumstance should tenants paint any part of their gas boiler installation, especially the flues as this is unsafe and a hazard to tenants.

ELECTRICAL ALTERATIONS

Any tenants wishing to carry out electrical alterations, however minor, including recessed spotlights, wall hung televisions etc should always seek written permission from Rutherglen & Cambuslang Housing Association. The association will not refuse permission unreasonably. Tenants who carry out unauthorised alterations will be counter charged.

FIRE SAFETY

All RCHA properties are being upgraded to current regulatory standards. If not already, all properties will be fitted with a smoke alarm in living-room, smoke alarm in hallway (on every level) and a heat detector in the kitchen. All alarms will be ceiling mounted and inter linked. Tenants must NOT interfere with this system in removing alarms or batteries.

Rutherglen & Cambuslang Housing Association

ASBESTOS

RCHA properties are free from asbestos however some tenants may have artex in their properties which could contain a very small amount of asbestos. Please contact RCHA if you have any artex, to have it checked for re assurance.

INFESTATIONS

Infestations can sometimes occur in properties. Tenant's should report any infestations to the Housing Association as soon as possible. RCHA will contact Environment Services who will carry out investigations and work as required to eradicate.

LEGIONELLA - HOUSEKEEPING TIPS FOR TENANTS

- » Tenants are advised to clean shower heads, descale and disinfect them at least every two months
- » For showers that are only occasionally used, tenants are advised to flush the shower through by running the water for at least 2 minutes once a week.
- » Where a property is vacant for any length of time, for instance, on holiday or in hospital tenants are advised to flush both hot and cold water systems by running all outlets for at least two minutes.
- » Tenants should inform Rutherglen & Cambuslang Housing Association if there is any debris or discolouration in the water

COMMON ATTIC STORAGE TANK MAINTENANCE AND REPLACEMENT

Our annual inspections, on our tenement properties and their Common Attic Storage Tanks, have recently taken place.

Our surveys have shown that the tanks are over 30yrs old and are due for replacement. We have also carried out annual Legionella inspections and tank cleaning operations, as required under the current legislation (Health & Safety at Work Act 1974).

It is our intention to alter the pipework feeding these tanks in order to bypass them and send a direct feed to all flats below, hence making these tanks redundant with all of our properties, and owner occupiers, converted to mains pressure.

Going forward this will remove future cyclical and replacement costs in maintaining these tanks. This is far and beyond the most economical solution. Costs will be below the factoring threshold for common repairs to owner occupiers.

RCHA are hoping to programme this work over the next 12 months. Please arrange access for our tradesmen to inspect your flat as and when notified.

Christmas Quiz - Answers

1. Donner and Blitzen (the names mean 'thunder' and 'lightning' in German), 2. Moz, 3. The Grinch (from How the Grinch Stole Christmas), a children's book by Dr. Seuss), 4. Sugar Plums, 5. Patrick Trueman, 6. Santa Claus, 7. A type of mulled wine, 8. Fight Club, 9. Natalie Wood, 10. 1984, 11. Iceland, 12. Indian Ocean, 13. All I Want for Christmas Is My Two Front Teeth, 14. Germany, 15. In the Bleak Midwinter

Christmas Quiz

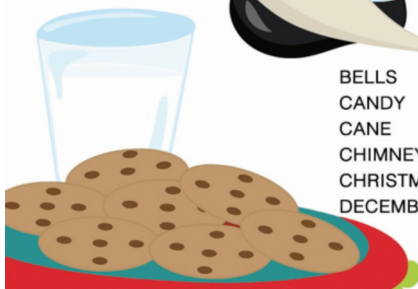
1. Which two of Father Christmas's reindeers are named after meteorological terms?
2. What's the name of the monster in the 2017 John Lewis Christmas advert?
3. Who, from his cave, can hear the noisy Christmas festivities that take place in Whoville?
4. In the poem 'The Night Before Christmas', visions of what danced in children's heads?
5. Actor Rudolph Walker plays which character in the BBC soap opera EastEnders?
6. The American states of Georgia, Arizona, and Indiana all have towns that share which same Christmassy name?
7. Popular in Victorian England at Christmas and also appearing in the Dickens' story A Christmas Carol, what is 'Smoking Bishop'?
8. Which 1999 film includes the line "You are not special. You are not a beautiful and unique snowflake."?
9. In the 1947 Christmas comedy-drama Miracle on 34th Street, which actress plays the little girl brought up not to believe in Santa Claus?
10. Bob Geldof and Midge Ure wrote the song 'Do They Know It's Christmas?' in which year?
11. 'Driving Home for Christmas' was used in Christmas commercials for which supermarket chain in 1997, 1998, and 2011?
12. Christmas Island, a territory of the Commonwealth of Australia, is located in which ocean?
13. Which novelty Christmas song was written in 1944 by New York music teacher Donald Yetter Gardner?
14. Which country was the first to use the tradition of the Christmas tree?
15. Which Christmas carol based on a poem by English poet Christina Rossetti has been set to music many times, the most famous by Gustav Holst?

(Answers within Newsletter)

CHRISTMAS WORD SEARCH



H B K T M C N B Y A D I L O H A R J N S
M T Z O A A O E E W D H J G F E O T J N
G P A T P N S S M L K A Y L E L Y D S O
B I N E Q D A X F Q L W N D L Q J U N W
V A N Y R Y E H R H N S N Y B H Y O H M
S N O G F W S G V S Z I R Q F W R A H A
E S J R E F Q D E C E M B E R T O A S N
N E T O K R I R Z R C X M K H P H N S U
A I L H Z H B M V R L K C P C N M E S W
C O T G S U T R A W V F O J C B I S Q N
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|-----------|-------------|-----------|---------|
| BELLS | ELVES | MISTLETOE | SCROOGE |
| CANDY | GINGERBREAD | NORTH | SEASON |
| CANE | GREETINGS | POLE | SLED |
| CHIMNEY | HOLIDAY | PRESENTS | SNOW |
| CHRISTMAS | JOLLY | REINDEER | SNOWMAN |
| DECEMBER | MERRY | SANTA | WREATH |

Rutherglen & Cambuslang Housing Association



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