

RCHA NEWS

The newsletter of Rutherglen & Cambuslang Housing Association



Fair weekend closure

The office will close for the Fair weekend on **Thursday 17 July at 4.30pm** and reopen on **Tuesday 22 July at 9am**. If you have an emergency repair during this time, please call **0800 169 3379**.

A list of our office closures is available on our website.

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Our contact details:

Telephone: 0141 647 4917
General e-mail: info@randcha.co.uk
Housing e-mail: housing@randcha.co.uk
Repairs e-mail: maintenance@randcha.co.uk
Factoring e-mail: factoring@randcha.co.uk
Website www.randcha.co.uk

Chief Executive Officer

Our current Chief Executive Officer (CEO) Elaine Lister has decided to retire after a lifelong service in housing. Elaine joined the Association in 2020 and during her time with us, Elaine has played a pivotal role in strengthening the association and her commitment to our mission and values has left a lasting legacy.

On behalf of the Board, staff, and wider community, we thank Elaine for her unwavering service and wish her all the very best for a happy and fulfilling retirement.

We are delighted to announce the appointment of Angela Spence as our new Chief Executive Officer. Angela brings with her a wealth of experience in the housing sector and a strong track record of leadership and strategic delivery.

Our Chair Frances Cunningham said “we would like to warmly welcome Angela Spence as our new Chief Executive Officer. Angela joins us at a significant moment in our journey—a time of both challenge and opportunity. As an organisation

rooted in social purpose, committed to providing safe, affordable, and sustainable housing, we know how vital strong leadership is to achieving our mission.

Angela brings not only deep expertise but also a genuine passion for community impact and innovation. We are confident that under her leadership, we will build on our strong foundations and continue to deliver high-quality services for our residents and communities”.

We look forward to working with Angela as she leads the organisation into its next chapter, building on our achievements and driving continued progress for our communities.



Annual General Meeting

Our Annual General Meeting will be held on Tuesday 9th September 2025 in our office at 16 Farmeloan Road at 6:30pm.

All shareholders will receive notice of the meeting 4 weeks prior to this date. This year we are going all out as we look to have as many members in attendance as possible.

There will be prize bingo on the night with some locally sourced fish suppers. Attending the event

is a great opportunity to meet other tenants, residents, staff and members of the Board.

You can become a member of the Association simply by completing the application form and paying the membership fee of £1.

We are still recruiting for board members in time for the AGM so please get in touch with our Governance & Corporate Services Officer Teresa Gallagher.

**Save the date:
9 September 2025**



BEAR WITH US SWEETIE!

Our Rancha Bear is 45 years old ... but can you guess his birthday? Call the office or pop in with your answer for the chance to take home this big guy.

Also, can you guess the amount of sweets in the jar! Again, just give us a number and see if you are close to win the jar and contents!



Equalities Training

In June, some Staff and Board members participated in equalities training delivered by David Hutton on behalf of SHARE. This engaging and interactive session explored key topics such as human rights and the nine protected characteristics under the Equality Act 2010.

We also examined how we collect and report equalities data, ensuring our approach is both effective and inclusive. Looking ahead, the Association will be conducting a Tenant Satisfaction Survey towards the end of 2025. As part of this survey, we will gather equalities data to help inform and shape our service delivery. This is a vital step in ensuring we continue to meet the diverse needs of our tenants and remain a truly inclusive organisation.

The Scottish Housing Regulator's Regulatory Framework states that, as a landlord, we must comply with our responsibilities in relation to equalities and human rights. It states we must;

- Have assurance and evidence that it considers equality and human rights issues properly

when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.

- To comply with these duties, landlords must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff. Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide Gypsy/Traveller sites must collect data on protected characteristics for these service users.



The way we collect your feedback is changing!

Your feedback is very important to us and helps us to improve our services to better meet your needs. It can also help us identify trends and highlight areas where we are doing things right, as well as where we need to improve.

We are pleased to say we are now using a system called CX Feedback that has been made

specifically for social landlords and



gives more options on how we gather feedback about our services. As we are introducing this new system, you will see some changes to the way we communicate with you.

What does CX Feedback do?

The system enables us to send out surveys via text, email so we can listen to your views on many different subjects. The system can also text you directly with updates and messages about your local area. We will be able to target this so the information that we send will only relate to you.

How will I know that the surveys are from us?

The surveys will be sent to you directly by email or text. They will have our recognisable branding but if you are concerned that they are not genuine, feel free to phone us at our office on **0141 647 4917** or email us at **admin@randcha.co.uk**.

What will be the first survey I receive?

We have just launched our first CX Feedback survey, which will be our repairs satisfaction survey. If you have recently had a repair to your home, you will receive this survey through a link either by text or email depending on your preferred contact method.

Future Updates

After launching our new repairs satisfaction survey, we will be developing other surveys soon. Keep an eye out for these.





Environmentally Friendly Gardening Tips

The Woodland Trust website has some invaluable information for Environmentally Friendly Gardening and we have summarised them here;

- **Avoid Chemicals** – When it comes to weedkillers, fertilisers and pest control, choose organic options. Chemicals damage soil health, pollute water sources and harm a whole host of wildlife, from birds and butterflies to hedgehogs and frogs. Prevention is better than cure. Make efforts to create a balanced ecosystem in your garden, offering food, shelter and plants that attract wildlife throughout the food chain. Birds will eat aphids, amphibians will pick off slugs and hedgehogs will help keep insect numbers in check. If you end up with an infestation, look to natural remedies like soapy water, garlic spray and beer traps.
- **Grow your own food and cut flowers** – Shipped around the world and packed in plastic, some of the fruit, veg and flowers in the shops have an eye-watering carbon footprint. Reduce your impact by growing your own, even in small spaces. Grow herbs on a windowsill, tomatoes in hanging baskets and strawberries in containers, or slot some food crops into your existing borders. Tasting fruit and veg straight from your own garden is amazing!
- **Reuse and Recycle; get creative** – Think outside the box to give things a new lease of life. All manner of containers can morph into planters, bird baths or mini ponds, from washing up bowls to wheelbarrows. Broken bricks or pots can be used as crocks in other containers, chipped saucers can become bird baths – the list goes on, just use your imagination. Some household waste can be repurposed outdoors too. Lay large cardboard boxes to suppress weeds, cut plastic milk bottles in half for DIY cloches and use any old plastic trays and even toilet roll tubes for starting seeds.
- **Grow the right plants in the right place** – Sustainable gardening means working with nature, not against it. Opt for design ideas and plant choices that suit our increasingly unpredictable weather. Drought tolerant species will need little attention during dry hot summers, especially if you plant them into a gravel garden which will help retain moisture. Flowers like echinacea, nepeta and verbena suit these conditions, look fantastic and are magnets for pollinators too. Many native trees and shrubs like crab apple, silver birch and blackthorn are also drought tolerant, low maintenance wildlife havens once established.
- **Make your own compost and fertiliser** – Composting saves the energy used to produce shop-bought, plastic-wrapped compost, and avoids the transport costs and greenhouse gasses associated with plant and food waste going to landfill or incineration too. To make compost, mix layers of soft 'green' material, like grass, flowers and kitchen peelings, with drier, harder 'brown' material, like small sticks, dead stems and bits of cardboard. For DIY fertiliser, nettles or comfrey are ideal. Chop the leaves up, submerge in water and leave to rot for a few weeks, then dilute one part plant liquid to nine parts water before applying to the garden. The neat feed smells pretty awful, but it's packed with nutrients and your plants and purse will love it!

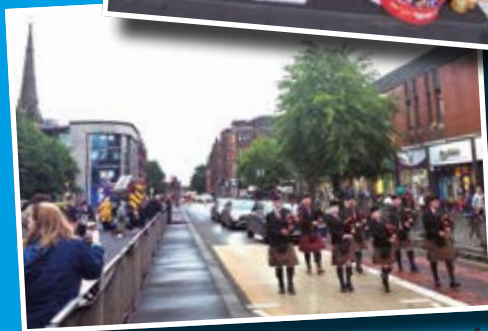
Source www.woodlandtrust.org.uk

Engaging with our tenants and the community

The Association had a stall at Landemer Day this year and even though the weather was atrocious for most of the day, we still managed to give away lots of goodies. We gave away 100 kids lucky bags and 100 goodie bags. Even the wee dogs who passed received a treat from us! It was an ideal opportunity for staff to be present in the community and catch up with tenants and residents.

We are looking to engage further with tenants and factored owners and are looking at various ways that would allow everyone to become involved in some capacity.

We are developing a tenant participation strategy and would love to hear from you if you are interested in the work we do and the services we deliver.



Keeping You Informed – *How Can We Do Better?*



We're always working to improve how we communicate with our tenants, stakeholders, and factored owners.

Our Facebook page is now back up and running, providing a quick and accessible way to share updates, news, and important community information. Our website

also remains a key resource, offering detailed information about our services, updates, and publications.

We issue our newsletters quarterly, and our Annual Report and Landlord Report are published before the end of October each year.

However, we know there's always room to improve. We're actively exploring new and better ways to keep you informed and engaged, and we'll continue working with our teams to strengthen our communication channels.

If you have any suggestions, we'd love to hear from you.

Annual Return on the Charter (ARC) submission

Our Board of Management approved the submission of the Annual Return on the Charter (ARC) to the Scottish Housing Regulator at the end of May 2025.

The ARC provides important information that helps the Regulator assess how well we are meeting the needs of our tenants and other service users, and how we are performing against the standards set out in the Scottish Social Housing Charter.

DEFIBRILLATOR – Life Saving Equipment

Did you know that we have a defibrillator at our office? This piece of vital life saving equipment was utilised recently by staff on a member of the public. If you are ever in the vicinity of our offices and someone needs a defib, please do not hesitate to request it.

You may find the following website of defib locations handy <https://www.defibfinder.uk>



Do you know how to check your household alarms are in working order?

Checking household internal alarms, including smoke, heat and carbon monoxide detectors, is crucial for safety and peace of mind. Regular testing ensures they are functioning correctly, providing early warnings of potential dangers like fire or gas leaks, which can be life-saving.



Smoke alarm – press and hold the test button on the device. If it doesn't make a sound the batteries need replacing or if its wired, there is a fault with the wiring.

Heat alarm – press and hold the test button on the device. If it doesn't make a sound the batteries need replacing.

Carbon Monoxide (CO) alarm – press and hold the test button on the device. If it doesn't make a sound the batteries need replacing and if it still doesn't sound a replacement is required.

Factoring



As mentioned in a previous newsletter, our review of the Factoring Service is now nearing completion.

A detailed summary of the findings will be shared with all factored owners in the coming weeks. However, we wanted to share some of the key outcomes that have emerged so far.

One of the most significant findings is that Rutherglen & Cambuslang Housing Association currently charges considerably less for our Factoring Service compared to other Housing Associations, Registered Social Landlords, and especially the private factoring sector.

To ensure the service remains sustainable, this will need to change. The income generated through factoring must cover the full costs of delivering the service. When we share the full outcome of the review, we will also provide details on how monthly management fees will be adjusted. These revised charges will take effect from October 2025.

We also plan to improve our billing cycle by moving from a six-monthly to a quarterly billing system. This change will provide more timely and transparent information on your charges. The new quarterly billing will begin in January 2026, covering the period from 1st October to 31st December 2025.

Additionally, the review has made it clear that we need to enhance the overall quality of our factoring service. One key recommendation is to strengthen the RandCHA Factoring Team by recruiting additional staff with enhanced and clearly defined responsibilities. A core part of their role will be to improve communication with factored owners, including holding regular meetings—once or twice per year—for each locality we serve.

Another area of focus will be the recovery of unpaid factoring fees. The revised team will take a more proactive approach in pursuing outstanding arrears, including the use of legal action where necessary. These efforts are already underway and will continue to intensify over the coming months. If you have received a recent letter regarding arrears, we strongly encourage you to contact us as soon as possible to discuss how we can work together to resolve the matter.

We appreciate your cooperation and will continue to keep you informed as we implement these important improvements. As always our contact details are:-

Email **factoring@randcha.co.uk**

Telephone **0141 647 4917**

or call into the office at **16 Farmeloa Road, Rutherglen** for a discussion.





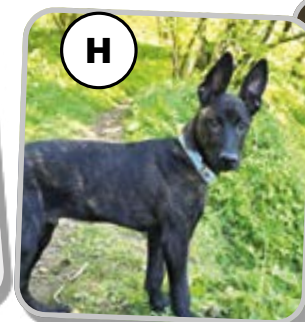
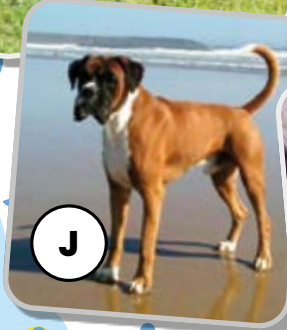
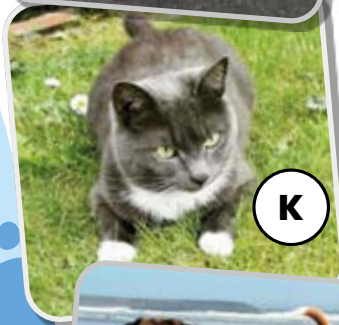
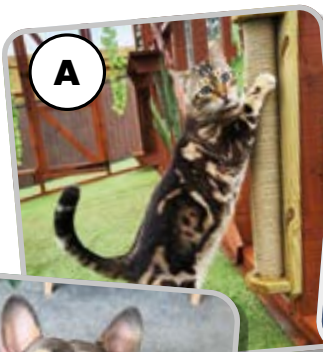
Pets Corner



August brings us **International Cat Day** (8th August) and **International Dog Day** (26th August)

We would love you to send us pictures of your furry animals for our next newsletter. As we strive to be inclusive, we welcome pictures of other pets also. Your pet could win themselves or their owners a surprise gift for taking part.

Our staff have sent in their pets' pictures and we decided to run a competition to **match the name to the pet**. We will notify you if you are a winner!



- ☐ **Baxter**
- ☐ **Ccino**
- ☐ **Cooper**
- ☐ **Oscar**
- ☐ **Mylo**
- ☐ **Riley**

- ☐ **Rocco**
- ☐ **Roxy**
- ☐ **Scout**
- ☐ **Willow**
- ☐ **Kobe**
- ☐ **Minnie**

You can send your pictures and/or answers by **Friday 1st August** via
Email: info@randcha.co.uk or Facebook <https://www.facebook.com/Randcha>



COMMUNITY

Healthy & Happy, based in Rutherglen have a host of activities on this summer.
www.healthynhappy.org.uk

Other activities you might be interested in attending this summer!

There is a new **Macmillan Cancer Service** in Rutherglen Library every Wednesday from 1:30pm - 3:30pm.

If you're diagnosed, your worries are our worries whether about money, your work, about how to get to hospital or if you would just like someone to talk to over a cup of tea. Please drop in and see us in confidence. Take that first step. You will be made very welcome.

» **Glasgow Club** – Free Family Swimming Sessions –
<https://glasgowclub.org/activities/free-family-swimming/>

» **Merchant City Festival** – Friday 18 – Sunday 20 July 2025 –
www.glasgowlife.org.uk/merchant-city-festival

» **Burrell Collection** @ Pollock Park – arts & crafts
www.glasgowlife.org.uk/event/1/burrells-treasures

» **World Pipe Band Championships** –
www.glasgowlife.org.uk/arts-music-and-culture/world-pipe-band-championships

» **Events at Rutherglen Church**
<https://westandwardlawhill.org/whatson.php>

» **Events at your local library & community centres** –
www.slleisureandculture.co.uk/info/3/libraries

» **NHS Lanarkshire Mums & Babies** –
www.facebook.com/p/NHS-Lanarkshire-Mums-Babies-100057534276490/



Health & Wellbeing

Cost effective summer recipes!

We sourced a couple of cheap and easy recipes for you to try out this summer.

Tuna Pasta Bake

serves 6, costs about £1 per serving

Ingredients:

- 300 g (11 oz) Dried Pasta, See notes
- 300 g (11 oz) Broccoli, One medium-sized head of broccoli

Sauce ingredients:

- 500 g (1.1 lb) Passata
- 2 tsp Garlic granules
- 3 tbsp Tomato puree
- 1 tbsp Dried oregano
- 2 tbsp Balsamic vinegar
- Salt and freshly ground black pepper

To serve:

- 200 g (7 oz) Tinned tuna, Two regular-sized tins, drained
- 300 g (11 oz) Cherry tomatoes, Halved
- 150 g (5 oz) Mature cheddar cheese, Grated



Instructions:

- Preheat the oven to 200C/400F.
- Cook the pasta according to pack instructions. Add the broccoli into the boiling water with the pasta about 4 minutes before the end of its cooking time.
- Meanwhile, mix the sauce ingredients in a bowl or jug.
- Drain the pasta, add the sauce, the drained tuna and cherry tomatoes and mix well.
- Pop into a roasting dish with the cheese on top and pop into the oven for 15 minutes or until the cheese is golden.

Easy Fudge

**Cooking time - 2 minutes, Serving 36 Pieces
- cost around £4 to make**

Ingredients:

- 400 g (14 oz) Chocolate, Broken into small pieces
- 397 g (14 oz) Condensed milk

Optional:

- Sprinkles

Instructions:

- Put the chocolate and condensed milk into a large bowl.
- Microwave for 30 seconds then beat well. Repeat once or twice until very thick and smooth.



- Pour into a small baking dish lined with baking paper. Smooth out and add sprinkles if using.
- Refrigerate overnight.
- Cut into small cubes and store in the fridge until needed.

USEFUL PHONE NUMBERS

Police

Rutherglen/Cambuslang 101

Housing & Council Tax

Rutherglen & Cambuslang
Housing Association 0141 647-4917

Emergency Repairs 0800 169 3379

South Lanarkshire Council,
Rutherglen and Cambuslang
Housing Benefit call centre 0303 123 1011

Question & Answer

Cambuslang 0303 123 1015

Rutherglen 0303 123 1015

Money Matters

Cambuslang 0303 123 1008

Rutherglen 0303 123 1008

Environmental Services,
General Enquiries 0303 123 1015

South Lanarkshire Council,
Problem Solving Unit 0303 123 1015

Roads 0303 123 1015

Job Centre Plus – Rutherglen
and Cambuslang 0345 6043719

Social Work Rutherglen 0303 1231008

Occupational Therapist 0303 123 1008

Scottish Gas Networks

Emergencies 0800-111-999

Customer Service 0800 912 1700

Check Supplier 0870 608 1524

Scottish Power

Emergencies 0800 092 9290

Enquiries 0800 027 0072

Check Supplier 0330 1010300

Scottish Water 0800 0778778

Stair Lighting 01698 897911

Street Lighting 0303 123 1015

Cleansing Department
Bulk Uplift / Street cleansing 0303 123 1020

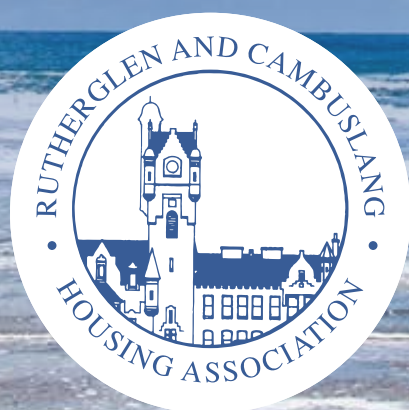
Citizens Advice 0141 646 3191

Women's Aid (Glasgow) 0141 553 2022

(East Kilbride) 01355 249 897

Lanarkshire Credit Union (Rutherglen) 01698 711112

Cambuslang Credit Union 0141 641 0888



Rutherglen & Cambuslang Housing Association

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South Lanarkshire, G73 1DL

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Email info@randcha.co.uk

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Freephone 0800 169 3379