

# Tenants Calendar 2021





# Introduction



## Introduction

Welcome to the Associations Calendar/Tenants Handbook for 2021. We hope that you find the information contained within the calendar useful but if you require any clarification or further information do not hesitate to contact our staff team.

## About the Association

Rutherglen and Cambuslang Housing Association is a registered social landlord and also a registered charity.

The Association is managed by a Management Committee consisting of local people who have been elected by shareholders at the Association's Annual General Meeting. More information on how to become involved in the Association is contained below.

The Association was established in 1980 by a group of local people who were concerned with the deteriorating condition and lack of modern facilities in the older tenements in Rutherglen. At that time many of the tenement flats shared outside toilets and lacked proper hot and cold running water and several were under threat of demolition. The Association started work to improve these properties in 1982 and since then we have continued to improve properties and build new homes for rent in our community. The Association has now been active in the community for 40 years and in that time we have;

- Invested over £60 million in providing homes for social rent
- Rehabilitated 669 tenement flats that were scheduled for demolition
- Constructed 409 new homes
- Provided supported accommodation for people with special needs
- Redeveloped the old East Parish Church to form a business hub and employment opportunities in the community
- Built the Caledonian Centre in Cambuslang which contains a preschool nursery and community facility

The Association now rents 855 properties in the Rutherglen and Cambuslang area and provides factoring services for a further 940 owner/occupiers.

### Office Opening Hours

**Monday, Tuesday & Thursday** 9am to 1pm - 2pm to 5pm. **Wednesday** 9am to 12 - 2pm to 5pm. **Friday** 9am to 1pm - 2pm to 4pm

In case of an emergency outwith office hours please telephone 0141 647 4917





# January



Fri	1	Office Closed
Sat	2	
Sun	3	
Mon	4	Office Closed
Tues	5	Office Closed
Wed	6	
Thurs	7	
Fri	8	
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Sat	30	
Sun	31	



**Gilbertfield Castle, Cambuslang**

## Getting involved in the Association

The Management Committee of the Association give their time on a voluntary, unpaid basis. Anyone who lives in Rutherglen or Cambuslang can become a lifetime shareholder in the Association by purchasing a £1 share. As a shareholder you can attend the Annual General Meeting of the Association and vote on the election of committee members or stand for election yourself.

An application form to become a shareholder is available from our office or on our website at [www.randcha.co.uk](http://www.randcha.co.uk)

## Feedback and Complaints

The Association is constantly trying to improve its service to tenants and in this respect we carry out tenants satisfaction surveys on a regular basis. We also feel however that improvement can be made by monitoring complaints about the way things are dealt with on a day to day basis or if you are particularly unhappy about certain policies or procedures that we operate. Our complaints policy gives us the opportunity to keep an eye on the quality of the service we provide so that we can continually work to improve it.

The Scottish Public Services Ombudsman has published a Model Complaints Handling Procedure for Housing Associations and the Association has adopted this.

The aim of the policy is to give clear details of what steps can be taken to try and put things right when there is a problem and provide a means of redress to complainants wherever possible.

A guidance note for people wishing to use the policy is available from our office or on our website at [www.randcha.co.uk](http://www.randcha.co.uk)

## Performance

The Social Housing Charter was introduced in 2014 by the Scottish Government with the aim of comparing the performance of all social landlords in Scotland against key indicators that tenants felt were important to them.

More detailed information including all of the information sent in our Annual Return can also be found on the Scottish Housing Regulators website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

## Service during Covid 19

During the ongoing Covid restrictions we will have a skeleton staff in the office during our normal working hours and they will take calls and pass these onto the appropriate member of staff. If you have a particular enquiry it can be directed to the appropriate section via:-

Maintenance, repairs etc; [maintenance@randcha.co.uk](mailto:maintenance@randcha.co.uk)

Tenancy and rent queries; [housing@randcha.co.uk](mailto:housing@randcha.co.uk)

General enquiries; [info@randcha.co.uk](mailto:info@randcha.co.uk)

All the existing options for paying your rent will still be available. For those that use the post office, if this is closed or you cannot get out you can call the office and make a secure payment over the phone. You can also register on the Associations website and make a payment, details of how to do this are enclosed with this letter.

With regards to repairs we will endeavour to keep a full service going although this may also rely on how our contractors are managing the situation. You should continue to report repairs as normal (again this can be done on our website).

We will try to keep tenants advised of developments and updates will be available on our website at [www.randcha.co.uk](http://www.randcha.co.uk).

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# February



Mon	1	February rent charged
Tues	2	
Wed	3	
Thurs	4	
Fri	5	
Sat	6	
Sun	7	
Mon	8	
Tues	9	
Wed	10	
Thurs	11	
Fri	12	
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Sun	14	
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Sun	28	



Trinity St Pauls Church

## Tenancy Rights

Your Tenancy Agreement is a comprehensive legal document between yourself and the Association which contains all the terms of your tenancy and sets out the rights and responsibilities of both parties. This section of your handbook is intended to set out briefly some of the main provisions, however, for further explanation of each point you should refer to your Tenancy Agreement. Housing Management Section staff will be pleased to discuss or explain any aspect of the Tenancy Agreement.

## Security of Tenure

All of our tenants have security of tenure as defined by the Housing (Scotland) Act 2001. The Association will not seek to end any tenancy without very good cause, however Scottish Secure Tenancies can be ended in the following ways:

- » by you giving us 28 days' written notice;
- » by written agreement between you and us;
- » by us getting a court order for eviction after having first given you a warning;
- » by you abandoning the property;
- » by your death if there is no-one to inherit the house;
- » by conversion to a Short Scottish Secure Tenancy.

If your marriage has broken down, both partners have equal rights to occupy the house, even if the house is only in one partner's name. However, where a joint tenant is no longer resident in a property the Association can terminate the absent joint tenants interest in the property following the issue of appropriate notices. If you are in this position you should contact the Housing Management Section to discuss the matter, to obtain appropriate advice.

## Sub-letting, Assignment and Exchange of your Tenancy

If you want to: take in a lodger; or sub-let part or all of your house; or assign the tenancy (pass on the tenancy to someone else), or carry out a mutual exchange, or change your tenancy to a joint tenancy you must first get our written permission. Please consult your tenancy agreement, Section 4, for more information about these issues.

## Succession of Tenancy

The right of Succession to Scottish Secure Tenancies is contained within Section 7 of the tenancy agreement. In all claims for succession, a request must be received within 28 days of the death of the tenant. The tenancy may be inherited by one of the following people in the following way;

**Level One** - your husband or wife or co-habitee if the house was their only or principal home on your death; or a joint tenant, if the house was his or her only or principal home on your death.

**Level Two** - If no-one qualifies at Level One, or a qualified person does not want the tenancy, it may be inherited by a member of your family as long as he or she is aged at least 16 at the date of death the house was his or her only or principal home at the date of death.

**Level Three** - If no-one qualifies at Level One or Level Two, or a qualified person does not want the tenancy, it will be inherited by a carer as long as he or she is aged at least 16 at the date of death, the house was his or her only or principal home at the date of death, he or she gave up another only or principal home before the death of the tenant or he or she is providing, or has provided, care for the tenant or a member of the tenant's family.

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# March



Mon	1	March rent charged
Tues	2	
Wed	3	
Thurs	4	
Fri	5	
Sat	6	
Sun	7	
Mon	8	
Tues	9	
Wed	10	
Thurs	11	
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Tues	30	
Wed	31	



Overtoun Park, Rutherglen

## Emergencies and safety in the home

### Fire

If a fire breaks out in your home, close the door of the room where the fire is, get everyone out of the house and call the Fire Service. Think now about your escape route and make sure everyone who lives with you knows what to do.

### Smoke Alarms

We have fitted a smoke alarm in your home. It will alert you if fire breaks out. You should never try to disconnect your alarm or paint over it or remove it. If you have a battery operated alarm check it at least once a month to make sure it is working. Clean it regularly to keep it dust free. If your alarm does not seem to be working let us know. It is your responsibility to replace the battery when required.

### Gas

If it is treated properly, gas is a safe and efficient source of power for heating and cooking. Treated wrongly, however, gas can be a killer.

As your landlord, we have responsibilities under the Gas Safety (Installation and Use) Regulations 1998. We take these responsibilities very seriously. You, however, as the tenant are the one using the gas supply and appliances in the house. You also have responsibilities to protect yourself, your family, your home and your neighbours. The responsibilities of both parties are set out below.

## Our responsibilities as landlord

- » Before we let any house with a gas supply we will have a full, Gas Safety Check carried out
- » We will arrange annual service checks of all appliances we provide e.g. boilers etc.
- » We will only use properly qualified Gas Safe Registered Contractors.
- » Any defects identified at the Annual Service Checks will be rectified as quickly as possible.

## Your responsibilities as tenants

- » Make prompt arrangements to allow our Contractors access to carry out the necessary servicing and safety checks.

- » Apply for written permission before you install a gas cooker, feature fire or other gas appliance
- » Do not allow anyone who is not a Registered Contractor to carry out any work to gas appliances in your house.
- » Notify us when you want to arrange a gas supply and meter in order that we can arrange soundness checks to ensure the pipework is safe.
- » Report Gas Leaks to "Scottish Gas Networks" without delay
- » Report any problems or concerns with Carbon Monoxide Detectors to us without delay

## If you smell gas;

- » Put out naked flames
- » Do not use electric switches
- » Switch off all gas appliances
- » Turn off the pilot light and the main gas supply
- » Phone British Gas free on **0800 111999**

## Electricity

If all the power in your house goes off, check your circuit breaker located beside your electricity meter. If there is a fault then the switch is automatically 'tripped' closing down the circuit (or one of the circuits).

If this happens;

- » Switch everything off (plugs, lights, cooker, water heater)
- » Reset your circuit breaker
- » Switch lights on one at a time
- » Switch plugs on one at a time

If a light or appliance is faulty the power will go off again when this item is switched on again - so switch it off and reset the circuit breaker. The power should come on again.

- » Switch on the water heater and wait 5 minutes
- » Switch on the cooker and wait 5 minutes

If the water heater or cooker is faulty all the power will go off again when it heats up, so switch it off and reset the circuit board. The power should come on again. If the fault is caused by one of your own electrical appliances, have the faulty item repaired by a qualified electrician. If a lighting circuit or water heater is causing the problem then report it to us. Do not use it again until it has been repaired.

If the fault is traced to one of your own appliances when you call us out you will be recharged for the cost of the contractor's time.

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# April



Thurs	1	April rent charged Annual Rent Increase applied
Fri	2	Office Closed
Sat	3	
Sun	4	
Mon	5	Office Closed
Tues	6	
Wed	7	
Thurs	8	
Fri	9	
Sat	10	
Sun	11	
Mon	12	
Tues	13	
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Thurs	29	
Fri	30	



**Greystone Gardens Rutherglen**

## Estate Management

### Being a Good Neighbour

Any tenant who is suffering the effects of neighbour nuisance should inform the Association at the earliest opportunity. At that time the procedure to assist the Association in the legal process (if necessary) will be explained. You, those living with you, and your visitors, must not harass or behave in an anti-social manner towards other people in the neighbourhood, including your neighbours and our employees. The Association will take legal action where persistent breaches of the tenancy agreement take place.

In the case of neighbour disputes, although the Association will try and help in the first instance Mediation is sometimes the best route to resolve a dispute where there is no clear right or wrong and it is not our responsibility to 'take sides'. This service is free and can be a successful way of resolving these disputes. In very serious neighbour disputes the Association may decide that the only solution to resolve the issue will be to take action against **both** neighbours – neighbours should always ensure that they have done everything possible to amicably resolve a dispute at an early stage to ensure more serious issues do not develop.

### 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. Other numbers to assist you, including the Councils Problem Solving Unit and local Police are available on the contacts page of this Calendar.

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.

### Noise Nuisance

The Association receives numerous complaints relating to issues of noise nuisance. To assist in the investigation of these complaints it is useful to have verification of a persistent noise problem from a source such as the Police or the Councils Environmental Services Department. South Lanarkshire Council now operate an Anti-Social Noise hotline which is available to the public Monday – Sunday 8.45am – 3am, by telephoning 0800 242 024.

### Care of the Property

You are expected to keep the property in good condition throughout your tenancy, including taking your turn at washing stairs, cleaning windows, and bin areas or maintaining your garden area where these are appropriate. If you are aware of any tenants who are not carrying out these responsibilities you should contact the Housing Management Section as soon as possible.

As tenant of the property you are responsible for the condition of the internal fixtures and fittings and you have a duty to report all repairs. Accidental damage does occur however and where this is reported promptly to the Association we will consider the circumstances and may decide to use our buildings insurance to cover the cost of such damage - Association staff do carry out inspections to detect unreported damage, so always report any damage as soon as possible. Any damage caused to the property by any wilful or negligent act will usually mean that the tenant is charged for the cost of any replacement or repair. Legal action will be taken for persistent or severe cases of damage to Association property.

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# May



Sat	1	May rent charged
Sun	2	
Mon	3	Office Closed
Tues	4	
Wed	5	
Thurs	6	
Fri	7	
Sat	8	
Sun	9	
Mon	10	
Tues	11	
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Wed	19	
Thurs	20	
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Mon	24	
Tues	25	
Wed	26	
Thurs	27	
Fri	28	Office Closed
Sat	29	
Sun	30	
Mon	31	Office Closed



**Kirkhill Old Parish Church**

## Estate Management (Continued)

### Pets

You or anyone living with you may keep a domestic pet, however, you must seek prior written permission from the Association. Existing tenants who already keep a domestic pet within their household must have already acquired written permission from the Association. Permission is subject to certain conditions which are defined in detail within your tenancy agreement.

### Wheelie Bins/Bulk Refuse

If your Wheelie bin is stolen or vandalised you have two options available to order a new wheelie bin – one can be ordered direct from the Cleansing Department on 0303 123 1020, using a credit or debit card for payment. Alternatively, you can pay for a new bin using cash or cheque by calling into your local Council Q+A office.

Unfortunately, the Association do not replace wheelie bins as these are the property of the individual householder and therefore the householders responsibility to renew. You should ask about the availability of second hand bins which are cheaper in cost, but not always available or about the possibility of the Council repairing the existing bin if appropriate.

The Cleansing Department will uplift items free of charge if they are contacted in advance on Tel 0303 123 1020. It obviously benefits all residents if the area is clear of discarded refuse, which can encourage vermin and become a health hazard. Could all tenants therefore use the free service provided to ensure that the area remains in a good condition (Remember charges apply for subsequent uplifts so please check this with the Council).

It is important to remember that costs incurred by the Association because of the selfish actions of a few people dumping items indiscriminately mean that all tenants ultimately have to pay through higher rent charges etc.

## Association Website - [www.randcha.co.uk](http://www.randcha.co.uk)

The Association has a website to improve the service that we offer our tenants and other service users. **The site enables tenants to pay rent online, view statements, report repairs, view repairs history, give feedback and update contact details.**

On the Website you can create an account on the top right-hand corner of the Home page at "Your Account" Login/Register.

To create an account you will need to fill in your details, 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](mailto:housing@randcha.co.uk) and [maintenance@randcha.co.uk](mailto:maintenance@randcha.co.uk)

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# June



Tues	1	June rent charged
Wed	2	
Thurs	3	
Fri	4	
Sat	5	
Sun	6	
Mon	7	
Tues	8	
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Wed	30	



**The Clyde Smartbridge, Dalmarnock**

## Tenancy Responsibilities Breach of Tenancy Conditions

The Association has powers to repossess a property under certain grounds which are laid out in the Housing (Scotland) Act 2001 and these grounds are also detailed within your tenancy agreement.

An eviction can only be carried out following a court order and the Association will only seek this action where a tenant has been guilty of a serious breach in the Conditions of Tenancy. The Association's policy is to make every attempt to try to resolve any problems which have arisen and only after every effort has been made to resolve the situation will the Association decide to evict a tenant.

**If you ever receive a Notice of Proceedings for Recovery of Possession from the Association, or our Solicitor, you should contact the Housing Management Section IMMEDIATELY to discuss the matter. You may also wish to consider taking independent advice from a lawyer or the Citizens Advice Bureau.**

## Abandonment of Property

In this case it is not always necessary for the Association to take the tenant to court. If your house appears to have been abandoned, the Housing Management Section Staff will send a written notice stating so, and requesting that you reply within four weeks in writing. Failure by you to do so could result in the Association ending your tenancy by issuing a further notice. To prevent any misunderstanding arising, you should always inform the Association if you intend to leave your property unoccupied for any length of time.

## Moving Out

When you want to end your tenancy you must give four weeks' notice in writing to the Association. Your tenancy will be ended from the date on your tenancy termination form and your keys should be returned by mid-day on that date. Failure to return keys on time may result in a further rental charge being incurred.

You must leave the property cleared of furniture, in a clean condition with no damage to fixtures or fittings and please remember to take final gas and electric meter readings. If you have any household items which you do not wish to keep you should contact the Cleansing Department who will uplift them (free of charge, providing you follow the correct procedure for uplift and you have not ordered more than one uplift in the current financial year) (Cleansing Department Tel 0303 123 1020). If the Association has to remove any items of furniture or carpets we will charge accordingly.

## Housing Scotland Act 2014 - important changes affecting your Tenancy Agreement

The Commencement Order for the Housing (Scotland) Act 2014 was laid before the Scottish Parliament on 15 May 2018 and came into force on 24 June 2018.

Some of the provisions which came into force on 1 May 2019 refer to the requirement that tenants must notify landlords of changes to their household in order to be eligible for succession or assignation.

The areas of Housing legislation that will be changing as a result of the new Housing Act being implemented include information about-

**Subletting, Assignation and Joint Tenancy**  
**Ending a Scottish Secure Tenancy Agreement**  
**Adapted Properties**

**Conversion to a Short Scottish Secure Tenancy for Antisocial Behaviour**  
**Taking over a Tenancy after the Tenant's Death (known as Succession)**  
**Telling us about changes to your household**

For more detailed information about how these changes affect your rights and responsibilities as a tenant please see the Associations website or contact a member of the Housing Management team if you have any particular questions.

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# July



Thurs	1	July rent charged
Fri	2	
Sat	3	
Sun	4	
Mon	5	
Tues	6	
Wed	7	
Thurs	8	
Fri	9	
Sat	10	
Sun	11	
Mon	12	
Tues	13	
Wed	14	
Thurs	15	
Fri	16	Office Closed
Sat	17	
Sun	18	
Mon	19	Office Closed
Tues	20	
Wed	21	
Thurs	22	
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Sun	25	
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Sat	31	



## Responsibilities - Repairs

On receiving a repair request, Association staff will complete a Repair Order Form and you will receive a copy with the details on access etc.

### Response Times

The type of repair will determine the response time.

Repairs are categorised into four sections, and with the exception of (d) should be completed within five working days.

- » (a) Emergency Repairs Same day Repairs (responded to within first 6hrs)
- » (b) Urgent Repairs 2 working days
- » (c) Routine Repairs 5 working days
- » (d) Defect Liability Repairs

**Emergency Repairs** are repairs threatening the health and Safety of the tenant e.g. Fire, Flood, Power Failure, Break-in and Gas Escape.

**Urgent Repairs** are considered to be integral elements of a dwelling which fail e.g. central heating systems, door entry systems, extract fan systems etc...

**Routine Repairs** are non-urgent repairs which do not affect the working elements of a dwelling e.g. decoration, plasterwork, boundary fences etc.

**Defect Liability Repairs** are out-with the control of the Housing Association and must be carried out by the main contractor at the Architects request within the first 12 months of the property being handed over to the Housing Association.

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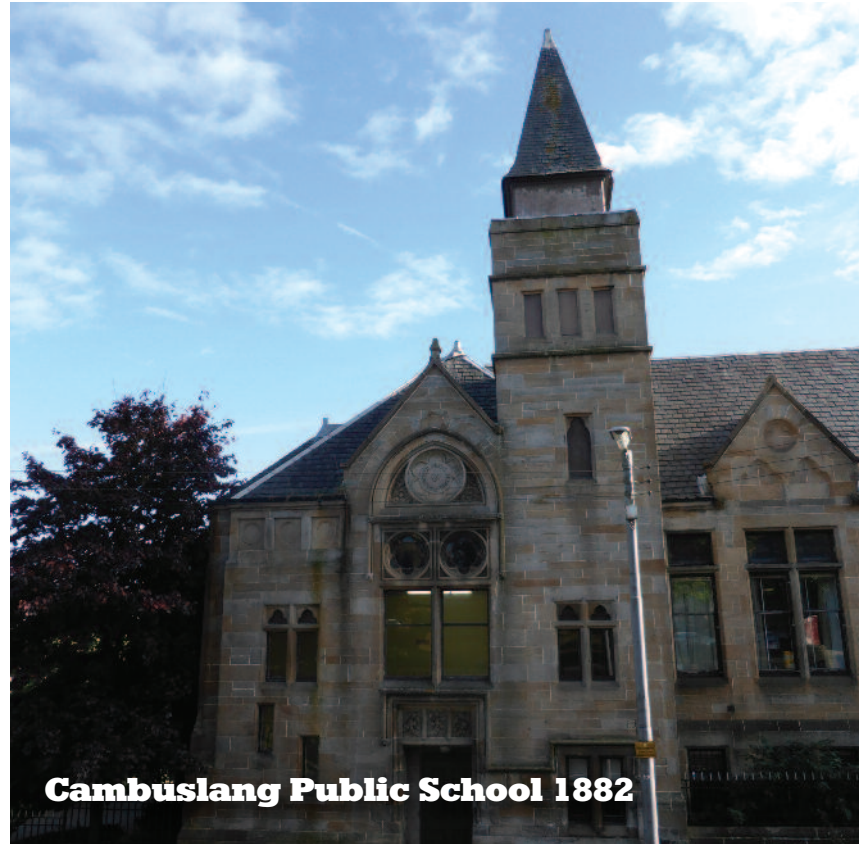




# August



Sun	1	August rent charged
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Thurs	5	
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Tues	10	
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Sat	28	
Sun	29	
Mon	30	
Tues	31	



**Cambuslang Public School 1882**

## Rent and Arrears

### Paying Your Rent

Your rent is due monthly, in advance, on or around the 28th of the previous month. There are several methods of payment:-

1. If you have online banking you can set up regular or one-off payments to the Associations Account at Bank of Scotland, Rutherglen, Sort Code 80-09-51, Account Number 00656654.
2. By Standing Order from your bank account.
3. Using the post office card provided, pay at any Post Office.
4. If you are entitled to Housing Benefit this can be sent direct to the Association by South Lanarkshire Council. It is recommended that this option is used and this can be arranged by ticking the appropriate box on your housing benefit application.
5. If you move over to Universal Credit we also recommend that you ask for your Housing Costs to be paid direct to the Association.
6. Over the phone payment to our office, or register on our website to pay you rent direct.

Note: that for security reasons there is no facility for collecting rents at the office. Only in very exceptional circumstances will this ever be considered.

### Your Rent Account

Regardless of the way you make your payments it is important that you keep up to date with your rent payments, check your account regularly and contact the Association if you have any questions or concerns regarding your payments. To avoid any confusion it is vitally important that you keep all receipts for your rent payments as they may be required in the future if any enquiries emerge regarding your payments.

### Arrears

If you are unable to pay rent on the due date, you should contact the Association at the earliest opportunity. The sooner you notify us, the sooner we can assist you and avoid substantial arrears accumulating and the possibility of any legal action being considered. If your rent account is in arrears, it is possible to come to payment arrangement with the Association to reduce the debt. The Association staff will ensure that an arrangement is made which is reasonable and within your means, taking into account any other debts you may wish to discuss.

**REMEMBER** Persistent or high rent arrears can eventually lead to legal action so it is important that you contact the Association as soon as a problem with paying your rent arises - we are here to help you.

### Legal Action and its consequences

If someone does not seek help with an arrears problem or persistently breaks arrangements then legal action will be considered by the Association. Should the Association start legal action you will be responsible for legal expenses and the end result could be that you are evicted from your property. However, legal action is easily avoided. Always report any changes in your circumstances and respond to letters from the Association at the earliest opportunity. For any advice relating to arrears please give our office a call urgently.

### Office Opening Hours

**Monday, Tuesday & Thursday** 9am to 1pm - 2pm to 5pm. **Wednesday** 9am to 12 - 2pm to 5pm. **Friday** 9am to 1pm - 2pm to 4pm

In case of an emergency outwith office hours please telephone 0141 647 4917





# September



Wed	1	September rent charged
Thurs	2	
Fri	3	
Sat	4	
Sun	5	
Mon	6	
Tues	7	
Wed	8	
Thurs	9	
Fri	10	
Sat	11	
Sun	12	
Mon	13	
Tues	14	
Wed	15	
Thurs	16	
Fri	17	
Sat	18	
Sun	19	
Mon	20	
Tues	21	
Wed	22	
Thurs	23	
Fri	24	Office Closed
Sat	25	
Sun	26	
Mon	27	Office Closed
Tues	28	
Wed	29	
Thurs	30	



## RENT, HOUSING BENEFIT, UNIVERSAL CREDIT and INSURANCE

### Benefits

If you think you may be entitled to Housing Benefit you should complete an application with South Lanarkshire Council, Housing Benefit Section as soon as possible. This should be done online, you can contact the Association for further advice and assistance with the online application process.

If you currently receive benefit and your circumstances change, it is essential that the Association and South Lanarkshire Council are notified. This is particularly important when your benefit is likely to be reduced or stopped altogether.

### Universal Credit

If you are asked to complete a Universal Credit application the Association would recommend that you take the option to have housing costs paid direct to the Association, which may reduce the possibility of future problems being encountered with rent arrears. If the option to have your rent paid direct is not available on the U.C. application form you may be able to request direct payment via a 'Journal' entry online. If you are a tenant affected by Universal Credit it is extremely important that you continue to manage your responsibilities in terms of your rent payments each month to avoid the possibility of further action being taken regarding arrears. Please contact the Association urgently if you need advice of assistance regarding this issue.

### Financial or Debt advice

South Lanarkshire Council provide a Money Matters service for anyone experiencing difficulties with financial commitments such as rent, mortgage, council tax, fuel payments, bank loans, credit cards or catalogues. Specialist money advisers can help by advising on all options available to you.

There are many reasons why someone falls into a serious debt problem, but the service offered by the Money Matters is impartial and won't make any judgments about why you are in debt. If you think that Money Matters can help you with Debt issues please give them a call to make an appointment on Tel 0303 123 1008, or email [money matters.cambuslang@southlanarkshire.gov.uk](mailto:money matters.cambuslang@southlanarkshire.gov.uk). You can be assured that the service is confidential and this service is provided by the council free of charge.

The Citizens Advice Bureau has also opened a Drop in Service within Rutherglen and Cambuslang Housing Associations office, every Tuesday and Wednesday between 10am and 1pm and 2pm to 3.30pm. Please call to make an appointment if you need any help or advice regarding Housing Benefit, Benefit Checks, Gas and Electricity Advice, Housing Issues, Family Issues, Debt Advice, Consumer Issues or Employment.

### Rent Increases

We will consult you about any proposed increase in rent or service charge and have regard to your opinions before we make our decision. A review is carried out each year which takes effect on the 1st April taking into account the cost of the service we provide and you will receive 28 days notice of any change to your rent. You have a right to a statement of our rent and service charge policy (See clause 8.4 of your tenancy agreement for more details).

### Contents Insurance

The Association has always fully supported the concept of Home contents insurance and we try wherever possible to encourage people to consider taking out insurance. If you are interested in finding out more about home contents insurance we can provide you with a leaflet and application form from the Scottish Federation of Housing Associations-Please call our office if you wish to find out more about protecting your household possessions.

### Office Opening Hours

**Monday, Tuesday & Thursday** 9am to 1pm - 2pm to 5pm. **Wednesday** 9am to 12 - 2pm to 5pm. **Friday** 9am to 1pm - 2pm to 4pm

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# October



Fri	1	October rent charged
Sat	2	
Sun	3	
Mon	4	
Tues	5	
Wed	6	
Thurs	7	
Fri	8	
Sat	9	
Sun	10	
Mon	11	
Tues	12	
Wed	13	
Thurs	14	
Fri	15	
Sat	16	
Sun	17	
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Tues	26	
Wed	27	
Thurs	28	
Fri	29	
Sat	30	
Sun	31	



**Cambuslang Institute**

## Right to repair

The Association incorporates the "Right to Repair" legislation within our existing repair and response times. Repairs that are specific to the 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).
- » Inform tenant of their rights under the right to repair scheme.
- » Supply the tenant with the name and contact details of the 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 tenants of Right to Repair.

### Tenant 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.

### 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.

## Office Opening Hours

**Monday, Tuesday & Thursday** 9am to 1pm - 2pm to 5pm. **Wednesday** 9am to 12 - 2pm to 5pm. **Friday** 9am to 1pm - 2pm to 4pm

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# November



Mon	1	November rent charged
Tues	2	
Wed	3	
Thurs	4	
Fri	5	
Sat	6	
Sun	7	
Mon	8	
Tues	9	
Wed	10	
Thurs	11	
Fri	12	
Sat	13	
Sun	14	
Mon	15	
Tues	16	
Wed	17	
Thurs	18	
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Sun	21	
Mon	22	
Tues	23	
Wed	24	
Thurs	25	
Fri	26	
Sat	27	
Sun	28	
Mon	29	
Tues	30	



**Cambuslang Park Memorial**

## Allocations and Transfers

The Association has an open waiting list and anyone over the age of 16 can apply for rehousing. Our allocation policy gives priority to applicants who demonstrate an element of housing need as determined by our points system, such as overcrowding, under-occupation, medical need etc. We also have an agreement with South Lanarkshire Council to accept a quota of applicants from the Councils waiting list within a nomination arrangement and a homelessness protocol. These applicants must also be in housing need to qualify for a house.

## Internal & Choice Based Transfers

Tenants of the Association can apply for a transfer if they have carried out the tenancy to the Association's satisfaction - This includes ensuring that there is no damage to internal fittings and also that you have sought the necessary permission before carrying out any internal alterations within the property. Although you will be allowed a limited time to put any problems right, ultimately the Association may not be able to proceed with any potential offer of rehousing. Common problems in this situation include:- failure to seek permission to install new kitchens, bathrooms etc, fitment of light fittings/internal doors etc or any damage to internal fittings.

You must also have a clear rent account prior to the allocation and have no rechargeable repair accounts outstanding. Once again, housing need will be used to decide the priority for rehousing, however, the Association also allows up to 5% of our annual turnover to tenants wishing to move based on their own choice, i.e. where no current housing need exists.

## Mutual Exchanges

You may wish to exchange your house with either another tenant of the Association or a tenant of an alternative landlord eg. South Lanarkshire Council, or another Housing Association. Permission must be granted by the Association and the other landlord in order for the exchange to take place. If the Association has reason to believe that the person you wish to exchange with may be a problem tenant, we reserve the right to refuse the exchange.

Permission to exchange is dependent on conditions set out in our policy. If you would like further information on any aspect of the Associations Policies or a copy of a policy, then these are available on request from the office. We can also provide you with details of the HOMESWAPPER scheme, which can assist people exchange house to another area.

## Office Opening Hours

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# December



Wed	1	December rent charged
Thurs	2	
Fri	3	
Sat	4	
Sun	5	
Mon	6	
Tues	7	
Wed	8	
Thurs	9	
Fri	10	
Sat	11	
Sun	12	
Mon	13	
Tues	14	
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Thurs	16	
Fri	17	
Sat	18	
Sun	19	
Mon	20	
Tues	21	
Wed	22	
Thurs	23	
Fri	24	
Sat	25	
Sun	26	
Mon	27	Office Closed
Tues	28	Office Closed
Wed	29	Office Closed
Thurs	30	Office Closed
Fri	31	Office Closed



## General Maintenance Issues

### Window Restrictors

In the interest of health and safety for tenants, RCHA properties have been fitted with window restrictors. Faulty restrictors can cause a danger to anyone operating their windows for ventilation or for cleaning purposes, and obviously for children who are most at risk.

We therefore advise all tenants to check their window restrictors regularly, especially if there are children in the house. Tenants can report any faults found to the maintenance department who will be happy to arrange to repair any faults and ensure the windows are in safe working order.

### Tenant Improvements

Recent examples of tenants wishing to carry out improvements to their homes have resulted in them incurring costs from the Association for faulty workmanship. Usually this is picked up at our end of tenancy inspections where a tenant is planning a move. At that point Association staff inspect the house and note the general condition and any tenant damage that would have to be corrected before they are allowed to move.

These are mainly electrical and plumbing alterations with spotlights, wall lights and shower installations the main problems. If spotlights are installed incorrectly these can be a fire hazard! Tenants must make sure that before having these lights installed they request permission and advice, in writing, from the Association maintenance staff. Permission will always be granted provided that tenants employ a registered SELECT electrician who can provide the necessary commissioning forms to the Association on completion of the work. On completion tenants may require to have the work inspected by the association's electrical contractor at their own cost. On leaving the property tenants may be required to reinstate walls, ceilings and other surfaces to their original condition all at their own cost. These costs can at times be substantial so tenants must beware!

Always ask before carrying out any alteration or installations to your home like lighting, showers and plumbing/gas as only registered tradesmen should be used for these alterations.

### Office Opening Hours

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# Useful Phone Numbers

## Police

Rutherglen/Cambuslang ..... 101

## Housing & Council Tax

Rutherglen & Cambuslang Housing Association ..... 647-4917

Emergency Repairs ..... 0800 169 3379

## South Lanarkshire Council

Rutherglen and Cambuslang

Housing Benefit call centre ..... 0303 123 1011

Council Tax ..... 0303 123 1011

## Question & Answer

Cambuslang ..... 0303 123 1015

Rutherglen ..... 0303 123 1015

## Money matters

Cambuslang ..... 0303 123 1015

Rutherglen ..... 0303 123 1015

## Environmental Services

General Enquiries ..... 0303 123 1015

## South Lanarkshire Council

Problem Solving Unit ..... 0303 123 1015

Roads ..... 0303 123 1015

## Job Centre Plus

Rutherglen ..... 0345 6043719

Cambuslang ..... 0345 6043719

## Social Work

Rutherglen ..... 0303 123 1008

**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 101 0300

**Scottish Water** ..... 0800 077 8778

**Stair Lighting** ..... 01698 897911

**Street Lighting** ..... 0303 123 1015

## Cleansing Department

Bulk Uplift / Street cleansing ..... 0303 123 1020

**Citizens Advice** ..... 646 3191

## Tenant Participation

**+ Advisory Service** ..... 552 3633

## Women's Aid

(Glasgow) ..... 553 2022

(East Kilbride) ..... 01355 249 897

**Rutherglen Credit Union** ..... 01698 711112

**Cambuslang Credit Union** ..... 0141 641 0888



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In case of an emergency outwith office hours please telephone 0141 647 4917





## **Rutherglen & Cambuslang Housing Association**

16 Farmeloa Road, Rutherglen, South Lanarkshire, G73 1DL

Tel: 0141 647 4917 Fax: 0141 647 5595

Email: [info@randcha.co.uk](mailto:info@randcha.co.uk) website: [www.randcha.co.uk](http://www.randcha.co.uk)

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