

RUTHERGLEN & CAMBUSLANG HOUSING ASSOCIATION NEWS



Spring 2022



WELCOME

BACK



Our office will at last be opening our doors back up on Monday 4th April 2022 after being closed for more than 2 years and the Committee and Staff of Rutherglen & Cambuslang Housing Association would like to say a warm welcome back to all our tenants and thank you to all our customers for their patience and understanding over the last two years. The Association will still be following some protocols to keep our customers and staff safe, and we would appreciate if everyone visiting our office can adhere to these protocols as directed by our reception staff. Please arrange an appointment with a member of staff where possible before calling into the office and minimise the number of people attending the office with you.

OUR NEW OFFICE OPENING TIMES

Monday to Thursday
9.00am to 4.30pm

Friday
9.00am to 3.30pm

The office will be closed on the last Wednesday morning of each month for Staff Training.

The new opening times will be on a trial basis and reviewed after 6 months

Committee News

➔ It is with great sadness that we announce the death of Edith Mina who served on the Association's Committee and was a member of the Association for 35 years.

Two of our long serving members, Nora Dillon and Jean Gow, have also recently left the Committee after a combined 78 years of service.

Nora was a founding member of the Association and all their contributions to the Association's success is immeasurable. Thanks to their efforts the Association saved the original tenements in Rutherglen from demolition before renovating them and bringing them to modern standards. With their unstinting support and hard work, the Association grew to become a well-respected provider of highly desirable housing and services to hundreds of families, giving them a safe, affordable and comfortable place to live.

These ladies leave a legacy they can be justifiably proud of, and we thank them for their years of commitment and loyalty.

On a happier note, we are delighted to welcome a new member onto the Committee. Mrs Natalie Kirk is a tenant of the Association and has lived in Cambuslang all her life. She is an active member of her community, works in the Caledonian Community Centre and does a range of voluntary work including helping with the local youth club.



Natalie joins us at a demanding but exciting time we look to engage with our tenants and support them with the challenges ahead. Natalie's knowledge and skills will be a huge benefit and support in our efforts and we look forward to working with her.

The Association would welcome new members to our management committee and if you are interested in supporting the work of the Association and finding out more about what is involved then please contact our office on 0141 647 4917. We would be delighted to hear from you and would be happy to talk you through the process of joining the committee.

Cost of Living

➔ The current rise in the cost of living is cause for concern for everyone and the Association will be looking to continually bring you the latest sources of advice, information and assistance that may be able to offer support.

Money and Benefit Advice Agencies South Lanarkshire has a network of local advice agencies and food banks that can provide support to residents who are struggling with fuel poverty and rising energy costs. These agencies can provide support in various ways, which includes full income maximisation checks, by carrying out benefit checks and dealing with problem debts.

They can also provide advice on budgeting, switching suppliers and where people can get advice on how they can reduce the overall cost of their fuel bills. They also partner with various agencies that can also offer support and can make referrals where residents require emergency fuel top up vouchers. Many of the Citizen Advice Bureaux have designated staff or volunteers that can advise on all aspects of energy issues including switching, tariffs, boilers etc. Residents that are struggling with fuel bills should contact the following agencies for further advice and assistance:

Rutherglen & Cambuslang

Money Matters Advice Service: 0303 123 1008

Rutherglen and Cambuslang

Citizen Advice Bureau: 0141 646 3191

Support To Tenanted and Factored Properties – Making Your Home More Energy Efficient

➔ Worried about your energy bills? Home Energy Scotland can help

On Thursday 3 February, Ofgem announced an increase to the energy price cap meaning that many Scottish households will see increases in energy bills from 1 April 2022.

The increases are driven by a record rise in global gas prices over the last six months, with wholesale prices quadrupling in the last year alone. While you might find this news worrying, we want to assure you that help is available.

Home Energy Scotland is an energy advice service funded by the Scottish Government that helps people in Scotland create warmer homes, reduce their energy bills, and lower their carbon footprint. The service has no affiliation with energy suppliers and the team never cold call.

If you're worried about your bills, or if your home is cold and difficult to heat, Home

Energy Scotland can help you access funding and support to improve the energy efficiency of your property.

Expert advisors can:

- Provide practical tips and impartial advice for reducing the amount of energy you use at home to keep your bills low
- Advise on financial options including interest free loans to improve the energy efficiency of your home including draft proofing, new heating systems and renewables
- Check if you're eligible for the Scottish Government's Warmer Homes Scotland programme that provides free heating, insulation and more to eligible household's worth around £5,000, that could save you an average of approximately £300 on your bills over a year

**HOME
ENERGY
SCOTLAND**

Get in touch today

If you are or someone you know is worried about energy bills, call freephone 0808 808 2282, send us an email adviceteam@sc.homeenergyscotland.org, or request a call-back via our website at homeenergyscotland.org. Lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



**SCOTTISH
FIRE AND RESCUE SERVICE**
Working together for a safer Scotland

HM News

Annual Rent Review – General Information

→ Tenants of the Association should have recently received a letter advising of the conclusion of the annual rent review and your new rent charge from 1.4.22.

We would recommend that you request a statement of your rent account from this office if you are currently in arrears or unsure about your current rent account balance. This can now easily be done online by registering for the landlord portal on the Associations Website Homepage at www.randcha.co.uk

Please notify this office, as well as South Lanarkshire Council of any change in circumstances which would affect your entitlement to Housing Benefit, as failure to do so could result in your account falling into arrears.

If you receive Housing Benefit, notification will have already been sent to South Lanarkshire Council direct by the Association and you will receive a letter detailing your new Housing Benefit figure.

If you receive Universal Credit you need to ensure that you notify the D.W.P of your new rent figure immediately after its implementation date (not before 1.4.22), otherwise you may not receive all of the Housing Costs you are entitled to in your Universal Credit. You can notify this change via your U.C. Journal.

If you pay by standing order please remember to change the amount payable via your bank following the rent increase. If you envisage any problem with your rent, it is important that you contact one of the Association's Housing Officers to discuss the matter as soon as possible.

Help with rent payments

→ If you are experiencing financial problems that are affecting your rent payments please call our Housing Management team urgently for advice. Housing Management staff have successfully assisted several tenants in recent weeks in obtaining direct payments towards arrears (you have to be in receipt of HB or UC to qualify and other conditions apply) but for anyone who needs advice please get in touch and we will discuss what help is available.

Voucher Winner The winner of the £100 pounds voucher for the annual Rent Review Consultation prize draw is Mr McCabe of Rutherglen.



Garden Maintenance

→ It will soon be that time of year again when garden maintenance starts to become an issue again. Tenants of the Association who were on last year's garden maintenance list were recently sent a reminder to make a new application for 2022. Please remember to return this form as soon as possible to ensure you are considered for garden maintenance this year.

The scheme is only available to tenants (with no one over the age of 16 living with them), as follows: **People over 70 years of age, People over 65 years and in receipt of Attendance Allowance, In receipt of War Pension and Pensioners with a medical letter.**

Anyone under pensionable age, (with no one over the age of 16 living with them), will need to meet one of the following criteria: **Registered Blind, in receipt of Disabled Living Allowance/PIP, or be in possession of a blue badge. In receipt of a medical letter stating the following illnesses: Stroke, MS, Rheumatoid Arthritis, Recent heart surgery, Kidney disease (requiring dialysis), Being on oxygen for respiratory disease.**

If you wish to make a new application for the garden maintenance scheme or have any enquiries please contact a member of the Housing Management Team, you can email direct on housing@randcha.co.uk.

In terms of general garden maintenance there are occasionally some paths, driveways and/or fence-lines which are not attended too/weeded properly, which can cause potential for hazard and detract from the overall appearance of an area. We would ask for anyone affected by this issue to try and address the problem which will reduce trip hazards and ultimately help enhance the overall appearance of our streets and neighbourhoods. This problem can be easily remedied by purchasing a liquid weed-killer which can be applied via watering can or spray gun to the affected areas.

Anyone with problems relating to garden maintenance should contact a member of the Associations Housing Management team for advice at the earliest opportunity.

Packaging and Bulk Refuse Removal

➔ Following the Christmas period the Association has seen another increase in discarded household items and packaging on footpaths and common ground etc. Could we again ask for everyone's co-operation with regard to the disposal of these extra refuse items, it clearly benefits all residents if our communities are kept clear of these items. The Cleansing Department operate a free uplift service, they can be contacted on Tel **0303 123 1020** to arrange removal.

This should help ensure our communities are kept clear of unsightly packaging/bulk items and any resulting problems which will benefit all of our communities.



Thinking of Moving? – Mutual Exchanges

➔ **A Mutual Exchange is when two households apply to switch properties to assist both households move to more suitable accommodation. A Mutual Exchange can be a much faster way for people to obtain a suitable move. Conditions apply to any such move and both households must qualify for the move under the terms of the Associations Mutual exchange Policy.**

The Association operates a logbook within our reception area where people can record their details or view other information if they wish to apply for a mutual exchange or

contact our office for an application form. You can view Exchange details via the Associations website, www.randcha.co.uk – Click on the link to Housing Services at the top of the page and you will see a link to Mutual Exchanges.

Another way to arrange a local or national Mutual Exchange is to contact HomeSwapper.co.uk who are the UK's largest community of social housing tenants looking to swap homes. You will first have to register, then every day HomeSwapper checks for possible swaps for you, it saves these and you can log on at anytime to see them. If you want to swap this will be subject to your landlords permission.

Any Social landlord tenant can join HomeSwapper.co.uk – currently there is a small admin charge to join. For more information you can visit the website at www.HomeSwapper.co.uk



Factoring Billing Update

Factoring Invoices are normally issued as follows:

1st April – 30th September issued November

1st October – 31st March issued June

As previously intimated, due to unforeseen circumstances, the Association was unable to issue the account for the period 1st April 2021 – 30th September 2021. Therefore for this billing year only, the Factoring Invoice will cover the period 1st April 2021 – 31st March 2022. This invoice will be issued in June 2022.

Owners can still make regular payments to their account using the following methods below.

Payment Options for Factored Owners

The methods of making payment are listed below. We are aware you may currently have concerns regarding paying this account and if this is so we would urge you to contact us to discuss the ways in which we can assist. Our staff are available during working hours by phone or email at finance@randcha.co.uk

Pay by Telephone

To make a payment (debit card only) or setup a standing order
call us Monday to Friday during office hours on

0141 647 4917

Pay Using Online Banking

Set up online banking with your bank to make payments directly to us:

Bank of Scotland Sort Code: 80-09-51

Account Number: 00656769

Remember to quote your reference number from the front of this invoice
(starting CC or GM) or your address to allow us to allocate your payment correctly.

Pay Using Allpay

Call Allpay on **0330 041 6497** or go online to **www.allpay.net**
to pay by debit card only.

You can also download the Allpay app (via Apple App Store or Windows Phone
Store or Google Play) onto your mobile phone to pay by debit card.

Pay in person at any Post Office branch or Paypoint terminal located in local shops and supermarkets.

If you require an Allpay card call **0141 647 4917**

Pay by Cheque or Postal Order

Cheque/postal order payable to RCHA and send to:

Rutherglen & Cambuslang Housing Association Ltd

Aspire Business Centre, 16 Farmloan Road, Rutherglen, G73 1DL

Please ensure your name, address and reference number is written on the reverse.

Again, we would like to apologise for any inconvenience this may cause. If you would like to discuss this matter further, please do not hesitate to contact the Association's Factoring Section on 0141 647 4917 or email factoring@randcha.co.uk.

Maintenance News

➔ Condensation and Attic Storage

More and more tenants have been calling RCHA to report condensation black growth Mould Staining on their ceilings. Reports have increased, during the Covid Pandemic, as tenants and their families were confined to their homes for longer periods than normal. Heating systems, showers, baths, cooking and clothes drying are all causes of condensation in homes and accelerated when homes are poorly insulated and ventilated.

In 2012 and 2015 RCHA, under the governments 'Green Deals', improved insulation and topped up insulation to all of our attics. The thickness of wool insulation over all of our attics was increased to 350mm giving a U-VALUE rating 0.13W/m2/c. This is the same standard for modern homes being built today.

Our maintenance officers and contractors, when investigating black growth mould staining on ceilings, have noticed that many attics have been used by tenants for storing household items. These items are placed on top of the wool insulation matting crushing it down to a lesser thickness over the ceiling. Some insulation has been pulled back in areas exposing the ceiling boards below. When this practice is done then three things occur

- The u-value rating over the ceiling is reduced.
- Insulation pulled back from ceilings creates 'Cold Spots'
- Ventilation to the attic is blocked and Mechanical extract ducting is damaged.

The result is Black Growth Mould Staining to your ceilings caused by condensation damp. If you have any concerns on the condition of your attic, then you are advised to contact The Maintenance Dept and seek advice. In the meantime, tenants should not be using their attic for the storage of household items and altering the thickness of the wool insulation in the process.



Before



After

Reduce the risk of Legionella: Housekeeping tips for tenants

- Tenants are advised to clean shower heads, de scale 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 are any debris or discolouration in the water



Removal of Electric and Hydroflame Fires

➔ Parts for our electric fires and hydro flame fires have now become obsolete and can no longer be repaired. RCHA would like to remove all fires over the next year. We understand removing the fire will cause disturbance to the fire wall decoration, therefore the association will carry out a plaster repair and decoration to fire wall only. Anyone wishing to have this done now please contact the maintenance department to arrange access.

Window Catches

➔ The Association is always mindful of matters that affect a tenant's safety and would urge all tenants to report any faults with window restrictors in their property or common closes immediately to the Association. Faulty restrictors could result in serious injuries caused by falls. Children are of course most at risk in these circumstances although there will be a danger

to anyone attempting to operate the windows for cleaning, ventilation or fire escape.

Smoke alarms

➔ As you are aware RCHA have been upgrading smoke alarms in accordance with current regulatory standards. We hoped to have all complete by February 2022 however due to a national shortage of materials we have 45 still outstanding, which will be upgraded as soon as the smoke alarms become available.

Please remember to test your smoke alarms monthly and report any faults to the maintenance department.

Asbestos

➔ RCHA properties are free from asbestos however some tenants may have artex or 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.

Our repair programmes of work for this year 2022/2023

→ Our Maintenance Department will be contacting tenants who are due to have major replacements of:

- New Gas Boilers
- New Kitchens
- New Bathrooms
- New Door Entry Systems
- New Common Extract Fans

Our Gas Boiler Replacements will be for tenants residing in our Ex Scottish Homes houses in the Mill Rd Estate Cambuslang.

Our new kitchens will be taking place for tenants who live in 261, 263 & 265 East Main St and for tenants who live in 7, 15 & 23 Gallowflat St Rutherglen.

We have a major Bathroom Suite renewal programme planned at our addresses in Elm Dr, Fir Place, Queens Avenue, Westburn Rd, Birch Drive and Kings Crescent Cambuslang.

Due to the pandemic, and other current world affairs, RCHA and all other Registered Social Landlords are experiencing unprecedented increase in material and labour costs as never

seen before. Some items, components and programmes of work have increased in price due to a World shortage in supply and skilled labour. Some of the increases are quite staggering and so far, show no signs of slowing down.

To ensure the best value for RCHA and its tenants we will assess each contract on tendering and if the costs are found to be unrealistically high RCHA will shelve the contract until such times as price increases start to halt and fall back to pre-pandemic levels. RCHA have applied a modest rent increase, below the national average, in recognition of this scenario. Tenants should be aware that any delay to them in any of the above programmes of work will be short and continually reassessed throughout the next 12 months.



Window Replacement Contract

→ RCHA have just fitted new double glazed, UPVC, fully reversible windows at Stonelaw Road, 72 Hamilton Rd, 66, 76 Main Street, 7 Kirkwood St, 172 Main St, Cadoc St, Glebe Place and Greenlees Road. The feedback from tenants has been very good so far and we will continue with satisfaction surveys over the next couple of weeks.



Home Contents Insurance



➔ Why do I need it?

If you are a tenant who rents, then your landlord may not cover your contents as part of the tenancy agreement. It's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind.

To help you decide whether home contents insurance is right for you, Rutherglen & Cambuslang Housing Association have teamed up with Thistle Tenant Risks and Ageas Insurance Limited who provide specialist Tenants Contents Insurance policies.

This home contents insurance scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

➔ How do I get further information?

- Ask your local housing officer for an application pack.
- Call the Association on 0141 647 4917
- Call Thistle Tenants Risks on 0345 450 7286

Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group.

Alternatively, please visit the www.thistletenants-scotland.co.uk for more information or to request a call back.

Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>

Access to Association services from your Smartphone or Computer

➔ The Association introduced our new Website to improve the service that we offer our tenants and other service users.

The site enables tenants to manage many of the issues relating to their tenancy without calling our office. The site enables you to pay rent online, view rent statements, report repairs, view repairs history, give feedback and update contact details.

Registering and getting started is easy, on the Website (www.randcha.co.uk) you can create an account on the top right-hand corner of the Home page at "Your Account" Login/Register, shown in the above image.

To create an account all you will need to give is the details here on the left, 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:-

Email: housing@randcha.co.uk

Email: maintenance@randcha.co.uk



Your tenant number *	<input type="text"/>
Your tenant number is a required field	
Your surname *	<input type="text"/>
Your surname is a required field	
Your year of birth *	<input type="text"/>
Your year of birth is a required field	
Your postcode *	<input type="text"/>
Your postcode is a required field	
Your email address *	<input type="text"/>
Your email address is a required field	
Register	

Easter Word Search



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BASKET
 CARROTS
 COLORFUL
 EASTER
 FLOWERS
 HIDDEN

JELLYBEANS
 SPRING
 BUNNY
 CHICK
 DECORATE
 EGGS

HOP
 CHOCOLATE
 PARADE
 SUNDAY
 CANDY
 FUN

DYE
 FIND
 GRASS
 HUNT
 PEEPS
 TREATS

Easter Competition Win - £25 Voucher



Name

Address

Age.....

All entries to be received at Association's Office by Friday 22nd April 2022



Rutherglen & Cambuslang Housing Association

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Website www.randcha.co.uk

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