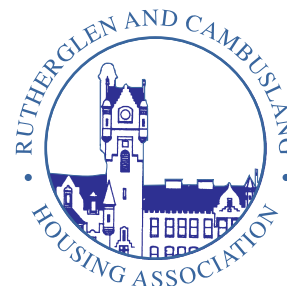


RCHA NEWS



The Newsletter of Rutherglen & Cambuslang Housing Association

Summer 2022

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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.

Rutherglen and Cambuslang Citizens Advice Bureau



→ We are pleased to announce that the Citizens Advice Bureau have now restarted their surgeries held twice weekly in the Associations office on Tuesday and Wednesdays.

An appointment can be arranged simply by calling/contacting a member of staff at the Associations reception or contacting Rutherglen and Cambuslang Citizens Advice Bureau direct on **0141 646 3191**, or email bureau@rutherglencab.casonline.org.uk.

Please call our office and make an appointment if you need advice or assistance on issues including Benefits Advice, Benefit Checks, Gas and Electricity Advice, Housing Issues, Family Issues, Law, Debt Advice, Consumer Issues or Employment. Please remember that the service is free and impartial and Carrie from Citizen's Advice has provided the following information and advice for our tenants currently struggling with the cost of living increases.

Citizens Advice Bureau

→ The cost of living crisis is having a profound effect within the local community and there are many households talking about bills and rising prices in fuel, food and energy. Many households who two years ago were "getting by" are now struggling to make their money last and find that they have to make difficult budgeting decisions that impact on family life.

At the Citizens Advice Bureau we are a non-judgemental, accessible and free charity who can offer a range of services such as benefit checks, financial health checks, utility comparisons and debt advice. We also help people with more personal issues such as relationships, child maintenance and divorce. We work alongside external third-party organisations such as local authorities, housing associations and other local charities to help clients find a resolution to their enquiries. If we are unable to offer advice to solve your problem, for example we are not a free criminal legal service we can provide clients with a list of solicitors that may be able to help you.

In recent months we have been able to provide many local residents with referrals to foodbanks as well as offering support on rising energy costs. As part of our service we ensure that clients are getting the help they are entitled to. Many of our

clients that come to our outreach clinics or speak to our advisers have found themselves in debt caused by daily living and we would always encourage clients to deal with this as soon as possible. The Citizens Advice Bureau advisers have a greater chance of success if we are able to deal with issues as soon as possible and not when priority debts start being legally recalled. Our first piece of advice would be to ensure that you are liable for the debt and then speak to the creditor regarding your financial position. Many financial institutions now have budgeting advisers that are able to authorise 'payment holidays' or reduced monthly payments. If these companies do not know your financial position then they will keep trying to contact you about your debts!

If you feel that the cost of living is getting a bit too much for you and you are finding it mentally difficult to process then we would advise contacting a service such as ourselves for free advice before making any big decisions. Many of our clients have advised us that even just talking to someone about debt, consumer issues or even parking tickets has helped their mental health. Additionally we would advise people to seek out charities such as Breathing Space and the Samaritans that can talk to people about mental health struggles and your local GP is always available if the situation becomes overwhelming.



Rutherglen & Cambuslang
Money Matters Advice Service: 0303 123 1008

Rutherglen and Cambuslang
Citizen Advice Bureau: 0141 646 3191

Housing Management News

Garden Maintenance

→ The uplift of garden waste by South Lanarkshire Council, remains free of charge. Garden waste includes clippings from grass, hedges, trees and shrubs but does not include rubble or fences.

The uplift of garden waste by South Lanarkshire Council, remains free of charge. Garden waste includes clippings from grass, hedges, trees and shrubs but does not include rubble or fences.

If you have garden waste to get rid of you can fill out the online form from the Councils website, contact the Council on Tel **0303 123 1020** or email landservices@southlanarkshire.gov.uk

The Council will tell you which day they will collect the garden waste in your area. You should leave it out at the collection point before 7am that day. This special uplift service for garden waste allows the Council to recycle as much material as possible. Bag it or tie it in bundles that are no more than six feet long. For safety, items/bags must be able to be lifted shoulder high by one person.



The Association appreciates the efforts of tenants and other residents to maintain garden spaces etc which keeps the areas we live in looking good for the benefit of all residents.

Any resident experiencing problems with maintenance of their garden should contact the Association Housing Management section as soon as possible for further advice and assistance.

Help with online forms

→ Many of the forms we are asked to complete, i.e Housing Benefit (HB) or Discretionary Housing Payments (DHP) etc are increasingly done online. For many people however this can prove difficult because of limited internet access or perhaps uncertainty about using this method.

For any housing related issues the Association may be able to assist you by providing access online within our office for our tenants to complete applications. Association staff will endeavour to assist tenants with any related enquiries, but we will encourage tenants to complete applications themselves, where tenants are able to do so.

Please contact a member of our Housing Management team if you have any enquiries relating to difficulties completing Housing Benefit, Discretionary Housing Payment or Universal Credit applications online.

Where appropriate/necessary the Association will also allow our tenants to use the telephone in our interview rooms to progress income or Housing Benefit related issues.

Please also remember that the Citizens Advice Service operate surgeries from the Associations office on Tuesday and Wednesdays each week if you need any other help or assistance.

Dog fouling issues!



→ We are aware that dog fouling is a common problem area wide. It is an offence to not clean up immediately after your dog in

any open public space. Dog fouling is unsightly and is a potential health hazard. If your dog fouls on any public open space including footpaths or grass areas and you fail to clean it up, you could be **fined £80**.

If you know that someone doesn't clear up after their dog you should report the times and places that it happens to South Lanarkshire Council dog wardens. You can report this online by logging on to:

www.southlanarkshire.gov.uk/info/200233/street_care_and_cleaning
OR

By phoning to report the issue to Environmental Health Dog Wardens on **0303 123 1015**, press option 7, then option 7 again.

As a pet owner, all tenants are bound by their tenancy conditions in relation to keeping a domestic pet. The conditions include the responsibility for taking reasonable care to see that such pets do not foul or cause damage to the house, your neighbour's property, anything belonging to us, or anything we are responsible for, such as the common parts. As a tenant, you are also responsible for cleaning up dog faeces.

Ways to pay your rent

- By bank standing order
- At post office with a rent payment card
- By phoning us on 0141 647 4917 and paying by card over the phone
- Bank transfer:
Rutherglen and Cambuslang Housing Association Limited
Sort code: 80-09-51
Account number: 00656654

Your unique tenant reference number: please contact to ask staff for a note of this Via the online portal. You can now pay your rent online via our website www.randcha.co.uk by registering and creating a log-in. You will need your unique tenant reference number to register and then follow the online instructions. It takes only two minutes and you are then able to make payments online, see your balance, report repairs etc. Again, please contact to ask a staff member for a note of your tenant reference number.



Thinking About Installing a Raised Decking Area?

➔ Its summer again and some of our tenants, lucky enough to have a rear garden, are looking at getting out the barbeques and installing raised decking areas for their Gardens. Be aware that tenants must ask for permission first from RCHA before starting any work. We will always look to help any tenant wishing to improve their home and are able to give helpful tips on the advantages and pitfalls that may occur. So best check in with us first.

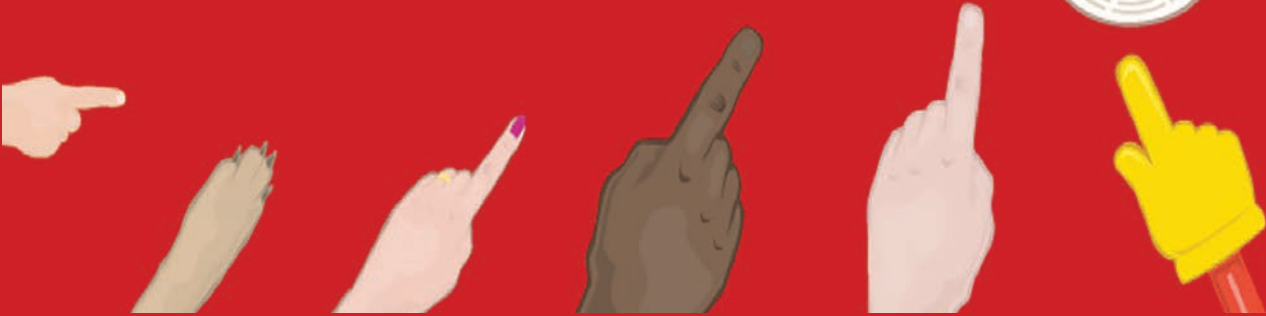
Here is a short list of the legal requirements below that any applicant wishing to install a raised decking system must consider.

- Raised Decking Constructions must comply with South Lanarkshire Council's (SLC) Planning and Building Control Dets.
- Tenants must provide written evidence and warrants approving the proposed works from SLC.
- All work to be carried out by a competent person.
- The height of the floor level of the decking or raised platform to be no higher than 0.5 metres.
- The overall height of the decking or raised platform and any wall, fence, balustrade, handrail or other structure attached to it, must not exceed 2.5 metres.
- The decking area should not exceed 50% of the back garden area.
- Repairs to decking will be the responsibility of the tenant and not the housing association.
- Access to drainage and services must be provided for essential maintenance.
- The association reserve the right to instruct the decking is removed at the end of your tenancy and garden and grass left in condition acceptable to the association.

RCHA staff are happy to discuss your proposals and look at your plans. Simply contact housing association maintenance staff for advice. maintenance@randcha.co.uk

Who presses your buttons?

*Working smoke alarms save lives
- who tests yours at home?*



URGENT NEW LEGISLATION

ARE YOUR SMOKE ALARMS INTERLINKED ?

HAVE YOUR ALARMS BEEN UPGRADED ?

- One smoke alarm in Livingroom
- One smoke alarm in hallway on each storey
- One heat alarm in kitchen
- All alarms\detectors must be ceiling mounted
- Carbon monoxide detectors to be fitted where there is a carbon-fuelled appliance or a flue

**IF YOU HAVE NOT MADE AN APPOINTMENT AS
YET TO HAVE THESE WORKS COMPLETED
PLEASE CONTACT THE ASSOCIATION URGENTLY ON**

0141 647 4917

Summer Fun with Project 31

➔ Local children's and family organisation Project 31 is looking forward to another summer of fun. They will be running a range of free arts, sports, play and outdoor learning leaning activities with particular sessions taking place for early years children and lots to join in for primary aged children and families.

Session locations include Overtoun and Cambuslang Parks, Fernbrae Meadows, the Toll Pitch Pavilion, Whitlawburn MUGA, and the Springhall Cage.

Project 31's annual summer hunt will also be taking place this year with thousands of hand painted tree cookies hidden round Cambuslang and Rutherglen's green spaces to encourage everyone to get out and about and exploring. If you spot a cookie you're welcome to take it home and if you can send Project 31 a picture of you and your find they'll be extra delighted!

Project 31 Manager, Lorna Bamford said 'We're really looking forward to another brilliant summer of activity with lots of fantastic sessions to choose from! The summer is such a great time for children and families to make memories that last a lifetime and there are lots of opportunities within our holiday programme to do that! As always our activities are totally free of charge making them accessible to all so we're hoping to see lots of new families coming along as well as lots of our regular Project 31 friends.'

For more information or to book sessions follow Project 31's Eventbrite link

www.eventbrite.co.uk/d/united-kingdom--glasgow/project-31/



Rutherglen Foodbank

➔ At our AGM, one of our tenants generously donated his raffle prize to one of the local charities that supports the residents of Rutherglen and Cambuslang, and the Association chose to donate the £100 prize to the Rutherglen & Cambuslang Foodbank.

Rutherglen and Cambuslang Foodbank relies on the goodwill and support of the local community. Details on the types of food items that the Foodbank accepts, how and where to donate food items are available on the website

<https://rutherglencambuslang.foodbank.org.uk/contact-us/>

or by calling Tel 07393 737 030 or email

info@rutherglencambuslang.foodbank.org.uk



Cambuslang

07393 737 030

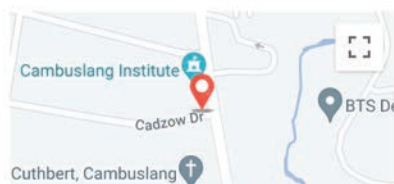
OPENING TIMES

Mon	Closed
Tue	Closed
Wed	Closed
Thu	Closed
Fri	12:30 - 14:30
Sat	Closed
Sun	Closed

ADDRESS

The Romanian Church
of God Halls
2 Cadzow Drive
Cambuslang
G72 8ND

Directions via Google Maps



Rutherglen

07393 737 030

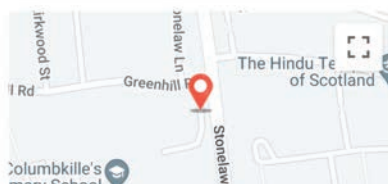
OPENING TIMES

Mon	12:30 - 14:30
Tue	Closed
Wed	Closed
Thu	12:30 - 14:30
Fri	Closed
Sat	Closed
Sun	Closed

ADDRESS

Rutherglen
Community Baptist
Church, Reuther
Avenue, corner of
Stonelaw Road and
Greenhill Road
G73 2SL

Directions via Google Maps



Whitlawburn

07393 737 030

OPENING TIMES

Mon	Closed
Tue	18:00 - 20:00
Wed	Closed
Thu	Closed
Fri	Closed
Sat	Closed
Sun	Closed

ADDRESS

Whitlawburn
Community Resource
Centre
57 Belmont Road,
Cambuslang,
Glasgow
G72 8PG

Directions via Google Maps



If you need any advice or assistance from Rutherglen and Cambuslang foodbank, local contact info is detailed above.

DONATE MONEY

Big or small, every gift you give helps transform lives.

VOLUNTEER

Volunteers are the life blood of foodbanks. Your skills could be just what we need.

PARTNER WITH US

Your business could help us make a real difference in the local community.

DONATE FOOD

Our foodbank relies on your goodwill and support.

Association News

Landemer Day – Cambuslang Summerfest

→ This year the Association sponsored the Landemer Day, Ian Duncan Fun Run in Overton Park on the 9th June 2022 with Local Primary school children taking part and enjoying the fun and healthy activity.

The Association also contributed to the Cambuslang Summerfest event held on Saturday 18th June 2022.



Easter Newsletter Word Search Competition

The Easter Newsletter Competition was won by Macie Taylor, age 5 from Rutherglen. There were six entries and Macie's entry was drawn by the Association's Chairperson Edward Harkins. Well done to Macie who received a £25 gift voucher from Smyths Toy Store and we hope Macie enjoyed spending her prize voucher.

Staff News

→ The Association's maintenance officer Stuart Freeland has left the Association after 15 years' service to take up an Asset Management job at Partick Housing Association. Everyone at Rutherglen & Cambuslang HA wishes Stuart well in his new job. Taking over from Stuart for an initial period of 6 months is Jamie Farmer who worked at Ardenglen Housing Association before joining the Association's maintenance department in May 2022.



→ We also have a new member of staff in the Association's administration department, Hollie Beattie. Hollie joined the Association's staff team in April 2022 and is already contributing positively to the service provision for our tenants and customers. A grateful tenant has already contacted the Association to provide feedback on Hollie's cheery telephone manner.



Committee News

➔ **After 44 years of service, one of the Association's founding members, Geraldine Baird, has recently left the Management Committee.**



Many of you will know Geraldine, not just for her long service with the Association but also as a committed supporter of Rutherglen and all her work promoting the Burgh, producing articles on its history and her active campaigning for resources and services for its residents. She was a 'well kent face' in the town and frequently featured in the Rutherglen Reformer.

Geraldine's commitment to housing was professional as well as personal and for many years she worked in an Association in Castlemilk helping to transform the area and support its tenants and communities.

As a founding member of Rutherglen & Cambuslang Housing Association, Geraldine's contribution to its success is immeasurable. Thanks to the efforts of her and her fellow Committee members, the original tenements of Rutherglen were saved from demolition and were, instead, renovated by the Association to bring them up to

modern day standards. Due to the hard work of those founding members and the other Committee members that followed, the Association has grown to become a well-respected provider of highly desirable housing and services to hundreds of families over the years, giving them a secure, affordable and comfortable place to live and thrive.

Geraldine's unstinting enthusiasm and commitment for bettering the lives of other by providing them with modern housing and safe communities where they could thrive was recognised at the highest level when she was awarded an MBE in 2004.

Geraldine unquestioningly leaves a legacy, not only at Rutherglen & Cambuslang Housing Association but within the housing movement, that she can be justifiably proud of.

Everyone connected to the Association thanks her for years of commitment and support and wishes her well in her future ventures.

Whilst we say goodbye to Geraldine, we are delighted to welcome a new member onto the Committee. Mrs Karen Kirk is a tenant of the Association and has lived in Cambuslang all her life.

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

Have you thought about joining the Management Committee?

➔ **It's not as demanding – or boring – as you might think and you would be directly involved in developing the services and activities and making sure they meet the needs of you and your neighbours.**

All our Committee members are volunteers and live locally so have a real interest in making sure the Association is working for the good of all its residents and communities.

You could be part of that. You don't need to be an expert or have any previous experience of being on a committee. What you will bring is your local knowledge, an understanding of living in your area and an awareness of what is needed in your own community.

Although the Committee deals with some very important and complex matters, there is a great deal of support from staff and other Committee members, and we try to make everything understandable and – dare I say – enjoyable.

The Management Committee meets once a month for 2 hours and members can come into the office or we can provide you with the equipment to allow you to join the meeting remotely. We also have some training nights and

members can attend conferences and events that give them a chance to meet people from other Associations and do a bit of networking over some nice food and a couple of drinks.

You don't have to be tenant of the association to join the Committee, but you do need to have membership. If you are not a member already, joining the Association is simple to do and only costs £1. More information on becoming a member is on the Association's website or at the office.

If you have a few hours a month to spare and have an interest in the work the Association does and how you can influence our activities, please give some thought to joining the Management Committee.

Again more information on becoming a Committee members is available on the Association's website or from the office.

**COME JOIN US –
YOU KNOW YOU WANT TO.**

Money Raised for Cancer Charities

➔ Well done to all Association Staff, Contractors and Consultants who have raised a wonderful £3,600.00 in donations to Cancer Charities at this year's Annual Golf Event.

Congratulations goes to the winners of this year's event who were the team from East Kilbride Housing Association who picked up the winner's trophy and a big thank you to all who contributed to the success of the event and raising the fantastic amount of funds for worthwhile causes.



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 image opposite.

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

Register

Its our Annual General Meeting

➔ **The Association's Annual General Meeting (AGM) is being held in September in the Association's offices at Farmeloa Road.**

The AGM is an important event as it is when members of the Association;

- Hear what we have been up to over the last year and outline plans for the next 12 months
- Get a brief summary of the Association's finances
- Appoint the Association's auditors for the next financial year
- Elect new members onto the Management Committee
- Meet the Committee and senior staff
- Have the opportunity to ask questions and get more information on our activities

This year we are looking to have a social event after the formalities are over. A prize draw will be made and by just attending, you are in with a chance of winning either a £100 or £50 voucher.

If you are a member, look out for your papers giving you all the information you need to either attend the AGM yourself or appointing a proxy which is someone to come along and vote on your behalf. At the AGM you can also stand for election to the Management Committee. If you are not yet a member, it is easy to become one and only costs £1. More information is on the website and from the office.

If you want to come along but have difficulties getting to the office, please contact us and we can arrange transport for you. Also remember that the building has a lift if you have mobility problems.

We look forward to seeing you there.



Job Vacancy



➔ The Association will soon be recruiting for a temporary Administration Assistant to cover for maternity leave and will be a full time (35 hours a week) one-year contract.

The job will be based in the reception area of the Association's offices at 16 Farmeloa Road and will involve a range of duties including;

- Dealing with enquiries via the telephone and in person in the office
- Taking and reporting basic repairs and arranging suitable access
- Taking and processing payments
- Processing the incoming and outgoing mail
- Issuing surveys and collating responses
- Collating and issuing housing application packs
- Processing incoming applications for housing
- Loading invoices onto the system
- Recording, scanning and filing safety records
- Assisting with the hospitality for visitors and meetings

As a 'first point of contact' for callers and visitors to the office, it is important that you present yourself as professional, courteous and friendly with a helpful, empathetic and 'can-do' attitude. You will be required, at all times, to promote the Association in a positive manner and uphold its good reputation.

No previous experience of working in an Association is necessary but you should have some understanding of the work of the Association and be able to demonstrate administrative skills.

The post will be advertised locally in the Rutherglen reformer and on the Association's website, so if you or anyone you know would be interested, please keep a look out for the advert. You can also contact Wilma McNerney, the Association's HR Manager, for an informal chat about the post.

Summer Word Search Competition

Win a £50 Tesco Voucher



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

SUNNY
PARADISE
FLAMINGO
FLIP FLOPS
VACATION
SNOWCONE
WATERMELON
SUNGLASSES
BEACH
SNORKEL
PICNIC
BARBECUE
OCEAN
PALM TREE
SAND CASTLE
SUNBLOCK
POOL
TOWEL
ICE CREAM
STRAWBERRY
LIFEGUARD
FIREFLIES
SWIMMING

Name

Address

.....

Age.....

All entries to be received at Association's Office by Friday 29th July 2022



Rutherglen & Cambuslang Housing Association

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

Tel 0141 647 4917 Fax 0141 647 5595

Email info@randcha.co.uk

Website www.randcha.co.uk

Emergency repairs outwith office hours 0141 647 4917

Freephone 0800 169 3379