

RCHA NEWS

The newsletter of Rutherglen & Cambuslang Housing Association



Easter Weekend Office Closure

We will be closed on Friday 18 April and Monday 21 April for Easter holiday weekend.

Bank Holiday Dates

Other bank holidays to note in the coming months are as follows:

- **May Day** - Monday 5 May
- **Spring Holiday** - Friday 23 May and Monday 26 May
- **Glasgow Fair** - Friday 18 July and Monday 21 July
- **September weekend** - Friday 26 September and Monday 29 September

Office Opening Hours

Monday to Thursday 9.00am - 4.30pm Friday 9.00am - 3.30pm.

The office will be closed on the last Tuesday morning of each month for staff training.

During office closures, if you have an emergency repair, please call **0800 1693379**.

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Our contact details:

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Factoring e-mail: factoring@randcha.co.uk
Website www.randcha.co.uk



We Are



Years Old

The Association was first registered as a social landlord in April 1980 and started its first rehabilitation project of the tenemental stock in 1982. Since then it has carried out improvements works to over 700 properties classed as below tolerable standards and built over 154 new homes in Rutherglen and Cambuslang.

We are justifiably proud of all we have achieved and want to celebrate this new milestone.

Staff have formed a group to come with ideas for marking the Association's 45th Birthday and are looking for suggestions from our tenants. If you want to join in with the event-planning, please contact Teresa Gallagher at the office.

A Very Reluctant

Goodbye

After a joint total of almost 70 years' service, 2 of our longest standing Board members have decided to take life a wee bit easier and have resigned.

Robert McLeary joined what was then the Management Committee in 1991 and has served as Chair and Secretary. He was also the first person to take membership with the Association way back in 1980.

Robert has worked tirelessly, not only for the Association but also for social housing and has pushed for more affordable, high-quality housing to be provided for people in housing need. He was instrumental in driving the Association's development of over 145 new homes and for ensuring the existing homes were well maintained and kept to the highest standards.

Robert's particular interest was, however, the finances of the Association and, as the Chair of the Finance, Assurance and Risk Sub-Committee, supported his colleagues in making major decisions to ensure the Association remained financially sound while trying to keep rent increases as low as possible.

During his stint as Chair of the Board, Robert led the organisation through some challenging times including the COVID pandemic and the recruitment of a new Director.

As well as being on the Board, Robert also represented the Association on the Executive Committee of Employers in Voluntary Housing (EVH) to ensure that staff were protected and had fair terms and conditions.

Mary Ellen McKeown joined the Association in 1990 and, as a tenant, was keen to make sure the best interest of her neighbours and other residents in her community were represented in the decisions made.

Over the years, Mary Ellen has been a stalwart of the Board and served on every Sub-Committee, serving as Chair of the Housing Management Sub for a number of years.

Mary Ellen always took a common-sense approach and tried to make sure our tenants and other service users got the highest possible standard of housing and related services.

Like all our Board members, Mary Ellen gave up a lot of her free time not only to attend meetings but also to go to conferences and training events to make sure she kept up-to-date with changing housing legislation and good practice.

She was also very protective of the staff and wanted to do the best for them.

Over the years they served the Association, Robert and Mary Ellen saw it grow and develop into a well respected landlord. In all the decisions they made as Board members, they both always put our tenants at the very heart of the Association and were committed to building safe communities that people wanted to live and raise their families.

Their contribution is immeasurable and although we will miss them on the Board, we understand and respect their decision. We would like to wish thank Robert and Mary Ellen for their commitment and support and wish them all the very best for their well deserved rest.

OUR NEW 3-YEAR BUSINESS PLAN

In January our Board members gave up a valuable Saturday to develop the Association's new 3-year Business Plan. Staff also had a day to look at the existing plan and make their contribution to the new one.

The Business Plan is one of the Association's principal strategic and planning documents and, along with the Association's financial projections, guides and influences our strategic and operational decisions. It also determines the Association's Vision, Values and Mission Statement.

Our Vision, Mission and Values

After discussion and consultation the Association has a new Vision and Mission statement;

Vision

Providing a home, not just a house

Mission

To deliver high quality, affordable housing and services with care and expertise which empowers our customers and meets their needs.

We are keen to hear from you, as our tenants, if you think these are what the Association should have as our guiding principles. We also want your input into what you think our values should be. The choices selected by the Board and staff are;

CUSTOMERS

PEOPLE

FAIRNESS

RECOGNITION

MAKING A DIFFERENCE THROUGH EXCELLENCE

PROFESSIONALISM

HONESTY

GROWTH & DEVELOPMENT

All you have to do is pick your top 5 values from those listed above and let us know your choices by;



emailing your picks to
admin@randcha.co.uk



send us a message via text or
WhatsApp on **07943 632 492**



handing your choices into the office



phoning the office on **0141 647 4917**

Whatever way you give us your top 5 picks, don't forget to include your name and address so you can be entered into the prize draw for £25 shopping voucher.

We would really VALUE your input.

The Way we Operate

For the Board a critical discussion on their day was around the Association's constitutional and operational structure. Members considered 2 big questions;

Does the Association's current performance and future capacity indicate that it can continue to meet its strategic objectives, the needs of tenants, its legal obligations and the requirements of its funders and regulators?

What are the possible alternatives to the Association's current constitutional and organisational form and could one or more of these alternatives achieve better outcomes for its tenants, stakeholders and communities?

After a LOT of discussion on key issues such as financial viability, performance, governance, stock condition and investment in people's homes, members unanimously agreed that they were confident the Association should remain as an independent, community controlled social landlord.

This position will be reviewed at the next strategic planning event in 2026.

Our Objectives

The Business Plan also sets out what the Association's main objectives for the next 3 years are going to be and both Board and staff members discussed the future of the Association, how we will deliver our services and how we will manage all the competing priorities and challenges that we are facing. These are our Strategic Objectives and, for the next 3 years, have been identified as;

Objective 1 - To deliver high quality, affordable housing and services with care and expertise which empowers our customers and meets their needs.

Objective 2 - Expand our presence and activities to grow our community regeneration and actively engage with our customers and communities to meet local needs and aspirations

Objective 3 - Value and develop all our people and celebrate success

Objective 4 - Continue to deliver robust financial and governance outcomes

Objective 5 - Continue to meeting the goals of the Green Agenda/Net Zero

Although the Business Plan is mainly for the Board, Staff and our regulatory bodies, it does influence the services you, as a tenant, receive. A summary of the final plan will be issued to all tenants and the full plan will be made available on the website once it has been approved by the Board. However, we are keen to hear your thoughts on questions such as;

- are the vision, mission and values correct and do they reflect what you want your Association to deliver
- are the strategic objectives what you feel the Association should be focusing on

- are the priorities set out for the year correct and focus on what is important to you as a service user
- does the plan provide you with the information you need to understand what the Association is planning for the coming year

If you are interested in coming along to a meeting with staff and Board members to discuss key part of the proposed Plan, please contact Teresa Gallagher, Governance Services Officer at the office.

We are recruiting – New Board Members

In light of the departure of Robert & Mary Ellen, we are actively seeking members to join our Management Board.

Are you passionate about your community and want to be involved in our decision making, then serving as a member on our Management Board might just be for you! You can make a real difference in helping shape our service delivery.

As a board member you will be expected to commit up to 5 hours per month to read papers, attend meetings and undertake training. We supply everything you need to be an efficient Board Member and the role is very rewarding. You will have access to free training and E-Learning.

We also have a board member handbook which is packed with information for serving

members and potential members and can be made available to you on request. At present we have a financial skills gap on our Board and are keen to appoint someone with a financial background. However, we are very much tenant led and invite tenants and service users to come on "Board".

You can find out how to join our Board by calling the office and speaking to our Governance & Corporate Services Officer, Teresa Gallagher. We have a host of information on our website if you want to find out a little bit more before getting in touch. To be eligible to serve as a board member you must first apply for membership of the Association and pay a one-off membership fee of £1. Being a board member is very rewarding and if you are of working age, it really enhances your CV!

We Are Now a Board of Management

At its meeting in February, the Association's governing body agreed to change its name from Management Committee to Board of Management. This is the term that is more commonly used in the sector.

Although the name has changed, the work of our voluntary members remains the same – to oversee the delivery of the best outcomes for our tenants and other service users.

Our current Board of Management members are;

Frances Cunningham	Chair
Gary Gow	Vice Chair
James Ross	Secretary
Karen McCartney	
Natalie Kirk	
Heather Ross	
Karen Kirk	
Catrina Miller	
Adele Fraser	
Darren Ward	
Sharon Lynch	
Karha Hughes	

THE SCOTTISH HOUSING REGULATOR'S ENGAGEMENT PLAN

Every year the Scottish Housing Regulator carries out a risk assessment of all Registered Social Landlords (RSLs) in Scotland, taking into account their performance reports, annual assurance statement and minutes of Committee meetings amongst other things.

Based on all of the information every Association is issued with an Engagement Plan which states what level of involvement the regulator will have with that Association during the year.

We are pleased that, once again, the Association was found to be COMPLIANT with the regulatory requirements and standards. The plan states that the Regulator doesn't "currently require any further assurance from Rutherglen and Cambuslang Housing Association Ltd other than the annual regulatory returns required from all RSLs".

Giving Assurance

In our summer newsletter last year we told you that we were working hard to develop better and more effective ways to demonstrate our compliance and provide assurances to our Board, tenants and other service users. To achieve this we developed an Annual Assurance Action plan which initially had over 60 separate actions on it!

We are delighted that there now remains only 23 actions to be completed. Of these;

11
are in
progress

1
is an
ongoing
activity

8
are not
yet due

3
are behind
schedule

The progress we have made in a relatively short time has only been possible due to the hard work and commitment of staff and Board members and with the support of our consultant Angela Spence, so a huge thanks to them all.

Another key area we have improved is the 'Evidence Bank' which is how we demonstrate where we meet the regulatory standards and requirements. Teresa Gallagher, our new Governance & Corporate Services Officer has done a huge amount of work over the last few months to update the Evidence Bank with all the supporting reports, policies and documents.

The Board has a programme for reviewing all of the evidence bank so that members can be assured that the Association is, and remains, fully compliant prior to submitting its Annual Assurance Statement.

Our Annual Report Card – we need your views and input

Each year, from the annual return on the charter, we publish our “report card”. To ensure tenants are satisfied with how we present our performance, we are asking tenants to become involved in reviewing the content, style and format of this report.

We continuously benchmark against other associations, and this gives us the opportunity to identify where we are performing and where we can do better.

The purpose of the report card is to inform tenants of our performance. We would really appreciate your views on our performance as reported in the 2024 annual report. Let us know what you think about the content, layout and information provided. You can access the report here!

(<https://www.randcha.co.uk/uploaded/portal/files/RCHA%20report%20card%20211024.pdf>)



Our Governance gets Top Marks

The second of our internal audits by Wbg (formally Wylie Bisset) was carried out last month and looked at our governance processes. We are pleased to report that the audit concluded that our systems were ‘strong’ and only a few minor recommendations were made.






Tenant Engagement

- TPAS survey results

During November/December 2024 TPAS carried out an online survey with tenants on our behalf around tenant engagement. We didn't receive as many responses as we would have liked to capture the majority of tenants views, but we can summarise those responses, and from these, work on ways to better engage with tenants.

Of the respondents:

28% said they are members of the Association whilst some didn't know how to become a member.



Our Response "We continuously publish information in our publications and website to encourage tenants to become shareholders and inform on how to serve on our Board. All new tenants are given this information at sign up. Our membership is actually just under 8%. Some tenants' membership may have expired due to our rules, if you want to check your membership status please get in touch."

60% of respondents highlighted they did not know that they had a legal right to be consulted on matters that effects their tenancy.

Our Response "We have previously published tenants rights in previous issues our newsletters and annually we consult with tenants on rent increases. We are in the process of creating a new tenant participation strategy and ask that tenant's input into this. We have an "engaged tenants" register and we would be delighted if as many tenants as possible volunteer to be added to the register and in turn contribute to our decision making".

Most tenants prefer surveys as their preferred method of communication and participation although home visits and visiting the office for meetings ranked high in the results.

Our Response "We try to make tenant participation as interesting as possible and this came out in the survey".

All but one of our respondents have access to the internet with most accessing the tenant portal on our website. However, there are some tenants who do not know how to access the portal and this is an area we will continue to publish information in our newsletters and website.

We held a tenant festival event during the mid-term break in February this year which included activities for children and information for tenants. This event was held in the associations offices but as our stock is widespread throughout Rutherglen

and Cambuslang, we realise that to fully engage with tenants, we should come visit you in your community. We will be looking at how we can do this and staff have come up with some ideas but we would love to hear your suggestions also.



RENT INCR

In our last newsletter we gave information on the discussions the Management Board and Senior Management team were having around the budget and rent increase for the coming year.

It's always a tough decision for the Association as we try to balance the need to generate sufficient income from rent to meet all of our financial commitments with the desire to support tenants and keep our rents affordable. With the cost of living and prices increasing, this has been a particularly hard decision for the Board this year.

After much deliberation, the Management Board decided to consult with all our tenants on 2 options for the increase – 4.5% and 4.75%.

Although we received more responses than in previous years, only 78 tenants out of 873 replied. Of those;

51 Voted for an increase of 4.5%
24 Voted for a 4.75% increase
3 Voted for neither option

A number of those that responded, made comments, both positive and negative about the proposed increase;

I think it's too much as it's hard getting by on the state pension and a small works pension.

I understand a rent increase is necessary for all the housing Association does each year for tenants and to properties.

I think 4.5% is a fair increase in the present climate.

I agree with the higher rate increase for future investment.

I personally think the rents are going up too much.

After all the responses were considered, the Management Board made the final decision to increase rents by 4.5%.



If you were one of the 78 tenants that responded to the rent increase consultation we would like to thank you for your time. Everyone who responded and gave us their name and address were entered into a prize draw. Congratulations to Ms Helen Burns who won £100.00 vouchers for Marks & Spencer.



EASE 2025

WHAT YOU NEED TO DO NOW

You will have already received a letter detailing your new rent that comes into effect from 28th March 2025. If you get additional services such as close stair & window cleaning or back court maintenance your monthly rent will include charges for these services.

If you;	You need to;
Receive Housing Benefit (HB)	Do nothing – we will notify South Lanarkshire Council directly of your new rent charge and you will receive a letter from them detailing your new HB entitlement.
Receive Universal Credit (UC)	Notify the D.W.P of your new rent charge immediately after 28.3.25. If you delay notifying them, you may not get all of the Housing Costs you are entitled to and your rent account will go into arrears. You can notify D.W.P via your UC Journal.
Have any change of circumstances which would affect your entitlement to HB or UC	Notify the Association and South Lanarkshire Council as soon as possible.
Pay your rent by Standing Order	Change the amount you pay monthly to fully cover your new rent charge.
Are in rent arrears or are unsure of the balance on your rent account	Request a statement of your rent account. You can do this by logging into our tenant portal on the Association's website at www.randcha.co.uk or by contacting your Housing Officer.

Trouble Paying Your Rent? – We can help.

If you are finding it hard to make your monthly rent payments, you should contact your Housing Officer as soon as possible for advice. The sooner you contact us, the sooner we can help you and avoid your rent account going into arrears.

If you are already in arrears and in receipt of Housing Benefit or Universal Credit, we may be able to assist you with applying for direct payments towards reducing your arrear.

You can also make an appointment to speak confidentially to Citizens Advice Bureau advisor in the Association's office on a Tuesday or Wednesday.





Universal Credit Migration

Have you received your Universal Credit 'Migration Notice'?

If you have, please remember that you only have **3 months** to make your claim for Universal Credit.

If you don't make your claim by the deadline date printed on your letter;

- your legacy benefits will stop immediately from your deadline date

- you won't be able to get transitional protection and you could be financially worse off

- your Universal Credit won't be backdated

It is therefore important that you don't ignore your letter and that you seek proper advice from a Benefits Advisor.

Already on Universal Credit?

Please check your monthly Universal Credit

statement to make sure that your rent is getting paid directly to Rutherglen and Cambuslang Housing Association if this is what you have asked for.

Remember – even though your housing costs are included in your Universal Credit payment, making sure your rent is paid every month is your responsibility. If you have asked for your rent to be paid directly to Rutherglen and Cambuslang Housing Association, you should check your monthly Universal Credit statement to make sure it has been paid.



Winter Fuel Payment – An Important Update

Last year the UK government scrapped universal entitlement to Winter Fuel Payments and was replaced by the Pension Age Winter Heating Payment in Scotland for those that had reached state pension age and were in receipt of certain benefits.

The Scottish Government has announced that for the 2025/2026 winter every pensioner household in Scotland will receive a payment of at least £100. Those on certain benefits like pension credit will receive £200 or £300 depending on their age.

More details are still to be given but, as they emerge, we will keep you updated.



Our Stock is in **Good Condition**

Over the past few months, we have been carrying out a survey on the condition of nearly 70% our stock. We are pleased that, overall, the results show that our stock has been well maintained and kept up to a high standard.

The information the survey has provided will now be used to target what works are the priority.

This will inform a new planned maintenance programme that will set out the major and cyclical work we will carry out over the next few years.

Once the programme is finalised, we will let tenants that are affected know and put the 5-year programme on the website.



New Bathroom Installations

As part of our 2024/2025 planned maintenance programme, 51 tenants in the Circuit area of Cambuslang are getting new bathrooms installed. The works include new baths, toilets and wash hand basins, over bath showers, shower screens, flooring and wet walls.

MCN (Scotland) Ltd is carrying out the works to a high standard and the feedback from tenants has been extremely positive. Thanks to those tenants who have very kindly let us take 'before and after' pictures.





If you are lucky enough to have a garden its time to start thinking about maintaining it. A well-maintained garden not only enhances the beauty of a neighbourhood but also promotes a sense of pride and community among residents. It's a small gesture that can have a big impact, creating a peaceful and inviting environment for everyone.

Even if you don't have green fingers, you can keep

your garden in order by cutting the grass, treating weeds and trimming hedges. You should also treat weeds along your fence line by applying weed killer with a watering can or spray gun to the affected area to stop them encroaching into you're your neighbour's gardens and paths

Take the time to keep your garden well maintained and you can have the pleasure of sitting in it enjoying the sunny weather when it finally arrives.

Garden Maintenance Scheme

For those tenants with a garden that are unable to maintain it themselves due to age, a disability or infirmity, the Association does offer a free Garden Maintenance Scheme.

The scheme is only available to tenants who do not have anyone over the age of 16 living with them **and** meet one of the following criteria;

- Over 70 years of age OR
- Over 65 and in receipt of Attendance allowance or in receipt of a War pension or can provide a medical letter

Tenants under pensionable age that have no one in the household capable of doing the garden will be eligible if they are;

- Registered Blind
- In receipt of Disabled Living Allowance/PIP
- Have a Blue badge in their name
- In receipt of a medical letter for at least one of the following illness – Stroke, MS, Rheumatoid Arthritis, recent Heart Surgery, Kidney Disease requiring dialysis

- On oxygen for Respiratory Disease

If you were on the scheme last year you will soon be sent a reminder letter to make a new application for 2025. Please remember to return your application as soon as possible to ensure you are on the list.

If you think you may be eligible and would like to apply for the scheme, please contact a member of the housing management team for more information.

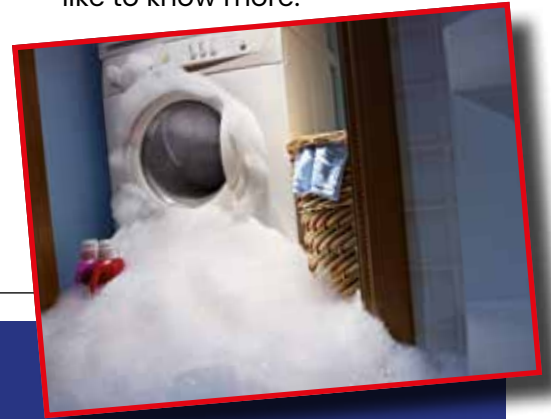
Contents Insurance – It is important you are covered

Rutherglen and Cambuslang Housing Association is responsible for insuring the fixtures and fittings of the building and within your home. But tenants are responsible for the contents of the property such as personal belongings, floor coverings and appliances. Home contents insurance can help cover the costs of replacing your personal belongings

as the Association is not responsible for replacing these items following damage from unforeseen events such as a leak.

Have you considered how much it would cost to replace damaged possessions? In most cases that is rather a lot. Rutherglen and Cambuslang Housing Association provide

information about home contents insurance when you sign for your tenancy, and we strongly recommend you take this up. Ask us about it if you'd like to know more.



Factoring Update

The Association has as many factored owners as it does tenants, so delivering the factoring service is a big demand on our resources. As our Factoring Officer recently left the Association's employment, it seemed a good time to have a wholesale review of what factoring services we provide, how we deliver them, how to best serve the interests of owners and meet the needs of the business.

Sandra Wallace from our Corporate Services team has temporarily switched to Factoring Assistance to provide much need support to our consultant, Jim Falconer.

We have initially focused on owners whose accounts are in high arrears and who are, in effect, receiving a service that is being subsidised from our rental income. This is not fair

or sustainable and we are taking a much more proactive and tough approach to recovering the monies owed, including referrals to debt collection agencies and initiating legal action.

If we have contacted you about your factoring arrears we would encourage you to get in touch with us as soon as possible to make a suitable repayment plan.

We are also looking at the options for the future delivery of our factoring services and will be giving updates on how the review is progressing in newsletters and on our website.

If you are a factored owner and need to contact us about any factoring issue, please email us on factoring@randcha.co.uk or telephone us on 0141 647 4917.



Looking after our environment with Scottish Water

Did you know

- that there are over 36,000 blocked drains and sewers in Scotland every year,
- dealing with the problem costs Scottish Water millions of pounds every year
- around 80% of these blockages are caused by either inappropriate items being flushed down the toilet or by fat, oil and grease being put down the sink
- household waste products – wipes, sanitary items, nappies – can escape into our rivers and end up on our beaches which is harmful to the environment and the wildlife



Scottish Water

Trusted to serve Scotland

How You Can Help Prevent Blockages

It's easy really. Just follow the 3Ps rule in the toilet and remember FOG in the kitchen.

The 3 Ps Rule

Only flush **P**ee, **P**oo and (toilet) **P**aper

DO NOT flush;

- any wipes (baby, facial, personal cleansing, surface cleaning) – even if the pack says 'flushable'

- sanitary items (sanitary towels, tampons, tampon applicators, panty liners, backing strips and wrappings)
- condoms, incontinence pads, colostomy bags, used bandages and contact lenses
- cotton wool, cotton buds, disposable nappies and nappy liners



FOG – Fats, Oils, Grease

Fats, oil and grease might go



down

the kitchen drain with ease, but as they cool, they begin to thicken. When fats combine with other materials in the sewer system, they create blockages and nasty fatbergs.

A handy Kitchen Checklist:

- **Fats, oil and grease** – if you can't reuse it, leave to cool /harden and then scrape into your food waste recycling or put it in the bin
- **Peelings** – put any waste food and peelings into your food waste recycling or put them in the bin
- Give plates, pans, utensils and containers a scrape or wipe with some kitchen towel before washing and use a sink strainer in the plughole to catch any bits of leftover food going down the sink
- Soup, stocks sauces and milk products all contain fat, which can also congeal and harden in your drains – leave these to cool/harden, then scrape into your food waste recycling or put them in the bin

Please check South Lanarkshire Council's website for info on how to dispose of used fats, oil and grease and food recycling in your area.

Hear the Call

Did you know that many 'flushable' wipes contain plastic and don't actually break up after they are flushed. Instead they block sewage pipes by clumping together with discarded fats, oil and grease.

Plastics in our environment cause harm to animals directly and indirectly through their food chain and so called 'flushable' wipes are contributing to the problem.

Scottish Water has launched a 'Nature Calls' campaign calling for a ban on wipes that contain plastics.

More information on the campaign and how you can give it your support is available on Scottish Water's website at www.scottishwater.co.uk/naturecalls

NATURE CALLS



We believe the best way to tackle blocked drains and sewer flooding is to work together with you to help prevent blockages that can clog up the cycle in the first place. We launched our Nature Calls campaign to promote this collaborative approach.

We launched our Nature Calls campaign to promote this collaborative approach. You can find more information about our campaign and how you can help to reduce the chance of your property being affected by sewer flooding on our website: www.scottishwater.co.uk/naturecalls

How You Can Help Prevent Blockages

It's easy really. Just remember the 3Ps rule. Only flush (toilet) paper, pee and poo. Nothing else should go down the toilet. Make sure all other items, including wipes go in the bin!

Nature Calls. Bin the Wipes.

Our new campaign is asking people to 'bin the wipes'. Many wipes contain plastic, meaning they don't break down in the sewer and can cause blockages.



Adaptations – Scottish Government Cuts

The Scottish Government funding available for medical adaptations to tenants' homes has been dramatically reduced for the current financial year, with a confirmed cut of 25%, from £11 million to £8.245m.

Every year, a number of medical adaptations are carried out to our properties to assist tenants to live safely and independently. These can range from fitting handrails to fitting wet rooms. This work is paid for through funding received from South Lanarkshire Council and the Scottish Government

The Association has worked hard to undertake all medical adaptations requested of us. However, increased demand combined with this recent funding cut has now left us in a position where we will have a significant shortfall in the funding needed to carry out all requested adaptations. This means that there will be number of adaptation requests that we will be unable to undertake until more funding becomes available.

Many small-scale adaptations – such as hand rails etc – are our legal obligation to carry out under the Equality Act, and we will undertake these adaptations regardless of funding availability. However, we will not be able to undertake all larger-scale adaptations.

We very much regret this position and, alongside many other housing associations, have made our concerns around the detrimental impact this will have on tenants' wellbeing clear to the Scottish Government. If your adaptation works are liable to be delayed we will contact you directly to advise of the position.

In the meantime, should you wish to discuss your adaptation request further please contact maintenance@randcha.co.uk



Meet Moray!

Moray Christie has joined us for an interim period as a Maintenance Officer and you should expect to see him out and about carrying out inspections. Welcome to the team Moray!



Radio Teleswitch Service (RTS) Switch Off Deadline is Approaching



The radio frequency used in Radio Teleswitch Service (also known as Dynamic Teleswitch Service – DTS) is being switched on 30th June 2025.

If you have a RTS your electricity supply may be affected, for example your electric heating might stop working or your heating & hot water might be left on permanently. You may also end up paying more as you could be charged a peak rate even during your off-peak hours or you get moved onto a single rate tariff.

Don't know if you have a RTS or DTS?

Check your electric meter. A teleswitch might be in the same box as your meter and look like or be in a separate box (usually black)

The box might have 'radio teleswitch' or 'radio telemeter' printed on it.

Even if your meter doesn't look like the examples above, you might still have a RTS or DTS meter so if you are not sure if you have one, contact your electricity supplier to check if your meter need replacing.

For more information, Citizens Advice Bureau have up to date advice on their website at <https://www.citizensadvice.org.uk/scotland/consumer/energy/energy-supply/your-energy-meter/dts-energy-meter/>

We are delighted to announce that the Association recently became of member of Happy to Translate.

Happy to Translate is an award-winning national scheme that provides tools and processes to help staff with the skills and knowledge need to communicate with tenants and other customers who speak little or no English.

By joining Happy to Translate we hope to encourage people from ethnic groups to engage with us and support them to access or services.



HAPPY TO TRANSLATE

COMMUNITY

NEWS & EVENTS

Bingo

Bingo in Circuit Community Hall is back up and running every Tuesday

evening, eyes down at 7pm and £6 for books. Free Tea/Coffee/Biscuits!

Also refreshments for sale on the night.



Healthy "n" Happy

Healthy and Happy have a host of activities going on and you can access these by visiting their website <https://www.healthynhappy.org.uk/>

The types of activities on just now range from baby boogie classes, cycling for adults, sewing classes and book clubs. There really is something for everyone!

They are based at 18 Farmeloan Road, next door to the Associations offices

Camglen Buddies Leisure & Social Club

This is a group who provide social activities in the Rutherglen/Cambuslang area for people aged 14 plus with disabilities and additional

support needs. The Association were privileged to support them this year as we believe they do amazing work.

For more information and to find out where and when they meet, please email them at Camglenbuddies@gmail.com

Routes To Work

The Routes to Work dedicated and experienced staff provide an individually tailored service to support you on your journey into sustainable employment.

In addition to receiving a personal allowance and/or financial support with training, you can expect:

- A welcoming environment.
- To be treated fairly and with respect.
- A professional and responsive service.

- To be kept fully informed.
- Tailored advice and guidance suited to your needs.
- Ongoing help and access to opportunities from our first meeting through to support while you are in work.

Interested in finding out more information?

You can get in touch with them by completing their enquiry form, emailing info@rtws.org or calling **0800 731 0444**

Do you want to advertise your events here for free?
If you have any free events going on please get in touch and we can promote them in the newsletter.

Save the date!

Landemer Day Rutherglen

Saturday, 14th June 2025 | 11:00 AM – 4:00 PM

If you or your organisation are interested in having a stall at the event, please reach out via email at landemerstalls@gmail.com.

Despite increasing costs, they are keeping the stall fee at £26, making it a fantastic opportunity for organisations to fundraise.

Event by The High Backs

23 Penman Ave, Rutherglen, Glasgow, G73 1HP

Duration: 3 hr, Saturday 19 April 2025 | 12pm – 3pm

Easter Party

Public · Anyone on or off Facebook

Join us for our Easter party in the Highbacks! We have loads of fun planned, including a special guest appearance from the Easter Bunny. Participate in our competition to win an Easter hamper filled with delicious treats. Simply create a lovely Easter bonnet and display it on our table on the day. A lucky winner will be announced during the event. Get creative, and we look forward to seeing your amazing bonnets!"

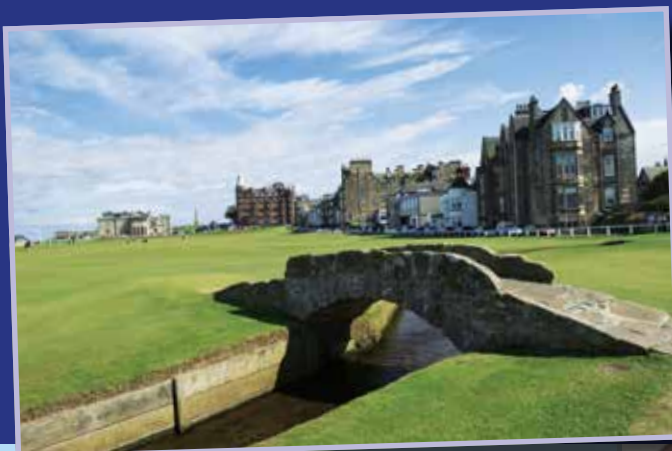


Senior's Bus Trip 2025

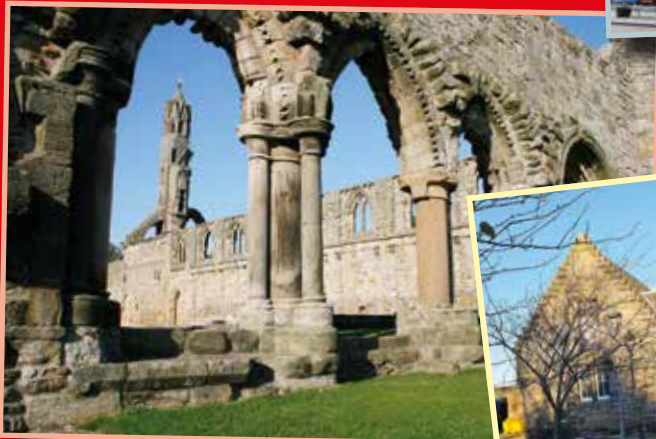
Our popular annual bus trip for our 'more mature' tenants is on Friday 29th August 2025 this year and is heading over to St Andrews, via the coastal road that will go through many of the fishing villages of the East Neuk of Fife.

Once at St Andrew's there will be free time to browse the shops or visit some of the sites such as;

The Old Course, considered by many to be the "home of golf" .



The Cathedral dedicated in 1318 in the presence of Robert the Bruce.



Martyrs' Monument built to commemorate 4 men executed during the 16th Century Scottish Reformation.

St Andrew's Castle which has been a bishop's palace, a fortress and a state prison during its 450-year history.



The Byre Theatre founded in 1933 and said to be haunted by the benevolent ghost of Charles Marford, one of its founders.

St Andrews University Museum which looks at the university's foundation and student life and houses 3 medieval maces from the 15th century and a large astrolabe dating from 1575.



It's then on to Perth for high tea before getting back on the bus home.

Numbers are unfortunately limited to 45 so it will be a case of 'first come, first served', so if you are a tenant 'of a certain age' keep an eye open for more information and make sure you get your name on the list.

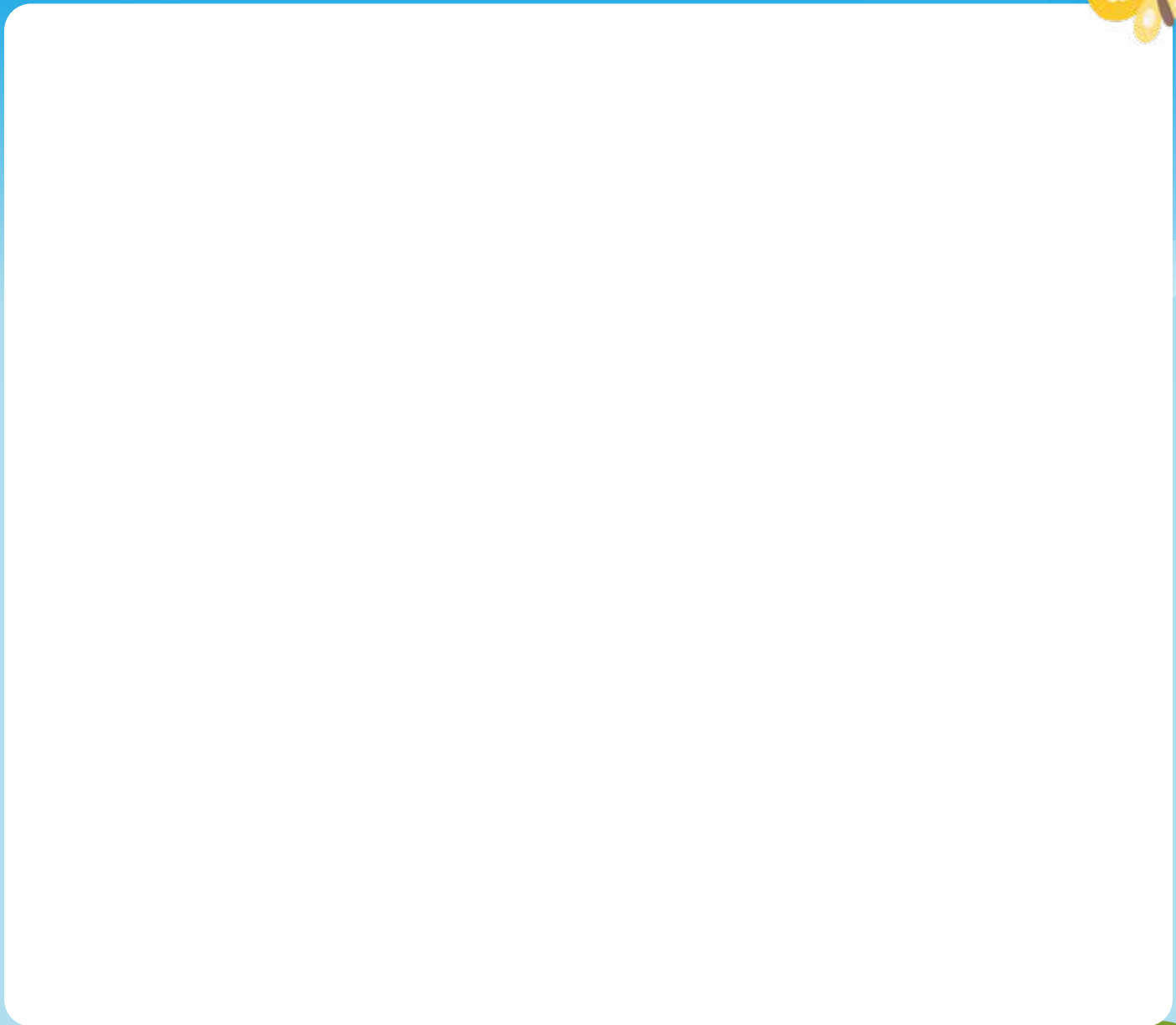


Happy Easter



To celebrate Easter, we are running a "My Easter Picture" activity. Simply draw a picture of your favourite part of Easter and pop it into the office before Thursday 17 April 2025.

As a thank you, you will be given an Easter Treat and your masterpiece will be added to the collage of pictures in our reception area.



Name:

Age:



USEFUL PHONE NUMBERS

Police

Rutherglen/Cambuslang 101

Housing & Council Tax

Rutherglen & Cambuslang
Housing Association 0141 647-4917

Emergency Repairs 0800 169 3379

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

Question & Answer

Cambuslang 0303 123 1015

Rutherglen 0303 123 1015

Money Matters

Cambuslang 0303 123 1008

Rutherglen 0303 123 1008

Environmental Services,
General Enquiries 0303 123 1015

South Lanarkshire Council,
Problem Solving Unit 0303 123 1015

Roads 0303 123 1015

Job Centre Plus – Rutherglen
and Cambuslang 0345 6043719

Social Work Rutherglen 0303 1231008

Occupational Therapist 0303 123 1008

Scottish Gas Networks

Emergencies 0800-111-999

Customer Service 0800 912 1700

Check Supplier 0870 608 1524

Scottish Power

Emergencies 0800 092 9290

Enquiries 0800 027 0072

Check Supplier 0330 1010300

Scottish Water 0800 0778778

Stair Lighting 01698 897911

Street Lighting 0303 123 1015

Cleansing Department
Bulk Uplift / Street cleansing 0303 123 1020

Citizens Advice 0141 646 3191

Women's Aid (Glasgow) 0141 553 2022

(East Kilbride) 01355 249 897

Lanarkshire Credit Union (Rutherglen) 01698 711112

Cambuslang Credit Union 0141 641 0888



Rutherglen & Cambuslang Housing Association

16 Farmloan 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