



the wellhouse news

Welcome to your Spring Newsletter

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wellhouse
Housing Association

Keep up to date with what's
happening in your community.

Message from the Chair

Welcome to your spring newsletter, its' nice to see the light nights returning. I am delighted to report once again about initiatives our community have taken themselves over Christmas and easter, along with other activities over lockdown such as socially distanced bingo and street parties – community spirit is alive and well in Wellhouse!

In this edition of the newsletter, you will find lots of handy information from our income advice officer and, remember, she is always there to help you so get in touch if you need advice.

You will find information on the Hub and the activities we have lined up as soon as lockdown permits: really exciting plans in place with our friends at the Glenburn Centre and East End Flat Pack Meals. We hope you will also be able to take full advantage of our cycle repair hub which is up and running.

Finally, please remember to talk to us about your arrears, you will see an article on our refreshed approach to this issue.



All the best,

Darron Brown

Darron Brown
Chair



Pantry Bus Service

TO BOOK TRANSPORT CALL 0141 - 778 - 2042
YOU SHOULD BOOK 24 HRS IN ADVANCE
PHONE LINES ARE OPEN MONDAY TO FRIDAY 12PM - 4PM



THE KINDNESS OF OTHERS!!

Kindness is a simple concept, yet so very impactful. It can make the world a better place. The very act of expressing kindness to one another can improve our own well-being, build stronger communities and can make us more empathic to other people's hardships.

We hope you had a lovely Easter!! and enjoyed the unexpected Easter treat that was given to you as a result of the kindness and thoughtfulness of the hard-working Boots Glasgow Fort Staff; who in these very difficult times clubbed together and generously donated 78 Easter Eggs for the children of Wellhouse to enjoy. We were asked by the Boots staff to distribute the treats on their behalf which we were happy to do.

We knew of two Easter Egg hunts that had been planned within the community to celebrate Easter, both respecting lockdown and social distancing rules. Unfortunately, only one was able to take place. Robert Irvine (pictured picking up the eggs) agreed to open up the Torran Road event to all the little ones of Wellhouse and distributed the eggs on behalf of the Boots staff. We would like to thank Robert, his family and the Mums of Torran Road for their community spirit as well as Tracey Short for all her community activities too.

We hope you had a fantastic fun day and that you enjoyed your surprise treat!



Wellhouse Housing Association Funding April 2020 to March 2021

June 2020: STV Children's appeal and National Emergencies Trust Campaign

Wellhouse Housing Association secured £2000 funding from the STV Children's appeal and National Emergencies Trust Campaign to support local people in crisis during the Coronavirus outbreak.

The £2000 grant award was used to award emergency food parcels and fuel top ups to tenants in financial crisis during the pandemic. We made 20 emergency food parcel awards & 40 emergency fuel awards to those in crisis.

July 2020: Supporting Communities Funding - Digital Support Fund

Wellhouse Housing Association successfully secured £9750 funding from the Supporting Communities Fund to provide digital support to tenants and local community groups within the Easterhouse community.

As face-to-face contact was reduced due to social distancing and many services became digital by default,

we wanted to help our community access digital services.

Wellhouse Housing Association have been operating a Digital Support Fund since July 2020, users of the fund have been able to borrow a tablet from the Association for a period of time

during the Coronavirus pandemic. We have 30 tablets in circulation which are provided to users with free mobile internet access. The Digital fund was also used to help those at risk of isolation, access a mobile phone during the pandemic. The fund has been accessed by 41 users and will continue until the funding has been run down.

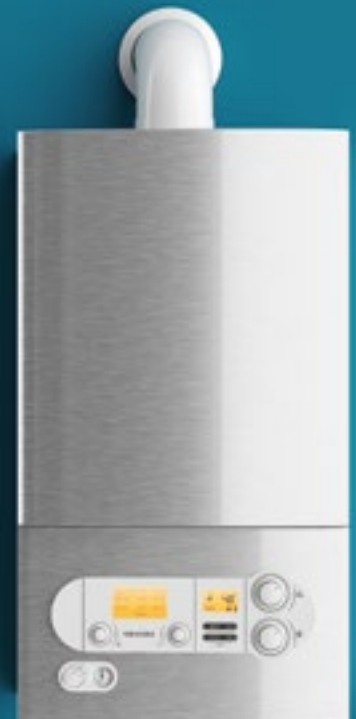


Laura Reilly
Income & Advice Officer

Dec 2020: Easterhouse Housing Regeneration Alliance (EHRA) £1000 to help tenants experiencing poverty

The Easterhouse Housing Regeneration Alliance (EHRA) is an umbrella organization that represents the eight community-based housing associations and co-operatives that operate in Greater Easterhouse.

The Easterhouse Housing Regeneration Alliance committee approved an allocation of £1000 per housing association to help reduce poverty for those living in Greater Easterhouse. Wellhouse Housing Association used the £1000 to help tenants experiencing fuel poverty as a result of the Coronavirus pandemic. Wellhouse Housing Association awarded 31 emergency fuel payments from the funding from Dec 2020 to February 2021.



Dec 2020: The WEE Glasgow community grants scheme (WEE-G fund)

Wellhouse Housing Association secured £500 funding from the WEE Glasgow community grants scheme (WEE-G fund) to help raise community spirits. We used the funding to purchase 68 boxes of biscuits for those aged over 66 & living alone and 370 sweet treats for children in the community. We delivered treats to residents between Dec 2020 and February 2021.



March 2021: STV Covid Winter Fund

Wellhouse Housing Association successfully secured £1300 funding from the STV COVID Winter Fund to support children in the community experiencing financial hardship between December 2020 and March 2021. The funding was paid to identified families experiencing financial hardship who were not eligible for the Covid winter hardship payment of £100 per child from the Scottish Government in December 2020.

Wellhouse Housing Association will continue to apply for appropriate funding to support our tenants as it becomes available throughout the pandemic.

DO YOU NEED INTERNET ACCESS?

If you don't have access to internet at home or you have internet access but don't have access to a suitable device, Wellhouse Housing Association may be able to help you.



We have a lending library of tablets available for our tenants, the tablets have a 10-inch screen and come with internet access.

You can borrow a tablet for an agreed period of time.

You can use the tablet for things like:

- Keeping in contact with family and friends online
- Using online shopping/ Prescription services
- Accessing online benefits such as Universal Credit
- Job searching
- Accessing digital courses
- Accessing coursework or homework
- Learning how to use social media and much more

We may also be able to help those living alone with no access to a mobile phone.

For more information contact the office on 0141 781 1884. Monday to Thursday 9am to 5pm and Friday 9am to 4.30pm

IMPORTANT:

We have been made aware that fraudulent calls are being sent to our tenants asking for rent payments and bank details.

Please DO NOT give your bank details to any cold callers. If you receive one of these calls, please contact the Police.



BENEFIT ASSISTANCE & CRISIS SUPPORT.

If you find yourself in a financial crisis due to the Coronavirus outbreak, please contact our Income Advice Officer Laura Reilly on 0141 781 1884.

We can still offer you telephone appointments or email advice and support to:

- Check benefit entitlement and apply for relevant benefits
- Assist with form filling
- Apply for crisis support and refer to local support agencies, including local foodbanks
- Provide benefit advice and appeal representation



Laura Reilly
Income & Advice Officer

£500 FOR THOSE SELF-ISOLATING ON A LOW INCOME.

People on low incomes may be eligible to receive a £500 grant if asked to self-isolate.

The Self-Isolation Support Grant will help those who would lose income if they needed to self-isolate, such as those unable to carry out their work from home.

To be eligible for the grant you must:

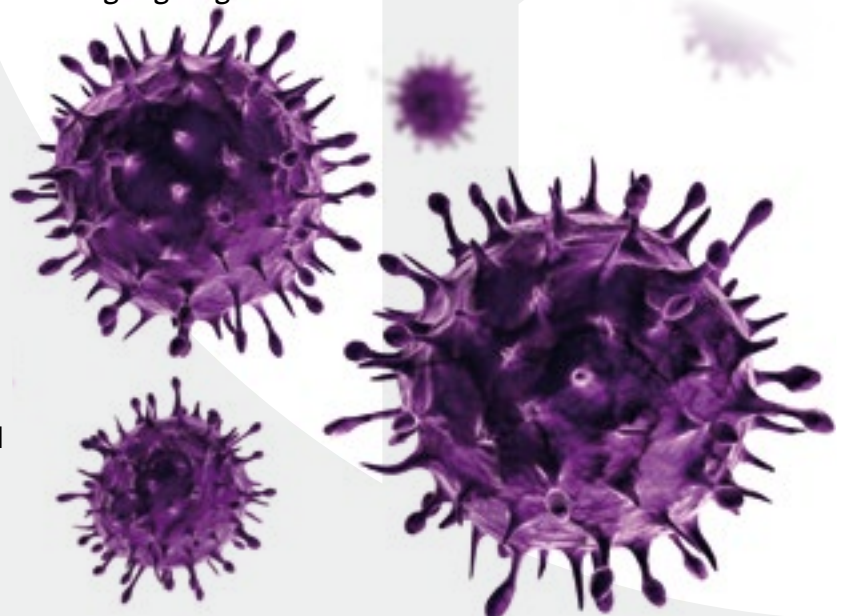
- Have been asked to self-isolate
- by Test & Protect Scotland
- Be able to prove you have lost income due to self-isolation
- Be in receipt of a qualifying benefit such as Universal Credit, housing benefit or working tax credits or earn less than the real living wage

The grant is intended to support people who would otherwise struggle to be able to afford to comply with the requirement to self-isolate.

Applications can be made by contacting the

Scottish Welfare fund on 0141 276 1177 and selecting option 1. Opening times are Monday to Friday 9am to 4pm.

Applications can be made online at <https://www.glasgow.gov.uk>



UNIVERSAL CREDIT AND YOUR APRIL 2021 RENT INCREASE.

Wellhouse Housing Association rents will be increased from 1st April 2021. Tenants claiming Universal Credit with rent costs must notify DWP of their rent increase in order to receive the correct amount of housing costs.

I claim Universal Credit, how do I tell DWP about my rent increase?

For those with access to an online Universal Credit account, a notification will arrive on your Universal Credit “To do list” you will be asked if your rent has increased from the 1st April 2021. You should select “Yes” and notify DWP of the

new amount of rent you are liable to pay from 1st April 2021.

You can also report your rent increase by reporting a change to “Where I live and what it costs” using your online Universal Credit account.

You cannot notify Universal Credit of your rent increase before the 1st April 2021.

I claim Universal Credit but don't have access to an online account, how do I report my rent increase?

If you do not have access to a Universal Credit online account, you can report your rent increase

by contacting the Universal Credit Helpline on 0800 328 5644. Opening times are Monday to Friday 8am to 6pm.

You cannot notify Universal Credit of the rent increase before the 1st April 2021.

I receive Housing Benefit; do I need to report my rent increase to Glasgow City Council?

If you receive help with your rent from **Housing Benefit** the Association will notify the Housing Benefit Office at Glasgow City Council of your rent increase. You do not have to take any action.

Trussell Trust Local Foodbanks

If you need a foodbank voucher, you should always contact a referring agency in the first instance. Wellhouse Housing Association are a referring agency and can provide you with a foodbank voucher. The Citizens Advice Bureau can also refer you to a local foodbank.

If referring agencies are closed, you can contact a local foodbank directly by visiting <https://www.trusselltrust.org/get-help/find-a-foodbank/>



Glasgow NE local Foodbanks

Calton Parkhead Parish Church

142 Helenvale Street
Parkhead
Glasgow, G31 4NA
Open Monday, Wednesday and Friday
2-4pm

Blairtummock Community Hall

45 Boyndie Street
Easterhouse
Glasgow, G34 9JL
Open Thursday 2pm to 4pm

WHAT TO DO IN A FINANCIAL CRISIS.

Frequently asked questions

- What can I do if I run out of electricity or gas and don't have any money to top up?
- Contact your energy supplier, they may be able to provide you with credit until you can top up. The credit normally has to be paid back.
- Contact our office on 0141 781 1884 we may be able to assist you to apply for crisis support and refer you to local support agencies, including local foodbanks.
- Contact the Glasgow City Council Scottish Welfare Fund.
- If you find yourself in financial crisis and need to access a crisis grant for essential items such as food, electricity or gas, contact the Scottish Welfare fund on 0141 276 1177 selecting option 1.
- Opening times are Monday to Friday 9am to 4pm. Applications can be made online 24 hours per day by visiting: <https://www.glasgow.gov.uk>
- Contact the Scottish Citizens Advice Helpline, the helpline is available Monday to Friday 9am to 5pm on 0800 028 1456.

What can I do if run out of food and don't have any money left to buy more?

- Contact our office on 0141 781 1884 we may be able to assist you to apply for crisis support and refer you to local support agencies, including local foodbanks.
- Contact the Glasgow City Council Scottish Welfare Fund.
- If you find yourself in financial crisis and need to access a crisis grant for essential items such as food, electricity or gas, contact the Scottish Welfare fund on 0141 276 1177 selecting option 1.
- Opening times are Monday to Friday 9am to 4pm. Applications can be made online 24 hours per day by visiting: <https://www.glasgow.gov.uk>

- Contact the Scottish Citizens Advice Helpline, the helpline is available Monday to Friday 9am to 5pm on 0800 028 1456.

What can I do if I need help when self-isolating?

If you have enough money to buy food but cannot get it due to self-isolation you could:

- Ask friends or family to buy food and leave it at your door
- Buy shopping online
- If you don't have support to help you pick up essential items like food and medication, you can call the National Assistance Helpline on 0800 111 4000, or contact via textphone on 0800 111 4114 Monday to Friday 9am to 5pm

The helpline is only for people with no access to other support.

If you are self-isolating and don't have enough money to buy food you can:

- Contact our office on 0141 781 1884 we may be able to assist you to apply for crisis support and refer you to local support agencies, including local foodbanks.
- Contact the Scottish Citizens Advice Helpline, the helpline is available Monday to Friday 9am to 5pm on 0800 028 1456
- If referring agencies are closed, you can contact a local foodbank directly by visiting <https://www.trusselltrust.org/get-help/find-a-foodbank/>
- Contact the Glasgow City Council Scottish Welfare Fund.

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SCOTTISH CHILD PAYMENT



What is Scottish Child Payment?

It's a new payment for families on certain benefits or tax credits to help towards the costs of looking after a child. It's £40 paid every four weeks for each child under six.

Who can get it?

People can apply for Scottish Child Payment whether in work or not.

People may be eligible if they, or their partner, are the parent or full-time carer of a child under six and if they get tax credits or certain benefits.*

*Child Tax Credit, Income Support, Pension Credit, Working Tax Credit, Universal Credit, Income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA).

How many children can qualify for Scottish Child Payment per household?

Every child under six in a qualifying family will get a payment.

What happens when a child turns six?

Payments will stop when a child reaches six. However, the Scottish Government is fully committed to rolling out Scottish Child Payment to children under the age of 16 by

the end of 2022, subject to data on qualifying benefits being received from DWP. You will be able to apply for children aged up to 16 when the new payment is fully rolled out.

How do people apply?

We take applications via our freephone helpline on 0800 182 2222, by post or online at mygov.scot/benefits/scottish-child-payment.

What evidence will be required?

We need evidence that the person applying is responsible for a child under six, usually through the child being named on a benefits claim. If more than one person applies for the same child we have a process for deciding who gets the payment, prioritising the person who the child lives with for the majority of the time.

Kinship carers can demonstrate responsibility for a child with a legal order, written agreement with a local authority or in certain circumstances, a letter of support from a local authority.

Will they need their partner's information?

Yes if they live in the same household and are:

- I married to each other
- I civil partners of each other
- I living together as if you are married.

What happens if someone's circumstances change after applying?

People need to let us know if their circumstances change at any point. This is to make sure that they are getting everything that they are entitled to. This could include changes to what benefits or tax credits someone gets or where they live.

How will people be paid?

Eligible families will be paid into their chosen account. They can contact us if they wish to change their chosen account.

What can people use the money for?

It is up to the person on how they decide to use this money to help support their family.

Does it affect other benefits?

No, it will not be taken into account for UK benefit and tax credit assessments.

Other payments

Social Security Scotland also deliver Pregnancy and Baby Payment, Early Learning Payment, School Age Payment and Best Start Foods – people apply for these all on the same application form. To check eligibility for these payment visit mygov.scot/benefits/best-start.

Wellhouse Housing Association found to be compliant with regulatory requirements - Published 6 April 2021



A new chapter is beginning for **Wellhouse Housing Association** (WHA) after the organisation has been found to be compliant with the regulatory requirements of the **Scottish Housing Regulator** (SHR).

It has been a long journey since the housing association was put under statutory engagement by the Scottish Housing Regulator in November 2014 due to poor financial and governance controls.

Statutory engagement ended in 2016 however WHA still had significant steps to take with a new regulatory framework being introduced by SHR in 2019/20 which placed WHA – and many other organisations – on no status.

Martin Wilkie-McFarlane was appointed as chief officer in May 2016 and **Maureen Morris** took over as chair of the committee in September 2014. Since then, the team has overseen the transformation of the organisation which manages over 850 homes, as well as numerous community initiatives and partnerships.

There has been a strong focus on standards of financial and governance management which had been highlighted as key failings and considerable work has ensured that Wellhouse has become a place

where people feel safe and happy and are proud to be part of the vibrant community.

The positive changes have also been highlighted through significant improvements in independent surveys of residents and the most recent survey showed a further increase in measures of satisfaction with 98.6% of Wellhouse tenants satisfied with the overall service provided by WHA.

The organisation is proud that their commitment has been recognised and as a result of the hard work by WHA, the Scottish Housing Regulator now only requires the organisation to provide annual regulatory returns which are mandatory for all Registered Social Landlords (RSLs).

Darron Brown, chair of Wellhouse Housing Association, said: “This is a very important step forward for Wellhouse Housing Association which has gone from statutory engagement to achieving compliant status and we are all very proud of this achievement. It is a huge testament to all the staff and the committee of Wellhouse Housing Association that they have turned the organisation around.

“This is an exciting time for WHA with ambitious plans to bring new developments to the area as well



as further enhancements to the community facilities and activities for local residents. We look forward to a bright future ahead for everyone in Wellhouse.”

Darron Brown

Darron Brown
Chair



Flooding solutions identified to progress Wellhouse development plans - Published 8 April 2021

Plans by **Wellhouse Housing Association (WHA)** to bring new housing to the area have taken an important step forward.

The housing association is focused on the continued regeneration of the area, however, work to bring much-needed homes stalled due to ground water flooding which has been an ongoing issue for many years.

Following extensive studies, solutions have been identified which will allow the potential transformation of three areas of vacant and derelict land which mar the entrance to the area.

WHA is now in discussions regarding essential work on the main drain outside The Hub, which is owned by **City Property**, as well as with both **Scottish Water** and the Department of Development and Regeneration Services at **Glasgow City Council** regarding a necessary upgrade in the surface water drainage system in order to utilise the natural water course to Camlachie Burn.

Two of the key sites are currently owned by Glasgow City Council and the **Archdiocese of Glasgow** and WHA has also been in contact with both organisations to open discussions. The smallest empty site is already in the ownership of the Association.

A workshop with Glasgow City Council, City Property and Scottish Water is scheduled for late April and **WHA chair Darron Brown** is focused on ensuring that this essential work happens as quickly as possible.

He said: “WHA is committed to continuing to make the area an attractive place where people feel safe and happy and the transformation of these two areas, which are currently eyesores, have an important part to play in the regeneration of Wellhouse and the East End of Glasgow.

“We hope the necessary work can be carried out quickly to support our vision of utilising these brownfield sites to provide much-needed affordable community housing as well as facilities for this area, which has high levels of deprivation.



“This important step forward could bring such positive change to the lives of local people, helping to create a vibrant community which people are proud to call home.”

Councillor Elaine Ballantyne is supporting WHA as it works to bring much-needed new homes to the area.

She said: “I am delighted to see effective progress being made through constructive partnership working between Wellhouse Housing Association, Glasgow City Council and Scottish Water to resolve the ground water flooding issues which have hindered development in the area for many years.

“The regeneration of the brownfield sites will be hugely welcomed by residents and I will continue to work with and support Wellhouse Housing Association in achieving this.”

Martin Wilkie-McFarlane

Martin Wilkie-McFarlane, DIRECTOR

Annual Rent Increase

The management committee of Wellhouse Housing Association approved a rent increase of 1.7% on 28th January 2021, following consultation with tenants. The increase was needed to ensure we can continue to invest and improve your homes and the estate. We need to keep up our payments for the private finance borrowed over the years to build new homes and to continue service delivery.



We received 109 responses to our consultation and many of those did not agree with the increase. However, we need to ensure that every property is kept up to a good standard and that kitchens, bathrooms, windows and boilers are all replaced on time.

We wrote to all tenants to let you know how much your rent will be this year and we have informed Glasgow City Council so that they can update payments for those of you who receive housing benefit. Remember to update the DWP if you are a Universal Credit claimant so that they pay the correct amount for your rent.

The rents increase with effect from 1st April 2021.

We have detailed in the table below the range of our new rents for your information:

Apartment Size	New Rent 1 st April 2021
2Apt	£299.75
	£301.56
	£307.25
3Apt	£335.70
	£341.39
	£347.07
4Apt	£369.83
	£375.53
	£381.21
5Apt	£403.97
	£415.35
6Apt	£449.49

Carol Hamilton,

Housing Manager

VOUCHER WINNERS!

Congratulations to the following lucky winners who took part in our recent consultation on Wellhouse Rent Increase proposals for 2021/22 as well as our Abandonment Policy, which were included on our website and Winter Newsletter-

- William Logan, Torran Road
- Donna McGinnis, Bartiebeith Road
- Tracy Kenna, Bartiebeith Road
- Daniel Anjum, Bartiebeith Road
- Daniel Chibanda, Dunan Place

We hope they enjoyed spending the £25 Morrison's vouchers! Be sure to watch out for future consultation events and you might be a lucky winner next time!

We love when you take part because your opinion and comments are important to us. There are lots of ways you can become involved and help us to shape the service we deliver for our Wellhouse community. Some tenants are simply happy to respond to our consultation events but there are other ways that you can become involved. We are looking for more members to join our Customer Opinion Panel where we discuss all aspects of our service delivery. You can do this by email, telephone or by coming along for a chat and a cuppa when we are able to open The Hub to our customers again.

One of the items we are going to reviewing this year is our Allocation Policy and we'd like to hear your opinion on how our properties should be let to those on our waiting list. Keep an eye on our website for more details.

Remember to keep taking part in our door step surveys. Due to Covid restrictions, recent surveys have been conducted by telephone. M I Housing Services is the independent company who carry out the surveys on our behalf. Every 3 months they contact 72 tenants and so that means that all of our tenants can give their views on key aspects of our service over a 2-year period.

If you'd like to become involved in any way at all then give us a call, send an email or text. It's easy!

Your rent increase & Universal Credit

Add to your to do list.

If you are already claiming Universal Credit and are liable to pay rent you just notify DWP that your rent payments have increased from the 1st April 2021.

If you do not notify DWP of your rent increase you will not be paid the correct amount of Universal Credit.

You will have received a “To do” action on your Universal Credit online account between the 1st and 6th of April 2021. DWP will ask you if the amount of rent you pay has changed. You should select “Yes” & enter your new

rent liability from 1st April 2021.

Please note this advice applies to all Universal Credit claims including recent claims.

If you do not have access to an online Universal Credit account, you can report your rent increase by contacting the Universal Credit helpline on 0800 328 5644.

If you need help to report your rent increase, please contact the Income Advice Officer Laura Reilly on 07391016182.

Rent First!!!

We are committed to providing an excellent service to all of our customers and to fulfil our obligations that are set out in your tenancy agreement. Similarly, we expect our tenants to fulfil their obligations and that includes paying monthly rent in advance. Unfortunately, some tenants are persistently not prioritising their rent payments and this has become a very large problem.

The level of rent arrears is at an all-time high at £355,000 which is over 10% of your Association’s income. 48 tenants have rent debt of more than £2000. All of the services we provide, including repairs and investment in our properties, are paid for by rent charges, so this means those tenants who pay their rent on time are subsidising those who aren’t. We think this is unfair so we are having to take a much tougher approach to tackle the problem.

Most of our customers let us know if they have difficulty paying their rent so that we can support them

to maintain affordable repayment arrangements, offer income advice and access to benefits and funding which allows the debt to reduce and this means that legal action is avoided. Others repeatedly break payment arrangements or ignore any contact from their Housing Officer which means we have been forced to take legal action which will likely result in some tenants being evicted from their homes. Sadly, we have had to enforce legal proceedings on 30 Wellhouse tenancies in the last year.

Eviction is extremely serious and it is always a very last resort, so in an effort to encourage those who are deliberately avoiding any contact from their Housing Officer, not paying their rent, or who abandon their home leaving rent debt, we will:

- Serve a legal Notice of Proceedings for repossession of the tenancy
- Seek legal action which may result in wage or bank account arrestment

- Explore the abandonment process if we think that the tenant may not be living in the property if they are not responding to our communication
- Use Debt Recovery Agents to trace the former tenant and collect debt if they have abandoned the property
- Refer the debt owed by former tenants who refuse to make an arrangement to pay, to a Debt Recovery Agent
- Not carry out non-essential repairs where tenants are avoiding contact with the Housing Officer, unless they agree to discuss the matter and the debt is reduced
- Not carry out replacement kitchens and bathrooms where there are rent arrears

We are always here to support you and we urge you prioritise your rent above all other debts. Please get in touch with your Housing Officer if you are having financial difficulties or if you are worried about your rent payments.

Our approach to tackling Anti- Social Behaviour

Like most Landlords we will not tolerate any level or any form of anti-social behaviour that affects our tenants and residents. Where necessary we will use the most robust measures available to stop anti- social behaviour. We do our best to resolve complaints of this type as early as possible but sometimes it is very difficult because some complainers are reluctant to report these matters to the Police or their Housing Officer and sometimes, they wish to remain anonymous. When this happens, we find it difficult to find a solution because we have little evidence to be able to take effective action and so the problem can last longer than

we'd like, or it may not get resolved at all.

To enable us help you feel safe and secure we have signed up to a new approach. We will work positively in partnership with Glasgow City Council's Community Relations Unit (CRU) and Police Scotland. This approach will provide a high quality, accountable and transparent service to meet the needs of all tenants and wider community interests.

We aim to

- Adopt a zero- tolerance approach to anti – social behaviour
- Practice early intervention and the use of all available approaches to conflict resolutions, to prevent

escalation and ultimately stop the anti -social behaviour

- Protect individuals' and households' entitlement to enjoy their home
- Adopt a zero tolerance to violence against women and minority groups
- Promote a partnership approach

Complaints can still be made to us in the usual way, by telephone, email, letter or a visit to The Hub when we are able to reopen. If we are unable to resolve your concern quickly or effectively, we will involve our CRU and Police partners and together we will find a solution.

Gutter Cleaning and Roof Anchor Testing

Latto Maintenance Ltd have been continuing to carry out the cyclical gutter cleaning and roof anchor

testing, please assist with access requests to any loft areas by the Contractor.

Electrical Safety Inspections

The Scottish Government clarified in April 2020 that, in order to demonstrate compliance with Element 45 of the Scottish Housing Quality Standards (SHQS) – Safe Electrical Systems, landlords must organise electrical safety inspections by a competent person at intervals of no more than five years. Wellhouse HA has an ongoing dedicated programme of Electrical Installation Condition Reports (EICR) our Contractor G.E.S. Ltd will be in contact to make arrangements for

Access with those involved in this year's Inspections.

These inspections are undertaken to ensure that the electrical system in your home is, and continues to be in a safe condition. As part of this inspection, the electrician may require to carry out essential electrical repairs which are identified. This will also include upgrading of smoke, heat & carbon monoxide detectors in line with the Scottish Governments new fire safety legislation. It is essential that



Bill Blach

Assets and Maintenance Manager

you allow access for this work to be carried out as it not only protects you and your family but also your neighbours, should any serious electrical issues occur.

Notice of Annual Gas Safety Inspection

As you will be aware, it is vital that all gas systems and appliances are checked on an annual basis. This is to ensure the safety of yourself, your family and your neighbours.

As your landlord, Wellhouse Housing Association has a legislative duty (under regulation 36 1-12 GSIUR) to ensure that an annual safety inspection is carried out on all gas appliances and flues within their domestic properties. Please note you must ensure that you have adequate supply of gas and electric within your meters to allow the gas safety check to be carried out.

Saltire our Gas Contractor, in conjunction with Wellhouse Housing Association, are continuing to monitor and follow guidance in relation to COVID-19 and your annual service has been deemed as essential work during this time.

We would therefore ask you to call at your earliest convenience if you are self-isolating, showing any symptoms, have been confirmed to have contracted COVID-19 or if you would like to re-arrange the appointment for any other reason at this time. Please contact either Saltires Servicing Team on **0330 202 0444** or Wellhouse HA on **0141 781 1884**

Please note that our call handlers will ask the relevant

screening questions when you call in and the Engineer will also ask these prior to entering your property.

Saltire are complying with guidance in relation to PPE for their operatives and all are supplied with gloves, masks and hand sanitisers.

Should you require any further information regarding your annual service, this can be found on Gas Safe website www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/

Our engineers are complying with the social distancing guidelines. We do appreciate that your house may be busier than usual during lockdown being enforced, however, this is in the best interest for all of you. Ideally, we would ask you to vacate the room the operative is working in and they will then let you know when they have finished. The inspection will take approximately 30 minutes to 1 hour.

There are a number of **AM** and **PM** slots available so please contact us on one of the above numbers if you wish to request one.



Please Note

“5:11 We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs to it, or adjoining property, during reasonable time of the day. We will give you at least 24 hours’ notice in writing.

We have the right of access to your house in order to lay wires, cables and pipes for the purpose of telecommunications, water, gas and electricity, providing we give

you reasonable notice in writing. We have the right of access to the common parts at any reasonable time. If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused and you hereby agree to

pay for the cost of such damage. In an emergency, we have the right to make forcible entry to your house without notice.”

If the forced access goes ahead, you will be recharged. PLEASE NOTE: You will need to arrange to collect your keys from Shettleston Police Station, opening hours 07:00 – 00:00.

Thank you for your assistance with this.

Reporting A Repair To Central Heating And Gas Appliance



If there is something wrong with your heating in between services, you should report this to **Saltire** 24hrs a day by telephoning **0330 202 0444** and our gas contractor will attend and repair the fault.

If you smell gas in your property:

1. Let fresh air into your home by opening doors and windows.
2. If it's safe to do so, make sure you cut the gas supply off straight away – move the handle a quarter turn, until it's at 90 degrees from

the pipe. This is usually located next to your gas meter. But if it's in the cellar, it's usually best to leave it.

3. Leave your property.
4. Call the National Gas Emergencies number 0330 111 999. It's free of charge, and lines are open 24 hours a day, seven days a week.
5. Listen to the advice provided by the emergency adviser and follow it
6. Wait outside your property for the gas engineer to arrive

7. If you feel unwell, go to your GP or your local hospital straight away. Inform them that you think you've been exposed to a gas leak or carbon monoxide poisoning.

Don't:

- light a match, smoke, or use any other naked flame
- touch any electrical switches; don't turn them on or off.
- use mobile phones, doorbells or any other electrical switches that could spark.

Planned Maintenance

Postponement of Planned Maintenance Program 2020 – 2021 and onward.

Due to the restrictions introduced to deal with Covid -19 we have been unable to complete our Planned works such as kitchen, bathroom and window replacements being carried out in occupied properties. Unfortunately, this inevitably means that the investment programme has been postponed due to the ongoing Co-vid pandemic.

Once the Scottish Government eases restrictions which permits works of this nature to commence in occupied properties, the Association will resume work as quickly

as possible, the knock on effect is that the existing programmes will be moved by one year where budgets permit. This will have a knock-on effect for the next several years so replacements may not take place exactly when you may have expected them to. We will strive to get the programmes back on schedule while working within the available budgets as quickly as is feasible.

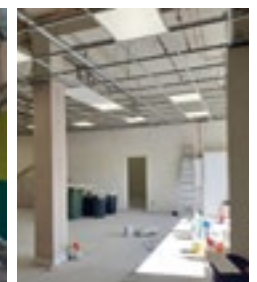
We apologise for any inconvenience caused and thank you for your patience and understanding during these difficult times.

Newhills Unit

Following a tender process carried out by Ramsay McMichael Consulting Ltd, AKP Scotland won the works to carry out the extensive refurbishment works required to bring the units up to a standard to relet, work is expected to last for 8 weeks and there is already keen interest in the units.



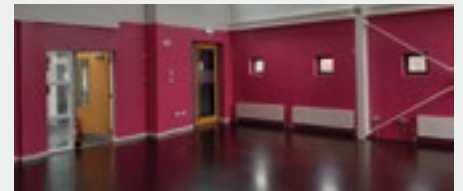
Before



After

Hub Café and Newhills unit

You may have noticed work on going at The Hub Café and the Commercial Units at Newhills Rd. We have carried out the installation of a new kitchen and full decoration of the Café & I.T. suit ready for all the new activities that are planned for the Hub. The first use of the new look Café was as a polling station in the recent local Councillor Elections.



Before

After

One off Bulk uplift

The domestic refuse collection service is currently continuing as normal, with WHA Estate Wardens tidying up the back courts and bin stores once Glasgow City Council have emptied the bins. However, if you experience problems with your bins not being emptied you can report this by phoning **Glasgow City Council on 0141 287 9700**, by completing the on-line form on the Council's website or by downloading the **MyGlasgow app**.

Glasgow City Council has issued new information on their website <https://www.glasgow.gov.uk/bulkywaste>. The Council are moving to a request only service (10 items maximum) details of which can be found in the highlighted article or by logging

in to GCC website, this means the bulk will no longer be collected on a designated day.

Although WHA Estate Wardens did assist our residents by clearing hot spots during the summer and autumn, they do not have the capacity to simply replace the Council's previous service.

As a one-off service we are proposing to carry out a bulk uplift to the Associations terraced houses. Any bulk should be left at the front gate and not blocking the public pavement. We will inform each street when this will be carried out a few days prior as we have availability in the works schedule.

The Council are also intending to charge residents for the bulk

collection service from April 2021; if you wish to question these changes then please contact your Local Councillor.

We would also take this opportunity to ask all our tenants to help maintain common areas and the general environment as safe and tidy as possible by ensuring that, particularly during these difficult times, all domestic refuse is properly bagged and deposited in the bins located in the bin stores and that, where necessary, bulk items are placed as safely and tidily as possible in the back court area in order to present the minimum of disruption and inconvenience to residents.

Your co-operation is very much appreciated.

Dog Fouling

Our estates staff have a very difficult job to do and have worked hard over the entire lockdown period to look after Wellhouse. Their job includes ground maintenance but does not include cleaning up after your dogs. As you can see from the photos, this can be unsanitary and dangerous for our staff. We have therefore made the decision that we will no longer cut grass in areas which have extensive dog fouling – we have a duty of care to our staff. I urge you, if you have a dog, to clean up after it: it is the law. We continue to speak to Glasgow City Council about enforcement and fines for residents who cause this problem. The areas with the worst dog fouling are Baldovan Crescent, Inver Road, Carriden Place and Langbar Crescent.



Get ready for spring with our top energy saving tips



Most people who contact Home Energy Scotland, the Scottish Government's free impartial

energy saving advice service, are keen to make sure they're not overpaying on their bills. And with longer days and (hopefully) better weather just around the corner, spring is a great time to be looking at ways you could save some pennies. Have a look at our top tips to help you prepare for warmer months ahead and see what you could save over a whole year.

1. Reset your thermostats

During the winter, you probably set your temperature at a high level so be sure to reset your thermostats to reflect the warmer weather. Dropping the heat by just 1°C can save you on average £80 per year. And don't forget to reset any thermostat timers – more sunlight means your house will naturally be warmer and lighter, so you'll not need the heating on as much, if at all.

2. Get a better energy deal

Did you know that switching energy supplier could save you hundreds each year? According to OFGEM, switching from a Standard Variable Tariff to the market's cheapest tariff could save you around £305. It's easy to switch, and there are a number of energy comparison websites you can use to find the best deal for you, including the Citizen Advice Bureau's Comparison Tool.

3. Change the way you pay

Contact your supplier directly to find out if there is a better way for you to pay your bill that might save you money. For example, most suppliers offer a discount for paying your bill by direct debit. You may also get discounts for receiving bills online, as this cuts down on paper and reduces costs for the supplier and is good for the environment.

4. Embrace the great outdoors

Take full advantage of the warmer weather by line-drying your clothes instead of using the tumble dryer. This could save on average £35 a year on your electricity bill. Less



time spent indoors also means less money spent on your energy bills, so why not head outdoors for a bike ride or take a stroll around the park if you can? Enter our greener travel quiz to win a Garmin Vivoactive 3 GPS Smartwatch. Full details at www.homeenergyscotland.org/wingreentravel.

5. Switch off

If you're planning any day trips away, remember to switch appliances off at the wall. Turning off appliances rather than leaving them on standby could save you around £30 a year on your bills each year.

For more energy saving tips and free advice to help you reduce your bills and keep warm at home, contact Home Energy Scotland on freephone 0808 808 2282, visit homeenergyscotland.org or follow 'HomeEnergyScotSC' on Facebook and @HomeEnergyScot on Twitter.

HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT

YOUR COMMITTEE NEEDS YOU!!!



Wellhouse Housing Association is governed by a volunteer board of Trustees, if you would be interested in joining our team – please call us on 0141 781 1884.

There are 3 vacancies to co-opt to the committee. If you are interested in joining the Management Committee of Wellhouse Housing Association, we are very keen to hear from you if you are enthusiastic supporters of Social Housing aims and principles and have an understanding of Wellhouse HA's activities.

What's in it for you? / What can you expect?

- Making a difference to the people of Wellhouse
- Personal development opportunities and training
- Use your skills where they are really needed
- Meet new people
- Help support the work of Wellhouse
- Contribute to decision making processes involved in the development of Wellhouse Housing Association

What's in it for us? / What can we expect?

- Your skills & enthusiasm
- New ideas for Wellhouse
- Your attendance at approx. 10 meetings per year (6-8:30pm)
- Increase in support for the Management Team & Staff

If you would like an informal chat and an application pack please contact Linda Logan (Corporate & Governance Officer) 0141 781 1884 or email: linda@wellhouseha.org.uk



Our office will be closed on Monday 3/5/2021, Friday 28/5/2021 and Monday 31/5/2021 for the May Bank Holidays



Who do I call now if I have an emergency during this period?

Should an emergency situation arise during this period you should contact the following contractors:

- **Scotia Plumbing** – 0141 771 9600 (All plumbing repairs)
- **Saltire** – 0330 2020444 (All gas central heating repairs)

- **City Building** – 0800 595 595 (All other trades)

Out of hours emergencies:

PLEASE NOTE: An emergency repair is only a repair which if not carried out could threaten your health and safety, or could cause serious damage to the building e.g., gas leaks, flooding, electrical faults which may be dangerous.

Wellhouse: the Place to Be



wellhouse
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

How to contact us

We are open in the hub daily from 9am

We close at 5pm Monday to Thursday and at 4.30pm on Fridays

Call us on 0141 781 1884.

Email us direct, e.g. Pat@wellhouseha.org.uk if you know who you want to contact, or info@wellhouseha.org.uk

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

Wellhouse: the Place to Be
wellhouse
Housing Association

49 Wellhouse Crescent, Glasgow G33 4LA
(office hours) Tel: 0141 781 1884
Emergency 0800 595 595 Fax: 0141 781 1885
www.wellhouseha.org.uk



Scottish Charity No. SC036552



Wellhouse Housing Association has the following registrations: Scottish Charity – SC036552 • Scottish Housing Regulator – HAC281 • Co-op & Community Benefits Societies – 2469R (S) • Property Factors – PF000109 • Financial Conduct Authority - 2469R (S).
Registered office: The Hub, 49 Wellhouse Crescent, Easterhouse, Glasgow, G33 4LA.