



# the wellhouse news

# Welcome to your Autumn Newsletter

## IN THIS EDITION:

- Introducing your housing team
- Staff changes
- News from Connect Community Trust
- Top Tips
- AGM news
- Welcoming our Garden Guru

***And more...***



**wellhouse**  
Housing Association

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



## Your Housing Staff at Wellhouse

Throughout October 2016, we will move from our specialist role to a generic role for our frontline housing services. On a day to day basis you will deal with the Housing Staff on matters of Rent, Allocations, Estate and Tenancy Management, the Staff are:

- Customer Service Assistant
- Lynne Ford, Housing Assistant (Maternity Leave)
- David Walls, Housing Assistant (Maternity Leave cover)
- Debbie Britton, Housing Assistant
- Lauren McPhee, Housing Assistant
- Jennifer Barrow, Housing Officer
- Tracy Campbell, Housing Officer
- Pamela Bowie, Income and Advice
- Sharon Flynn, Housing Manager

Your first port of call when either visiting the office or calling us will be the **Customer Service Assistant** who will take enquiries and deal with as many calls as possible including assessing if the call needs to be passed to the **Housing Assistants**. We will always ask you the nature of your enquiry to ensure we direct you

### THE HOUSING ASSISTANTS



Debbie Britton

Debbie has worked at Wellhouse since 2014 as Rents Assistant and will now incorporate all aspects of housing into her role and work alongside the Housing Officers.

Lynne is currently on maternity leave and has a wealth of experience dealing with tenancy issues and will incorporate rent into her role when she comes back from her maternity leave.

Lauren joined Wellhouse in 2014 and will be a familiar



Lynne Ford



Lauren McPhee

face to many Tenants as both the Customer Service Assistant and Rents Assistant. Lauren is looking forward to covering all housing tasks and meeting many more Tenants on her estate visits.

David started working with us in 2015 as Customer Service Assistant and brings previous work experience with other landlords as both Housing Assistant and Housing Officer.



David Walls

to the correct person, please help us by giving a brief reason for your call.

Many Tenants call us and ask to speak to only the Housing Officer. Our team are experienced in housing services and we work to ensure that, most of the time, your enquiry can be dealt with by either the **Customer Service Assistant** or the **Housing Assistant** without the need to speak to an Officer. The Housing Officers work an appointment system and you may not always be able to speak to a Housing Officer as they will spend most of their time out in the estate dealing with enquiries or appointments. You will get a quicker response by asking to speak to the Assistants or book an appointment with an Officer.

Our Housing team is made up of 8 staff; many have worked at Wellhouse for a while, however, we are working through a full training plan for all of the Housing staff over the next 6 months; this will mean that there will be times that we will have limited availability, mainly on a Wednesday morning.

### THE INCOME ADVICE OFFICER

Pamela is our Income Advice Officer and carries out a specialist role within the team, providing advice to Tenants on a range of benefits.



### THE HOUSING MANAGER

Sharon was appointed in September 2016 bringing 30 years' experience in social housing. The Housing Manager will generally not deal with day to day tenancy matters; however will be out and about in the estate meeting customers with the main focus of her work being responsible for managing the housing staff and co-ordinating the delivery of effective and responsive front-line services. Sharon will lead and coach the staff to ensure that services meet our customers' expectations and the housing strategic direction and organisation development.



### THE HOUSING OFFICERS

Jennifer has been the Tenancy Sustainment Officer for many years and will now also include rent within her duties as Housing Officer. Jennifer is currently studying at Glasgow University for her Masters Degree in Housing Studies and has extensive housing management experience; gained working as an Assistant Team Leader within a local authority prior to working at Wellhouse. Jen is also skilled in British Sign Language.

Tracy has also worked at Wellhouse for some time and will now include letting empty properties and responding to estate and tenancy management. Tracy has a Post Graduate Diploma in Housing Studies and is a member of the Chartered Institute of Housing. Tracy has extensive housing management experience gained



Jennifer Barrow



Tracy Campbell

working both within local authorities and registered social landlords.

## Tenant Scrutiny in Wellhouse

### Tenant Scrutiny has arrived in Wellhouse!

So what is Tenant Scrutiny? Tenant scrutiny allows tenants to have a real influence over the services they receive. By assessing how well the services work, comparing services to other landlords, and identifying improvements in how services are delivered, Tenant Scrutiny gives Tenants and other customers a real say over how Wellhouse operates. Tenant Scrutiny is also required so that Wellhouse meets the requirements of the Scottish Housing Regulator.

A Customer Opinion Panel, made of Wellhouse customers, has been developed which has agreed that the first service area they would like to look at is the complaints process. Customers will have the opportunity to improve the way that Wellhouse responds to and acts on complaints that they receive. Tenants and Owners are welcome to join and the Panel is supported by Tenants Information Service (TIS).

If you are interested in being involved with this group, or would like more information, please contact Sharon Flynn on 0141 781 1884.





## Connect hubCAFE - Open for Business

the hubCAFE is once again open for business and is better than ever offering a wide range of options at very reasonable prices.

A wee selection of the Menu options...

Full Breakfast (Sausage/Potato Scone/Bacon/Egg/Black Pudding/Beans/Toast) .....£3.00  
Hot Breakfast Rolls (Bacon, Egg, Sausage, Doublers, Treblers) ..... £1 - £1.80  
Toasties.....£1.30-£1.70  
French Toast.....£1.20

Cold Rolls with Salad .....£1-£1.20  
Beef Burgers incl. Chips & Salad.....£3.00  
Chicken Burger incl. Chips & Salad.....£3.10  
Chips & Gravy/Curry Sauce .....£2.00  
Baked Potato.....£2.20-2.40

Open 8.30am to 2pm on Monday, Tuesday, Thursday and Friday. (Lunch club still operates on a Wednesday 11.30am-1.30pm. 3-courses £2.50 all welcome!)

## Training & Employability Support

Like Connect Community Trust many businesses offer employability support. However, unlike other companies, we support unemployed people to move towards employment or further education at a local level and within your community.

We accomplish this by running employability programmes supported by local employers from the Greater Easterhouse area. We provide clients with work trials and placements local to where you live while providing you with recognised SQA qualifications. Benefits from engaging in training or support with us includes:

- Achieving a recent, up to date reference
- Gaining recent work experience
- Attaining an up to date CV
- Employment opportunities

It is also worth noting that returning to work, volunteering or training from unemployment results in significant health improvements and increases the self-esteem of individuals through improved socialisation and practicality. The improvements in health that result from returning to work can reverse the negative health effects of unemployment.

Our job clubs and support sessions run on the following days in Wellhouse:

The hub (49 Wellhouse Crescent) - Mon (10-4pm) Tues (10-12.30pm), Wed (10-4pm), Thurs (10-4pm), Fri (10-12.30pm)

Other job clubs operate around Easterhouse so please call if you would prefer to attend at another venue.

**For further information do not hesitate to contact Connect Community Trust at the Hub or call 0141 781 2132 or e-mail [info@connect-ct.org.uk](mailto:info@connect-ct.org.uk)**

## Sew you think you can Knit...

Connect's knitting and sewing group continues to teach local people how to use the sewing machines and knit 1, purl 1 with knitting needles.

Meeting every Tuesday night at the hub, 6pm-8pm. Grace has been helping everyone to make jumpers, dresses, cushion covers and much more.

The class is free and open to anyone that wants to learn from scratch or learn new skills.



## Wellhouse canaries!

Not content with growing fresh, wholesome products locally and making lovely chutney (yes we have all sampled it!), Wellhouse Allotment team have rescued a flock of beautiful canaries who are settling into their new home well, as this healthy bird shows.

### The Birdman of Wellhouse

Mij Copeland says "I kept finches before, so knew I could step in and take care of these lovely birds and that they would be a great addition to the allotments and the visits we run, especially the local school"



## TEL'S STUDIO



**Spotted:** Blooming lovely.....an artist studio at the heart of Wellhouse



Products of Wellhouse Allotments – We look forward to the Christmas Market! **#MadeinEasterhouse**

## Housing Minister visits Easterhouse



Kevin Stewart MSP visited the Easterhouse Housing and Regeneration Alliance on 20 September to hear about the contribution community controlled housing associations make to improving the area. Wellhouse Chair Maureen Morris is pictured with the Minister and EHRA Chairs.



## Feeding Pigeons

Pigeons were domesticated by man thousands of years ago, and feral pigeons are now widespread across our towns and cities, roosting and nesting on ledges, roofs, window sills, and under bridges. Pigeon numbers in an area can multiply rapidly, they can breed at the age of six months and can breed up to six times per year. Their population size is primarily dependent on the availability of food, which is of great importance when considering population control. Whilst their natural diet is grain and seeds, they are highly adaptable and will scavenge on any discarded food waste.

### So what's the problem?

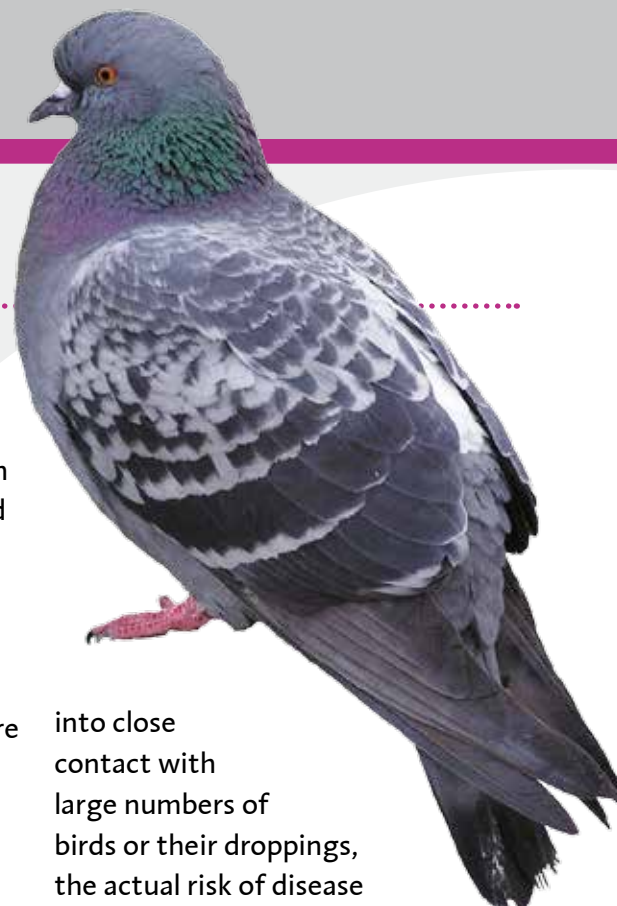
Many people like urban wildlife and enjoy feeding birds. However, sometimes pigeons can pose problems, particularly when they occur in large numbers. Bird droppings are unsightly and their acid corrodes stonework and damages buildings. Droppings on pavements can become slippery when wet and pose a hazard to

passing pedestrians. Droppings, nest material and dead birds can block guttering and drains and cause water damage to buildings. In addition dead pigeons in uncovered water tanks can contaminate the water supply.

Many problems arise when neighbours overfeed birds, which can attract lots of pigeons. There are no laws the Council can use to stop people feeding birds.

Excessive feeding can actually harm pigeons as it can cause overcrowding at feeding sites, and promote the spread of disease among birds. In addition, many pigeons are killed each year by people trying to reduce their numbers.

Many people express concern that pigeons pose a health hazard to humans, but this fear is generally unfounded. Pigeons, like other birds, can suffer from some diseases that can also affect humans. However, with the exception of people whose jobs or hobbies bring them



into close contact with large numbers of birds or their droppings, the actual risk of disease transmission from casual contact is negligible.

Nevertheless, it is important to employ good hygiene practices, like washing your hands thoroughly after contact with pigeons or their droppings, to prevent breathing in or ingesting any matter which could cause illness.

If a Tenant is feeding pigeons on communal grounds, this is covered by tenancy rules. You should contact the housing officer to report your concerns.

## Affordable Warmth Dividend

You can apply for Glasgow City Council's Affordable Warmth Dividend scheme 2016/17 from 1st November 2016. This is payment of £100 to residents of Glasgow who are 80 years of age or older by 31st March 2017 to help with keeping warm during the winter.

Please contact our Income Advice Officer, Pamela, or any member of the Housing Team for assistance to complete your application. Please note that if you received payment last year, there is no requirement for you to re-apply this year.

### Warm Home Discount

For winter 2016/17, you could get £140 off your electricity bill through the Warm Home Discount Scheme. The money isn't paid to you, it's a one off discount on your electricity between October 2016 and April 2017. You may be eligible if you are in receipt of certain benefits, are a pensioner or have a low income. Please contact our Income Advice Officer, Pamela in order to submit your application.

## Benefit Cap Changes from November 2016

The Department for Work and Pensions (DWP) has provided Glasgow City Council's Housing Benefit department with details of claimants who may be affected by the reduced Benefit Cap when it is introduced from November 2016. The cap for Couples with or without children and Lone Parents will be £20,000 per annum, (previously £26,000 per annum) and Single Households £13,400 per annum (previously £18,200 per annum).

The new Benefit Cap will impact on more households than the previous cap, and will affect larger families

with 3 or more children. The loss per week could be around £60 for an average household which is affected.

**DWP** Department for Work and Pensions

The DWP have written to claimants who will be affected by the cap between 19th – 30th September. If you have received a letter informing you that you are affected please contact the Housing Team on 0141 781 1884 or call into the Hub and we can assist you in making an application for Discretionary housing Payment (DHP) and check that you are receiving all the correct benefits.

## CYBER FRAUD

Every year people fall victim of fraud and with growth in technology, scammers are using smarter ways to do this:-

**Vishing** is the act of using the telephone in an attempt to scam the user into surrendering private information that will be used for identity theft. The scammer usually pretends to be a legitimate business, and fools the victim into thinking he or she will profit.

NEVER give out any personal or financial information over the phone, including your PIN, passwords or online codes, as a genuine bank will NEVER ask you for this. If in any doubt HANG UP and call your bank directly.

**Phishing** is when criminals use fake e-mails or web links to obtain sensitive information about people, such as passwords, usernames, or bank account details.

- E-mail uses generic terms like 'Dear account holder'.



- E-mail is threatening and states that urgent action is required.
- E-mail contains an unrecognisable link.
- Spelling errors in the e-mail.
- E-mail address is different from trusted company's website.
- Unexpected e-mails from a company you have no business with.
- No padlock sign on website and no https:// at the beginning of web address.

**Smishing** is a type of phishing attack where mobile phone users receive text messages containing a Web site hyperlink, which, if clicked would download a Trojan horse to the mobile phone.

- If a text message has a link to a webpage – DELETE IT!!
- Text Alerts about unusual transactions – DELETE IT!!!



## Wellhouse's Garden Guru

September saw the crowning of Wellhouse's Garden Guru: Janet Crawford, Wellhouse Crescent in our annual garden competition.

We've invited Janet to contribute to 'The Wellhouse News' each season to share some of her tips, tricks and secrets to maintaining the perfect garden.



### Have you always been interested in gardening?

I was a farmer's daughter so I've always had an interest but when I moved into the city I only did basic maintenance on my own garden initially – strimming the edges, de-weeding etc. Back then there was a 'best newcomer category' in the garden competition and that's what prompted me to give gardening a go. My children were young at the time and helped me in the garden – when I won the best newcomer prize we all went to the pictures with our £10 winnings.

### What tips would you give novice gardeners?

Start small – dig a small border or buy a planter. You can buy a bag of inexpensive bulbs to get you started which will give you a multitude of colours.

Involve children from an early age – It shows them how to manage a garden themselves and to respect the environment. It's also worthwhile to get as much help as you can. Local children have helped in my garden for years from young toddlers up to teenagers.



### What brings you the most enjoyment?

Seeing lots of colour throughout the garden and watching it mature. My garden changes every season but I think June is my favourite month when the poppies bloom. The garden is also an attraction with adults and children alike stopping to admire, discuss and feed the fish.

Janet has kindly donated winnings - a £50 B&Q voucher to the Wellhouse allotment society. Spokesperson Mij Copeland commented: "Janet is a great supporter of the allotments and I am really grateful for her donation, which we will put to good use improving our soil for future seasons".



Rapunzel and her mum Gloria live together at the Woodland salon, creating wild and glamorous hairstyles for all the local animals; pink perms for pigs, bouffant hair for bears and highlights for hedgehogs... This year join the Christmas fun at Platform!

Wellhouse Housing Association working in partnership with Platform and ERHA (Easterhouse Regeneration and

Housing Alliance) is delighted to have 200 free tickets to offer our tenants for Platform's Christmas show Rapunzel. To receive your free tickets for Friday 23rd December, drop into the Hub to complete a request form in exchange for your tickets. You can choose from the 1pm or 7pm performance. This offer is on a first come first served basis – so be quick!

## Dog Fouling

Dog fouling is the most offensive type of litter on our streets and is consistently raised as a concern by residents. Help us by reporting the inconsiderate dog owners who do not clean up after their pets.



# WANTED!

## Information to help us identify the dog owner

Who allows their dog to foul this area and does not clean it up?

### REWARD?

A Cleaner Safer Glasgow

If you have information please phone

# 0800 027 7027

cleanglasgow  
It's our city - play your part

www.cleanglasgow.com



# Annual General Meeting 2016

Our AGM took place on 15 September, with speakers including our internal and external auditors, our solicitor and the Regulator appointed manager.

The annual accounts were approved and the management committee members were elected – these are:



## MANAGEMENT COMMITTEE



**Maureen Morris** –  
Chair



**Wilma Strang** –  
Vice Chair



**Carol Torrie** –  
Treasurer & Chair  
(Audit & Risk  
Committee)



**Clare Monteith** –  
Committee Member  
& Chair (Staffing  
Committee)



**Linda Brown** –  
Committee Member



**Nile Istaphan** –  
Committee Member



**Pamela Colvin** –  
Committee Member



**Angela Devine** –  
Committee Member



**Danny Dickson** –  
Committee Member



**Joe Callaghan** –  
Committee Member

## WINNERS

### Garden Competition Winners:

1st Prize – £50.00 B & Q Gift Voucher (Awarded the role of Wellhouse Garden Guru! See elsewhere in the newsletter for Garden tips)  
**Janet Crawford, 36c Wellhouse Crescent**

2nd Prize –  
£30.00 B & Q  
Gift Voucher  
**Margaret  
McMahon,  
7c Balado  
Road**

3rd Prize –  
£20.00 B & Q  
Gift Voucher  
**Mr and Mrs  
Robertson,  
5 Wellhouse  
Grove**



### Raffle prize winners were as follows:

Name	Raffle prize	Name	Raffle prize
Agnes Murray	Bottle of wine	Matthew Armstrong	Remote control helicopter/toy
Tracy Murray	Bottle of wine	Wilma Strang	£20.00 Morrisons Gift Voucher
Jennifer Strang	Bottle of wine	Mr Miller	£20.00 Morrisons Gift Voucher
Maureen Morris	Bottle of wine	Pamela Colvin	£20.00 Morrisons Gift Voucher
Debra McKenna	Bottle of wine	Charlie Harris	£20.00 Morrisons Gift Voucher
Linda Brown	Bottle of wine	Eddie Andrews	£20.00 Morrisons Gift Voucher
Carol Torrie	Bottle of wine		



## We had a Q&A Board at our AGM

How do I get my grass cut, I have a disability?

**Please contact your Housing Officer for advice. There is a referral process**

Can the waste ground at Balado Road be planted with wild flowers and trees?

**This is a great idea and we are looking into what we can do.**

Too many people complain, I love Wellhouse, it's a lovely community and it's Home to me. We are happy to hear this. We really do want our Tenants to feel that Wellhouse is The Place to Be.

Can we have more notice about when the Gala Day will take place? The Gala day is advertised in many ways, we will ask Connect Community Trust to consider publicising the event more widely.

Can you let other Tenants know about MyGlasgow App to report things to the Council? Yes, we have posted this on our website and Facebook page. MyGlasgow App available to everyone to report directly to the Council on various matters.

How long do you get to empty a house when someone dies?

**We are sympathetic to this situation and can negotiate with the family on returning the keys. The tenancy formally ends on date of death.**

Wellhouse need to be tougher on Nuisance Neighbours and Antisocial Behaviour.

**We understand the effects of ASB on Tenants and would encourage reporting to the Police and the Housing Officer as soon as there is an incident of ASB. We will investigate and take action accordingly.**

When I moved house, could Wellhouse have helped me to clear out items I was leaving?

**We can help with some aspect of the move, however, in most cases we would be looking to refer Tenants to other sources of funding to assist with clearing out the property.**

I would like a house with a garden, how do I find out if someone wants to swap with me, I live in a flat.

**You may be able to mutually exchange with another Tenant, please contact the Housing Officer to register your interest.**

How long does it take to get an adaptation?

**Wellhouse receive funding each year from GCC. We need to prioritise and ensure we can meet the needs of tenants. Our aim is to carry out work within 6 weeks of the referral, however we do have a backlog of requests and this is taking longer.**

Why does dog fouling affect my grass cutting service?

**For Health and Safety reasons, we cannot cut if there is any dog mess in the grass. Dog owners need to remove the mess to allow the work to be undertaken.**

What will the costs of the intervention be for 2016/17?

**Throughout 2016/17, our engagement with the Regulation Manager has reduced significantly and costs are estimated at £25,000 to end of November 2016.**

Why do Wellhouse let Tenants get away with not cutting their grass?

**We carry out inspections and issue requests to improve the appearance of the garden. Not keeping the grass cut is a breach of tenancy and we will take appropriate action. Tenants who are unable to look after the garden need to contact the Housing Officer for advice.**

Do some Tenants not realise that there are others who would love a garden, why do they not look after them and cut the grass?

**We agree, we always encourage Tenants to look after their garden and will continue to do so during our Estate Visits.**

Can we get extra bins for dog fouling and litter please?

**We have already contacted the Council on this and haven't been able to get any additional bins supplied. We will keep trying.**

Can we get security lights on the rat run behind the new houses?

**Our Housing team will look into this during estate visits.**

When will I receive a food bin? How often will the bin be uplifted? Fortnightly? Monthly?

**We have reported our concerns to the Council and hopefully have an answer soon for Tenants.**

I don't use my food bin as the Council haven't been collecting the waste.

**We've heard this a few times, please contact the Council and we will also let them know about this issue.**

Can someone please get rid of the overgrown bit behind the sports hall containers; it's now gone to seed and spreading to every garden?

**The Connect Community Trust manages this area and have told us that this was completed.**

Can we do a video link for the AGM and put this on the website for Members who can't get out? This may be something we can do in the future; we will look at how we can achieve this.

What happens to surpluses on the accounts each year?

**Surpluses are retained within the Association primarily for use in future investment in the properties. We also need to maintain a suitable amount of money to cover day to day running costs.**

What is the planned maintenance for Balado Road? I feel we have been forgotten about.

**We are sorry that you feel we have forgotten about you, this is not the case and we have instructed a stock survey to ensure our planned maintenance requirements are updated. We will then let Tenants know about plans to carry out work.**

When are you cleaning Balado Road gutters? They are full of grass.

**Gutter cleaning is part of our cyclical maintenance and this work being carried out throughout late November, early December 2016.**

Can Tenants see the investigation review and report carried out by the Regulation Manager?

**Once the intervention has been concluded, a report will be produced by the Regulation Manager; this will be a public document and will be available to all Tenants.**

How can we get the council to cut the communal grass opposite Balado Road?

**Using MyGlasgow App would be a good way to report this or contact the Council direct. The Housing Officer will also report this.**



## Interested in joining management committee?

The Management Committee of Wellhouse Housing Association is augmenting its team. We are very keen to hear from you if you are enthusiastic supporters of Social Housing aims and principals and have an understanding of the broad spectrum of the sector's activities.

Wellhouse Housing Association is seeking 2 Board Members with interests and expertise in:

- Community based regeneration and social housing
- House building and maintenance
- Finance
- Audit and Risk Management
- Human Resources

If you'd like to contribute to the continuing growth of this community of 850 homes in Easterhouse, Glasgow, we can offer a friendly culture, experience of change management, service improvement and governance renewal.

If you would like an informal chat, please contact [martin@wellhouseha.org.uk](mailto:martin@wellhouseha.org.uk)

### Application notes:

Call Linda Logan for an application pack on 0141 7811884 or email: [linda@wellhouseha.org.uk](mailto:linda@wellhouseha.org.uk)  
Closing Date: Monday, 5th December 2016  
Scottish Charity No. SC036552

## Spotlight on...

**Easterhouse Housing & Regeneration Alliance (EHRA)** is an alliance of the eight independent, community-based social housing providers in Greater Easterhouse.

Provanhall Housing Association Blairtummock Housing Association, Calway Housing Association, Gardeen Housing Association, Easthall Park Housing Co-operative, Lochfield Park Housing Association, Wellhouse Housing Association and Ruchazie Housing Association are the eight members of EHRA. The members of EHRA have worked together since 1991, previously as Greater Easterhouse Community Ownership Forum (GECOF).

The EHRA management committee is comprised of people who live in the local area and have a strong commitment to ensuring that the area's Social Housing Providers are working together in the interests of the area.

EHRA member organisations own and manage over 3,000 houses throughout Greater Easterhouse. In the last 15-20 years the housing and the physical environment of neighbourhoods has been greatly improved through the efforts of Social Housing Providers in Easterhouse.



Wellhouse: the Place to Be



Trust Honesty Integrity Excellence Accountability Sustainability

# Landlord Report to Tenants for 2015/16

Welcome to our Landlord Report to Tenants for 2015/16. This report is a requirement of the Scottish Social Housing Charter which sets the standards and outcomes that all Housing Associations should aim to achieve when providing services to its Tenants.

The Association's performance against the Charter is reported annually to the Scottish Housing Regulator and the information contained in this report is to let you, our Tenants know how we are performing as your Landlord.

We have given you detailed information in this report to highlight that, in most areas, we provide good outcomes for our Tenants. There are also areas we fall below our expectations and improvement plans are in place to improve these areas.

We hope that you find the information interesting and recommend that you visit

the Scottish Housing Regulator's website [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) this will give you access to "finding out about your landlords performance" or you can use the Landlord comparison tool to compare Wellhouse with other Landlords if this is of interest to you.

Wellhouse are always keen to encourage feedback from Tenants on our services and policies and encourage you to participate in our quarterly satisfaction survey, the Customer Opinion Panel, Facebook page, Twitter and our Website. Please let us know if you have any questions about our Landlord Report to Tenants for 2015/16.

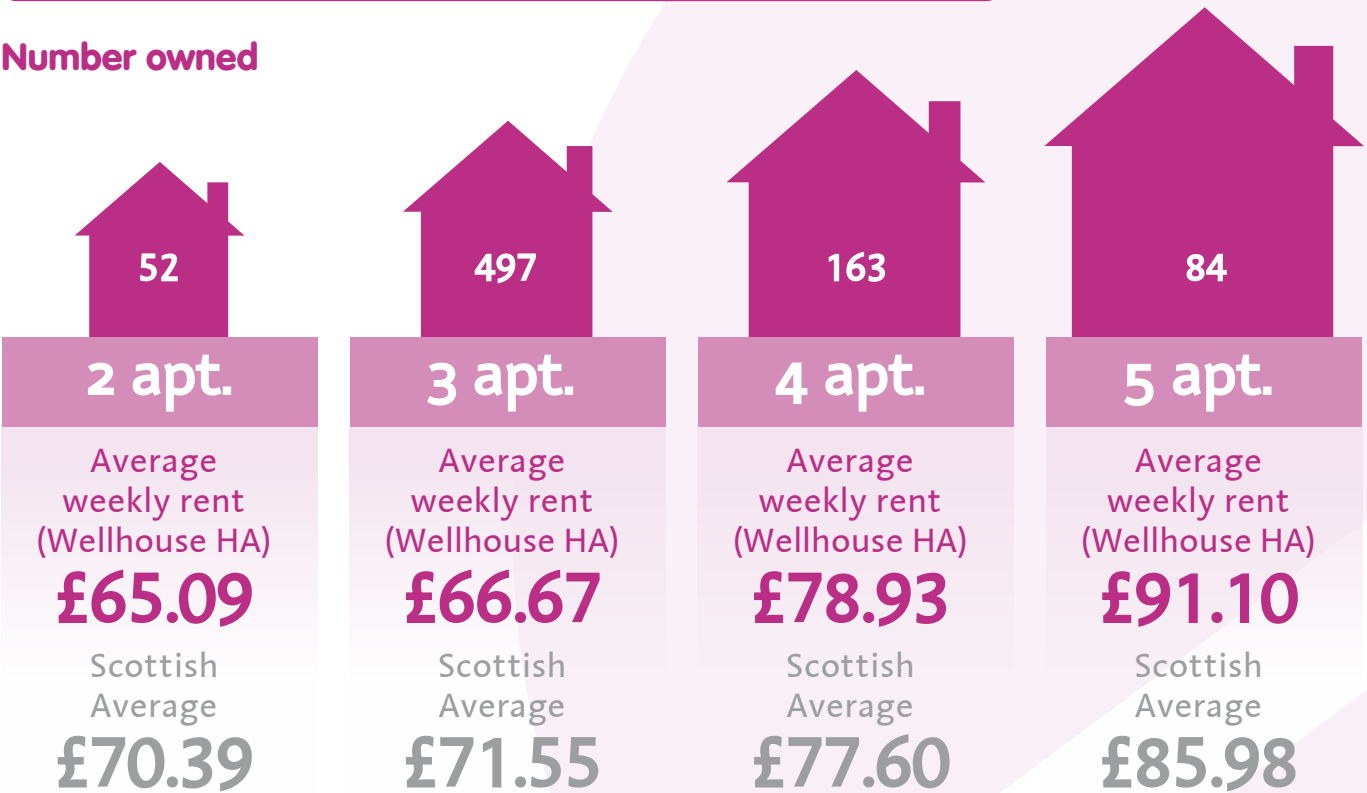


# Homes and rents

At 31 March 2016 we owned 798 homes. The total rent due for the year was £2,923,498. We increased our weekly rent by 1.5% from the previous year. Your rent makes a significant contribution towards the delivery of our services. It also helps us to manage our existing housing stock, carry out maintenance, repair and modernisation work.

## Average weekly rents

Number owned



82.23% of tenants feel that the rent for their property represents good value for money



74.4% of existing tenants are satisfied with the quality of their home

# Homes and rents



80.4% of tenants were satisfied with the opportunities to participate in our decision making



82.83% of tenants are satisfied with the management of the neighbourhood they live in



84.9% said they were satisfied with the overall service we provided, compared to the Scottish average of 89%.



87.3% felt we were was good at keeping them informed about its services and outcomes compared to the Scottish average of 90.6%.



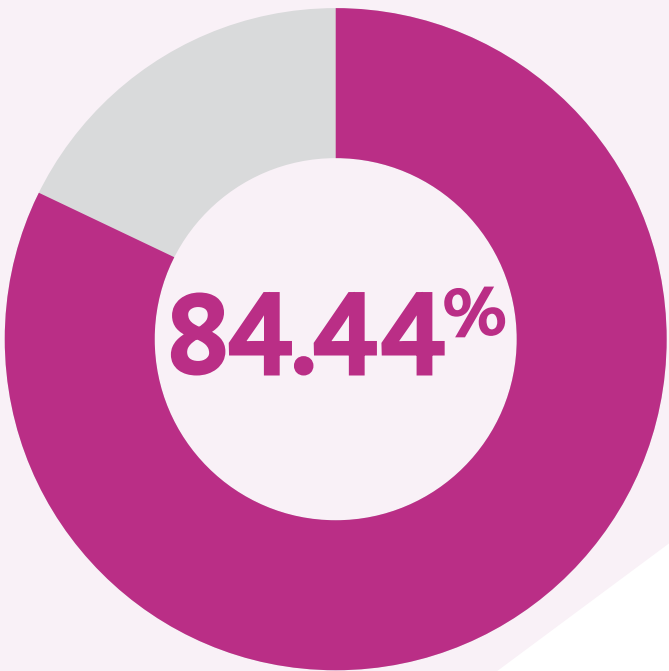
96.72% of new tenants were happy with the standard of their home when moving in, compared to the Scottish average of 86%.



House Allocations

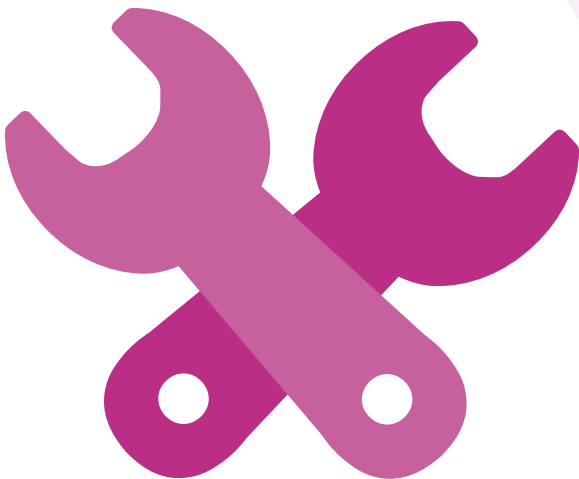
89 houses were re-let last year.

313 applicants on waiting list



84.44% of new tenants last year sustained their tenancy for more than one year.

Medical Adaptations



17

17 medical adaptations were completed

Quality & maintenance of your home

93.7%

93.7% of our properties met the Scottish Housing Quality Standard compared to the Scottish average of 92.8%.

97.8%

We completed 97.8% of reactive repairs 'right first time' compared to the Scottish average of 91.3%.

80.1%

80.1% of tenants who took part in Customer Satisfactory Surveys were satisfied with our repairs service, compared to the Scottish average of 89.9%.



98.6%

We operate a repairs appointment system. We kept 98.6% of appointments compared to the Scottish average of 94.4%.

3.8 days

The average time we took to complete non-emergency repairs was 3.8 days, compared to the Scottish average of 7.5 days.



2.1 hours

The average time we took to complete emergency repairs was 2.1 hours, compared to the Scottish average of 5.1 hours.

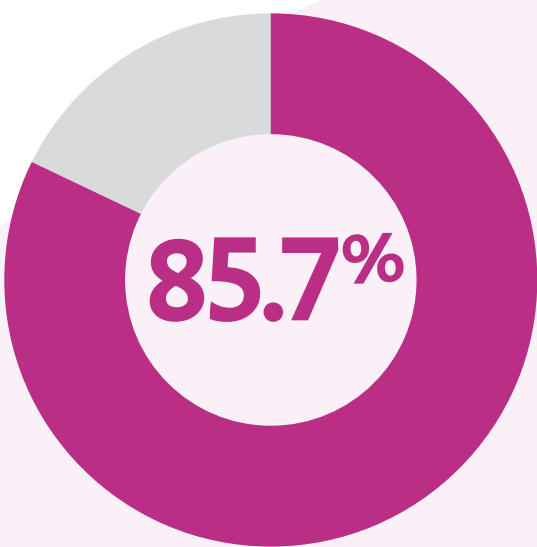


# Anti social behaviour (ASB)



70 cases of ASB were reported to Wellhouse HA. The types of anti social behaviour reported include:

- noise nuisance
- loud parties
- neighbour disputes



85.7% of these ASB cases were resolved within targets agreed locally, compared to the Scottish figure of 86.6%.

# Value for money



The amount of money we collected for current and past rent was equal to 99.6% of the total rent due in the year, compared to the Scottish average of 99.5%



We did not collect 0.4% of rent due because homes were empty, compared to the Scottish average of 1%.



We took an average of 22.1 days to re-let homes, compared to the Scottish average of 35.4 days.

# Complaints



41 Stage 1 and 1 Stage 2 complaints were received.

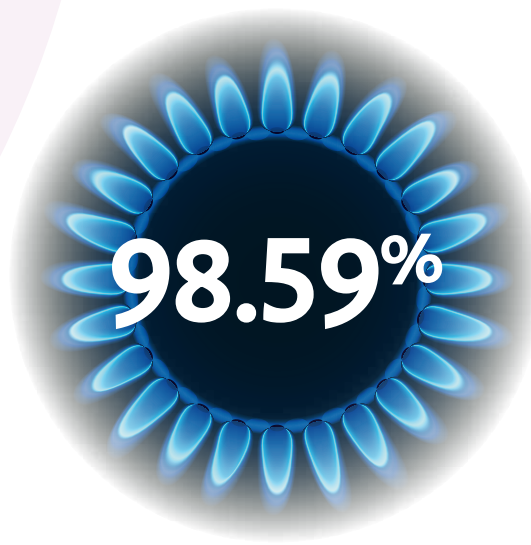


100% were responded to in full within the timescales set out by the Scottish Public Services Ombudsman.  
We upheld 18 complaints in favour of our customers.

# Gas Safety



779 houses require a gas safety certificate.



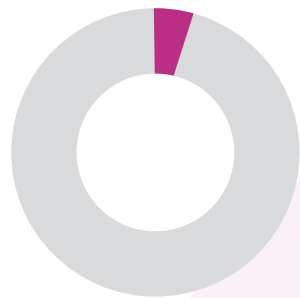
98.59% had certificate renewed by anniversary date. Compared to Scottish average of 99.5%



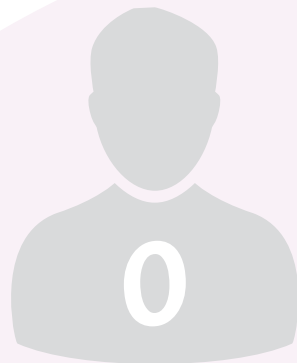
# Arrears / Evictions



Total rent due last year was £2,923.490.



Total rent arrears as % of rent due was 5.15%.



No tenants were evicted for not paying rent.

# This is how we compared in 2014/15



## Quality and maintenance of homes

- » 88.8% of your landlord's homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 91.0%.
- » The average time your landlord took to complete **emergency repairs** was **2.4 hours**, compared to the Scottish average of 5.9 hours.
- » The average time your landlord took to complete **non-emergency repairs** was **4.2 days**, compared to the Scottish average of 7.9 days.
- » Your landlord completed **99.6%** of **reactive repairs** 'right first time' compared to the Scottish average of 90.2%.
- » Your landlord does operate a **repairs appointment system**. It kept **98.1%** of **appointments** compared to the Scottish average of 92.4%.
- » **77.2%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 89.3%

## Neighbourhoods

- » For every 100 of your landlord's homes, **9.9 cases** of **anti-social behaviour** were reported in the last year.
- » **95.1%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 83.2%.

## Value for money

- » The amount of money your landlord collected for current and past rent was equal to **101.0%** of the **total rent** it was due in the year, compared to the Scottish average of 99.5%.
- » It did not collect **0.4%** of rent due because **homes were empty**, compared to the Scottish average of 1.1%.
- » It took an average of **23.5 days** to **re-let homes**, compared to the Scottish average of 36.8 days.

## Want to know more?

If you want to find out more about your landlord's performance, contact your landlord directly. We expect all landlords to make performance information available to tenants and others who use their services.

Our website has lots of further information about your landlord and our work. You can:

- compare your landlord's performance with other landlords;
- see all of the information your landlord reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit our website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

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, except Wednesdays when we open at 10am

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](mailto:Pat@wellhouseha.org.uk) if you know who you want to contact, or [info@wellhouseha.org.uk](mailto:info@wellhouseha.org.uk)

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

Wellhouse: the Place to Be  
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Scottish Charity No. SC036552



# This is how we compared in 2014/15



## Landlord report

### How your landlord told us it performed in 2014/2015

#### Wellhouse Housing Association Ltd

Our role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, we require your landlord to report on its performance against the Charter.

We asked tenants to tell us what matters most when it comes to their landlord's performance. Here is how your landlord performed in those areas in 2014/2015.

#### Homes and rents

At 31 March 2015 your landlord owned 829 homes. The total rent due to your landlord for the year was £2,703,721. Your landlord increased its weekly rent on average by 3.00% from the previous year.

Average weekly rents				
Size of home	Number owned	Your landlord	Scottish average	Difference
1 apartment	0	£0.00	£64.03	100%
2 apartment	46	£60.80	£68.55	11.3%
3 apartment	520	£64.88	£69.61	6.8%
4 apartment	182	£73.93	£75.70	2.3%
5 apartment	81	£89.70	£84.04	6.7%

#### Tenant satisfaction

Of the tenants who responded to your landlord's most recent tenant satisfaction survey:

- » **78.0%** said they were satisfied with the **overall service** it provided, compared to the Scottish average of 88.1%.
- » **90.1%** felt that your landlord was good at **keeping them informed** about its services and outcomes compared to the Scottish average of 89.3%.
- » **79.0%** of tenants were satisfied with the **opportunities to participate** in your landlord's decision making, compared to the Scottish average of 79.6%.