



the wellhouse news



WELCOME TO YOUR AUTUMN NEWSLETTER

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

A MESSAGE FROM THE CHAIR



Darron Brown –
Chair

Welcome to your autumn newsletter. Firstly, let me say how pleased I am to have been elected chair of Wellhouse Housing

Association at the 2019 AGM – this is a role I take seriously and you have my personal commitment to deliver the best services we can as a not-for-profit social landlord. I would like to thank Maureen Morris for 5 year's excellent work as my predecessor. Congratulations to all the prize draw winners announced at this year's AGM, particularly our first ever good neighbour award.

Since the last newsletter, I can report that the staff have been working closely with the council on local services and have been preparing us for our compliance

with the new regulatory framework and for Freedom of Information, which we will be subject to from November. You will find all committee papers on line as well as our minutes after November. In addition, I was delighted with the excellent Wellhouse Gala day that Connect Community Trust ran in August and really pleased that our we increased our financial contribution to the gala day by 25% on the previous year. I am also pleased that the family festival that we worked on with our colleagues in EHRA went so well – this is sure to be an annual event!

Finally, on a personal note I cannot conclude this without adding a serious concern. As a local resident and long term member of the community, I am disappointed in the tone of recent communication from many members of the community directed at staff and fellow committee members of Wellhouse



HA. This has been verbal, on social media, by email, in public and in 1-1 meetings with staff and committee members. This is absolutely unacceptable and I appeal to everyone to consider this carefully. I would please ask you to think about how you would feel if you, a family member or someone you care about was simply attending their place of work and trying to do their best for their customers but was subject to abuse and threats.

Thank you

Darron Brown

Maureen Morris completes five successful years as Wellhouse chair

- Published 27 September 2019 (Scottish Housing News)

The Association said Ms Morris served during some of its most challenging times, leaving Wellhouse in a much stronger position with robust governance and a strong vision and values.

Maureen said: "I am really pleased to have presided over the significant improvements in the association and to be leaving the chair in such capable hands."

Darron Brown, the new chair, added: "I have big shoes to fill and am looking forward to working with the management committee and staff to continue to make Wellhouse the place to be."

Maureen remains as vice-chair and Clare Monteith becomes treasurer following the Association's 25th AGM.



Maureen Morris with Wellhouse director Martin Wilkie-McFarlane

THE AGM HIGHLIGHTS ANOTHER SUCCESSFUL YEAR FOR WELLHOUSE

The Association held another successful AGM on Wednesday 25th September 2019, where members approved the Management Committee election results. Congratulations to all those that were elected.

Your new committee is: Darron Brown – Chair, Maureen Morris – Vice Chair, Clare Monteith - Treasurer; Tom Lucas - Committee Member; Jane Heppenstall - Committee Member, Michelle Harrow - Committee Member; Sarah Morris – Committee Member and Vanda Cooper – Committee Member.

The business of the meeting included a report from the Chairperson, Maureen Morris, a financial report from our External Auditors and a showcase of the year's achievements and the year ahead from the Management Team.

The business of the evening concluded by the Chair congratulating the winners of this year's garden competition. Well done to: Mr & Mrs Hinshelwood, Krystyna & Andrzej Chudy, Margaret McMahon

There was also a free raffle draw. We would like to sincerely thank the following contractors and partners for their support and generous donations towards the raffle.

MCN, Scotia Plumbing, Saltire, MTS Drainage, GFS Facilities, Gold Seal Home Care Ltd and G.E.S.

She asked members to note that Wellhouse Housing did not purchase any of these gifts, they were all donations from our partners mentioned beforehand.



AGM Raffle prize winners were as follows:

Matthew Armstrong
Wilma Strang
Charlie Harris
Carol Torrie

Darron Brown
Tommy Heeps
Linda Granger
Irene Cochran

Ellen Fountain
Sarah Morris
Debbie Mckenna,
Josephine Witherspoon

T Murray
Vanda Cooper

Good Neighbour Award

The Chair highlighted that this year we had a new competition following on from the overwhelming positive feedback from residents when TPAS carried out consultation about how people feel about living here and about their neighbours. We had sought nominations for the 2019 Good Neighbour Award.

The Chair was delighted to announce the 2019 winner was Josephine Witherspoon.



Garden Competition Winners:

All of the garden competition winners received a fabulous 6 piece hand tool set in a handy carry bag for their gardens and a selection of 101 spring flowering bulbs. The judging was carried out by Baille Elaine

Ballantyne who was very impressed with the standard on show.

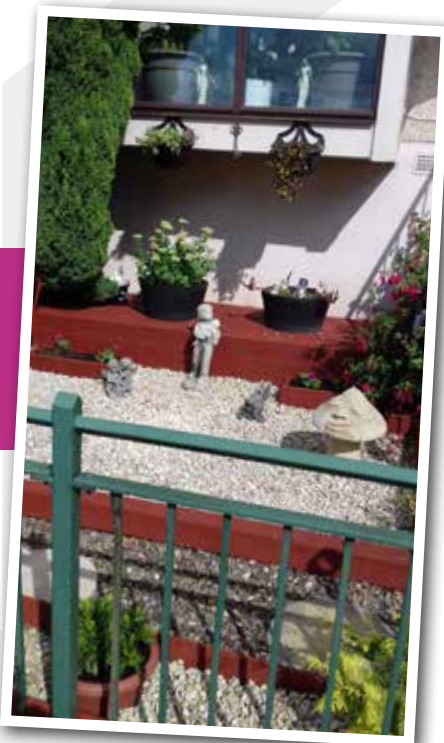
The Chair was delighted to announce and congratulate the winners of this year's garden competition.



Best overall garden –
Mr & Mrs
Hinshelwood

Best container garden –
Margaret
McMahon

Best veranda/
balcony –
Krystyna &
Andrzej Chudy



Questions from the AGM

Q: Are Wellhouse HA doubling the rent at Innerzone?

A: No.

Q: Is Wellhouse HA joining the Wheatley Group within the next 18 months?

A: No.

Comments

Comment: A shareholder said that DRS advised him that there are no expressions of interest in any vacant land, nor site investigations, valuations or Housing Association Grant claims. After the AGM, the shareholder confirmed he was talking about the Balado Road school site.

Response: Wellhouse HA can confirm that the land has been valued by the District Valuer and site investigations have been completed by Scott Bennett Associates – we are very grateful to our colleagues

at the Department of Regeneration Services (DRS) at Glasgow City Council for releasing grant to cover the costs for these, as well as for a report from Scottish Water into flood mitigation options. The land appears on our most recent Strategic Development Funding Plan (submitted in April 2019) and has done for the previous 3 years.

At time of writing our colleagues at DRS Housing Investment, who would release any future funds to Wellhouse and with whom we deal with, have confirmed that they have not received any such enquiry. It may be that the query was misdirected, but we are unable to tell.

We have recently received a quote for the valuation of the land owned by the Archdiocese. We await more detail from the relevant authorities on the flood mitigation measures for north east Glasgow.

Comment: at least one shop has had the rent doubled this year.

Response: Wellhouse has not doubled the rent on the shop unit in question.

Dog fouling in a public place

What is it?

Dog fouling in a public place is when an owner fails to remove their dog's mess.

If your dog fouls in an open space, you must clean it up.

We provide litter and dog waste bins in many parks and public spaces.

You can also put bagged dog waste in your domestic refuse (green) bin.

The 'bag it bin it' campaign is actively promoted throughout the city and signs are mounted to lamp posts and affixed in problem areas.

What is the fixed penalty?

If you do not dispose of this type of waste in the correct way and are caught, you could receive a fixed penalty notice of £80 issued under the Dog Fouling (Scotland) Act 2003.

The penalty increases to £100 if not paid within 28 days.

How do I report it?

You can report dog fouling using our MyGlasgow app. You can download our app from the App store and Google Play

To report dog fouling using social

media, follow our Environmental Task Force on Twitter @theenvtaskforce or on Facebook Envtaskforce.



ANNUAL ASSURANCE STATEMENT

From 2019 ongoing, an annual basis between April to October Wellhouse Housing Association is expected to submit an Annual Assurance Statement to the Scottish Housing

Regulator and make a copy of this available for our tenants.

The statement is our way of informing the Scottish Housing

Regulator whether we comply with all the relevant regulatory and legislative requirements of a Registered Social Landlord.

There are three potential statements and the following outlines what each means:

Status	What this means
Compliant	The RSL meets the Standards of Governance and Financial Management and regulatory requirements.
Working towards compliance	The RSL does not meet the Standards of Governance and Financial Management and regulatory requirements, and it is working to achieve compliance.
Statutory action	The RSL does not meet the Standards of Governance and Financial Management and regulatory requirements, and the Scottish Housing Regulator is using their statutory powers to address the non-compliance.

(Under Review) means: The Regulator has identified or received information that means they are reviewing the regulatory status of the RSL and they will update the regulatory status as soon as the review is complete.



Wellhouse Housing Association is pleased to announce that in carrying out our own self-assessment on the Annual Assurance Statement that we are Compliant with all the standards and there are no material non compliances.

Like all good organisations though we recognise that although we are Compliant with the requirements there are always improvements that we can make and we have identified some of these as part of an Action Plan. For us this includes specifically more consultation with tenants outside of the committee framework and more formal planning toward human rights compliance by 2021.

Some of our suggestions for improvement and will be considered by the Management Committee as to whether we will introduce these or not and in determining this we will look at whether these make a difference to our service provision to you. TPAS will continue to work with you and Wellhouse Housing Association over the coming year to take as much feedback as possible.

We hope that the enclosed Annual Assurance Statement gives you reassurance that we continually want to deliver the best possible service whilst never standing still and keeping to all the requirements that is expected of an excellent housing provider.

This is something that we carry out internally on an annual basis prior to the requirement to complete an Annual Assurance Statement as we undertake our own self-assessment.

By the end of March 2020 the Scottish Housing Regulator will publish their Regulatory Standard for each Social landlord in Scotland and we will publish details of this on our website.

If you have any questions or queries on this or if you would like a full copy of the self-assessment document or the action plan please contact the office.

Darron Brown
CHAIR



Statement from the management committee

Wellhouse Housing Association is a proud, independent social landlord. We take our responsibilities seriously. Our job is to provide decent housing at social rents, meet housing need, provide good customer service and invest in tenants' homes. Our only source of income is your rent money. We aim to keep this money within Wellhouse.

The committee has been really worried about some rumours circulating in the community and questions being asked. We feel it is important to deal with some misunderstandings. We will deal with as many as we can in this statement.

1. We are not planning to become part of a large housing association, indeed, are at a loss as to how this rumour started.
2. Wellhouse Housing Association is not responsible for services provided by Glasgow City Council, which you contribute to through your council tax payments and we don't want you to have to pay twice. We are in close discussions with senior staff and councilors on issues such as littering, fly tipping, dog fouling, insect or rodent problems and refuse collections & recycling.
3. Wellhouse Housing Association did not remove Connect Community Trust from the Hub – the Trust chose to move

their offices to Newhills Road. We are not and have no desire to alter, cancel, move, reduce or otherwise change services provided by Connect or any other party. We have not doubled the rent on Innerzone Youth Project. We increased the grant funding we give Connect this year and last year, along with the increased grant for the gala day. We must have some conditions on funding, because it is your rent payments that are used. Also, our own rules, such as those requiring compliance with Housing Regulation, audit, lease and insurance needs, add conditions to the grant. Once again, we are at a loss as to how this story started and we are sure our colleagues at Connect will clarify the facts with us. See the extract from our published accounts re: the financial arrangements.

4. We have no intention of answering unfounded, inappropriate, personal or upsetting comments or allegations about staff or committee members. Wellhouse Housing Association will vigorously defend our reputation and are in the process of writing to each individual who has used crude, inflammatory or aggressive language toward us. Please note, some of these actions are

a direct breach of our tenancy agreement (see below)

5. Finally, we are heartbroken to report that we had call the police to attend this year's AGM, due to threats made against the organisation, the Hub and our staff and committee. This has never happened before and is very worrying to us. For clarity, the AGM is a business meeting, not a public one.

Wellhouse HA has worked conscientiously and professionally over the last five years to rescue us from the perilous position we were in at that time, due to serious governance and financial concerns – this cost well in excess of half a million pounds to put right. We have spent no money on these issues since the new Director was employed. We have created a strong, well governed organisation with a professional staff team and skilled committee. We have strong audit returns, good performance results, a strong financial position and a very positive relationship with our regulators. We have righted many issues and problems with the association. We are a community-controlled housing association who strives to provide good services and contribute to a harmonious community. We are at a genuine loss as to why this is perceived differently and who is instigating the stories. We can assure our customers of

our continued commitment to good service.

We have included an extract from our March 2019 accounts on the financial relationship with connect and can confirm that we

had proposed a grant of £1,000 for community events last year but CCT never claimed this grant and, whilst we increased their main grant to £20,600, they only claimed £20,000. The grant this

year is £21,300 and this remains unclaimed. £1,000 was contributed to the summer gala day. The full accounts will be on the website by the end of November and they are a public document.

“

26. Connect Community Trust

Connect Community Trust is not deemed a related party of the Association; however, due to the nature of relationship between both entities, it has been deemed reasonable to disclose their activities separately:

During the year Connect Community Trust charged the Association £1,656 (2018: £19,876) for the concierge service, £4,613 (2018: £2,697) for maintenance work, £nil (2018: £455) for events and promotions, £10,747 (2018: £nil) as a settlement figure in relation to termination of the Facilities Management contract. The Association made £nil (2018: £1,000) of donations in the year.

During the year the Association charged the Trust

£4,000 (2018: £4,000) for Innerzone rent, and £9,402 (2018: £9,402) for costs associated with the lease.

The Association gave a grant of £20,000 (2018: £20,000) to Connect Community Trust during the year.

During the year, the Association incurred expenses on behalf of the Trust to include rent, electricity, gas, rates and repairs, buildings insurance and use of the board room at 49 Wellhouse Crescent amounting to £23,000 (2018: £27,960) that were not recharged. At the year end, the Association owed Connect Community Trust £5,000 (2018: £2,016) and Connect Community Trust owed the Association £10,061 (2018: £8,692).

”

ACCEPTABLE BEHAVIOUR

TENANCY AGREEMENT

3. Respect for Others

3.1 You, those living with you, and your visitors, must not harass or act in an antisocial manner to, or pursue a course of antisocial conduct against, any person in the neighbourhood. Such people include residents, visitors, our employees, agents and contractors and those in your house.

3.2 ‘Antisocial’ means causing or likely to cause alarm, distress, nuisance or annoyance to any person or causing damage to anyone’s property. Harassment of a person includes causing the person alarm or distress. Conduct includes speech. A course of conduct must involve conduct on at least two occasions.

3.6 You will be in breach of this Agreement if you, those living with you or your visitors do anything which is prohibited in this part of the Agreement and this could result in your tenancy being changed to a short Scottish secure tenancy or terminated by us.

3.8 We will act fairly to you in all matters connected with your tenancy. We will not unfairly or unlawfully discriminate against you in any way on the grounds of your race, colour, ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief or other status. If you believe we have acted unfairly to you in any way, you may wish to use our complaints procedure. You may also wish to take independent advice.”

Councillors, MSP and MP



There are 85 councillors elected to Glasgow City Council, each representing an area (electoral ward) of the city. There are 23 electoral wards across the city, each one has 3 or 4 councillors representing it.

What do councillors do?

Your councillors represent you on matters which affect your local area. This includes but is not limited to:

taking part in council committee meetings;

scrutinising council policies and decisions such as council tax levels and the delivery of local services.

There are a number of council committees which your local councillor will be a member of. To see the complete list of council committees, the membership of these and details of when they meet, please visit the Council Committees page.

Contact details for your local Councillors, MSP and MP.

Bailie Elaine Ballantyne
(Scottish National Party)

Phone: 0141 287 3592

Email: elaine.ballantyne@glasgow.gov.uk

Councillor Phillip Charles
(Scottish Conservative and Unionist Party)

Phone: 0141 287 4963

Email: phillip.charles@glasgow.gov.uk

Councillor James Coleman
(Scottish Labour Party)

Phone: 0141 287 4012

E-Mail: james.coleman@glasgow.gov.uk

Your MSP who represents you in the Scottish Government

Ivan McKee, MSP
Constituency Office

Address: 12 Hillfoot Street,
Dennistoun,
G31 2LF

Phone: 0141 556 4441

Email: ivan.mckee.msp@parliament.scot

Your MP who is your representative in the U.K. Government

David Linden, MP
Constituency Office

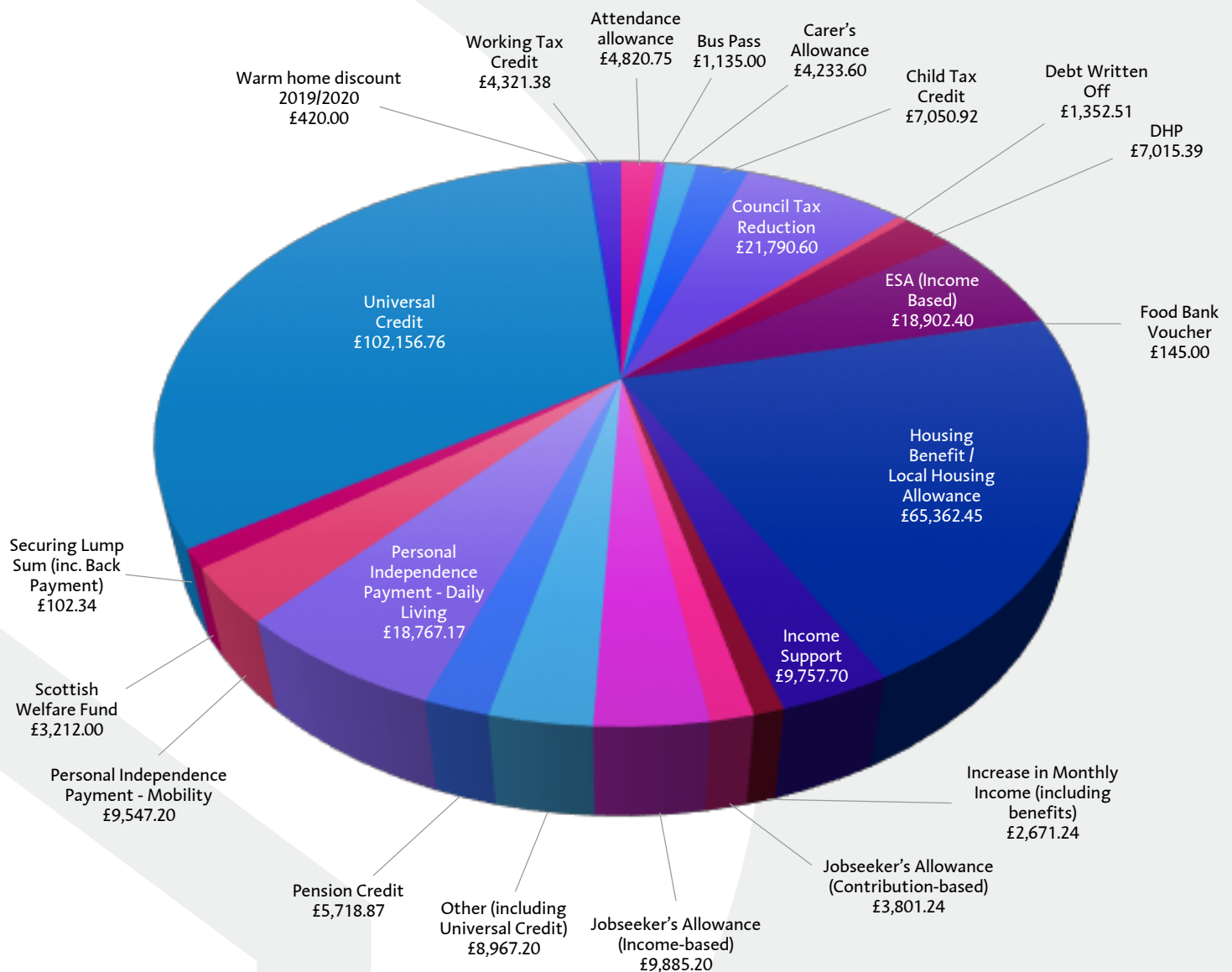
Address: Academy House
1346 Shettleston Road
Shettleston
Glasgow
G32 9AT

Phone: 0141 778 1177

Email: david.linden.mp@parliament.uk

You will find all surgery details on their web pages.

Income Advice Financial Gains April 2019 to September 2019



Key Points

- The Income Advisor assisted 135 tenants with benefit issues from April 2019 to September 2019.
- Total financial gains to tenants from the period April 2019 to September 2019 is £311,136.92.
- The Income Advisor assisted 23 tenants to claim Housing Benefit totalling £65,362.45.
- The Income Advisor assisted 18 tenants to claim Discretionary Housing payments of £7,015.39.
- The Income Advisor assisted 12 tenants to make claims for Universal Credit totalling £102,156.76.

'How to Report Issues' to Glasgow City Council and Partners.

Overview

Residents can report issues relating to Fly-tipping, Environmental Health Matters, Litter, Dog Fouling and Road and Lighting Faults to Glasgow City Council Neighbourhoods and Sustainability. Report any of these issues by calling the **Antisocial Behaviour Helpline** on **0800 027 3901** or via Facebook at Glasgow City Council, Twitter @ GlasgowCC or visit our website at www.glasgow.gov.uk

Flytipping can be reported via Public Health who investigate fly-tipping in order to identify those responsible for this unacceptable behaviour.

Fixed Penalty Notices of £200 may be issued for illegally dumping of rubbish, i.e. fly-tipping. Major offenders may also be referred to the Procurator Fiscal.

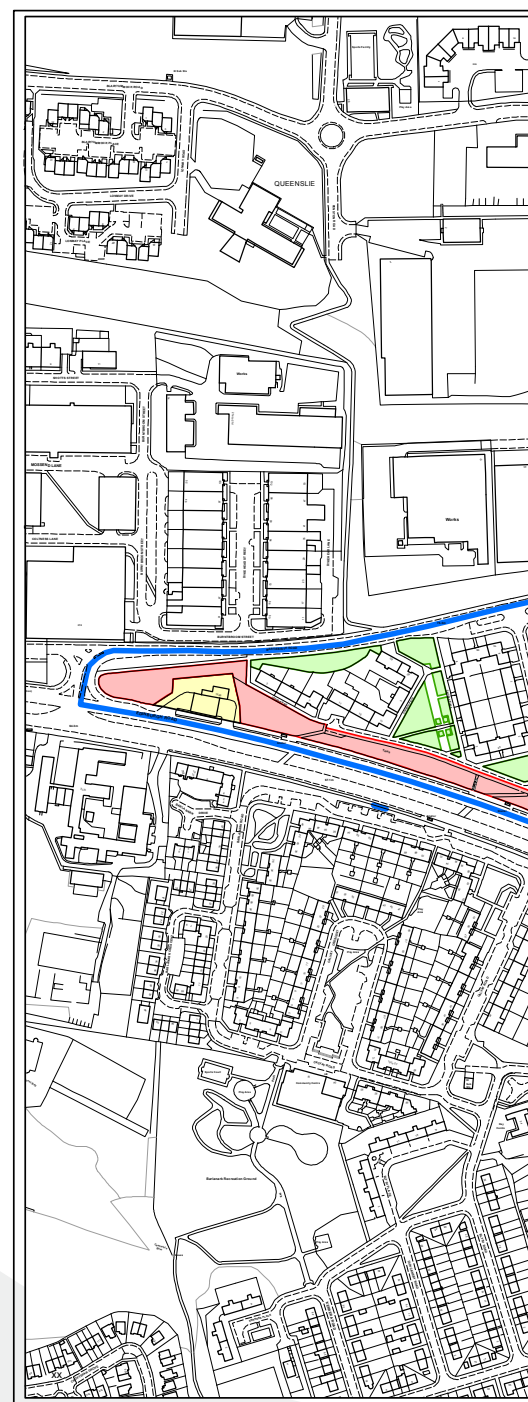
We are working closely with our partners to deter this activity and would encourage all residents and tenants to report individuals who are responsible for fly-tipping in the area. Dates, times

and descriptions of individuals, vehicles being used for fly-tipping including the make, model and registration details if possible will assist in the investigation and enforcement against those who are be responsible for this activity.

To request a Bulk Waste Collection you can telephone 0141 287 9700 and place a request or alternatively on our website which can be accessed on www.glasgow.gov.uk. Alternatively you can contact National Re-use who can take items such as beds, sofas, tables, chairs and bikes that are in good condition and could be re-used. If these items haven't been left outside and sofas and armchairs still have the necessary fire labels attached all donations can be made online at <http://www.recycleforscotland.com/donate-re-use-line-now>.

You can also take your bulk items to one of our **recycling centres** and your nearest location is at Easter Queenslie Depot, 90 Easter Queenslie Rd, Glasgow G33 4UL. You can also request a Bulk Waste

Collection for chargeable and non-chargeable items using our MyGlasgow app. You can download our app from the App Store and Google Play.



Useful Numbers

- Litter, Dog Fouling, Flytipping, Graffiti and Fly Posting Tel: 0300 343 7027
- Cleansing and Bulk Uplifts Tel: 0141 287 9700
- Roads and Lighting Faults Tel: 0800 37 36 35
- Police Scotland Tel: 101 (Non-Emergency) or 999 (Emergency)
- Crimestoppers Tel: 0800 555 111
- Glasgow Operations Centre for CCTV Tel 0141 287 9999

Bin Replacement

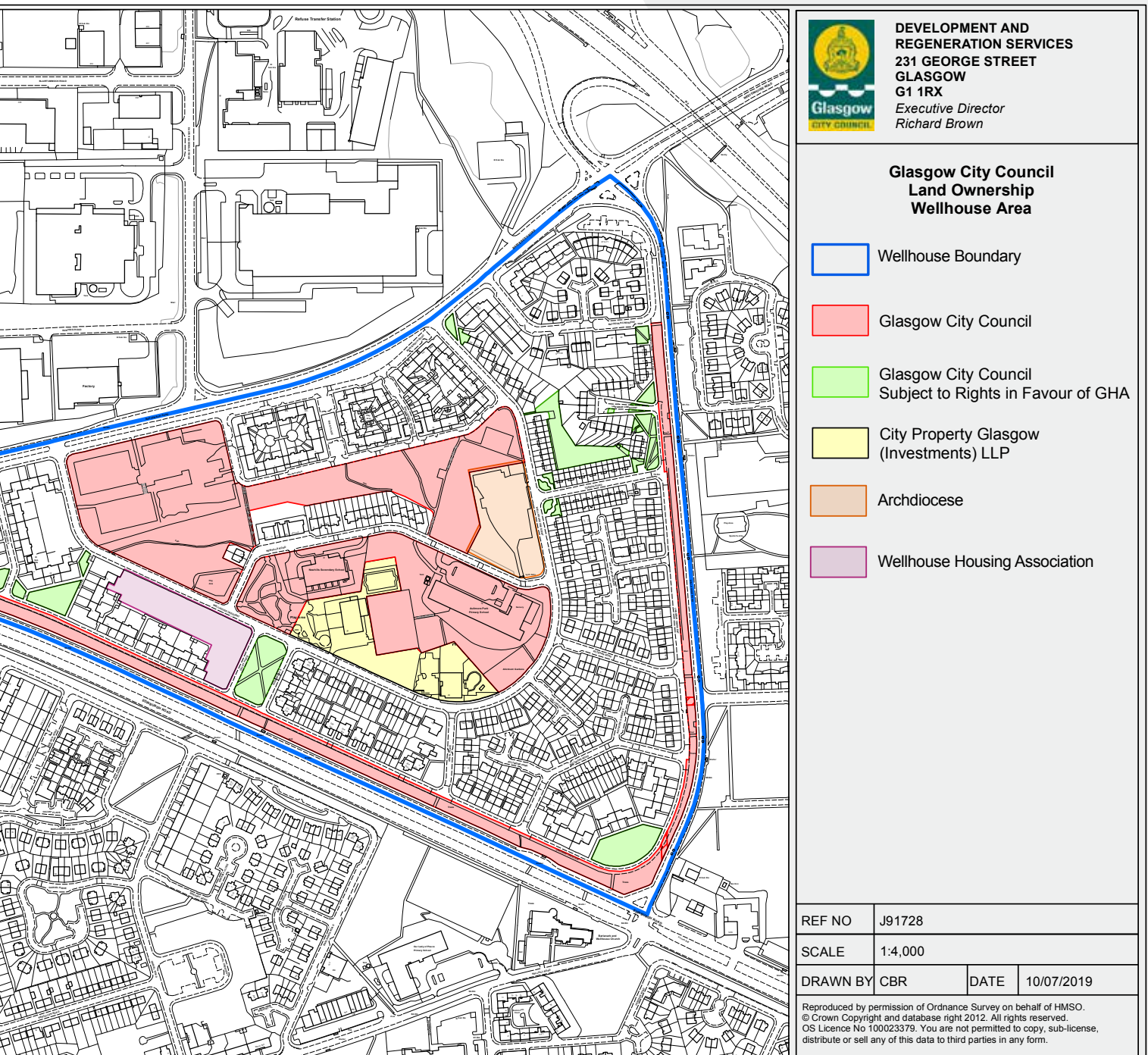
Glasgow City Council have uploaded and interactive web map which displays the Bin Replacement Programme bin roll out phases. To find out the date when new bins will be rolled out in your area enter

your address in the search box on the top left. The roll out dates will then display on the pop up box. Follow this link:

<https://glasgowgis.maps.arcgis.com/apps/webappviewer/index.html>



Glasgow City Council have provided a map of land ownership in Wellhouse.



Warm Home Discount Update 2019 / 2020

This winter you could receive a one off payment of £140 off your electricity bill for winter 2019 to 2020 under the Warm Home Discount Scheme.

If you are receiving benefits or are on a low income you may be eligible to apply.

The money is not paid directly to you, a one-off discount will be applied to your electricity bill or electricity top up meter between September 2019 and March 2020.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your energy supplier to check eligibility criteria.

Not all energy suppliers take part in the scheme, so please check with your energy supplier.

Our Income Advisor Laura Reilly can help you apply for your Warm home discount payment.



Best Start Payments & foods – Did you know?

- Did you know dependent on your child's age you may be eligible for Best Start Grants? This could be for up to 3 cash payments.
- Did you know you may be eligible even if you are working as long as you are the main carer for the child and receive a qualifying benefit?
- Did you know you can apply for a Best Start Food card when you're pregnant or at any time until your child turns 3 years old?

Did you know you if you qualify for Best Start Foods you receive?

- £17 every 4 weeks during pregnancy
- £34 every 4 weeks from your child being born up until they are 1 years old

- £17 every 4 weeks when they are aged between 1 and 3 years old

Did you know you can use your Best Start Food card to buy the following?

- plain cow's milk
- first infant formula
- fresh, frozen or tinned fruit or vegetables
- fresh or dried pulses like lentils, beans, peas and barley
- fresh eggs

For further information and eligibility criteria please visit: <https://www.mygov.scot/best-start-grant-best-start-foods/>



Brexit News - EU Settlement scheme

If you are an EU, EEA or Swiss citizen you and your family can apply to the EU Settlement Scheme to continue Living in the UK after 30th June 2021. If your application is successful you will be awarded settled or pre-settled status.

The deadline for applying to the scheme is 30th June 2021. It is free to apply to EU Settlement Scheme.

If the UK leaves the EU without a deal

You will need to be living in the UK before it leaves the EU to apply. The deadline for applying will be 31 December 2020

Settled Status

You will usually get settled status if you:

- started living in the UK by 31 December 2020 (or by the date the UK leaves the EU without a deal)

- lived in the UK for a continuous 5-year period (known as 'continuous residence')

Pre – Settled Status

If you do not have 5 years' continuous residence when you apply, you'll usually get pre-settled status. You must have started living in the UK by 31 December 2020 (or by the date the UK leaves the EU without a deal).

You can then apply to change this to settled status once you have 5 years' continuous residence. You must do this before your pre-settled status expires.

Your rights with settled or pre-settled status

You will be able to:

- work in the UK
- use the NHS

- enroll in education or continue studying
- access public funds such as benefits and pensions, if you're eligible for them
- travel in and out of the UK

For further information and eligibility visit: <https://www.gov.uk/settled-status-eu-citizens-families>

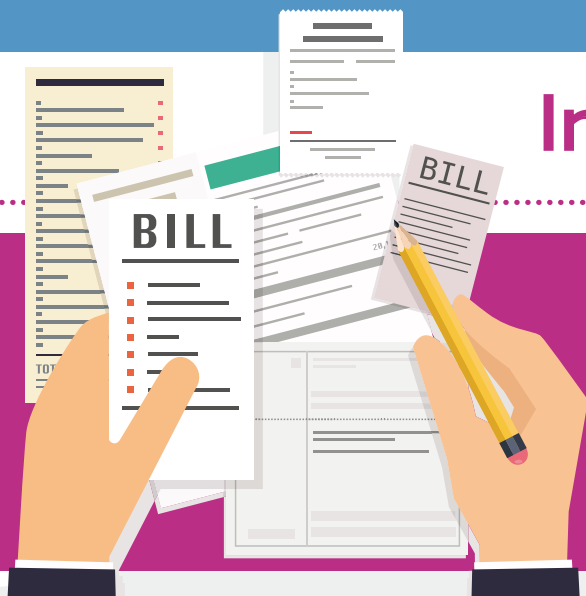


Income Advice Reminder

Got a benefit problem? Need help to make a claim?

Our Income Advisor Laura Reilly offers a drop in service every Friday from 9am to 12pm & 2pm to 4pm.

Drop in to see how we can help you.



Keep cosy for less this winter – top tips

With winter just around the corner, here are a few top tips from Home Energy Scotland to help keep you cosy for less.

1. Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.
2. By regularly bleeding your radiators you will avoid cold spots and get the most out of your heating system.
3. Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.
4. Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C) Turning down the room thermostat by one degree can save up to £80 a year.
5. A quick shower uses less water and energy than taking a bath. For every minute you shave off your daily shower, you'll save £7 a year on your energy bills.

6. Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.



Make it Your Own is open to any care experienced young people aged 16-26 who are not currently in employment or training and have been offered, or are living in their first tenancy.

Our Impact Arts tutors will deliver weekly one-to-one appointments and group sessions helping young people to:



Identify their own **vision** of their home



Create items or **complete** decorating projects



Achieve personal and practical **goals**



Identify opportunities for **further progression**

For more information or to discuss further, please contact:

Josie Merry,
Coordinating Tutor
josie.merry@impactarts.co.uk
07470 350 238

Location:

The Factory
319 Craigpark Drive
Dennistoun
G3 2TB

Are you care experienced?
Aged 16-26?
Currently not in employment?

Sign up for Make it Your Own, learn new **creative skills** and get a **£150 shopping budget** to **make your house a home.**



impactarts.co.uk [f /impactartsofficial](#) [t @impact_arts](#) [i impactarts](#)

Impact Arts (Projects) Ltd is a registered charity, limited by guarantee. Scottish Charity no. SC032430

Scottish young carers to receive new benefit

Published 16 October 2019 (Scottish Housing News)

Teenage carers in Scotland will be the first in the UK to be given financial support thanks to a new Scottish Government grant.

A new benefit will open for applications on Monday 21 October, with the Scottish Government investing £600,000 to support almost 2,000 young carers in 2019/20.

The Young Carer Grant will be available for 16, 17 and 18-year-olds who spend an average of 16 hours caring for someone who receives a disability benefit.

Shirley-Anne Somerville, social security secretary, said: “I am delighted that we are using our new social security powers to recognise the extraordinary contribution these dedicated young people make to the lives of those they care for. This is the first time young carers anywhere in the UK will receive a cash benefit.

“With more responsibilities and less free time, many young carers don’t get the same opportunities as their peers and we want this benefit to support them with activities that many of their peers will take for granted.

“We are putting this extra money in their pockets in what could be a pivotal stage in their lives – when they may be finishing school, looking for employment or starting further education or training.

“This new grant will ensure they are



treated with the dignity, fairness and respect they deserve.”

Paul Traynor, policy and external affairs manager, Carers Trust Scotland, said: “Carers Trust Scotland welcomes the Scottish Government’s innovative Young Carer Grant, which goes some way to recognising the immense contribution of unpaid young carers in Scotland.

“It is vital that young carers are able to live their own life alongside their unpaid caring roles and are provided with appropriate support to give them a better chance to reach their full potential in all aspects of their lives. At this key transitional time for many young carers aged 16–18 years old, this financial support has the potential to make a positive difference to their lives and alleviate some of the financial difficulties

that these young carers may experience.”

Young Carer Grant opens for applications on Monday 21 October.

How will young carers apply for the grant?

The grant will be open to applications from 21 October 2019, and young carers will be able to apply by three methods;

- Online at <https://www.mygov.scot/young-carer-grant/>
- By phoning Social Security Scotland for free on 0800 182 2222
- By paper form that can be downloaded at [mygov.scot](https://www.mygov.scot) and returned to: PO Box 10314, Dundee, DD1 9GN. They can also request the paper form with a prepaid envelope by phoning the agency.

SUPPORTING AGENCIES FOR VULNERABLE PEOPLE IN EASTERHOUSE

If you, or someone you know needs help with alcohol or drug addiction, domestic violence, victim of crime, help with finance or employment, there are many different organisations to help you. These organisations can make you aware of your options and can also support you in any decisions you make.

Local Contact Information

North East Recovery Community (NERC)

NERC is a peer led voluntary organisation that provides a variety of recovery initiatives within the North East sector of Glasgow with the aim of promoting and assisting recovery from addiction to alcohol and drugs. NERC encourages people in recovery to come together for mutual support and works in partnership with other organisations to develop strategies, plans and structures that provide best practice on service provision for service users and individuals in recovery. Contact Details: Glasgow City Health and Social Care Partnership

Westwood House

1250 Westerhouse Road

Glasgow, G34 9EA

Tel: 0141 276 3420

Mobile: 07880273259

Email: David.McDermott@sw.glasgow.gov.uk

Self-referral can be made by contacting Parkhead

Referral Team: 0141-565-0200.

Glasgow East Alcohol Awareness Project (GEAAP)

The Glasgow East Alcohol Awareness Project "GEAAP" has been offering a service to the East of Glasgow since 1991. GEAAP's aim is to reduce the harm associated with the use and misuse of alcohol.

51 Trondra Place

Easterhouse

Glasgow, G34 9AX

Tel: 0141 773 1222

Web: <http://uk.geocities.com/geaap/>

We offer the following:

Counselling, Peer Mentoring for Alcohol Support, Alcohol Support Group for Women (Tues).

North East Community Addiction Team (Glasgow)

Services: Advice and Information, Counselling, Family services

Glasgow City Council, Westwood House, 1250

Westerhouse Road, GLASGOW, G34 9EA

Phone 0141 276 3420

Opening Hours

Monday – Thursday (8.45am – 4.45pm), Fri (8.45am – 3.45pm).

Narcotics Anonymous

St Mungo's Church Hall, 31 McAuslin Street, Townhead, Glasgow, G4 0RX

Phone: 0300 999 1212

Meeting: Monday 8-9.30pm

Email: email@ukna.org

N.A. is a non-profit fellowship or society of men and women for whom drugs had become a major problem.

We are recovering addicts who meet regularly to help each other stay clean. This is a program of complete abstinence from all drugs. There is only ONE requirement for membership, the desire to stop using. Our program is a set of principles written so simply that we can follow them in our daily lives. We have no initiation fees, anyone may join us, regardless of age, race, sexual identity, creed, religion or lack of religion. We have learned from our group experience that those who keep coming to our meetings regularly stay clean.

Glasgow East Women's Aid

Provides information, support and safe temporary accommodation for women and children who have experienced domestic abuse.

Drop-in opening hours

Mon-Fri 9.30am-3.30pm

All other times are by appointment. Please call for further information.

753 Westerhouse Road, Easterhouse, Glasgow G34 9PB
 Phone: 0141 773 3533
 Email: teammembers@GEWA.org.uk

Victim Support Scotland

Provides support and information services to victims and witnesses of crime in Scotland. We're proud to serve victims and witnesses in Scotland by campaigning for their rights and helping to improve their experiences of the criminal justice system.

Victim Support Scotland provides help for witnesses. If you are attending court as a witness to a crime, our volunteers will be available to help you on the day.

The National Helpline number is 0800 1601985

You can contact the Helpline between 8:00 a.m. and 8:00 p.m., Monday to Friday.

Victim Support Scotland provides support and information services to victims and witnesses of crime in Scotland. We support 200,000 people affected by crime each year. This support is provided by staff and volunteers in national and local offices and court-based services across Scotland.

We are an independent charity and not part of the Police Scotland or Scottish Courts. All conversations with victims and witnesses are confidential and are not shared with people outside of Victim Support Scotland. Our service is completely free and covers:

- Assault
- Housebreaking & vandalism
- Domestic abuse (physical and emotional)
- Fraud
- Murder (bereavement by murder or violent death)
- Sexual crimes (assault, indecent exposure, rape)
- Harassment and stalking
- Hate crime (crimes relating to race, religion, sexuality, disability)
- Robbery
- Theft

Glasgow Office

1 Mart Street, Saltmarket
 Glasgow, G1 5NA

Elderly Care Project

Margaret Marshall, Elderly Care Project
 Community Flat, 153 Wardie Road, Easterhouse,
 G34 9EG

Opening Hours

Office Hours 8.45am - 4.45pm.

Glasgow's Golden Generation

Day Centre, Befriending and Day Trips
 Contact: 0141-221-9924

Older Carers Befriending Service

Older Carers Befriending Service is based in Academy House, Shettleston, and is part of the services for carers provided by East End Community Carers. We cover the East End of Glasgow and take referrals from a variety of sources. Caring for someone can be rewarding but also at times very demanding and stressful. As a result, carers often feel lonely and isolated. The Older Carers Befriending Service provides a vital support service to older carers, as well as providing opportunities for volunteering in the local community.

For more information contact

Doreen Hogg: Tel: 0141 764 0550 / 07823414076/ Email: doreen@eastend-carers.co.uk

Project Manager

If You're Having A Difficult Time

You can get in touch about anything that's troubling you, no matter how large or small the issue feels.

SAMARITANS - GLASGOW

210 West George Street
 Glasgow, G2 2PQ
 Contact using any phone: 116123

SUPPORTING AGENCIES FOR VULNERABLE PEOPLE IN EASTERHOUSE (CONTINUED)

Homelessness Services

– providing help and support for addictions, also provides GP services

55 Hunter Street, GLASGOW, G4 0UP

Phone: 0141 552 9287

Opening Hours

Monday – Friday

9.00am – 5.00pm

Glasgow Centre for Inclusive Living

We assist disabled people in Glasgow who want to take more control over the support they need.

Whatever your situation, chances are we can help you.

Our organisation is run by and for disabled people, so we appreciate the difficulties you may be facing.

Contact:

117-127 Brook Street, Glasgow G40 3AP

Tel: 0141 550 4455

Textphone: 0141 554 6482

Fax: 0141 550 4858

Email: gcil@gcil.org.uk

Greater Easterhouse Supporting Hands (GESH)

Provides a training, social, and recreational service to young people and adults with physical disabilities and learning difficulties.

The centre is open Monday to Friday 9am-10pm.

Opening times over the weekend may alternate & can be flexible & negotiable. Premises are wheelchair friendly.

1 Redcastle Square

Glasgow, United Kingdom

Tel: 0141 774 7261

Skills Development Scotland

– Offers careers advice, support and guidance.

Outreach Office

Kelvin College

Easterhouse

Glasgow

Tel: 0141 554 6662

Money Advice

Glasgow - Easterhouse Citizens Advice Bureau

46 Shandwick Square

Glasgow G34 9DT

Monday 09.30 - 15.00 (Drop in)

Tuesday 09.30 - 17.00 (Appointments only)

Wednesday 09.30 - 13.00 (Telephone Advice) and
14.00 - 17.00

(Emergency Appointments Only)

Thursday 09.30 - 12.00 (Drop In) & 13.00 - 17.00
(Appointments Only)

Friday 09.30 - 16.00 (Appointments only)

Saturday 10.00 - 13.00 (First Saturday of month - by
appointment)

You can get help and advice regarding all welfare benefits and also if you get into financial difficulties. There are different funds and grants you can get depending on your circumstances:

- Social Funds: budgeting loans, crisis loans, funeral payment, and Sure Start maternity grant;
- Scottish Welfare Fund: crisis grants and community care grants;
- Bereavement benefits;
- Personal Independence Payments;
- Disability Living Allowance, Attendance Allowance, and Carers' Allowance;
- Employment Support Allowance if you are incapable of work;
- Income Support, Pension Credits, and Cold Weather Payments;
- Housing Benefit and Council Tax Reduction;
- Child Benefit, Working Tax Credits, and Child Tax Credits; and
- Jobseekers Allowance and Universal Credit.



Christmas Panto Tickets



Wellhouse Housing Association works in partnership with Easterhouse Regeneration and Housing Alliance (EHRA). By working in partnership, Wellhouse is able to offer tickets for the 2019 production, *Mother Goose, Fae Easterhouse*, at

Platform. The panto will be on at The Bridge, Easterhouse from 10 – 23 December 2019. This is suitable for 5 years and over.

Tickets for this event will be available shortly. For more information, contact the office.



FOI – FREEDOM OF INFORMATION

HOW TO ASK US FOR INFORMATION

The Freedom of Information (Scotland) law will give you the right to request information about any aspect of the housing services we deliver as a landlord, and will apply to us from 11 November 2019.

To request information, all you need to do is ask us.

When making your request, please keep the following in mind:

- Your request must be in writing or other permanent format so that we can refer to it in future. We are happy to accept requests by letter, e-mail or in audio format. If you prefer to visit the office to make a request, we will have blank FOI request forms available at reception from 11/11/2019. If you are unable to visit the office or put your request in writing or other permanent format.
- Include your full name and address within the request so that we can respond to you with the information that you have asked us for. If you make your request by e-mail, please provide your email address (you do not need to provide your post address).
- Tell us what information you would like to access. It would be helpful for us if you could describe what you are looking for as clearly and briefly as possible so that we do not misunderstand your request and do not need to contact you for further clarification. This will allow us to respond to you quicker with more meaningful and relevant information. We would be happy to help you clarify what information you are looking for. This includes explaining what types of information we hold that might be relevant to what you want access to.
- If you would like the information provided to you in a particular format e.g. electronic or paper format, please let us know in your request. If we think the format you have requested is reasonable, we will provide it in that format. If not, we will contact you to try and find an alternative way of providing the information to you.

There may be occasions when we will not release all or some of the information you have requested if we consider that an exemption applies, but if so, we will let you know the reason.

Please note that if you request a copy of your own personal data we hold about you, we will deal with this under the Data Protection Act rather than Freedom of Information.

You can send your request to anyone at Wellhouse Housing Association, the Hub, 49 Wellhouse Crescent, Glasgow G33 4LA or via email to: info@wellhouseha.org.uk

For further information about Freedom of Information, please see the Office of the Scottish Information Commissioner at www.itspublicknowledge.gov.uk.



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 2 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 Assistant)

0141 781 1884 or email:linda@wellhouseha.org.uk

EHRA hosts 'slammin' community festival in Easterhouse

Published 13 August 2019 (Scottish Housing News)

The Easterhouse Housing & Regeneration Alliance (EHRA) has said it was overwhelmed by the numbers of visitors to its 2019 community festival, held at platform @the bridge in Easterhouse.

The day not only featured fun events for all ages, but also a plethora of exhibitors covering topics ranging from health advice, fuel advice, pension information for women and upcycling old furniture.

Linda Cameron, vice-chair of EHRA, said: "I was delighted at the attendance level of this festival and to partake in one of two Q&A sessions about the community – our focus was a look back at why we began, a recap as to where we are now and a vision for the future. We are delighted that the young people of greater Easterhouse turned out in force to not only enjoy themselves but take part in their

own Q&A and share their hopes and dreams for the future of our communities."

Maureen Morris from EHRA, added: "Our young people are a great asset to the communities of greater Easterhouse and their commitment to supporting the community festival and taking part in a panel session is genuinely appreciated by us all."

Alison Watson of Shelter Scotland, who chaired the panel sessions, said: "I was delighted to be asked to chair this event and was greatly impressed by the enthusiasm for community activism amongst all the participants of all ages – this is a community which has many achievements to be proud of, a community that turns 'housing' into homes."

Wrestlers Lucha DS and Kreiger were certainly a smash hit on the day and went above and beyond the call of duty in keeping everyone entertained.

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.