

the wellhouse news



SPRING
2017



IN THIS EDITION:

- Update on our regulation status
- Introducing the new Maintenance Team
- Rent Matters
- Your questions answered: Rent Restructure

Message from the Chair

Scottish Housing Regulator

The Regulator has decided to keep Wellhouse Housing Association on “High” Engagement. This means we will continue to work closely with them and send copies of our committee papers to them.

We work to strengthen our committee and have recently restructured our finance team and business plans.

We are all working together for the good of Wellhouse.

In keeping with our values of Honesty and Integrity, the Plan appears in full in this newsletter on pages 3 and 4.

If you have any questions please email info@wellhouseha.org.uk

Maureen Morris



Maureen Morris – Chair



Regulation Plan

Wellhouse Housing Association Ltd

31 March 2017

This Regulation Plan sets out the engagement we will have with Wellhouse Housing Association Ltd (Wellhouse) during the financial year 2017/18. Our regulatory framework explains more about our assessments and the purpose of this Regulation Plan.

Introducing... The New Maintenance Team

Jonathan Danks – Maintenance Assistant

Jonathan joined us on the 12th December 2016 and is also very experienced within the social housing sector. Jonathan will be your main contact for day to day repairs, gas servicing, and electrical testing and will provide administration support to the maintenance team.

Alex Gemmell – Senior Maintenance Officer

Alex was appointed to his new position in September 2016. The senior maintenance officer will generally not deal with day to day repairs matters; however will be responsible for managing maintenance staff and delivering our planned maintenance programme. Alex is also part of the new management team and will help deliver the aims and objectives of Wellhouse Housing Association.



Alex Hogg – Maintenance Officer

Alex was appointed permanently on 1st April 2017 and joins Wellhouse Housing Association with a wealth of knowledge and experience in the social housing sector. Alex main duties will be void inspections, cyclical maintenance programme and technical inspections. Alex will also be responsible for quality control on our repairs service.

All three are familiar faces in Wellhouse and are dedicated to providing you all with the best service possible.

Any questions?Let us know!

Regulatory profile

Wellhouse was registered as a social landlord in 1994. It owns and manages 796 houses and provides factoring services to 51 owners in Easterhouse, Glasgow. It has charitable status and employs 20 people. At 31 March 2016 its turnover was just over £4.1 million and its debt per unit was £11,359.

Engagement

In December 2014 we identified serious weaknesses in Wellhouse’s governance and financial management and used our statutory powers to appoint a manager to Wellhouse under Section 58 of the Housing (Scotland) Act 2010. Since then the governing body has worked openly and constructively with us to implement the necessary improvements to ensure that Wellhouse meets our Regulatory Standards of Governance and Financial Management.

We consider that Wellhouse has made good progress in delivering the required improvements. Wellhouse has a continuing programme of improvement actions to ensure it fully complies with our Regulatory Standards. These include areas of risk such as strengthening the governing body, completing its staff restructure, risk

management and embedding the new leadership and culture. In November 2016 we decided to end the appointment of the statutory manager as the serious and immediate risks to tenants’ interests had been addressed. We need to engage with Wellhouse as it continues to manage this challenging period of change.

Wellhouse’s governing body has two additional members with appropriate skills and expertise to support it. Wellhouse continues to work to strengthen its governing body through recruitment.

Wellhouse has contracts in place to bring the remaining small number of homes up to the Scottish Housing Quality Standard (SHQS). There have been some delays with the contracts and we will continue to monitor progress.

Our engagement with Wellhouse Housing Association Ltd in 2017/18 – High

We will have high engagement with Wellhouse in light of the serious governance and financial issues it is dealing with.

1. We expect Wellhouse to continue to engage with us to assure us it is making the necessary improvements to meet our Regulatory Standards of Governance and Regulation Plan 31 March 2017 Wellhouse Housing Association Ltd Financial Management.
2. Wellhouse will send us by 30 April 2017:
 - its approved business plan;
 - 30 year financial projections consisting of statements of comprehensive income, financial position and cash flows, complete with assumptions and explanatory narrative;
 - a comparison of projected loan covenants against current covenant requirements;
 - financial sensitivity analysis which compares the resulting covenant calculations with the current covenant requirements, together with risk mitigation strategies; and
 - its reports to the governing body in respect of the approved business plan, 30 year projections and sensitivity analysis.
3. Wellhouse will:
 - provide us with all governing body papers and minutes; and
 - update us on progress with SHQS by 30 June 2017.
4. We will provide feedback on the business plan and discuss the financial projections by 30 September 2017.
5. Wellhouse should alert us to notifiable events and seek our consent as appropriate. It should provide us with the annual regulatory returns we review for all RSLs:
 - audited financial statements and external auditor's management letter;
 - loan portfolio return;
 - five year financial projections;
 - Annual Return on the Charter; and
 - the return on the Energy Efficiency Standard for Social Housing.

This plan will be kept under review and may be changed to reflect particular or new events. The engagement strategy set out in this plan does not restrict us from using any other form of regulatory engagement to seek additional assurance should the need arise. Our regulatory framework and other relevant statistical and performance information can be found on our website at www.scottishhousingregulator.gov.uk.

Our lead officer for Wellhouse Housing Association Ltd is:
 Name: Eleanor Sneddon, Regulation Manager
 Address: Buchanan House,
 58 Port Dundas Road, Glasgow, G4 0HF
 Telephone: 0141 242 5860

We have decided what type of engagement we need to have with this organisation based on information it provided to us. We rely on the information given to us to be accurate and complete, but we do not accept liability if it is not. And we do not accept liability for actions arising from a third party's use of the information or views contained in the Regulation Plan.

Regulation Plan 31 March 2017
 Wellhouse Housing Association Ltd

Universal Credit Update

It has been announced recently that the rollout of Universal Credit (UC) for everyone, including families with children, couples and those with an illness or disability, will affect Glasgow from September 2018 onwards. In the lead up to this date, there will be many more single people who find themselves being advised by the

Department for Work & Pensions (DWP), that they should make a claim for UC now. However, this is a new benefit, with lots of different rules and scenarios, therefore please get in touch with a member of the Housing Team at the Hub, who will be able to assist in ensuring you take the best course of action for your circumstances.

Help with Housing Costs for 18-21 Year Olds

There has been a lot of press coverage recently in relation to the removal of the automatic entitlement for help towards paying your rent, for tenants aged 18-21 years old. Please be advised that if you currently fall into this age bracket and are in receipt of help with your rent through Universal Credit (or Housing Benefit) this does not mean that you will automatically stop getting this help.

These new rules affect all NEW claims for help with housing costs from September 2018 in Glasgow. So if you are already in receipt of help, this will not necessarily change. If you are worried about these changes, please do not hesitate to call into the Hub and speak with our Income Advice Officer, Pamela who will be able to advise on how this may affect you personally.



ehra
Easterhouse Housing and Regeneration Alliance

Wednesday 19th April 2017
 FARE • Bannatyne House
 31 Drumlanrig Avenue
 Easterhouse • G34 0JF

Tenants' Conference

9.15am to 1.15pm • Tenants' Conference
 The future is bright – the future is Easterhouse!
Hear all about: Cleansing Services; Thriving Survivors; MacMillan – improving the Cancer journey; Environmental Task Force; Thriving Places and much more...

2pm to 3.30pm • Greater Easterhouse Hustings
 Come along and hear from, and question, the candidates who are standing in the local election to represent you.

Contact your local housing office to let them know you are going along, to arrange free transport or for any other information.

Refreshments and Transport provided

Everyone Welcome

Housing Association Limited, Wellhouse Housing Association Ltd, Easterhouse Housing Association, Easterhouse Community Centre, Easterhouse Park, Easthall Park, Provosthill, Wellhouse Youngs Association, Ruchie

Wellhouse's Garden Guru

**British Summer Time already!!!
What's that all about?**

I must admit that I've done nothing in the garden but tidy up. The ground is so wet I can't even turn it yet. Thank goodness I've got some spring colour appearing.

Daffies are great to give the promise of better weather ahead and the Tulip bulbs I planted have grown about three inches so they should bloom just as the Daffies start dying down. There's the promise of the early summer plants coming through with a flush of green.

I've seen my first bumblebee (but too early, I don't think it will survive) and I've had blue and great tits checking

out my nesting boxes round the back. I've also heard frogs croaking at night in the pond. Not bad for a wee toaty bit of land in a city.

I'd like to take this opportunity to say a sad but fond farewell to an old neighbour of mine. Sheila MaCallum was a wonderful woman who grew her own apple tree from a pip and grew the most beautiful roses. I must admit I was very jealous of them for years. This year in tribute to her I'm going to plant a couple of rose bushes round the back.

In response to the invitation of helping to plan this year's garden competition, I'd be more than happy to and I'll exempt my garden this year.



I await contact about this. Please don't leave it to the last minute. I'd like to have planned early. Thank you. I'm sure I'll have more to write next time.

Janet Crawford
The Garden Guru

Wellhouse: Making it the place to be

Our Estate Wardens are out and about within Wellhouse everyday working to make a real difference to the community and trying to ensure we provide a cleaner, greener and safer environment for tenants. Our aim is to make Wellhouse the Place to Be.


The team have been asked to carry out many types of work that are not really tasks that we should be using the team to do. So many of our backcourts and common spaces are abused by the people who live within Wellhouse. Some tenants who live within a close are regularly dropping binbags on the ground and not using


the bins provided. This happens on a weekly basis and we are trying to establish who is doing this, if we identify tenants that are failing to place their rubbish in the bins, they will be charged for us cleaning up the area. If we cannot identify who is dumping rubbish, the full close will be charged until we can establish who is dumping the rubbish, this is the last thing we want to do but we cannot keep lifting tenants rubbish.

The dumping of bulky items in the estate is also a problem that tenants do not need to do; Glasgow Cleansing will pick up your bulky items free of charge. Please use the service that your council tax pays for.

#gaunynodaethat!

#wellhousetheplacetobe

 Like us on facebook to keep up to date with issues affecting our community

 @wellhouseHA



Announcing...



This year we are delighted to launch our new categories for the garden competition – Get creative, we'd love to see your efforts.

The Garden Guru will help choose the judging panel and, as usual, the winners will be announced at the Annual General Meeting.

Questions? Let us know!

Examples? Tweet your plant photos to @WellhouseHA

Our new Categories:

- Best Newcomer
- Best Verandah
- Best Container garden
- Best Fruit/Veg garden

Want to participate?
Let us know!

Director Estate Walkabouts

Martin has been carrying out estate visits since January, as you can see from his failed attempts at humorous tweets. Fly tipping and dog mess are big issues!

That aside, we are developing an action plan around gap sites, pathways, etc. and will keep you updated.

A Bike For Everyone **freewheel** north Powered by People




Adapted Bikes Bikes Trikes Go-Karts
Family Bikes Led Rides Events The Conference Bike

Cycling for Everyone - Scotland's Leading Centre
Glasgow Green Cycling Centre, Templeton Street, Glasgow G40 1AT

freewheel north
www.freewheelnorth.org.uk powered by people






Free Wheel North Glasgow Green Cycle Centre
Templeton Street
Glasgow G40 1AT
SC039780
t : 0141 551 8869
m : 07891097936
e : freewheelnorth@hotmail.com
w : www.freewheelnorth.org.uk




Free Wheel North is a cycling development charity in Glasgow devoted to the right of everyone to access health, fresh air and exercise.

FWN campaigns for accessible streets, for safer communities, for public space that thrives with play, health and enterprise, where walking and cycling are principle forms of transport and where human needs are embodied in architecture.

The Glasgow Green Cycling Centre has a wide choice of bikes so that everyone can enjoy pedal power: We have hand cycles, tandems, go-carts, tag-alongs, family bikes, adapted bikes and side by sides.

Free Wheel North can accommodate groups, individuals and families, with sessions tailored to specific needs. Please phone or email to book. Everyone is welcome.

Safety First

Wellhouse Housing Association is in the process of installing new alarm systems in 300 properties this financial year. The types of alarm that we are going to provide are AICO alarms. Each property will have a Heat detector (based in kitchen for fire), a Co2 alarm (near your boiler) and at least 2 smoke alarms (1 in living room and the other(s) in your hall). They will be hard wired as

well as having a Lithium Battery back-up which lasts an impressive 10 years. This should mean that once installed you will not need to touch your alarms to replace/maintain anything for 10 years.

Please allow access for these works as they are very important to your safety.

Smoke Alarms

“Every year the fire and rescue service is called to over 600,000 fires which result in over 800 deaths and over 17,000 injuries. About 50,000 (140 a day) of these are in the home and kill nearly 500 and injure over 11,000, many

which could have been prevented if people had an early warning and were able to get out in time. In fact you are twice as likely to die in a house fire that has no smoke alarm than a house that does.” – Fireservice.co.uk



Carbon Monoxide

“Carbon monoxide (CO) is a colourless, odourless, tasteless, poisonous gas produced by the incomplete burning of carbon-based fuels, including gas, oil, wood and coal. Carbon based fuels are usually safe to use, however, when the fuel does not burn properly, excess CO is produced, which is poisonous. When CO enters the body, it prevents the blood from bringing oxygen to cells, tissues, the brain and organs.

You cannot see it, taste it or smell it but CO can kill quickly with little warning. Around 50 people die every year from CO poisoning caused by gas, oil and solid fuel appliances and flues that have not been properly installed, maintained or that are poorly ventilated. Lower CO levels that do not kill immediately can cause serious harm to health if breathed in over a long period. In extreme cases paralysis and brain damage can be caused as a result of prolonged exposure to CO. Increasing public understanding of the risks of CO poisoning and taking sensible precautions could dramatically reduce this risk.” – Fireservice.co.uk

Fencing



As some of you may know, the fencing has started to be taken down around the demolition area. This is due to theft & vandalism of the fence. The decision has been made (through open-day consultations) that the best thing to do with the space was to take down the fence and create a ‘Wildflower Meadow’ which will be self-sustainable green space.

New Windows in our Townhouses

Over the last year we have reviewed the condition of the windows in the Townhouse properties at Wellhouse Crescent, Torran Road and Baldovan Path. The Management Committee were presented with a proposal to renew the windows and instructed staff to begin the process of identifying a budget and planning the work programme.

We are delighted to let you know that the background work for this contract is in the latter stages and our

aim is to have the window replacements begin in late May or early June 2017.

There have been many stages for such a significant contract and below we have highlight the work to date:

Throughout 2016
Inspections
Conditions Report
Updating Stock Condition Report
Committee Updates
Budget Set
Budget Approved
Committee Approval to proceed to contract

December 2016
Contract Pre-Qualifying Questionnaire

January 2017
Pre-Qualifying Questionnaire returned
Scoring of Pre-Qualifying Questionnaire

February 2017
Tender documents issued

March 2017
Tender evaluation received from Quantity Surveyor
Clarification Tracker Document issued to Contractors
Clarification Document Tracker Return Received

April 2017
Wellhouse Evaluation Meeting
Tender Evaluation Meeting with Quantity Surveyor
Award of Contract Notice Issued to Successful Contractor

May 2017
Cooling off Period
Pre- Start meeting with Successful Contractor
Tenants Notified of date for Window Installation

May/June 2017
Start on site.

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



Rent Matters

The main focus of this Newsletter is on rent, for some people, this is not an easy subject, especially if money is tight. Wellhouse has some households that experience poverty and we know that there are many tenants living on a very tight budget. We know that in order to afford one of our 1 bed flats, a tenant would need to be earning around £13,539 and paying around 25% of that on rent every month. Our rents are generally affordable if a tenant is receiving the living wage and are significantly lower than alternative housing options. Wellhouse rents are affordable for most households in the local area.

Since last Autumn, we have provided you with lots of information about rent increases and the rent restructure; Wellhouse now have the fairest set rents in Easterhouse and over the next three years we

will reduce and increase rents to get to a level that everyone will live in a house that they know how the rent has been set and if there are any rent increases, you will see exactly how this is being used to provide services.

The UK Government Welfare Reforms have impacted significantly on some of our tenants; Bedroom Tax, Universal Credit and the Benefit Cap have all changed the income of tenants. We also have many of our tenants who work but receive lower levels of wages; have zero hour contracts or fluctuating income.

All tenants were issued with a rent letter on 1 March 2017 that took effect from 1st April 2017; all new rent charges have now been applied and you are expected to pay the new rent charge.

How to Pay

Wellhouse have a preferred payment method of tenants paying Direct Debit, however, you can also pay by Standing Order, Allpay or Callpay. We have many convenient methods to pay.

Many tenants say to our staff that they don't pay rent; if you receive benefits to cover your rent, you are still responsible for making sure that the rent payment is made and we will still talk to you about rent arrears. Wellhouse do not treat your payment differently just because it comes from benefits. A rent payment is a rent payment irrespective of how the payment has been made.

Your home is at risk if you fail to maintain your rent.

We often hear from tenants "what's the problem, I don't owe you that much and you'll get paid"

When we closed the rent books on 31 March 2017, a significant number of tenants had not paid their rent for March or previous months. There are just under 570 tenants; that is 72% of tenants, owing Wellhouse rent money. The amount owed is over £100,000 and this impacts on our ability to provide tenants with the services you expect. If you are one of the tenants who has rent arrears, please contact us to make an arrangement to pay.

Your Rent Account Statement

We will issue you with a quarterly rent statement showing you the rent charged and rent received. If you pay your rent personally, you will see the payments you have made and what the balance is on your account.

If you are in receipt of housing benefit, your statement will show any benefit paid on your behalf. If there is an arrear, this is normally because Wellhouse receive your housing benefit in arrears, however some tenants may still owe some rent and we will let you know about this and you must enter an arrangement to pay the arrears.



What is Rent?

Rent is part of the contract you sign with Wellhouse; you live in the property and you pay rent to allow you to live there. Rent is due from the first day of the month e.g. rent for January is due to be paid on or before 1st January. Many tenants decide to pay us after this date and are essentially breaching the tenancy. If you are waiting to pay rent at the end of the month, you are in arrears for the month and are paying your rent late. If you do not pay your rent, arrears form and you run the risk of losing your tenancy for failure to pay rent. A way of making sure you manage your rent account is to round up your payment to the nearest pound; this will help you if you are struggling to pay rent or arrears as a way of clearing an arrear quicker or building up a credit.

The Law

If you have rent arrears and chose not to talk to us about how you plan to pay the arrears, we will begin legal action. The action may result in going to court and Wellhouse staff will have to provide evidence that we have followed "pre action requirements" before serving a Notice of Proceedings.

These pre-action requirements mean that Wellhouse must show they have:

- Given clear information about the tenancy agreement and the unpaid rent or other financial obligations
- Made reasonable efforts to give help and advice on eligibility for housing benefit and other types of financial assistance
- Given information about sources of help and advice with the management of debt
- Made reasonable efforts to agree with the tenant a reasonable plan for future payments
- Considered the likely result of any application for housing benefit that has not yet been decided
- Considered other steps the tenant is taking which are likely to result in payment within a reasonable time
- Considered whether the tenant is complying with the terms of an agreed plan for future payments
- Encouraged the tenant to contact Glasgow City Council

Why Pay Rent?

The Tenancy Agreement you signed is a legally binding contract and sets out what we will provide to you in terms of property rights and services, and you agree to do certain things in return, such as pay rent, keep the property tidy, not to annoy other neighbours, etc. The payment of rent is a key part of the agreement between you and Wellhouse, and if that agreement is not adhered to, we have the right to seek the property back from you.

If you intend to withhold rent to force us to do something, you must consider this seriously and before you start withholding rent, you must inform us in writing. There are things you must tell us and you are strongly advised to seek legal advice on withholding rent.

How Your Rent Charge Is Made Up

Wellhouse undertook a rent restructure that came into effect on 1st April 2017, this has a three year timescale or convergence plan to get us to the point that all tenants pay the same base rent for a property, there is additional charges for property size and type.

The rent is charged monthly on the 1st day of every month.

Where Does the Rent Money Go?

The rent paid is used to pay for repairs and renewals, loans taken to build new homes and for the costs of employing staff to provide the housing services. Every year, we plan to carry out kitchens, bathroom, heating, windows. Wellhouse do not make profits and if there are any surpluses, these are reinvested into the housing.

What's next?

We will contact all tenants with arrears using our new calling cards, please get in touch with us if we leave a card with you.

We are happy to discuss any concerns you have, please let us know.

Rent Restructure

The new rents were issued to tenants from 1 March 2017. Housing staff contacted any tenant that would be experiencing either a significant increase or reduction to further explain the restructure. The Housing Manager has dealt with 3 formal complaints in relation to the rent restructure and a further six enquiries have

been managed by staff. Three open sessions were organised for tenants and one person visited on each of the daytime events. An evening session held by Arneil Johnston on 21 March 2017 attracted no tenants seeking further information.

A Tenant told us ...

"what about those of us that spend the next 3 years making other's lives nice and easy while paying over the odds this is not fair and I will be seeking legal advice. Everyone who should be decreasing is being penalised for the next 3 years."

Our Response:

Wellhouse tenants asked us to carry out a fundamental review of rents and we undertook this exercise in full consultation with tenants. We have been clear that this would result in some rents going up and some going down. The biggest increase we saw was £70.28 per month and the biggest decrease of £110.70.

We appreciate that those tenants who are having a rent decrease may find this unfair; equally we have tenants who are experiencing increases that they also feel unfair. Wellhouse tenants and Committee agreed that phasing in the new rents will achieve what tenants asked us to do. By year 3 (2019/2020) all new rents will be implemented.

There was never any doubt that this review would cause concern for some; however we have carried out the exercise independently of the Association to ensure complete openness, transparent and honesty and with every tenant considered in the process.

Consultation with tenants gave the clear message that implementing the increases and decreases at the one time would be unfair and tenants asked us to phase this in over time; we agreed to a 3 year phasing in period.

A few tenants asked us to explain how the rent figure on their letter had been calculated, here are some examples....

*2 bed house with a current rent of £284.91. The new Base Rent is £275, the House Type £ 20, the Size £ 10, therefore a Total of £305.
£305 - 284.91 = 20.09 / 3 years = £6.70 per year
March rent £284.91 + £6.70 = £291.61 x 2.5% = £7.29 = New rent from 1.4.17 £298.90*

*3 bed house with a current rent of £315.45. The new Base Rent is £275, the House Type £ 20, the Size £ 40, therefore a Total of £335.
£335 - 315.45 = 19.55 / 3 years = £6.52 per year
March rent £315.45 + £6.52 = £321.97 x 2.5% = £8.05 = New rent from 1.4.17 £330.02*

*3 bed house with a current rent of £314.52. The new Base Rent is £275, the House Type £ 20, the Size £40, therefore a Total of £335.
£335 - 314.52 = 20.48 / 3 years = £6.82 per year
March rent £314.52 + £6.82 = £321.34 x 2.5% = £8.03 = New rent from 1.4.17 £329.37.*

What's happening with Service Charges?

We will be consulting with Tenants on service charges and services we can provide in 2017/18.

Wipe out blocked drains with "The Three P's"

The waste water drain which runs from your house to the public sewer is usually about 4 inches wide, which is less than the diameter of a DVD.

Flushing things like wipes, nappies or cotton buds down the toilet can cause drains to block, flooding you and your neighbours.

It's easy in the bathroom just follow our Three P's rule and only flush pee, poo and toilet paper.

Everything else should go in the bin, not down your toilet - check out the bathroom checklist of 'never flush' items below:

- all wipes (baby, personal cleansing, toilet and household cleaning) - even if the pack says 'flushable'
- sanitary items (sanitary towels, tampons, liners, applicators and backing strips;
- cotton wool, cotton buds, disposable nappies and nappy liners
- condoms, incontinence pads, colostomy bags, used bandages and contact lenses

Keep a bin in the bathroom for you to quickly, safely and hygienically dispose of all the 'never flush' personal items, special disposable bags are available at most pharmacies and supermarkets.

And when you are out and about, make sure you use the bins provided in public toilets for any personal items.

For more simple tips that will help keep the water cycle running smoothly in your area, visit scottishwater.co.uk

Never flush down the toilet:



Love your neighbourhood Environmental Task Force

What can we help with?

- ✓ Fly Tipping ✓ Litter ✓ Needle Uplift
- ✓ Dog Fouling ✓ Fly Posting
- ✓ Graffiti ✓ Environmental Enhancement



Scrutiny in Wellhouse

Scrutiny of how we operate as a Landlord arrived in Wellhouse last year with the formation of the Customer Opinion Panel.

This panel of tenants and owners allows for a real influence over the services they receive. The panel has started assessing how well the services work, comparing services to other landlords, and identifying improvements in how services are delivered, The Customer Opinion Panel gives our customers a real say over how Wellhouse operates.

The Customer Opinion Panel is made up of the people of Wellhouse and has recently looked very closely at how we manage and deal with complaints. Customers will have the opportunity to improve the way that Wellhouse responds to, and acts on complaints that they receive.

This is a reminder that Tenants and Owners are welcome to join the panel, we meet once a month.

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

The Scottish Social Housing Charter

The Scottish Social Housing Charter came into effect on 1 April 2012 and was reviewed during 2016. This revised Charter was approved by Parliament and has effect from 1 April 2017.

The Charter contains 16 outcomes and standards. They describe the results that tenants and other customers expect social landlords to achieve, cover social landlords' housing activities only and are monitored, assessed and reported upon by the Scottish Housing Regulator.

Copies are available at our office or can be found at: <http://www.gov.scot/Publications/2017/03/8379/> downloads



QUEENSLIE/WELLHOUSE COMMUNITY COUNCIL CONSULTATION MEETING PROPOSED PHARMACY – WELLHOUSE HEALTHCARE LTD

Queenslie/Wellhouse Community Council undertook a consultation meeting at the Hub, on 15th March 2017 to seek the views of local people who may be affected by Wellhouse Healthcare Ltd submitting an application to NHS Great Glasgow and Clyde NHS to open a new pharmacy at 23 Newhills Road, Glasgow G33 and to seek the views of those people who may use the proposed pharmacy, to determine whether residents feel they already have adequate access to pharmacy services in the area and to gauge support for the application. There was also a public consultation and an online survey monkey available for people to express their views. The consultation process started on 14th November and closed on 24th March 2017

Representatives of Wellhouse Healthcare Ltd were in attendance at the meeting to answer questions from the community. They informed residents that the traditional role of the community pharmacist as a healthcare professional who dispenses prescriptions

written by a doctor has changed. They highlighted that in recent years community pharmacists have been developing clinical services in addition to the traditional dispensing role to allow better integration and team working and is consequently a socially inclusive healthcare service providing a convenient and less formal environment for those who cannot easily access or do not choose to access other kinds of health services.

Wellhouse Healthcare Ltd plan to provide a wide range of pharmaceutical services including; dispensing of medicines, minor ailments scheme, chronic medications services, acute medication services, stop smoking services and public health services. The proposed pharmacy opening hours will be Monday to Friday: 9am to 6pm. Saturday: 9am to 1pm and closed on Sunday.

We will keep you updated on developments and the outcome of their application to the NHS.

Spotted at Wellhouse Allotments



Lovely, isn't it!?

Fancy some garden ornamentation like this yourself or some painted furniture?

Ask at The Hub. Mij Copeland is the man to ask!



Do you want to contribute to future newsletters!
Send us your stories ! to info@wellhouseha.org.uk

ALLOCATION OF HOUSING – WHAT DO YOU THINK?

Our housing list applicants will be aware that we've recently completed our annual review – thanks to those who responded.

The review was the first step we'll be taking this year to make sure we have an accurate picture of the needs of those waiting for housing. There are aspects of how we allocate houses that we are aware could work better and have committed to reviewing our allocations policy in an effort to make the best use of our housing stock, and ensure we're able to meet housing need.

We intend to begin our review in the summer and will be conducting surveys, questionnaires and getting in touch with those on the housing lists to hear your views and opinions. Your input is

invaluable so please keep an eye out for information about how to get involved and make your views known.

Your feedback will play an important role in helping us identify what changes need to be made so we'll also have a 28 day consultation period once a draft policy has been proposed before we ask the Committee to approve a new policy.

We want to make sure the new policy will be as fair and transparent as possible, enabling us to best meet housing needs within the community and make best use of our housing stock – you're a really important part of helping us to discover the best way to achieve that so we'll look forward to hearing your views in the coming months.

PUBLIC HOLIDAYS- APRIL 2017 TO JULY 2017

Please note that the office will be closed on the following public holidays, please refer to your emergency contact details should you have an out of hours emergency:

Easter

- Friday 14 April 2017
- Monday 17 April 2017

May Day

- Monday 1 May 2017

Spring Holiday

- Friday 26 May 2017
- Monday 29 May 2017

Glasgow Fair

- Friday 14 July 2017
- Monday 17 July 2017



RESIDENTS INTERESTED IN JOINING THE 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 principles and have an understanding of Wellhouse HA's activities.

If you would like to an informal chat, please contact martin@wellhouse.org.uk or Linda Logan for an application pack on 0141 781 1884 or email: linda@wellhouseha.org.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 if you know who you want to contact, or info@wellhouseha.org.uk

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

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Housing Association

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www.wellhouseha.org.uk



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Scottish Charity No. SC036552