



the wellhouse news

Welcome to your Spring Newsletter

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GREETINGS FROM MAUREEN MORRIS - CHAIR



**Maureen Morris –
Chair**

Welcome to your Spring newsletter, hopefully we are over this winter at last!

I am delighted to report that we have reduced our engagement level with the Scottish Housing Regulator and to confirm that we carry on working with them on continuous improvement. Part of this improvement is bringing

the staff closer to you, our customers, so when Connect Community Trust decided to move their headquarters to Newhills Road it presented us with an opportunity. I had reported to you in the winter newsletter that we wanted to be closer to the tenants, so the housing, customer service and income advice service are now located on the ground floor – we have reworked our reception, to remove barriers and make it more welcoming. We have listened carefully to your feedback and previous concerns about the reception and have taken them on board – you will have easier and quicker access to private rooms now too. Please give us your feedback on the new office layout. I am glad to confirm that Connect will still run all of their community services and the café from the hub and the IT suite remains in place and the Trust remains an important partner to us and of course we fully appreciate their business decisions to move their

headquarters to Newhills Road.

I am also really pleased to report that since the last newsletter, all of the planned maintenance programme for 2017/18 has now been completed and achieved within our budget constraints. We have had great feedback on from tenants. If you want to know when your home is scheduled for replacement contact the Hub.



I also mentioned in the winter newsletter that we were planning our new website and this was launched in February.

Please let us know what you think of it.

As usual, email, phone, drop in or use social media if you want to ask us anything.

All the best

Maureen Morris, Chair



CALLING ALL APPRENTICES!



SALTIRE APPRENTICESHIP OPPORTUNITIES!

Saltire like to promote local employment and we are therefore encouraging anyone who lives locally that is interested in a gas, electrical, plumbing or office apprenticeship to please contact us on 0330 202 0444 for further information or email saltire@sfml.co.uk

Our intake is in August every year so interviews will be held throughout July.

Saltire Facilities Management Ltd is a national provider of central heating and electrical services; specialising in Central Heating Service, Repair, Maintenance, Central Heating Installations and Electrical Services, including rewires, PAT testing, heating and lighting for Homeowners, Local Authorities and Housing Associations.

We are very pleased to be working with Wellhouse Housing Association. We met some tenants at the recent coffee morning we attended at The Hub. We are always on hand to offer any assistance. Please don't hesitate to contact us, anytime, day or night.

Telephone: 0330 202 0444 / 01698 743 609

With over 200 engineers our reliable, high quality and personalised service continues to provide all our clients with an efficient 24/7 service.

- Fully trained directly employed engineers
- State of the art technology (all engineers work on handheld terminals and update in real-time)
- CORGI Installer of the Year award winner
- Customer contact centre open 24/7/365 with experienced, directly employed call handlers



- Peace of mind 24 hours a day, 365 days a year for homeowners, tenants and landlords

Contact:
Website: WWW.SALTIRE.CO.UK
Email: SALTIRE@SFML.CO.UK

DID YOU KNOW?

We have recently adopted updated statements as to who we are and what we stand for, along with our code of conduct for staff

and committee and our equality & diversity statements. These are:

- Ethical Standards
- Privacy Commitment

- Sustainability commitment
- Value for Money

– you will find them on our website: more to follow!

Focus on - Finance and Corporate Services Team

Who are they?

Gordon Kerr, Manager; Sandra Davidson, Officer and Joan McDermott, Assistant.

others. The Finance & Corporate Services Manager is a member of the management team and works with the Director to ensure that we operate in the best interests of Wellhouse community.

What do they do?

They ensure the smooth running of our 'back office' functions – paying invoices, preparing and monitoring budgets, working with our auditors and banks, posting rents and so on. In addition, this team deals with data protection, HR administration, managing office contracts and other activities associated with the smooth running of the organisation. They ensure that the highest standards of professional and ethical management of finance and business functions are upheld at all times.

How are they managed?

The team report through our Audit and Risk Committee, which in turn reports to the full management committee. They follow a range of guidelines and regulation and must meet with regulatory frameworks required by the Scottish Housing Regulator and the Financial Conduct Authority amongst



YOUR COMMITTEE NEEDS YOU!!!



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

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

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

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

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

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

If you would like an informal chat and an application pack please contact

Linda Logan (Corporate & Governance Assistant)
0141 781 1884 or email:linda@wellhouseha.org.uk



Wellhouse's Garden Guru

Hello Gardeners;

It's that time of year again, time to get your beds turned over, get your spades out and remember to look under the piles of leaves in your garden in case there are any hedgehogs there.

Check over your winter bulbs that may have rotted over the winter months and maybe give your grass its first cut of the year – whatever you're doing enjoy yourself.

If you see any wee black creatures running around, in fact you might have seen them on BBC news on 13 April, they are not rats, they are Water Voles, no danger to anyone. So enjoy them! Look out for their appearance on the "Spring Watch 2018" from Cranhill Park.

All the best from the Allotments.



Planned Maintenance Update

We are pleased to inform you that we delivered all our planned maintenance programs for 2017-18.

We replaced the following components to our stock.

- 47 properties had replacement windows in Phase 4G
- 250 properties received an upgrade to their fire protection equipment (smoke alarms)

- 65 properties received new kitchens within Phase 3
- 40 Bathrooms were upgraded in Phase 1
- 145 properties received an new “A” rated Worcester boiler

General feedback was mainly positive although we did however have a few minor issues which have now been resolved.



Compliments

“from the start of the process to the end Alex kept me updated at all stages, now I have my new heating in, I don’t know how I survived without it”

Mrs M, Balado Road after installation of new gas central heating.

“thank you for installing my new bathroom under the pilot program, very pleased with the finish. The workmen done an excellent job”

Mrs S Balado Road.

“my boiler broke down and needed a number of parts, Alex Hogg arranged for my new boiler to be fitted the very next day! Delighted with the service”

Mr C Langbar Crescent.

Suggestions

“When the men say the work is to be done in one day – they need to stick to that, not run over a couple of days” Mrs R, Wellhouse Cres. Our response – we agree with you entirely and will ensure this happens.

“It’s a bit unfair of workmen to walk on my carpet in dirty boots!” Mr & Mrs R Wellhouse Cres.

Our response – we will ensure that dustsheets are used in future.

Our investment in our properties will continue in 2018-19 with a further £900k being approved for planned maintenance improvements. We thank our Management Committee for their input and support in delivering our planned maintenance programs.

By the 31st March 2019 we will deliver the following:

- 87 Bathroom Replacements Phase 2A & 2B
- 83 Kitchen Replacements to Phase 4
- 111 Boiler replacements to Phase 5

- 38 external door replacements
- 5 Close door entry systems

By May 2018 we will publish all addresses involved in the 2018-19 programs on our website.



Joining the Greater Easterhouse Common Housing Register

The Greater Easterhouse Common Housing Registers covers the following landlords:

- Calvay Housing Association
- Easthall Park Housing Co-operative
- Gardeen Housing Association
- Lochfield Park Housing Association
- Wellhouse Housing Association

As Wellhouse moves back to being a part of the Greater Easterhouse Common Housing Register (CHR), it provides applicants with the opportunity to apply for rehousing with five local housing providers when completing one application form.

As we all operate under the same allocation policy, you will be assessed and awarded the same points by each landlord no matter which of our offices you give the form to.

We will update our website, Facebook and Twitter pages when we have a 'live' date, but the new application forms have been sent out and we have asked for these to be returned to us by Friday 20th April 2018.

We can then point the applicants based on their housing need and place them into the correct groups. A percentage of our lets from April 2018 to March 2019 will be given to each group, and the targets we have agreed are:

- Group 1 Homelessness – 25%
- Group 2 Urgent Needs – 5%
- Group 3 Overcrowded – 20%
- Group 4 Unsatisfactory Housing – 20%
- Group 5 Transfers – 10%
- Group 6 General Needs – 10%
- Group 7 Care & Support – 5%
- Group 8 Aspirational – 5%

This means that if we let 60 properties under CHR from now until March 2019, the following number of properties would be let to each group:

- Group 1 – 15 properties
- Group 2 – 3 properties
- Group 3 – 12 properties
- Group 4 – 12 properties
- Group 5 – 6 properties
- Group 6 – 6 properties
- Group 7 – 3 properties
- Group 8 – 3 properties

If you want to apply, or have applied and have any questions when you receive your points and group letter then please give us a call on 0141 781 1884, or email info@wellhouseha.org.uk, or pop into our office to discuss with a staff member.



Improving our Customer Service Standards

Our aim is to make Wellhouse 'The Place to Be' and to reflect this we are publishing our Customer Service Standards in relation to our rent management and arrears control.

Our primary focus is to:

- Prevent arrears arising wherever possible;
- Minimise rent arrears where they cannot be prevented;
- Contact you within 5 working days of non-payment or broken arrangement;
- Offer appointments with our Income Advisor throughout the arrears process;
- Offer assistance and referrals to external agencies where applicable;

- Make our contact with you direct and personal by prioritising the use of telephone calls as initial contact;
- Consider your payment history when reviewing your account (date you normally pay);
- Enter into agreements for payment of arrears that is affordable and based on knowledge of your income and expenditure;
- Take legal action to repossess only where it is necessary to do so.

Please remember that you can get in touch with us as soon as possible if you have difficulty paying your rent - we are here to help you. You will find us all on the ground floor of the Hub or contact us by phone or email.

Greg Richardson
Housing & Customer Service Manager



Garden Maintenance

After a very long and cold winter, Spring has finally sprung.

It is that time of year again to start freshening up gardens and getting some colour back in Wellhouse.

Following on from the recent rent restructure we are also undertaking a review of the services we provide to tenants.

One of the main changes, implemented with immediate effect is that we will no longer be providing a hedge trimming service which we have been providing free of charge.

Please note, if you already receive assisted garden maintenance from Glasgow City Council then there will be no changes, Glasgow City Council will continue to provide this service therefore the Estate Wardens will not be providing an additional hedge trim.

If the following criteria applies, you may be eligible for assistance:

- The householder is a registered Council Tax Payer

- The householder is over 70 years of age
- The householder has a medical condition that prevents them from maintaining the garden
- There are no able bodied persons between the ages of 16 and 69 in the household

To apply for this service you can either apply online at www.glasgow.gov.uk or call Glasgow City Council on 0141 287 5064.

If you have any questions regarding this change you can contact a member of the Housing Team who will be happy to discuss.



Wheelie good news for Wellhouse



The Association is delighted that Glasgow City Council will be providing new wheeled bins to residents as part of the Bin Replacement Programme (BRP).

Helping to make our city cleaner and transform backcourts, the BRP aims to replace small metal galvanised bins within tenement backcourt areas with wheeled bins. The Programme will be undertaken in three phases over a three year period and will be rolled out to Wellhouse residents from April 2018.

We were also really pleased to hear that the Council is supporting Housing Association initiatives which add value

to the BRP, such as improvements to backcourt areas, by providing new wheeled bins earlier than programmed start dates.

The new wheeled bins will bring significant benefits to Wellhouse residents by improving containment of general waste, the condition of backcourts and increasing opportunities to recycle. Further information on the programme can be found via the following link: www.glasgow.gov.uk/recycling.

We look forward to continuing to work in partnership with Glasgow City Council to make Wellhouse a better place to live for all residents.

Are you struggling to pay your ScottishPower debt?

You could qualify for help from the ScottishPower Hardship Fund if you're receiving;

- Income Support,
- Pension Credit,
- Job Seekers Allowance, or
- Employment and Support Allowance

You could also qualify if you're receiving Universal Credit or have a low household income, or if there are special circumstances which could make you eligible, for example you have experienced an income reduction due to illness.



How the ScottishPower Hardship Fund can help

Because some customers have difficulties paying their bills due to low income or other circumstances, ScottishPower has a Hardship Fund to help them get their energy payments under control. The Fund can help by clearing or reducing arrears by crediting a customer's ScottishPower energy account.

Steps To Find Out If You Are Eligible

Step 1 – Contact a recognised Debt Advice agency such as National Debtline*. They'll give you free, independent advice on money and debt, and advise you how to budget for your energy payments. They can provide further details of the ScottishPower Hardship Fund and advise if you should apply to Social Enterprise Direct who administer it on ScottishPower's behalf.

*Visit www.nationaldebtline.org or call free on 0808 808 4000.

Lines open Monday to Friday 9am to 8pm, Saturday 9.30am to 1pm.

Step 2 – Apply to Social Enterprise Direct (SED)**, the independent organisation that administers the ScottishPower Hardship Fund. They will look at your circumstances and decide whether you are eligible to receive an award from the Fund towards your arrears. They will need evidence of financial hardship – for example, recent letters from the Department of Work and Pensions (DWP).

**Visit www.SEDhardship.fund or call 0808 800 0128.

Lines open Monday to Friday 8.30am to 8pm and Saturday 10am to 2pm.

How awards are paid

If SED decide you should receive a partial or full award towards the value of your arrears, your ScottishPower energy account will be credited with the award.

Awards will be paid once you commit to a payment arrangement for your ongoing energy use which will take into account the best payment and tariff options for your circumstances.

News from Connect Co

Family Bus Trips – Suggestions wanted for Summer 2018

Connect are looking for suggestions of where people would like to go over summer. A recently organised trip to Blairdrummond Safari Park over Easter meant that 40 people were able to get a discounted group ticket in to the park and a bus that picked up from Wellhouse and Provanhall.

If you have any suggestions for trips that you would like to happen to parks, beaches, places of interest then pop in to one of our facilities or e-mail: info@connect-ct.org.uk or message/post on the Connect facebook page <https://www.facebook.com/connectcommunitytrust/>

Office move

Connect Community Trust staff office and job clubs have relocated out of the hub to just across the road, to Newhills Road (Innerzone). There were a few reasons for the move which included financial savings, ability to have all Connect staff within the one office at Innerzone and housing requirements for the change to the reception area at the hub were among some for relocation. For those who haven't seen our new offices, please pop in and have a chat and let us know what more we could be doing in

Wellhouse and surrounding areas!

Not to worry though.....ALL Connect run services remain in Wellhouse for Wellhouse residents including the job clubs (which you now have the option of a game of pool and free tea and coffee!) and the youth clubs are all at Innerzone premises.

Connect will continue to run the lunch club, bingo, café, family meal and homework club, knitting and sewing club and walking club from the hub.

Job clubs

As of the 16th April 2018, our services will be changing to the following times:

Innerzone, Wellhouse
Mondays –
Fridays, 10am – 3pm

(Help Only Available Mon,
Wed, Fri)

Tuesdays 1pm – 4pm
IT Class

Easter FUN

The Connect youth clubs have continued over the Easter holidays with young people and families getting involved.

30 young people also ventured in to the outdoors on a residential overnight from Innerzone, Calvay and the Connie clubs. Abseiling, Tree Top Walks, Archery.....the list goes on!

Normal youth club times resume after the Easter holidays, looking forward to seeing everyone!



Community Trust



Family Club

Aultmore Park's Family Club
In partnership with...

Barnardos **CONNECT COMMUNITY TRUST**
Moving forward, together.

Come and join us!
A relaxed, fun time for your family to enjoy dinner together.

What happens at the club?

- Cookery class for parents
- Parent and child homework support
- Team games and sports coaching
- Play in the gardens and the park
- Computer time in the ICT suite
- Everyone having a meal together!

FREE!

The Club is on, every Thursday from 3.15-5.15pm at The HUB.
If you have any questions, please do not hesitate to contact us!
Miss McNeil or Mr Nicol, Aultmore Park Primary: 0141 771 7221
Pauline Smith, Connect: 0141 781 9918
Geri, Barnardos: 07894238220
We look forward to seeing you all there!
Children must be accompanied by an adult and be a pupil at Aultmore Park.

Computer Classes

COMPUTER CLASSES
Every Tuesday 1pm to 3pm
At Innerzone

College Tutor supported classes to learn the basics and/or gain qualifications.

- Learn how to help your children with homework
- Gain qualifications or advance existing skills
- Learn additional skills that will help gain employment or help with getting a promotion in existing work
- Learn how to use the internet and do online shopping, banking and to search for ways to reduce gas, electricity or telephone bills

These classes are flexible and we will tailor our support to what you want to learn.

Interested? Just come on a Tuesday 1pm and we'll get you started.

**Connect Community Trust,
Innerzone, 17 Newhills Road, GLASGOW, G33 4LA
Tel: 0141 781 9918**

Community Consultation

Connect and Wellhouse Community Council will be carrying out a community consultation soon! We want to hear your views of the services and activities that you would like to see in the area. The community council has been talking to Glasgow City Council regarding the playpark in Wellhouse

and we want to hear your views on what you would like to see in the refurbishment.

Keep an eye out on Connects facebook page about the date and time that our consultation will be happening.

The new General Data Protection Regulations (GDPR) - what you need to know

• What is GDPR?

GDPR is a new set of regulations that replace the existing Data Protection Act. The regulations come into force on the 25 May 2018 and they place a greater responsibility on all organisations, including Wellhouse Housing Association, to ensure your personal data is secure, accurate and up-to date.

• Access

Everyone will now have much greater access to the personal data that an organisation holds on them and will legally be allowed to view the data by making a Subject Access Request. Incorrect or incomplete data can also be rectified upon request.

There is also a right to demand that your data is deleted if it's no longer necessary to the purpose for which it was collected. This is known as the "right to be forgotten".

• Processing

Organisations must ensure they provide a legal or contractual reason for processing all types of personal data that they have not sought specific consent to use. The GDPR requires that controllers and processors must be transparent about how they collect data, what they do with it, and how they process it,



and must be clear in explaining these things to you. If Wellhouse shares your personal data with another organisation, we will let you know why we do this, who the other organisation is and what they will do with your data. These organisations will need to adhere to the same GDPR regulations as Wellhouse.

Wellhouse Housing Association provides a Fair Processing Notice to all individuals that it collects personal data about and this will be issued in due course. This Notice outlines the following details of how we manage the data we collect:-

- What information we collect
- Why we collect it
- Who we share it with and why
- How we store it

• Security

GDPR will enforce stricter rules upon organisations to ensure that they are taking all reasonable measures to guard against data theft, loss, or other breach. And if there is a breach of your data we must let you, and the Information Commissioner's Office know at the earliest opportunity.

• Further information

We will continue to inform you of the implications of the new legislation which comes into force in May and how Wellhouse Housing Association and its tenants will be affected by this. You can also visit the Information Commissioners Office (ICO) website for further information at <https://ico.org.uk/for-the-public/>

CODE OF ETHICS FOR HOUSING PROFESSIONALS



Wellhouse: the Place to Be



Housing is a values-based profession. Working in housing puts professionals in a position of trust in relation to their customers, employers and the public who rely on them to make professional judgements. Most people working in housing were attracted to the profession by the opportunities to improve people's lives through the places in which they live. The principles outlined below represent a profession-wide shared view of the ethical standards that are expected of others working within housing and related sectors. The principles provide a guide for behaviour where there are no specific rules in place in a particular circumstance and assist members to recognise and resolve ethical issues and value conflicts. Members are expected to integrate these principles into every aspect of their professional behaviour.

Principle	Self-evaluation questions
Respect for others	
This means: <ul style="list-style-type: none"> • Be fair in all dealings • Demonstrate a commitment to equality and diversity and treating people fairly • Be courteous and willing to listen to others, and speak to people in a way they can understand by appreciating their circumstances • Make judgements based on your professional rather than your personal opinion • Respect others' confidential information • Take responsibility for yourself and your work • Understand how your actions affect others and act accordingly 	<ul style="list-style-type: none"> • Do I challenge inappropriate, offensive or discriminatory behaviour? • Have I created unnecessary obstacles for someone by not considering their circumstances or needs? • Are my personal preferences or views influencing my behaviour or decisions? • Am I able to see things from another person's perspective? • Do I give and receive feedback in a constructive and collegiate manner?
Act with integrity	
This means: <ul style="list-style-type: none"> • Understand and uphold your professional and legal obligations • Be open and honest in your work • Recognise conflicts of interest and ensure that your professional judgement is not compromised • Build trust in yourself, your employer/business and your profession • Honour your duty of care to your clients and customers, your colleagues, your organisation and the community in which you work and never take advantage of your position for personal gain • Follow through on your commitments • Be impartial in your treatment of others 	<ul style="list-style-type: none"> • Would I be happy if my actions were made public – in the press or on social media? • How does my behaviour appear to my colleagues? • Do people trust my professional judgement? If not, why not? • Am I aware of all my legal and professional obligations and if not, what do I need to do? • Do I own up to mistakes and learn from them? • Did I do what I said I was going to do? • Did I act in self-interest?
Take responsibility	
This means: <ul style="list-style-type: none"> • Ensure you have all the relevant information before taking action • Take the time to understand the context of the situation and the needs of those involved • Act within the scope of your competence and your role • Reflect on the outcomes of your decisions and learn from them to improve your skills in the future • Act in the best interests of others • Ensure you consider the impact of your decisions broadly 	<ul style="list-style-type: none"> • Should I discuss my decision with others before I commit to action? • Should I have sought help? • Did I have the right information to make my decision? • Have I considered the impact of my actions on all parties likely to be affected? • Have my actions impacted negatively on others, even if unintentional?
Maintain professional competence	
This means: <ul style="list-style-type: none"> • Keep your skills and knowledge up to date so that you work effectively • Strive to achieve the highest personal standards • Honestly assess your development needs and commit to your own personal development • Take responsibility for your development and don't wait for others to direct you • Support others in their development and be an advocate for the profession • Learn from your experience and share good practice as well as lessons from your mistakes 	<ul style="list-style-type: none"> • Do I reflect on my actions to assure myself that I am acting professionally? • Have I made a real commitment to continuous professional development (CPD)? • Have I maintained the standards of CIH? • Do I rely on my manager to tell me how I should develop?
Make a difference	
This means: <ul style="list-style-type: none"> • Trusting in your professional judgement and not being afraid to act • Asking questions when you feel something is not right • Fostering independence and empowering others to take control of their lives • Challenging negative stereotypes • Contributing positively to those you are responsible for, your colleagues, your organisation and the community • Be an advocate for the profession • Be prepared to be innovative and encourage change 	<ul style="list-style-type: none"> • Do I try to leave others better off? • Do I behave in the best interests of our clients? • Do I lead by example? • Do I support and encourage colleagues? • Am I a positive representative of my organisation? • Do I speak up when I know I should?

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

May Holiday Closure

Our office will be closed on:

- Monday 7th May 2018
- Friday 25th May 2018 – Monday 28th May 2018

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

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

- Scotia Plumbing – 0141 771 9600 (All plumbing repairs)
- Saltire – 0330 2020444 (All gas central heating repairs)
- City Building – 0800 595 595 (All other trades)

Out of hours emergencies:

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



Wellhouse: the Place to Be



wellhouse
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

How to contact us

We are open in the hub daily from 9am, 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

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Wellhouse: the Place to Be



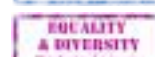
wellhouse
Housing Association

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.