

the wellhouse news



WELCOME TO YOUR SPRING NEWSLETTER

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

A MESSAGE FROM THE CHAIR

Wellhouse Housing Association – Business Plan



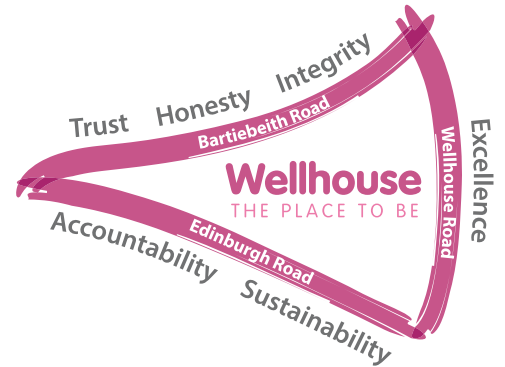
Maureen Morris –
Chair

Your management committee have just approved a new 3 year plan after working closely with the staff

team to produce this over the last 6 months. This document sets out our aims and objectives over that period to develop our business.

We have looked at the economy, the political environment, our opportunities and challenges and, above all, the needs of the community – this is something we will be working on in some detail

with the Tenant Participation Advisory Service over the next year, with a focus on value for money and affordability. This is a significant milestone for the association and represents the final stage in our journey since 2014. We are a confident, forward thinking independent housing association who works solely for the benefit of the residents of Wellhouse. We will not merge, nor join a group structure, nor seek to work beyond the boundaries of our community. We retain ambitions toward making best use of the housing stock; maximising our income and using that to benefit the community and; keeping a close interest in the vacant sites which we hope to purchase as soon as



is practical to deliver new homes and finalise the redevelopment of Wellhouse. We are proud of our achievements and will always work to put our community first. We will never forget our journey, our achievements nor the hard work of everyone who has worked to make Wellhouse the Place to Be.

Best wishes

Maureen Morris

Competition time!

Wellhouse Housing Association is delighted to have been working with the community of Wellhouse for 25 years and celebrate the significant successes in environmental improvements, upgrades to properties and delivery of new homes.

To help us mark our birthday – we would like your ideas! Would you like to design a drawing, a logo, a piece of art? Let us know!



Wellhouse: the Place to Be



Our six objectives are:

Deliver excellent services

Foster an attractive, successful and thriving community

Provide good quality homes

Maintain good governance and financial management

Anticipate, understand and respond to local need

Value and invest in our people

Our Vision: Wellhouse – The Place To Be

People agree Wellhouse is an attractive place

People benefit from having a good home and an attractive environment

People feel happy and safe here

People feel proud to be part of a vibrant community

Wellhouse Housing Association and the Scottish Housing Regulator (SHR)

Wellhouse are pleased to report that at this time, we are only required to submit standard returns to the SHR and no additional information is required at present. We will be submitting an assurance statement to the SHR by October of this year and the Regulator will then assess our engagement plan & status by April 2020, in common with our colleagues across the sector.

The categories of high, medium and low engagement no longer exist and we are aiming to be compliant with the new regulatory framework in line with the timeframes of the SHR. Copies of all of the appropriate information



Scottish Housing Regulator

will be posted to our webpages. At this time, you will already find copies of committee member details, our approach to human rights and diversity, detail on how to report performance failures and last year's (voluntary) assurance statement as required under the new

framework. From April, we are also required to post committee minutes to our website – these will appear in due course: publication is delayed by approximately 5 weeks as they need approval

at the meeting following the one which was minuted. Questions? Phone us on 781 1884, email us at info@wellhouseha.org.uk or pop in to see David at the Hub.

Wellhouse Housing Association Ltd

Regulatory Status:

“We have not included a regulatory status in this box. After we receive the first annual Assurance Statements in October 2019 from all landlords and complete our annual risk assessment we will give Registered Social Landlords (RSLs) a regulatory status in line with our Regulatory Framework.

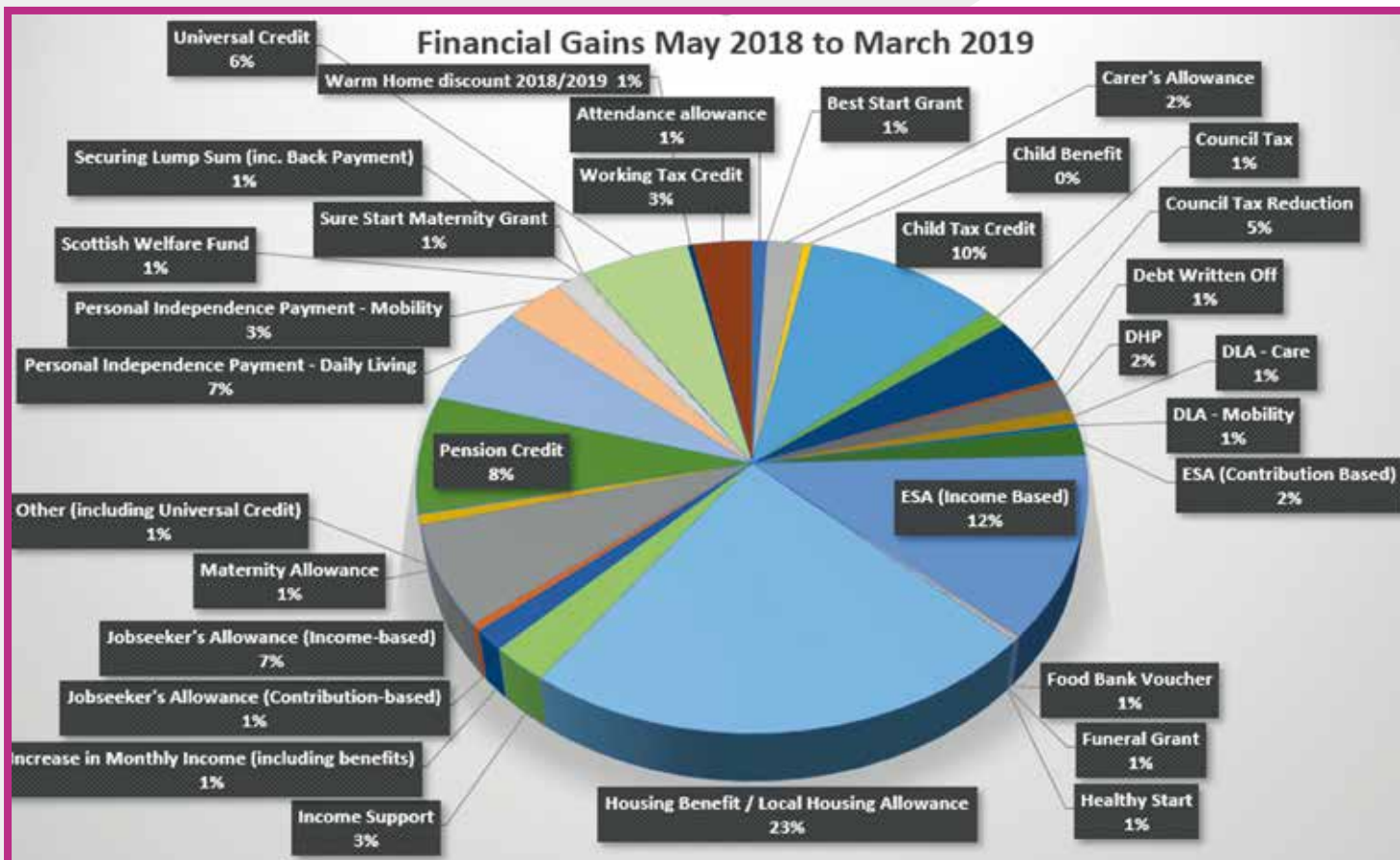
We don't require any further assurance from Wellhouse Housing Association Ltd (Wellhouse) at this point in time other than the annual regulatory returns required from all RSLs.

Regulatory returns

Wellhouse must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- 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.”

March 2019 Newsletter Income Advice



Key Points

- The Income Advice Service has assisted 257 tenants to date.
- Total financial gains to date for tenants is £852,488.09.
- 23% of total gains for the period have been related to Housing benefit & total £195,955.42 in financial gains for tenants.
- Discretionary Housing Payments accounted for 2% of claims & total £15,075.48 in financial gains for tenants.

Very Important - Universal Credit

If you are already claiming Universal Credit and are liable to pay rent, you must notify DWP that your rent payments have increased from 1st April 2019.

If you do not tell DWP your rent has increased, you will not be paid the correct amount of Universal Credit.

You cannot notify DWP of your rent increase before the 1st of April 2019.

You will notice a "To Do" action on your Universal Credit account from 3rd of April 2019. DWP will ask you if you have any changes to housing costs to report. You should select "yes" & enter the new details of any rent due. If you need help to do this, please contact your Income Advice Officer, Laura Reilly on 0141 781 1884.

Remember if you do not tell DWP your rent has increased, you will not be paid enough Universal Credit.

Universal Credit Updates

Universal Credit full service has been rolled out across the East End of Glasgow from **5th December 2018**.

Universal Credit is a new social security benefit for people of working age who are in or out of work. Universal Credit combines means tested support for adults, children & housing costs into one payment.

Universal Credit replaced the following benefits from **5th December 2018**.

- Child Tax Credits
- Working tax credits.
- Housing Benefit
- Income Support
- Income based Jobseeker's Allowance (JSA)
- Income related Employment & Support Allowance.

If you currently receive any of these benefits, you can't claim Universal Credit at the same time. You may be able to get Universal Credit if you're on a low income or out of work.

Help to make a claim to Universal Credit

If you need advice or support to make or maintain a claim to Universal Credit, there are many options available in your local community.

- Contact your Income Advisor Laura Reilly at Wellhouse Housing Association on 0141 781 1884. Laura can check if a claim to Universal Credit is the right option for you & can assist you to make a claim if appropriate.
- Glasgow Life Digital Learning Team offer drop in sessions with Digital Support to make a claim to Universal Credit, on Monday mornings from 9.00am at Shettleston Library, 154 Wellshot Road Glasgow. G21 2QW.
- You can attend a Universal Credit Drop in without appointment at INNERZONE 17-19 Newhills Road G33 4HH. The Universal Credit Drop in is available Monday, Wednesday & Friday 10am to 4pm. (Connect Community Trust, People's Gateway)

& your rent increase in April 2019

Are you ready to make your Universal Credit claim?

Claiming Universal Credit check list:

- ✓ You and your partner's national insurance number.
- ✓ Two forms of identification. (This could be a Passport, License or Marriage certificate)
- ✓ An email address and phone number. (You must be able to access both to maintain your claim)
- ✓ A bank or building society account or credit union account.
- ✓ Internet access to keep your claim updated. (You can access internet at your local job centre or library)
- ✓ Proof of rent charges. (A letter from your landlord or your tenancy agreement)
- ✓ Details of everyone who lives in your home.
- ✓ Proof of savings
- ✓ Proof of income (Wages slips / bank statements)

You can find out more about Universal Credit by visiting <https://www.gov.uk/universal-credit> or <https://www.wellhouseha.org.uk/universal-credit>

If you require advice on how Universal Credit may affect you, please make an appointment with our Income Advisor on 0141 781 1884.

Or you can contact GAIN on 0808 169 9901 or visit www.gain4u.org.uk

If you receive a letter inviting you to apply for Universal credit, please do not ignore the letter or your benefits may stop.

Where your rent money goes? We want your views!

Wellhouse Housing Association have asked the Tenant Participation Advisory Service (TPAS), an independent organisation, to collect your views on Wellhouse's spending priorities for the next 3 years. TPAS will be collecting your views from this survey and a series of face to face sessions, afternoon teas and fish supper nights.

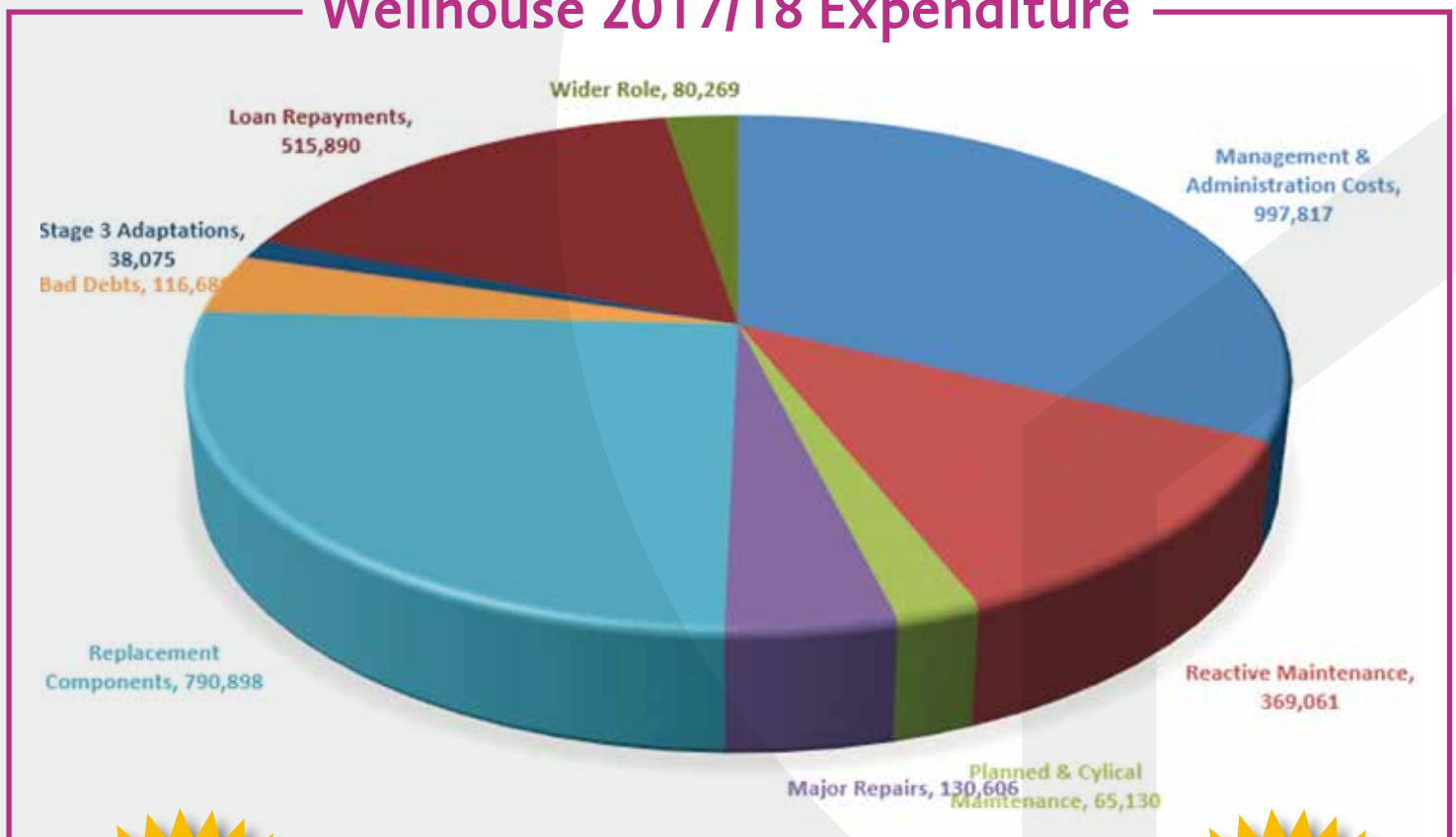
The first one was on Wednesday 17th April 2019. Please see our Facebook/Web page for upcoming dates or ask

David. If you are unable to attend these events please feel free to pass on your views using the questionnaire via the following link-

<https://www.surveymonkey.co.uk/r/Wellhousetenants>.

Please contact David Walls, Customer Service Assistant at Wellhouse HA, tel. 0141 781 1884 or email David at david@wellhouseha.org.uk if you want to attend for an afternoon tea at 2pm or a fish supper at 6pm and he will let you know the dates.

Wellhouse 2017/18 Expenditure



**PRIZE
DRAW**

There will be a prize draw of 2 x £25 vouchers for completed surveys, please complete the section with your contact details to enter the prize draw, your contact details will only be used for the prize draw. We hope to see you there!

**PRIZE
DRAW**

Trust Deeds and Sequestration

There has been a concerning rise in the number of tenants across Glasgow being encouraged to enter into Trust Deeds and Sequestrations without taking independent advice.

This may be sold as a good way to write off debt however there are still consequences to this action.

There is a myth that your landlord cannot seek an eviction if you enter a trust deed or become sequestrated – your landlord can still ask the sheriff for a decree for repossession as by not paying your rent you have breached your legal tenancy agreement. Also these agreements can severely damage your credit rating.

If a company tries to advise you to go down this route please seek independent advice from GEMAP (Greater Easterhouse Money Advice Project) or CAS (Citizens Advice Scotland) before agreeing to anything. These companies make thousands of pounds from these agreements.

Please contact your Housing Officer if you are struggling to pay your rent and/or debt and we

can provide advice and assistance of where you can get debt advice and arrange an affordable arrangement for your rent.

GEMAP - (Greater Easterhouse Money Advice Project)

Westwood Business Centre,
Unit 2/3i, 69 Aberdalgie Road,
Easterhouse, Glasgow G34 9HJ

Phone: 0141 773 5850

Email: enquiries@gemap.co.uk

Website:

<http://www.gemap.co.uk/>

Easterhouse Citizens Advice Bureau

Easterhouse Township Centre,

46 Shandwick Square,
Glasgow G34 9DT

Phone: 0141 773 2328



ADDITIONAL MONEY FOR SOME FAMILIES

Nursery and School Age Grants are set to start before Summer 2019.

Scottish Government will provide low income families with £600 for the birth of a first child and £300 for subsequent children.

Eligible families may also qualify for 2 further payment of £250 when the child commences nursery and again when they begin school.

You can receive an additional £300 if you have an additional child from a multiple pregnancy.

To qualify you must:

- Be lawfully resident in Scotland and;
- Receive a qualifying benefit or are a parent and under 18 years of age or still a dependent child of a parent who meets the financial test.

Qualifying Benefits are any of the following:

- Income Support
- Income Based Jobseekers Allowance
- Income Related Employment and Support Allowance
- Pension credit
- Working Tax Credit
- Universal credit
- Housing Benefit.

Applications can be made anytime from the 24th week of pregnancy until 6 months after the birth of a child. Where there is a change in childcare responsibility this time is extended to 12 months. Only one application can be made for each child unless there is a change in childcare responsibility such as Kinship Care or adoption. Where parents separate second or subsequent claim cannot be made.

Payments will usually be made into bank or credit union accounts of your choice and will not affect other benefits.



Early Learning Nursery Grant

Applications can be made from the day of your child's second birthday until 6 months after their third birthday.

School Age Grant

Applications open on 3rd June 2019, put this date in your calendar so you don't miss out!

To claim your £250, you can apply online, over the phone or by post. Further information can be obtained at:

<https://www.mygov.scot/best-start-grant/>

<https://www.mygov.scot/pregnancy-and-baby-payment/> or by calling 0800 182 2222.

Our Money Advice Officer, Laura Reilly, can provide further advice and assistance with applications.

Please visit our website <https://wellhouseha.org.uk/income-advice>, where Laura offers further comprehensive Income Advice to Wellhouse Housing Association tenants.

Planned Maintenance

We want to make sure our properties are kept to the highest standard and your home is healthy, safe and secure for you to live in. Each year we carry out work that we consider necessary to keep our properties in good repair and working order.

This is part of our commitment to ensure that all of our properties continue to meet the Scottish Housing Quality Standard (SHQS) – an agreed standard of good quality housing, which all local authorities and social landlords must meet.

We are also working to ensure that all of our properties meet the Energy Efficiency Standard for Social Housing (EESH). This is also a standard set by the Scottish Government which all local authorities and social landlords must meet by 2020.

The information used to prepare the schedule for Wellhouse Housing Association investment programme is based on our latest stock condition survey which was completed in 2016. The stock condition survey information looks at the individual components of each of our properties internally and externally and helps us schedule the replacement of these components through



the investment and maintenance programme over a 30 year period.

The Association's only source of income to finance our 30 year plan is our rental income. At the 31st March 2019 the total arrears figure for the Association was approximately £224,000. This equates to 80 kitchen replacements.

If your home is going to be affected by improvement or repair works we will always contact you in advance of the start date.

Our planned maintenance programs for 2019-20 will be published on our website by May 2019.

Wellhouse Garden Guru

Calling all gardeners, it's that time of year again to start freshening up gardens and getting some colour back into Wellhouse.

Every year we hold our Wellhouse Garden Guru competition to encourage our green fingered tenants to show off the hard work they put in to maintaining beautiful gardens.

A panel of judges will inspect our gardens, usually in July or August. Many of our tenants take great pride in their gardens and we feel it is important to mark this and encourage neighbours to get involved. We have a wide range of fantastic displays each year from small gardens



to balconies. The prize winners are announced and awarded at the Annual General meeting in September.

This year, the categories are:

- Best Overall Garden
- Best Verandah
- Best Container Garden

If your hard work is in your back garden or back court, please let us know, and we will make sure the judges inspect these.

Tenants are encouraged to get their hands dirty in the gardening competition, get some fresh air and celebrate the 25th anniversary of Wellhouse Housing Association. Let Wellhouse bloom!!

GOOD LUCK!

Maintenance Update

Back courts;

Our back courts have been given a fresh lease of life with paths de-mossed and re-edged. We feel this provides tenants with a back court they are happy to

spend time in, in the better weather. Pavestones that had dipped over time due to wear and tear have been relevelled and this makes for a safer environment.

Before



Before



After



After



Vinyl floor coverings & painting within closes;

We have dramatically improved the look of our closes with fresh paint, applied to a high finish which brightens and gives the close a nice feel and a great new product

has been used for our new vinyl floor coverings which will be tough and durable to withstand continual usage from daily life.

Before



The previous floor coverings had welded edges which meant eventually they would split over time. The new flooring layers these which will prevent this from happening. The previous floor covering is now very dated and has been scored, marked and it holding dirt so this required replacing.

The vinyl has been fitted to a high standard and each edge has been silicone-sealed to further waterproof the membrane. Metal nosing's have been used to provide a highly durable product.

Safety colour provided on top and bottom steps to allow tenants to see more clearly and to prevent and potential trips and falls. It highlights these steps to assist our tenants who may need help climbing the stairs.

After



After



After



After



After



External Paths;

Our external paths looked pretty worse for wear in certain back courts and due to use over time, some slabs and manholes etc. had dipped. This created some trip-hazards which have been addressed.



Bathrooms;



Dwelling Doors;

We have replaced Phase 1's front & rear doors. There were signs of ageing in the previous product and these required to be replaced.



As you can see above, the door started to rust and crack, allowing water penetration in to the unit itself. Door and Screen below showing new installation.



Kitchens;



Wellhouse - the Place to Be: extends to Ghana!

Residents will be aware that we have been replacing doors with our new approved contractor, Gold Seal, who are based in the Queenslie Industrial estate. Our student placement, Kobina Andoh is originally from Ghana and is supporting a Ghanaian self-build development programme. This gave us a fantastic opportunity to recycle the doors in a way we had not previously imagined, when Kobina suggested using the old doors for this purpose.

Gold Seal have been brilliant in working with Wellhouse and our student to store and ship the items. Kobina said, "I am really pleased that Wellhouse Housing supported my suggestion and am delighted with the backing offered from Gold Seal." Paul McNamee, Director of Gold Seal added, "it is very important to our business ethics that we sponsor community initiatives and this is a great fit with our company objectives."



JOINT PUBLIC CONSULTATION FOR NEW COMMUNITY PHARMACY

Your views matter so please respond to the consultation and go on the link below.

<https://link.webpolsurveys.com/S/8F79674E46EC4C53>

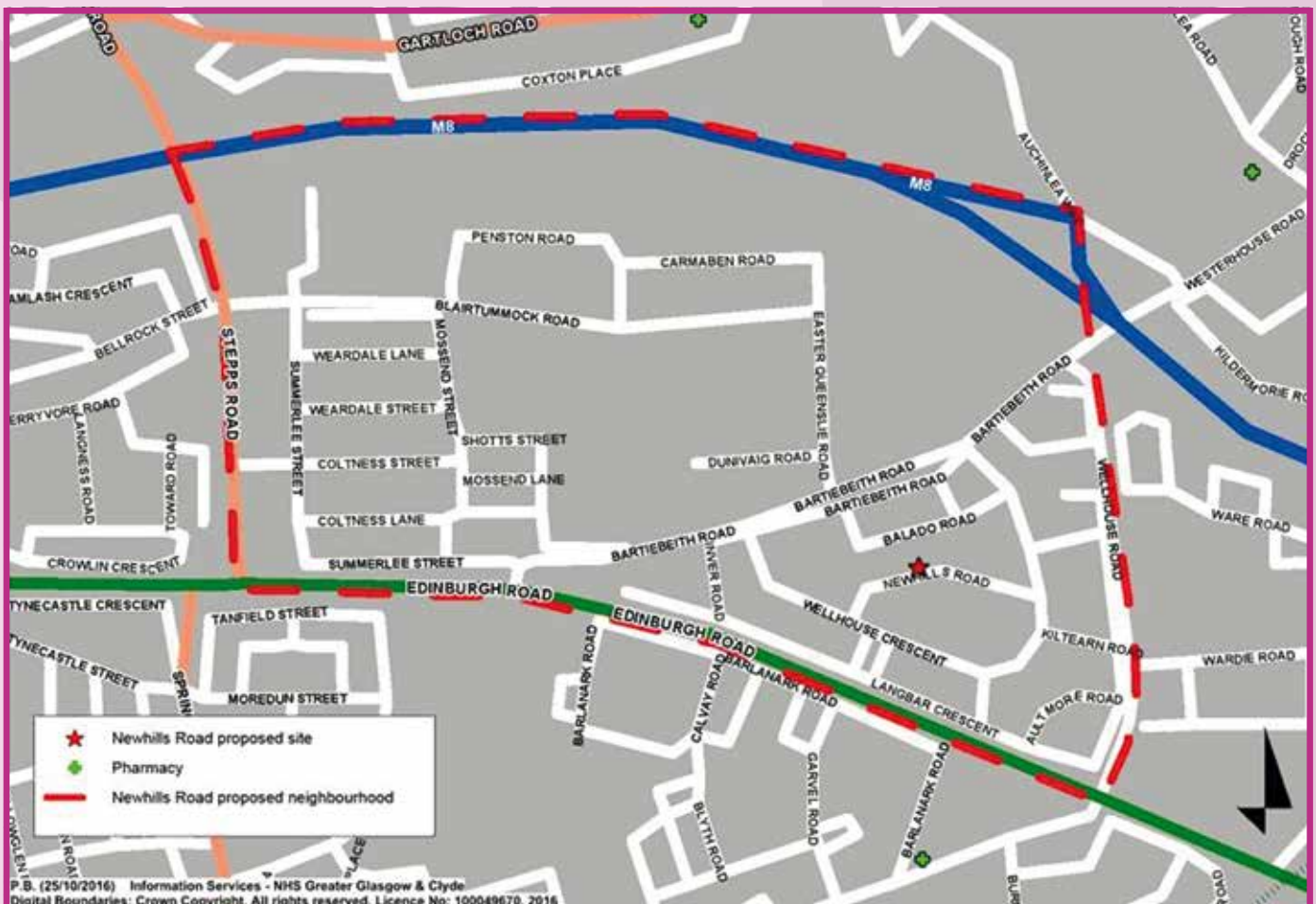
NHS Greater Glasgow & Clyde is currently in discussion with Wellhouse Healthcare Ltd (intended applicant), who wishes to open a new community pharmacy at 23 Newhills Road, Wellhouse, Glasgow, G33 4HH.

Before Wellhouse Healthcare Ltd submits a formal application, this joint consultation exercise is being carried out to seek the views of people local to the proposed premises, or those who might use the proposed new community pharmacy.

The consultation is looking for opinion on the current access to services people normally get from a community pharmacy within this area. It is also asking

if the services provided by the community pharmacies already in the area are adequate to meet the needs of residents and others. To help you with this, the intended applicant has defined an area (shown in the map below) which they consider best describes the “neighbourhood” where the premises are situated and where services would be provided to. We encourage your response to this consultation as it will help identify the level of public support for this proposal.

For more information on the community pharmacy application process please visit the Pharmacy Applications page on the Board’s website at: www.nhsggc.org.uk/pharmacyconsultations



NewhillsRoad MAP



WASPI

— SCOTLAND —



Women Against State Pension Injustice

When will you get your State Pension?

At least 340,000 Scottish women born in the 1950's
will **NOT** get their pension at age 60!
3.8 million 1950's women are affected across the UK

**NO WARNING, NO NOTICE,
NO PENSION**

Join your local WASPI group

Email: waspiglas73@gmail.com

Visit or write to your MP to register your concerns

Send your letter of complaint to DWP

Follow the process on the website and use template letters

www.waspicampaign2018.co.uk

TAKE ACTION NOW!

Find out more by joining WASPI Glasgow, Lanarkshire,
Dunbartonshire & Renfrewshire Facebook or email
waspiglas73@gmail.com

Use this link to check your Pension
www.gov.uk/state-pension-age

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

Easter and May Closure:

Our office will close on the following public holidays:

Easter

Friday 19 April – Monday 22 April, 2019

May Day

Monday 6 May 2019

Spring Holiday

Friday 24 May – Monday 27 May 2019

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

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

Wellhouse: the Place to Be



wellhouse
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

How to contact us

We are open in the hub daily from 9am

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

Call us on 0141 781 1884.

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

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

Wellhouse: the Place to Be
wellhouse
Housing Association

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



Scottish Charity No. SC036552



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