

the wellhouse news



SUMMER
2017



Welcome to your Summer Newsletter

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Universal Credit Update
Introducing the new finance team
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Main Sewerage Drain – Wellhouse Crescent*

Message from the Chair

Welcome to your summer newsletter!

I'm looking out the window at the lashing rain as I write this, so I hope when the newsletter drops on your doormat, the sun is shining.

It's been another busy period for the Association with changes to our staff group, new co-optees joining the committee, starting new planned maintenance work and developing our policies and procedures.

June saw the publication of the Scottish Housing Regulator's report on the intervention at Wellhouse, which is reported elsewhere in this newsletter.

Rest assured we continue to work closely with the Regulator on improving all areas of the association.

Remember, for members of the Association our AGM is on 19 September, I look forward to seeing you there.

I hope you all enjoyed the Gala Day on 12th August 2017.

As usual, if you have any questions please email info@wellhouseha.org.uk

Maureen Morris



Maureen Morris – Chair



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@wellhouseha.org.uk or Linda Logan for an application pack on 0141 781 1884 or email: linda@wellhouseha.org.uk



WELLHOUSE GALA DAY

FLOWER POWER

- LIVE MUSIC
- Bingo
- Burgers & Hot Dogs
- Kids Bumper Cars
- Face Painting

HAPPINESS

- * Bungee
- * Trampolines
- * Info Stalls
- * FREE HUGS
- * Football
- * Inflatables
- * Spiritualist

PEACE LOVE MUSIC

A GREAT DAY WAS HAD BY ALL!

Logos for Glasgow City Council, CONNECT Community Trust, and Wellhouse Housing Association are visible at the bottom.

Spotlight on Connect Community Trust

Connect Community Trust is an independent charity that operates activities throughout Wellhouse, Provanhall and around Easterhouse and the East End of Glasgow.

Within Wellhouse we operate hubSports, Innerzone and services within the hub. We work in partnership with Wellhouse Housing Association and other organisations to develop services that are to help and support local people on their own personal journey, to improve

the local environment and/or to provide social, fun or learning within the community.

We are always looking for new ideas and for local people to let us know what they would like, need or want in the area. If you would like to see something improved or you have a suggestion we want to hear from you. Speak to any of the Connect staff within the hub, Innerzone or hubSports or contact Pauline on 0141 781 2132 or psmith@connect-ct.org.uk

Could you make a difference in Wellhouse?

If you have ever volunteered, you may have noticed that you felt fantastic afterward. Maybe you saw a little boost in your mood, or that you felt like part of a team. You felt like you made a difference and your community also feels the benefits.

If you have never volunteered and feel like you may benefit from doing so, Connect Community Trust will provide you with all the support

needed to succeed.

Many of the services run by Connect in Wellhouse and other areas are only made possible by local people being involved with many now employed by Connect.

We have various roles available ranging from factory operatives, café assistants, allotment assistants as well as I.T and admin positions.

However, if you specifically have something in mind you would like to try, Connect Community Trust will help create a role just for you!

If you are keen on increased socialising, finding new friends, gaining new skills or simply getting out of the house more often visit the Hub and speak to Stephen anytime for further information or e-mail swalsh@connect-ct.org.uk

FROG HAVEN

The Allotments are not just about growing fruit and veg and our new additions are supporting our aim of creating a biodiverse area. The balance between animals and plants are key to a healthy ecosystem.

‘Smiler’ and his siblings will enjoy a healthy and happy future in the allotments till they go and make their homes elsewhere.



Real Life Stories – How the Connect helps through the Peoples Gateway

Over the past 8 months the Peoples Gateway has interacted with a client to help her gain employment.

Early September was the first engagement in which a Universal Jobmatch, Email and CV were made to help her gain her goal. Over the next 3 months, she attended 5 more job searching sessions in which it was established that further training was needed.

Mid-March, she attended a food Hygiene course in which she passed. She then attended 4 more job searching sessions and her CV was updated accordingly to highlight her Food Hygiene achievement.

Over the next 9 job searching sessions she made great effort to search for roles that were



highlighting Food Quality Assurance. On the 28th of June, she was asked to attend a quality Assurance interview in which we did an interview practise sessions to help her in her goal.

Unfortunately, she was not successful in this but it did give her great confidence for future interviews. Again 4 more job search sessions were attended and on the 25th of July she was offered an

interview. An additional interview practise was set up for the day before the interview and on the 28th of July she got the job she was hoping for.

Through the Peoples Gateway project we have helped many local people to gain employment, sometimes it is short process of a week or helping create a CV and other times it is longer process and help on a personal journey. No matter what stage or type of help you would like we are here to help.

Call Connect and the Peoples Gateway team on 0141 781 2132 or peoplesgateway@connect-c.org.uk for more information or just come in to the hub and speak to any of the Connect staff.

ReConnect Showroom

Over the past year Connect has been developing and operating a furniture reuse and recycling project. This project has helped to create employment and training opportunities within the East End of Glasgow whilst also providing quality and affordable furniture.

The Showroom is open Mon-Fri 10am to 4pm and has a range of furniture or all styles, budgets and rooms.

Address: 90 Camlachie Street (adjacent to the Forge Retail Park) G30 4AD Tel: 0141 781 2132



Community Lunch

Every Wednesday the hub CAFÉ provides a 3-course lunch for just £2.50. The team at the hub cook up a delicious meal, a chance to socialise and have a chat with a neighbour.

All are welcome to attend, just

come along on a Wednesday at 12 or come at 11:30am for a game of bingo.

Also available every Wednesday is a selection of free bread, rolls and cakes provided through Tesco.

Help yourself each week!



Wellhouse Allotments

Anyone walking past the Allotments in Wellhouse will see a constant buzz of activity, over the past 6 months the Allotments have extended the range of items for sale.

- Butterfly Signs
- Garden Furniture
- Garden Wells

Each of the items have been made using recycled materials like old sofas. All money from the sale of items goes to helping support the ongoing running and development costs of the Allotments.

If you would like something made for your garden or house, pop in and speak to Jim, Stacey or Terry.



MANAGED BY



CONNECT COMMUNITY TRUST



Keep up to date with all the services and activities by liking our page on Facebook @connectcommunitytrust

SUMMER FUN IN WELLHOUSE

Connect has been running another successful summer programme in Wellhouse, Provanhall and Calvay.

Wellhouse has seen over 20 young people per activity, attending activities within Innerzone, hubSports and also out and about in Glasgow parks. There's been plenty of choice and fun happening from

11:30 to 5:30pm every day and Saturday nights.

Each day young people take part in racket/ball sports, music in the park, costume making for the Gala day, Nerf war, street dance, break dancing, football, Mini Olympics & highland games, Drama, Woodwork, upcycling/recycling, crazy golf, crazy



science, circus skills, creative play, Splash battle(water fight) park trips, messy play & cooking.

All young people are welcome from Wellhouse and surrounding areas.



DISCLAIMER: Consent for the use of images has been received from parents' prior to publication.

Join our bid to help you save energy and money this summer

Wellhouse Housing Association has teamed up with Home Energy Scotland, a Scottish Government funded service that provides free, impartial advice to help householders of all tenures, save energy and reduce their gas and electricity bills. You may have seen their adverts on television.

Whilst summer's here, and before the colder months return, we thought we'd get in touch to highlight some useful information to help you stay in control of your energy bills, and to invite you to benefit from Home Energy Scotland's support, in part by considering to pledge to look for a cheaper energy supply.

Be an energy shopper

Switching energy supplier is one of the quickest and easiest ways to save money on your bills. You could save up to £200 a year just by shopping around.

Don't miss out – better in your pocket

Switching suppliers hit a six-year high last year as more households shopped around for a better deal. 7.7 million gas or electricity switches took place in 2016, according to recent data from Ofgem. This is 1.7 million more switches than the previous year, a surge of 28%.

This said, despite rising switching rates, and the fact that it's never been easier to change supplier, around two-thirds of customers still remain on standard variable tariff, meaning lost savings.

So, your local Home Energy Scotland team is very keen to help you, friends and family avoid lost savings on energy bills, and invites you to get in touch. Simply call Home Energy Scotland free on 0808 808 2282, quoting 'Energy Shopper' or email adviceteam@sc.homeenergyscotland.org and an advisor will call you back.

The team will also be in The Hub over the summer providing drop in surgeries.



HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT



MEMORY LANE

Do you know where and when??

Send your ideas to
info@wellhouseha.org.uk



Universal Credit Update



LATEST NEWS

As the roll out of Universal Credit continues across the country, the Scottish Government has announced that they plan to increase the frequency of payments and will offer to pay housing costs (Housing Benefit/rent) direct to landlords.

New applicants who live in full service areas (Glasgow will fall into this category from September 2018) will be given the option of fortnightly payments (instead of

monthly). This is a step in the right direction. Please note however, that if you are advised by the Jobcentre that you should now make a claim for UC, please get in touch with our Income Advice Officer, Pamela who can assist you to ensure that this is the correct option for you and help protect your rent payments, as payments direct to your landlord is currently an option in certain circumstances.

To date, Wellhouse has 24 tenants

who are currently in receipt of the single monthly payment and the numbers are rising. This is a new benefit for everyone involved, including the Department for Work & Pensions, therefore it is important that you let us know as soon as possible if you are advised to make a claim.



TAX CREDITS UPDATE



HM Revenue & Customs

From April 2017, support provided through Child Tax Credit is limited to 2 children, so that any subsequent children born after 6th April 2017 will not be eligible for further support.

In addition to the 2 child limit, the 'family element' of £545 per year has been abolished. In effect, this will mean that families with at least one child born before April 2017 will be paid the family element however, claims where the eldest child is born after April 2017 will not receive this amount.

DON'T FORGET TO RENEW YOUR TAX CREDITS

The deadline to renew your Tax Credits is 31st July 2017. If you fail to renew your claim on time, then your payments will stop and it may take some time in order to have them re-instated. Please contact our Income Advice officer, Pamela who can assist you with this.

'BACK TO SCHOOL BANK'

If you are finding it difficult to kit the kids out with



a new uniform, it's worth speaking to your school about making a referral to the 'Back to School Bank'. It's similar to a food bank, where instead of food donations, it is new school uniforms in order to help those struggling to afford these new items for going back to school.

School Clothing Grant

Remember that you may also be entitled to receive a school clothing grant of £52 per child from Glasgow City Council, dependant on your household income and circumstances. If you require assistance to make a new application for this, then please contact our Income Advice Officer, Pamela.



Glasgow City Council – Report Changes in Circumstances

If you are in receipt of Housing Benefit and/or Council Tax Reduction, you can now report any changes in your circumstances online at www.glasgow.gov.uk

You will need to know your reference number which you will find on any letters you have received from the Council. If you receive Housing Benefit and are unsure of your reference number, you can contact the Housing Team at the hub who will be able to provide this to you.



A change in the Housing Benefit rules - Could you benefit?

A change in the Housing Benefit rules means that some people will now qualify for help towards their rent and others could get more Housing Benefit.

Contact us if all of the following apply to you -

- You are a member of a couple who live together, and
- You are **not** receiving Income Related ESA, Income Support, Income Based Jobseeker's Allowance, Universal Credit or Pension Credit, and
- One of you works for 16 or more hours per week, and
- The other is sick or disabled.

Hello and goodbye

Wellhouse Housing Association has completed the last stage of its restructure with Gordon Kerr joining the management team on 1 May 2017 as our Finance and Corporate Services Manager

Gordon is an affiliate member of CIPFA, and is a highly motivated and experienced accountant who has worked in the RSL sector for over 20 years for several Associations, some with Care subsidiaries. He has substantial experience of Group Structure accounting and is familiar with preparing sets of Charity Accounts as well as Housing Association Accounts. Gordon firmly believes in Wellhouse's core values and is confident that these will lead to Wellhouse being The Place to Be. Gordon was joined by a new Finance Assistant, Joan McDermott, the following week.

In other news, our finance officer Sean O'Sullivan who has worked with us since 2012, is moving to a new job with a specialist finance agency. We wish him the best. We are presently recruiting for this vacancy.



Regulator's report on the statutory intervention at Wellhouse Housing Association

Many of you will have seen the press coverage of the Scottish Housing Regulator's report into the association, which was published at the end of June 2017.

The report is a public document and you can download a copy at www.scottishhousingregulator.gov.uk. The report details "fundamental failings" which led to its statutory intervention in December 2014 after an independent investigation that we had commissioned.

As you will know from our newsletters, we recognised the scale of the issues we were facing from the outset and have spent the last few years addressing them, head on.

Last December, the Regulator ended the appointment of the statutory manager they had put in place. This followed improvements we had made to strengthen our governance and financial controls. However, the Regulator will continue to have 'high engagement' with us. This means that they will continue to work closely with the association as we 'bed in' the changes we have made since December 2014.

It is important to remember that the report published in June 2017 refers to the period before the Regulator intervened in December

2014. Since late 2014 the management committee, the interim management team, the statutory manager and, of course, our staff have worked hard to put things right while continuing to provide a service. Throughout this time we worked closely with the Regulator and other public agencies to meet the needs of our customers.

The staff and management committee of Wellhouse Housing Association are focused on the present - and on creating a positive future for the entire community. We are determined to serve the best interests of our tenants, factored owners and all other customers - at all times. All staff and committee members have voluntarily signed a code of conduct, extracts of which you will find in this newsletter.

All of us are committed to living by the vision and values of Wellhouse Housing Association.

You, our customers, come first.

We have listed the questions and comments that we have received since the report was published and have reproduced them in this newsletter, in the spirit of transparency. If you have any further questions, then please do let us know by phone, email or at the hub.

Please note that we have tried to be as open as possible, in keeping with our vision and values. Wellhouse Housing Association is not covered by the Freedom of Information (Scotland) Act. In addition, we do not provide legally protected, personal or confidential information.

Q: Why was there a rent restructure?

A: As you will see from previous newsletters, tenant feedback told us that our community felt our rent charges were unfair. We had 73 different charges with a large disparity. It was important for us to resolve this unfairness. We carried out an affordability exercise and consulted through a range of methods at the time.

Q: Will there be an organised meeting to discuss the Regulator's report?

A: Not at this time. Although a couple of people have asked this, there is insufficient demand for public meeting at present. The AGM is our next full meeting and all members are welcome to attend. All individual questions have been answered in writing to each tenant and former tenant who contacted us.

Tenants may also be interested in questions submitted to "what do they know?" public website and Wellhouse Housing Associations responses. As noted above, Wellhouse Housing Association is not covered by the Freedom of Information (Scotland) Act. https://www.whatdotheyknow.com/body/wellhouse_housing_association

Q: Who is still part of the association that were involved at the time of these issues?

A: The Scottish Housing Regulator's (SHR)'s report, which you can read in full on their website, outlines where their concerns lay. The SHR is our regulatory body and the report is theirs, not Wellhouse Housing Association's. The SHR's report is concerned with the management committee and senior staff, not the main staffing group. The committee membership has changed since the intervention in late 2014 and there is an entirely new management team.

Q: What sort of compensation are tenants due arising from recharges?

A: Please note that Wellhouse Housing Association cancelled a number of outstanding recharges in December 2015 when the interim management team were in place. Any recharges which have been applied since then are legitimate.

Q: Will monies be returned to the association and divided within the community?

A: All sources of income to Wellhouse HA are used to further our aims as a social landlord, i.e. reinvestment in properties, supporting wider community regeneration, etc. This is how the community benefits from the associations activities.

Wellhouse's Garden Guru



Hi Folks

Thanks for the enjoyment I've had in writing for the newsletter and the excuse I needed to look at every single garden and verandah in Wellhouse. Its been a ball!!

GOOD LUCK TO THE
NEXT GARDEN GURU

Janet Crawford

The Garden Guru



This year's competition will be run on our behalf by Connect Community Trust and will be judged by David Linden MP, Ivan McKee MSP and Connect Youth Sub-Group. The winners will be announced at the AGM on 19 September 2017.

The new categories are:

1. Best Newcomer
2. Best Verandah
3. Best Container Garden
4. Best Fruit/Veg Garden
5. Best Overall Garden

On her walk about to seek out the best gardens "The Garden Guru" has selected the following gardens for consideration by the judging panel.

Thank you for all your efforts!

44c Wellhouse Crescent (Category 3),

3 Arnol Place(Category 3),

63a Langbar Crescent (Category 3),

63b Langbar Crescent (Category 3),

63c Langbar Crescent (Category 3),

61c Langbar Crescent (Category 3),

12 Dunan Place(Category 3),

47 - 0/2 Langbar Crescent (Category 5, 3 & 2),

43 - 0/1 Langbar Crescent (Category 5 & 3),

37 - 0/2 Langbar Crescent (Category 3),

2 - 2/1 Wellhouse Path (Category 2),

3 - 0/2 Inver Road (Category 2),

43 Newhill Road (Category 3),

7a Balado Road (Category 5),

7b Balado Road (Category 5),

7c Balado Road (Category 3),

7 - 1/2 Balado Road (Category 2),

3b Balado Road (Category 3),

6 Wellhouse Gardens (Category 3 & 2),

11 Wellhouse Gardens (Category 3 & 2),

2 Rigg Place (Category 3),

17 Baldovan Crescent (Category 3),

47 Baldovan Crescent (Category 3),

136 Wellhouse Crescent (Category 3),

126 Wellhouse Crescent (Category 3),

3 Torran Road (Category 3),

125 Langbar Crescent (Category 5),

1 Kiltern Road (Category 3),

74a Wellhouse Crescent (Category 3 & 5),

70 Wellhouse Crescent (Category 3 & 5),

68c Wellhouse Crescent (Category 3 & 5),

91 2/1, Langbar Crescent (Category 2),

93 0/2, Langbar Crescent (Category 3)

83a Langbar Crescent (Category 3)

Allotments (Category 1)

Allotments (Category 4)



Glasgow City Council's Bin replacement programme

Good news for those of our tenants who are struggling with the use of Glasgow City Council's individual steel bins!

Over the years we've received many reports about the insufficient refuse facilities in many of our closes and the concerns these create regarding lack of recycling facilities, pest control & public health concerns, alongside general unsanitary & unsightly conditions. This increases significantly in the event of a missed bin collection. We've shared your frustrations but have faced limitations in our attempts to resolve these problems given that refuse collection remains the responsibility of the Local

Authority: Glasgow City Council. However, we are pleased to report that we have been notified that the Council has sourced £6.5 million in financing to replace all galvanised bins throughout the city and contribute to required improvements. The programme, we are advised, will be rolled out in three phases across the city – Wellhouse, and the North East of Glasgow will be part of phase 2, scheduled to start in April 2018. We're very pleased and will be talking to the council about changes that may be needed to bin areas and so on to make this project work. We will keep you in the loop – please give us your feedback and ideas.



Do you think this is a good idea?

Do you think it will work in Wellhouse?

Speak to the Estate Wardens about your views when you see them out in the neighbourhood.

<http://www.greendogwalkers.org/>



Green Dog Walkers®



What's with the Green Dog Walkers armbands?

Green Dog Walkers (GDW) is a non-confrontational, friendly way to change attitudes about dog fouling. Volunteers wear a GDW armband which signifies that they have "Taken the Pledge" to always:

- clean up after their dog
- carry extra dog waste bags
- be happy to be approached to 'lend' a dog waste bag to those without
- be a friendly reminder to other dog walkers to clean up after their dogs



The Green Arm Band acts as A Friendly Reminder...to please pick up after your Dog!

For more information: greendogwalkers@yahoo.co.uk

FOR PLEDGE FORMS AND MORE INFORMATION: <http://www.falkirk.gov.uk/>

VISIT US AT FACEBOOK: <https://www.facebook.com>

PLANNED MAINTENANCE PROGRAMME 17/18

Each year we carry out work to improve and modernise our properties.

The Maintenance Team are responsible for the delivery of planned maintenance and repairs services for Wellhouse Housing Association and for continuing to deliver excellent customer service.

This is done following careful planning to ensure we target those properties where the work is most needed. We routinely contact all tenants that will be directly affected by any maintenance work, well before it is due to start.

We have set our budget and programme for 2017 - 2018. In determining what items we need to replace within any development/property, we take into account things like the repair history; the money available from our rental income; the general condition of each item needing replaced; availability of parts; continued compliance with the Scottish Housing Quality Standard (2015); any changes in legislation and the age of each item.

It is vital that we ensure we check our assumptions for longer term planning with our actual stock condition. This will then be used to up-date our asset management plans for the longer term.

We have reviewed what needs completed for 2017/18 and for this year our main programme relates to fitting...

64 kitchen replacements

40 new bathrooms

128 new boilers

double glazing units to 47 townhouses

and approximately 300 properties will receive new smoke alarms and heat and carbon monoxide detectors.

EWI Statement

Statement from Everwarm (contractor), Glasgow City Council and Wellhouse Housing Association regarding external wall cladding project carried out from January 2016 to February 2017, at Langbar Crescent/ Wellhouse Crescent/ Durno Path/ Inver Road/ Bartiebeith Road confirming that the recent External Wall Insulation project carried out fully complies with building regulations and fire safety requirements. None of the addresses noted are over 18 metres in height.

“The Epsitherm insulation board is classified as an FRA grade material (Fire Retardant Grade) which means the insulation will actually shrink away from heat or self-extinguishes if removed from a flame. Epsitherm insulation is fully encapsulated with a cementitious Class 0 render which together has been tested and passed the BS 476-6 (fire propagation) and BS476-7 (spread of flame) to gain BBA accreditation. Wetherby have also completed BS8414 / BR135 fire testing using Dash and Silicone finish which is the most stringent EWI fire test in the world and allow the systems use on high rise buildings. All of the above accreditation ensures the Epsitherm complies with Building Regulations.

The Epsitherm insulation is fully encapsulated in Wetherby Class 0 cementitious render providing the required protection.

The Epsitherm insulation board, when installed as per Wetherby specification, meets Building Regulations and provides a robust and durable finish in regards to fire. Please see an example of the BS8414 / BR135 fire test passed using Epsitherm insulation, on the home page www.wbs-ltd.co.uk which has been useful in showing how good the system is and providing confidence in our systems.”

We hope that this gives our residents comfort and we are happy to take any other questions you may have. Please drop in or phone/ email on the details below or talk to the team when you see them out on site should you have any questions.

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



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



Main Sewer Wellhouse Crescent

Wellhouse has a main drain running through Wellhouse Crescent which takes sewage, waste water and rain water for the whole of Easterhouse and some parts of Swinton.

Two of our tenants have been badly affected by the main pipe surcharging on many occasions in the last 10 years which has caused flooding into homes. Wellhouse Housing Association has been working with Scottish Water, Glasgow City Council, The Area’s Elected Members and the Tenants to get a long term solution to the problem.

We hope to have a satisfactory resolution for those tenants affected; however we would also ask that all Wellhouse tenants ensure that they avoid placing items such as cleansing wipes (even the ones that say they are

biodegradable), cotton buds and nappies down toilets as it is causing serious problems for our local drainage and sewage systems. This coupled with pouring cooking fat, oils and grease down the kitchen sink causes blockages of material and solidified fat that cannot break down easily.

All of the above can lead to the misery of sewage flooding into homes, businesses and streets in our local communities, and also results in the pollution of local rivers, burns, coastal waters and beaches. Please do your bit and **DO NOT** put any of the above items down your toilet or kitchen sink – and dispose of in your BIN.

Scottish Water- 24 hour emergency hotline- 0800 077 8778

Roads Flooding Department- 0800 373 645

Wellhouse: the Place to Be



CODE OF CONDUCT FOR GOVERNING BODY MEMBERS

A. Selflessness:

You must act in the best interests of Wellhouse Housing Association Ltd at all times and must take decisions that support and promote our strategic plan, aims and objectives. Members of the Governing Body should not promote the interests of a particular group or body of opinion to the exclusion of others.

B. Openness:

You must be transparent in all of your actions; you must declare and record all relevant personal and business interests and must be able to explain your actions.

C. Honesty:

You must ensure that you always act in the best interests of the organisation and that all activities are transparent and accountable.

D. Objectivity:

You must consider all matters on their merits; you must base your decisions on the information and advice available and reach your decision independently.

E. Integrity:

You must actively support and promote our values; you must not be influenced by personal interest in exercising your role and responsibilities.

F. Accountability:

You must take responsibility for and be able to explain your actions, and demonstrate that your contribution to our governance is effective.

G. Leadership:

You must uphold our principles and commitment to delivering good outcomes for tenants and other service users, and lead the organisation by example.

Conduct. When attending meetings, committee members must:

- Conduct themselves in a courteous and business-like manner;
- Show respect for the authority of the Chair of the meeting;
- Show respect and consideration towards other committee members, staff members and anyone else attending the meeting.

REGULATORY STANDARDS OF GOVERNANCE AND FINANCIAL MANAGEMENT

1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
3. The RSL manages its resources to ensure its financial well-being and economic effectiveness.
4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
5. The RSL conducts its affairs with honesty and integrity.
6. The governing body and senior officers have the skills and knowledge they need to be effective.

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

Wellhouse: the Place to Be



STAFF CODE OF CONDUCT

A. Honesty and Integrity:

You must act at all times with honesty and integrity. You must not use, or seek to use, your position to gain financial or other benefit for yourself, your family or friends.

B. Openness and Accountability:

You must declare all relevant personal interests. You must handle information in accordance with our policies and procedures. You must report to the appropriate senior person within WHA any reasonable and honest suspicions you may have about possible wrongdoing.

C. Selflessness, Objectivity and Leadership:

You must act in the best interests of WHA at all times within the framework set by the organisation, working to promote our aims and objectives, upholding our values and setting a good example by your own conduct.

EQUALITY AND DIVERSITY STATEMENT

Wellhouse Housing Association welcomes and respects diversity. We will:

- Make no judgements about you based upon age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation;
- Make no assumptions about your age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation;
- Make no judgements or assumptions about you based upon how you speak, how you dress, where you live or who you associate with;
- Treat you fairly;
- Make it easy for you to deal with us;
- Treat you as an individual, with dignity and respect;
- Respect your privacy & confidentiality and act sensitively;
- Take time to listen to you and give you open and honest explanations;
- Provide you with the information you need;
- Be professional, reliable and deliver what we promise;
- Keep you updated;
- If there is a problem, put it right as quickly as possible;
- Welcome feedback and make use of it to improve our services;
- Treat all people with whom you associate in the same manner.

We expect you to:

- treat all colleagues, partner organisations and customers in the same manner.

“We work within an environment of mutual respect and tolerance, where everyone is treated fairly and can feel safe and supported. We welcome all people and the dignity of customers, Management Committee members, contractors and staff is to be protected at all times, therefore we cannot allow any discriminatory or offensive language or behaviour within any part of The Hub, on the telephone, on social media or any other interaction at any time.”

- ✓ **Positive about Wellhouse**
- ✓ **Positive about the people of Wellhouse**
- ✓ **Positive about the people who work for and with Wellhouse**

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



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

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

Wellhouse: the Place to Be
 **wellhouse**
Housing Association

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 INVESTORS
IN PEOPLE
Scottish Charity No. SC036552



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