



# the wellhouse news

## WELCOME TO YOUR SUMMER NEWSLETTER

### IN THIS EDITION:

*Message from the Chair p2*

*Nominate your Neighbour! p3*

*From Glasgow to Ghana, door to door! p3*

*Income Advice – Financial Gains p6*

*Wellhouse H.A. - Delivering on our promises! p12*



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

## A MESSAGE FROM THE CHAIR



**Maureen Morris –**  
Chair

**Hope you've been enjoying the sun and keeping safe in the heatwave.**

I was really pleased to read the recent

report by the Tenant Participation Advisory Service that Wellhouse residents enjoy living here and like the neighbourliness of the community – this is great news for all of us who appreciate living here. As part of this report, it was noted that the things people are most

unhappy about are bins, pavements, roads, dog fouling and open space management. As you will know, these are council responsibilities so the staff have scheduled meetings with council officers and politicians to push forward improvements and I'd like to thank Baillie Ballantyne for all her help so far. Regular updates will be posted to the website.

I am glad to report that we recently approved the boiler replacement and kitchen replacement programmes for this year and will be looking to approve our bathroom replacement programme in August – the details will all be on the website.

I hope to see as many of you as



possible at the greater Easterhouse family festival at Platform on 9 August and the Wellhouse Gala day on 24 August.

**All the best**

**Maureen Morris**

## Welcome to Wellhouse – Mr. & Mrs. Sneddon!

**In Wellhouse we have a diverse amount of property types which also includes a reasonable number of wheelchair adapted properties. As a responsible landlord we strive to make sure that when these properties become available they are allocated to people who really need them and would greatly benefit from them as we are determined to make the best use of our stock and do all we can to support all residents.**

One recent allocation went to Mr. and Mrs. Sneddon who accepted an adapted property and are delighted with their new home. They said it would 100% improve Mrs. Sneddon's quality of life as she previously was house bound but will now have the freedom to get out and about and also enjoy her garden. They

couldn't believe how big the flat was especially the kitchen and bathroom which can accommodate Mrs. Sneddon's wheelchair which was a problem in their previous property.

The team at Wellhouse are delighted that they love their new home and pleased to welcome them to Wellhouse's diverse community!



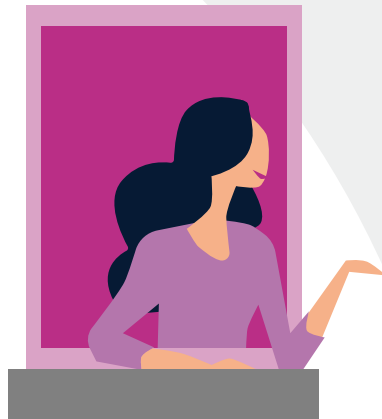


## Nominate your Neighbour!

During a recent TPAS consultation we were given lots of positive feedback about the community spirit here in Wellhouse and how much people valued the help they had received from their neighbours.

So we would like to reward neighbours who go above and beyond to help others.

If you want to nominate your neighbour then please contact the Hub for a nomination form or pop in and have a chat and let us know how your neighbour has helped you.



Winners will be announced at the Association's AGM in September and published in the newsletter following the AGM.

## From Glasgow to Ghana, door to door!

Gold Seal, who are based in the Queenslie Industrial estate have been working with us on replacement doors and windows. As we reported previously, one of our student placements, Kobina Andoh is originally from Ghana and is supporting a Ghanaian self-build development programme and had the fantastic idea of repurposing the doors. Gold Seal kept, stored and have now shipped them to Ghana for this project and we are all delighted with this project which supports both Gold Seal and Wellhouse's sustainability policies as well as our ethical commitments.

Paul McNamee, Director of Gold Seal said, "it is very important to our business ethics that we sponsor community initiatives and this is a great fit with our company objectives – we are

really pleased to have been part of this initiative"

Maureen Morris, chair of Wellhouse added, "the Place to Be" is a statement that means we can all be content with a safe place to flourish and I couldn't be more pleased to see us extending that concept in this way"

Kobina Andoh responded, "It was very satisfying to oversee this project and am very grateful for the backing of Wellhouse Housing Association and Gold Seal."

Are you interested in recycling initiatives?  
Do you have any other ideas you'd like to present to us?  
Let us know!



# Devolved Social Security

**The benefits system in Scotland is changing. A number of benefits are being devolved to the Scottish Government.**

The Scottish Government has created a new public service, Social Security Scotland, to administer benefits.

Once fully operational, it will deliver benefits to 1.4 million people and provide £3.5 billion in payments every year.

These benefits will include a number of payments previously offered through the Department for Work and Pensions (DWP), including Disability Assistance, as well as brand new benefits such as a Young Carer's Grant.

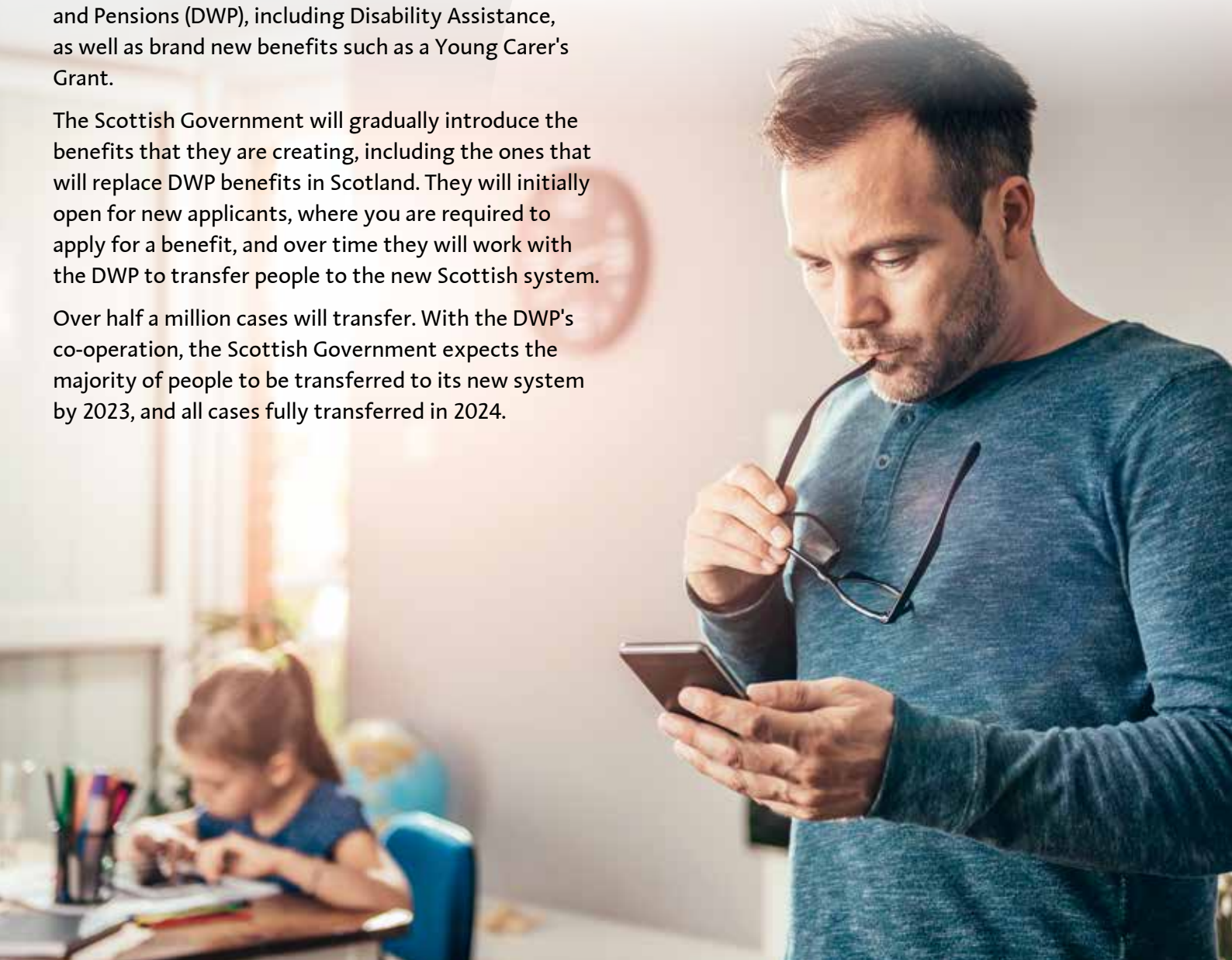
The Scottish Government will gradually introduce the benefits that they are creating, including the ones that will replace DWP benefits in Scotland. They will initially open for new applicants, where you are required to apply for a benefit, and over time they will work with the DWP to transfer people to the new Scottish system.

Over half a million cases will transfer. With the DWP's co-operation, the Scottish Government expects the majority of people to be transferred to its new system by 2023, and all cases fully transferred in 2024.

On Thursday 28 February, the Scottish Government's Cabinet Secretary for Social Security and Older People updated the Scottish Parliament on the high level delivery timetable for benefits.

**If you are currently receive benefits from the DWP you do not need to do anything right now.**

The Scottish Government is working with the DWP to make sure that they keep people up to date when more detail becomes available.



# Benefits News 2019

If you do have questions, the Scottish Government has created a question and answer document that may provide the information you are looking for. This can be found at: <https://www.gov.scot/publications/social-security-questions-and-answers/>

Something that you can do now is give the Scottish Government your views on what you would like

Disability Assistance in Scotland to look like. The Scottish Government is currently running a consultation on Disability Assistance in Scotland to get thoughts and ideas on what this assistance will look and how it can be delivered in Scotland. It closes on 28 May 2019. Read more about it here: <https://consult.gov.scot/social-security/improving-disability-assistance/>

## Delivery Timetable

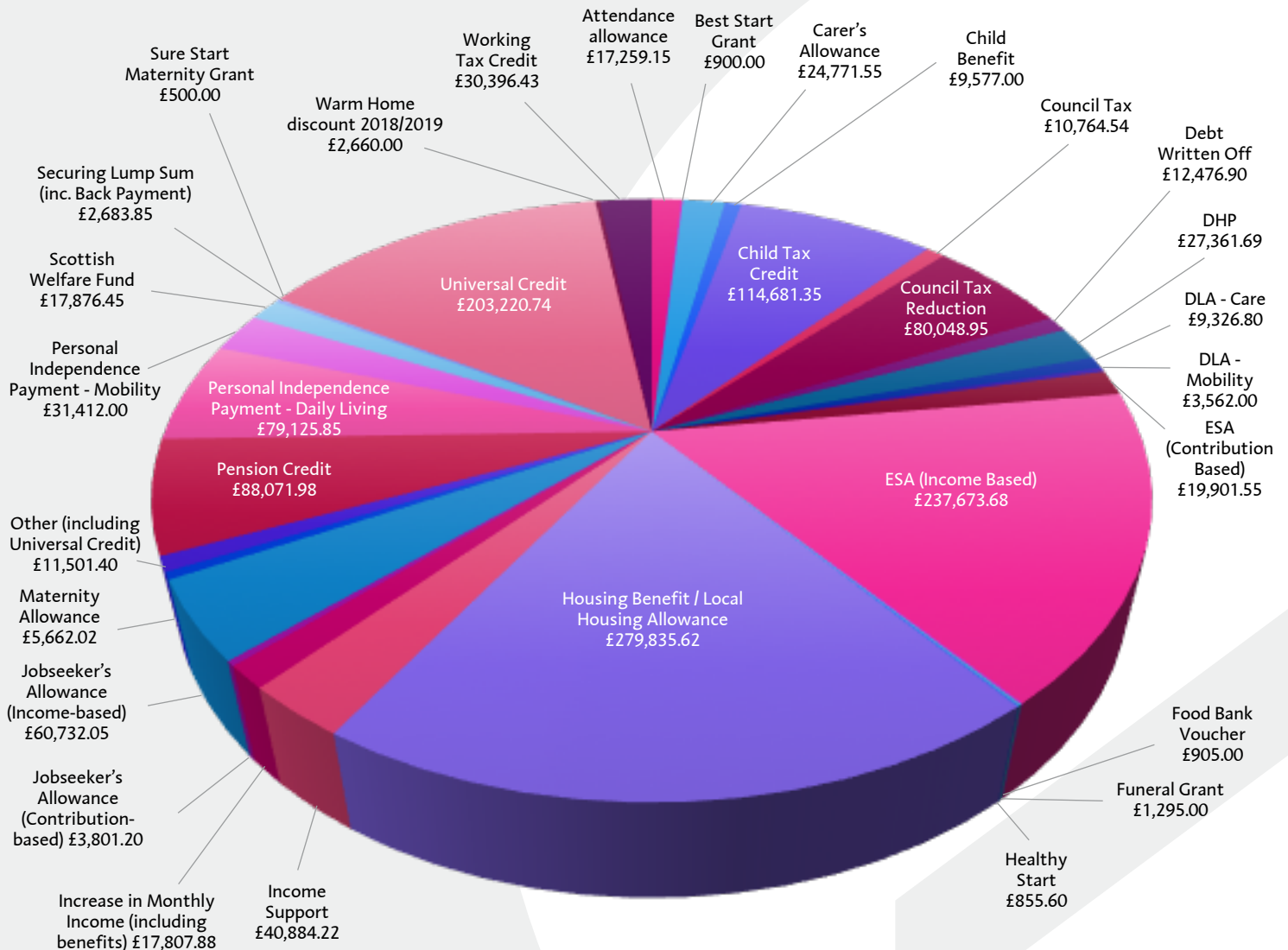
What is happening next and when?



**Social Security Scotland**  
Tèarainteachd Shòisealta Alba

Department for Work and Pensions benefit	Our replacement benefit	Date available
Not applicable – new benefit	Carer's Allowance Supplement	Available now
Sure Start Maternity Grant	Best Start Grant Pregnancy and Baby Payment	Available now
Not applicable – new benefit	Best Start Grant Early Years Payment	Available now
Not applicable – new benefit	Best Start Grant School Age Payment	3 June 2019
Funeral Expenses Payment	Funeral Expense Assistance	Summer 2019
Not applicable	Young Carer Grant	Autumn 2019
Not applicable – new benefit	Job Grant	Subject to consultation outcomes
Disability Living Allowance (child)	Disability Assistance for Children and Young people	Summer 2020
Attendance Allowance	Disability Assistance for Older People	Winter 2020
Personal Independence Payments	Disability Assistance for Working Age People	Early 2021
Carer's Allowance	Carer's Assistance	Winter 2021
Winter Fuel Payment	Winter Heating Assistance	Winter 2021
Cold Weather Payment	Cold Spell - Heating Assistance	Winter 2021

# Income Advice Financial Gains May 2018 to May 2019.



## Key Points

- The Income Advisor assisted 270 tenants with benefit issues from May 2018 to May 2019.
- Total financial gains to tenants from the period May 2018 to May 2019 was £1,447,532.45.
- The Income Advisor assisted 81 tenants to claim Housing Benefit totalling £279,835.62
- The Income Advisor assisted 48 tenants to claim Discretionary Housing payments of £27,231.69.
- The Income Advisor assisted 31 tenants to make claim for Universal Credit for £203,220.74.



# Warm Home Discount Update 2019 / 2020

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

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

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

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

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

## Calling all Utilita Customers!

Utilita will open applications for Warm home Discount on **7th August 2018 at 11:00am for one week only!**

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

For further information & eligibility visit <https://utilita.co.uk/help/warm-home-discount>



## Universal Credit – Did you know?

- Did you know Universal Credit can be paid twice per month instead of once per month? This is known as Scottish Choices and you can make a request using your online journal.
- Did you know you can request your rent is paid directly to your landlord as part of Scottish Choices? This may be useful if you find it difficult to manage your rent payments.
- Did you know the DWP have their own YouTube channel? It's called Universal Credit in action. You can watch step by step video guides about making a claim to Universal Credit and managing your Universal Credit claim.

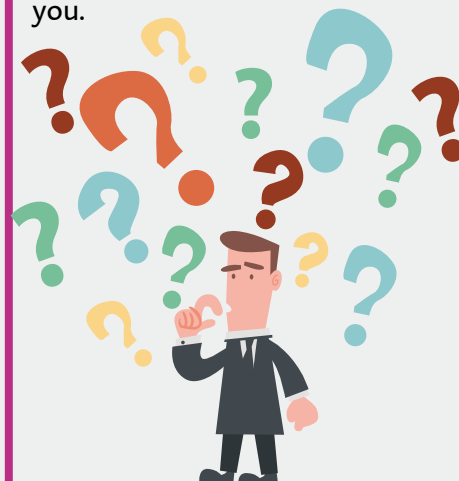


## Income Advice Reminder

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

Our Income Advisor Laura Reilly offers a drop in service every Friday from 9:00am to 12:00pm & 2pm to 4pm.

Drop in to see how we can help you.



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

## Overview

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

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

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

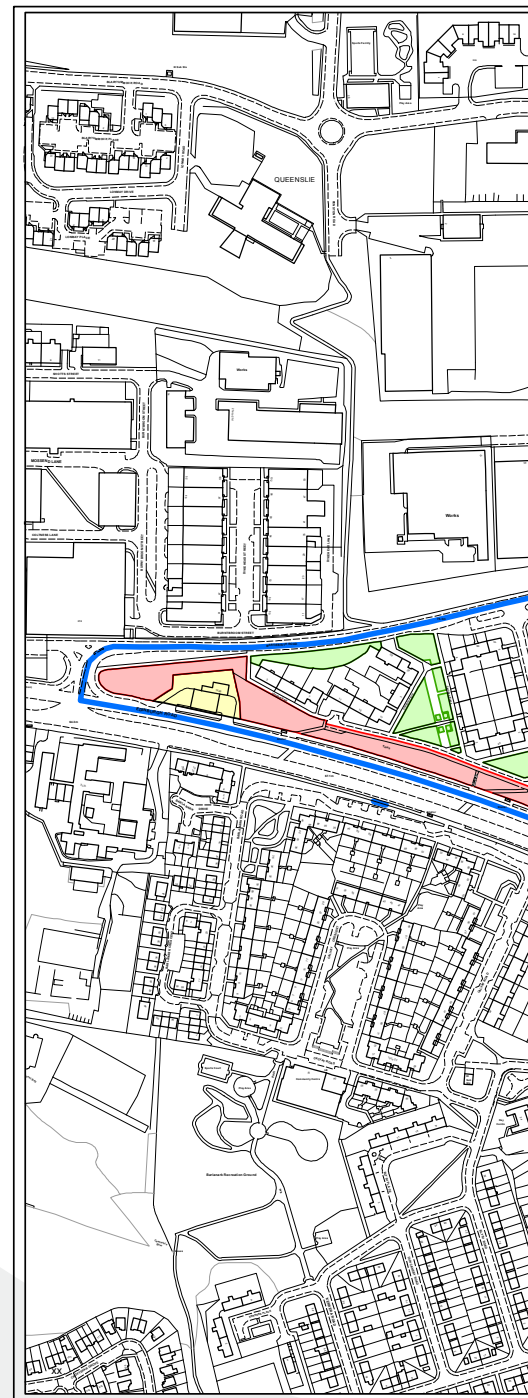
We are working closely with our partners to deter this activity and would encourage all residents and tenants to report individuals who are responsible for fly-tipping in the area. Dates, times

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

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

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

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



## Useful Numbers

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



## Bin Replacement

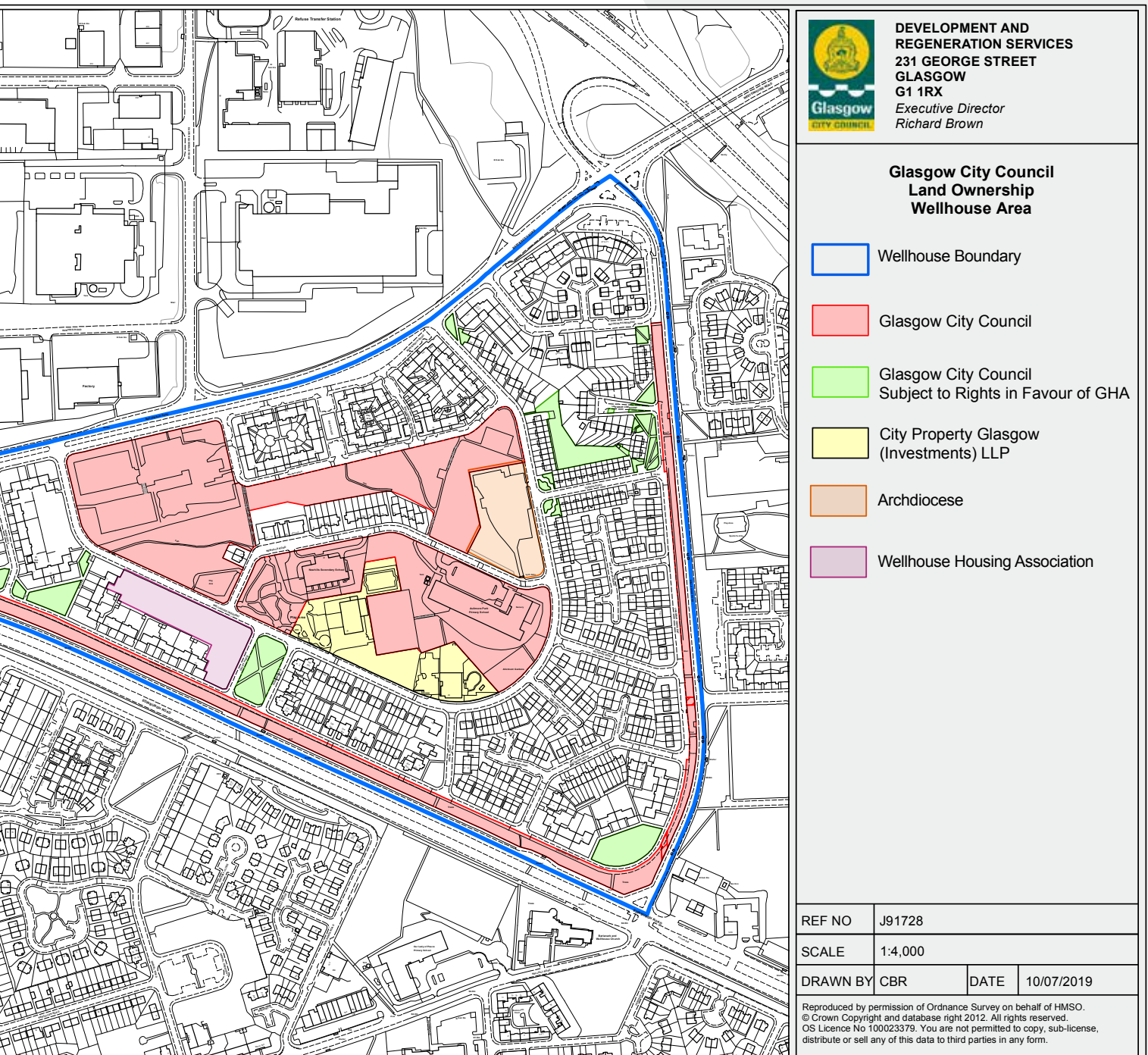
Glasgow City Council have uploaded and interactive web map which displays the Bin Replacement Programme bin roll out phases. To find out the date when new bins will be rolled out in your area enter

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

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



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



# RENT ARREARS

Did you know that your rent charge funds all of the services we provide and is the only source of income the Association has. A large part of your rent goes directly into repairing and maintaining your home. Another part goes towards upgrading your and other tenants' homes. By failing to pay rent, you let yourself and everyone else down.

Most of our customers pay their rent on time and in full however there are times that people find it difficult to pay.

We know that people can find themselves in rent arrears (owing rent) for all kinds of reasons, and we understand that it can be difficult facing up to your problems. But the good news is your housing officer is here to help! If you're failing to pay your rent for whatever reason, don't make things worse .... come in and speak to us now.

## What will happen if I contact you about my arrears?

You will be offered a private appointment with your housing officer.

## How can a housing officer help me?

Officers are trained to deal with your problems in a friendly and confidential way. They can:

- agree for you to pay your rent in instalments;
- help identify benefits you may be entitled to but are not



- currently claiming; and
- refer you to our Welfare Advice Officer who is dedicated to helping you to maximise your income and assist you with benefit applications.

## What will happen if I ignore my arrears?

Every year across Scotland, an increasing number of tenants risk eviction for failing to pay their rent – our tenants are no different. Our Housing Manager will contact some

of those tenants over the next few weeks to discuss and offer support. We will do everything in our power to help you stay in your home, but we may consider taking legal action against you if you ignore your arrears, and we want to avoid this. By working together we'll make sure this is a last resort.

**So if you are worried about your arrears, please let us help you. But remember, do it now.**

## Allpay app.

**Wellhouse Housing Association would like to bring to the attention of all residents that rent can be paid directly from a mobile phone using the Allpay App. This is available to download for free from Apple or Android Smartphones. Visit <http://www.allpay.net/app> for more information.**

We are looking to cut down on cash payments coming into the office. This is a quicker and more efficient way of rent payment for tenants also.

There are also many other ways to pay rent as listed on our website under the Housing section, then How to Pay Your Rent.

- Direct Debit – the most convenient method of payment;
- Standing order;

- Allpay card at various pay-points and post office displaying the PayPoint logo
- Via the internet at [www.allpayment.net](http://www.allpayment.net) and selecting “Make a Payment”;
- By Telephone – call 0844 557 8321 enter the reference number from your Allpay card and follow the instructions or call this office on 781 1884 for a note of your reference number). This service is available 24 hours a day, 7 days a week;
- Cash, Card or Cheque at our office between 9am & 5pm Monday to Thursday and 9am to 4:30pm on Friday;
- By voluntary wage deduction (by prior agreement with your employer);
- If you are in receipt of Income

Support/Job seekers Allowance/ Employment Support allowance and in receipt of full housing benefit you may qualify for an arrears direct payment from DWP;

- Internet Banking: Wellhouse Housing Association: Sort Code 82 64 28 / Account Number: 40086946;
- Allpay App – The app is available to download for free from Apple or Android smartphones. Visit [www.allpay.net/app](http://www.allpay.net/app) for more information;
- Text Messaging – Use you Allpay care and Debit card to register at [www.payments.net/textpay/login.aspx](http://www.payments.net/textpay/login.aspx).

If you have any questions please contact The Hub on 0141 781 1884.

## FIRE HYDRANTS - “GONNAE NO’ DAE THAT”!!!!

**We are aware of fire hydrants being set off in this area. Fire hydrant vandalism is completely selfish, with some tenants reporting that they have a lack of supply of water and low pressure locally. This means that they can’t make a cup of tea, take a shower or even make up a bottle for their baby.**

Fire hydrant vandalism incidents tend to spike during warm, dry weather. These actions cause disruption of water supply to customers, reduced water pressure/ discoloured water and localised flooding in streets.

There are considerable risks to safety when setting off fire hydrants. Those who tamper with fire hydrants also risk serious injury to themselves or others due to the potential sudden release of high water pressure. Homes and businesses can suffer low water pressure or no water at all as a result. Firefighters rely on these hydrants for fighting fires and a shortage of water could endanger people’s lives and property.

It is absolutely essential that firefighters have access to water sources at times of emergency and having an operational hydrant close-by enables them to launch a quick attack on a fire and help protect lives as well as property.

Fire hydrants can be accessed legally only by Scottish Water, Scottish Fire and Rescue and anyone who has been given permission from Scottish Water. Vandalising or setting off a fire hydrant could lead to a fine of up to £5,000.

Scottish Water urge people not to set off fire hydrants and ask anyone who witnesses this type of vandalism to report it to police without delay. Police Scotland will take appropriate action against anyone found misusing or vandalising fire hydrants. Call 101 to report any misuse of fire hydrants. Information can also be reported anonymously via Crimestoppers on 0800 555 111 or give the information anonymously on [www.fearless.org](http://www.fearless.org), which is part of Crimestoppers.



## Wellhouse Housing - Delivering on our promises!



Grass/Shrubs/bushes all tidied up to offer space for recreational purposes



Small seating area with flowering plant



New slabs bedded in back court areas



Slabs with lots of moss; creating slip/trip hazards



Slabs thoroughly de-mossed

GFS Facilities Management have been targeting the backcourt areas recently, as you may have noticed the paths being cleared and uneven slabs being re-set or replaced (MTS Drainage). The surrounding grass and plants have also been cut allowing access to seating areas and having communal paths cleared of snags from bushes etc. This brings the area up to a nice standard and we hope to maintain this from now on.

## Kitchen Replacements

Our kitchen program for this financial year has not started yet but again we will be providing high quality units & work tops by MCN Scotland Ltd. Last year's kitchen program was very well received, with tenants delighted with their new kitchens. Information on the kitchen replacement programme can be found on our website. The bathroom schedule will be uploaded later in the year.

Since 2005 MCN have employed their own electricians and are now a Select registered company, which means it will only be one contractor that carries out all of the work for the kitchen, making the process a lot easier.



## Equality and Diversity

We welcome all callers to our office and we would like to provide assistance wherever possible. We do this politely and with respect for all of our customers. We are really pleased that almost every customer is polite and friendly and we have great relations with the community. Unfortunately, there are some very rare exceptions – some very recently. As a result, we have closed down our Facebook site as too much time

was spent moderating it and we have had to exclude a customer from the Hub on the advice of Police Scotland. Under no circumstances will abusive behavior be tolerated. We continue to welcome you to the office and to talk to us when you see us out and about in Wellhouse. We are here to help you and provide the best service possible.

## 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**



## 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!





# YOUR COMMITTEE NEEDS YOU!!!



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

There are 2 vacancies to co-opt to the committee. If you are interested in joining the Management Committee of Wellhouse Housing Association, we are very keen to hear from you if you are enthusiastic supporters of Social Housing aims and principles and have an understanding of Wellhouse HA's activities.

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

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

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

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

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

Linda Logan (Corporate & Governance Assistant)

0141 781 1884 or email:[linda@wellhouseha.org.uk](mailto:linda@wellhouseha.org.uk)

## September Weekend Closure:

Our office will close on Friday 27th September 2019 and Monday 30th September 2019

The office will re-open at 9am on Tuesday 1st October 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](mailto:Pat@wellhouseha.org.uk) if you know who you want to contact, or [info@wellhouseha.org.uk](mailto: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](http://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.