

the wellhouse news

WINTER
2017

Welcome to your Winter Newsletter

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Season's Greetings from Maureen Morris



**Maureen Morris –
Chair**

Wellhouse. I'm glad to be able to report to you on behalf of the whole committee on the good progress we have made this year, placing Wellhouse in a strong position for a positive future. We

Welcome to your Christmas newsletter. Well, it's been another year of progress and hard work for all committee members and staff of

elected 4 new committee members at our AGM and your committee attended monthly meetings and quarterly subcommittee meetings as well a number of additional sessions to support the aims of the membership and the community. In 2017 we have renewed the windows to our 47 townhouse properties. By 31st march 2018 we will complete the installation of 40 bathroom replacements, 57 kitchen replacements and 102 boiler replacements. We restructured our staff team to deliver better services: this will be our primary focus in 2018

– making sure the staff are known to you and deliver an excellent housing, customer and maintenance services and continually improve our performance. We will be launching our new refreshed website for 2018 too. The staff and committee welcome your feedback on all aspects of our services, so please keep in touch.

In the meantime, have a peaceful festive period and all the best for 2018.

Maureen Morris, Chair

New Housing and Customer Service Manager for Wellhouse Housing Association

Greg Richardson joins Wellhouse from ngHomes to manage the housing, customer service and income advice services for Wellhouse.

After a number of jobs in retail and a period of voluntary work for a Housing Association in Glasgow, Greg began working full time in the housing sector in 2004. Since then Greg achieved the CIH Level 4 Diploma in Housing and the Post Graduate Diploma in Housing Studies from Stirling University. Greg has worked for local and national RSL's in Drumchapel, West Dunbartonshire, Ayrshire, Castlemilk and Springburn before taking up his current role with Wellhouse Housing Association.

Maureen Morris, Chair of Wellhouse, said "we are delighted to welcome Greg on board and are sure he will make a real difference to our service delivery: our renewed focus is on operational activity and KPI's and Greg will play a key role in these areas"



Close Inspections

You will have seen our Housing team (Tracy, Jennifer, Debbie, Lauren, Lyn and Debbie) out and about carrying out estate management and close inspections over the last few weeks. Each staff member has their own area they will inspect and each close should be visited monthly and checked for cleanliness, trip or fire hazards. The common stair is the only access from the street to your door, and although you may be confident of avoiding any bags, tables, prams or bikes on your way in or out, if the close is filled with smoke that could be very different and can cause problems for Fire Officers trying to get up and down the stairs if need be.

So we are asking residents to work with us to keep your close clean and

clear of any obstructions. To make sure rubbish bags, shoes, bikes, prams, tables and old furniture are not left in the stairwells or landings as we will request that you move them.

But, what about my nice plants?

If your close has plants in the common stair or landings then we will discuss this with you. We want your close to be nice and welcoming, staff are happy to visit and discuss the reasons why we may ask you to remove the larger plant pots, tables or other furniture that is inside. We are also happy to discuss if you have small plant pots you wish to remain in the close, and can advise if they



are acceptable and where they could be placed to ensure they are not a trip hazard.

Our commitment to you

1. We will always take a photo of the obstruction;
2. We will always knock on your door and discuss the matter with you;
3. If you are not in, we will drop a card through your door;
4. We will work with you to make your home a welcoming environment which is clean, safe, secure and meets all of the needs of the emergency services.

Any questions? Drop into the hub, call us, email, facebook, twitter or just stop us when you see us out and about.

Garden Guru

Hi Folks,

It's that time of year again, when the garden looks unkept but there is still work to be done.

Time to cut your trees back, keep your grass short as it saves a lot of time when spring time arrives. Dig up your bulbs and store them away over winter, or cover with a fleece blanket to protect them from the frost. Collect all your fallen leaves and use them as a mulch or

place them in the corner of your garden and a hedgehog might use them has a cosy home to hibernate over the winter. If you hang out bird feeders remember to keep them topped up and put out fresh water daily.

Enjoy your Xmas from everyone at the allotments.

Willie Hill

Best Newcomer – Garden Guru



Rent Consultation for 2017/18

This article is to provide our residents with information on the rent consultation process so far, and what the next steps will be. Any rent increase will be applied from 1st April 2018 and we will advise tenants of the increase and the new rent charge a minimum of 28 days before any increase is applied.

Background

The Housing (Scotland) Act 2001 requires all Scottish landlords to consult tenants and listen to their views on proposed rent increases, and the Scottish Housing Charter (SHC) sets the standards and outcomes that we, as your landlord, should aim to achieve when carrying out our housing activities.

For our consultation process we wanted to make it easy to communicate your views, to provide information in relation to the proposed rent increase (4%) and how that impacts on our business. We want to ensure that we continually achieve value for money for the services provided, and the service we provide to you, our customers. The SHC outcomes 14 & 15 'Rents and Service Charges' states

Social landlords set their rents and service charges in consultation with their tenants and customers so that:

- A balance is struck between the level of services provided, the cost of the services and how far current and prospective tenants and service users can afford them

- Tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants

So we must take account of what current and prospective tenants are likely to be able to afford, and provide information on how that money is spent.

November 2017

After considering budget requirements on increased expenditure for 2017/18 and information from the Consumer Price Index (CPI), our rent consultation process with the tenants started with us delivering a leaflet providing information on our proposed rent increase of 4%. Information in the leaflet detailed how this compares to other landlords, what it would mean to the rent you pay and the income it would generate for the Association. We also advised on how you can contact and provide your feedback on this proposal with the Rent Consultation leaflet, drop in sessions, home visits and an online survey that would also be available to anyone who came into our office or phoned staff.

At the end of November two open days were held when I was available until 6pm on the 29th and 30th November. The evenings were attended by a number of residents and discussions held about

affordability for the tenants with a 4% rent increase and the impact on their finances with rising cost of living.

Both these sessions provided feedback that will be passed to our Management Committee to consider before a final decision is made.

We will provide further information on the issues raised by the tenants who came to these sessions, and the questions asked in relation to our cash reserves, how we achieve value for money, and how every pound of income is spent.

December 2017

Management Committee will be provided with the feedback from the rent consultation process, if you have not yet contacted us to let us know your views then I would encourage you to do so. It is vital we hear from as many of our tenants as possible as your opinion does matter, especially when decisions are made in relation to the rent you will pay.

January 2018

This is the final stage of the consultation and decision making process as a final decision on the rent increase for 2017/18 will be made at the January Management Committee meeting.

We will then write out to all our tenants formally notifying you of the changes to the rent charges that will be effective from 1st April 2018.

February 2018

Letters will be delivered to all our tenants advising of the new rent charges and giving further

information relating to the questions raised at the open sessions in November.

April 2018

The rent increase takes effect from 1st April 2018.

Questions raised during the consultation process

1. Are we considering Value for Money on contracts and staff outlay?

The Scottish Social Housing Charter (SHC) outcome 13: Value for money details that Wellhouse Housing Association (as the landlord) manages our business so that:

Tenants, owners and the customers receive services that provide continually improving value for the rent and other charges they pay.

To maintain value for money we look to minimize the number of days a property is empty, manage our arrears efficiently and effectively and review the processes to ensure we continue to do this, control costs and get the best value out of contracts.

2. How much is left to pay on loans to acquire stock at stock transfer?

Outstanding loans at Sep'17 - £8,734,775, of which £1,841,422 relates to the Secondary Stock Transfer.

3. Why are Wellhouse not using their cash reserves to stop a rent increase in 2017/2018?

Wellhouse cash reserves have to fund, not only Income & Expenditure items, but replacement components programmes for kitchens, bathrooms, windows, etc, and also repayments to the outstanding loans. It is important for any Organisation to retain a minimum level of cash to operate with – known as working capital. Depleting these cash reserves could result in the following consequences – inability to pay suppliers or staff,

overdraft position resulting in additional charges, additional loans required, loan covenants being breached.

4. Why are rents increasing when only in year 2 of rent standardisation programme?

To meet our existing and expected costs and with rent as the main source of income, rent charges are reviewed annually and this is why we are consulting with tenants on proposed increases. Some of the tenants I spoke to felt their views did not matter and I want to assure everyone who provided feedback that it will be taken into account when a final decision is made.

5. Are you trying to 'catch up' with private accommodation with the rent you charge?

On 14th November Scottish Housing News released a news article that advised that the Scottish average rent increase for 2 bedroom private accommodation had risen by 4.4% in 12 months (to September 2017).

This article shows that in fact in Greater Glasgow the 12 month increase was 7%, and the cost of an average 2 bed private flat in Scotland is £643.00 per month, and in Greater Glasgow that price is £745.00 per month as at September 2017.

The article also details private accommodation rent increase over the longer 7-year period from 2010 to 2017, Greater Glasgow have seen two-bedroom average rents increase above the rate of inflation of 15.9% over the seven year period.

2017	Current Date	New Date	Current Date	New Date
Blue Bin	Mon 25/12/2017	Wed 27/12/2017	Tue 26/12/2017	Thu 28/12/2017
Green and Brown Bin	Mon 25/12/2017	Wed 27/12/2017	Tue 26/12/2017	Thu 28/12/2017
Purple Bin	Mon 25/12/2017	Sat 23/12/2017	Tue 26/12/2017	Sun 24/12/2017
2018	Current Date	New Date	Current Date	New Date
Blue Bin	Mon 01/01/2018	Wed 03/01/2018	Tue 02/01/2018	Thu 04/01/2018
Green and Brown Bin	Mon 01/01/2018	Wed 03/01/2018	Tue 02/01/2018	Thu 04/01/2018
Purple Bin	Mon 01/01/2018	Sat 30/12/2017	Tue 02/01/2018	Sun 31/12/2017

Please note that Glasgow City Council will no longer be posting calendars to residents as these can be viewed online at www.glasgow.gov.uk/recycling. Calendars can also be printed at your local library.

	✓ YES	✗ NO
 <p>Blue</p>	<p>Mixed papers - newspapers, junk mail, magazines, brochures, catalogues, directories, yellow pages, envelopes.</p> <p>Cardboard - cardboard boxes, card packaging.</p> <p>Plastic bottles - milk bottles, drinks bottles, sauce bottles, shampoo bottles, cleaning product bottles.</p> <p>Cans and tins - steel/aluminium cans, tins, empty aerosol cans.</p>	<p>Food waste</p> <p>General waste</p> <p>Nappies</p> <p>Bin liners/Plastic bags</p> <p>Electrical items</p> <p>Glass bottles</p> <p>Yoghurt pots</p> <p>Tetra paks</p> <p>Margarine/Butter tubs</p> <p>Cartons</p> <p>Foil</p>
 <p>Brown</p>	<p>Food waste</p> <p>Flowers</p> <p>Plants</p> <p>Branches/Leaves</p> <p>Grass clippings</p> <p>Hedge trimmings</p> <p>Compostable food waste liners</p>	<p>General waste</p> <p>Bin liners/Plastic bags</p> <p>Soil</p> <p>Stones</p> <p>Rubble</p> <p>Ragwort (toxic weed)</p> <p>Japanese knotweed</p>
 <p>Purple</p>	<p>Wine bottles</p> <p>Beer/Lager bottles</p> <p>Sauce bottles</p> <p>Jam jars</p> <p>Coffee jars</p>	<p>Plates</p> <p>Cups/Drinking glasses</p> <p>Light bulbs</p> <p>Pyrex® glass</p> <p>Lids/Bottle tops</p>
 <p>Green</p>	<p>All general waste</p>	<p>Recyclable items</p>

Bulk waste/Excess waste

During the busy festive period you can take bulk or excess waste to any of our recycling centres listed below. If your bulk items are in good condition, you can have them collected for free by calling

National Re-use Phone Line on 0800 0665 820 or visit www.recycleforscotland.com/donate-re-use-line-now.

Household Waste Recycling Centres*

- Dawsholm Recycling Centre, 75 Dalsholm Road, Glasgow G20 0TB
- Easter Queenslie Recycling Centre, 90 Easter Queenslie Road, Glasgow G33 4UL
- Polmadie Recycling Centre, 425 Polmadie Road, Glasgow G42 0PJ
- Shieldhall Recycling Centre, Renfrew Road, Glasgow G51 4SA

* Open 7 days a week, 8am to 8pm (last entry at 7.45pm). Please note that the centres are closed on Christmas Day and New Year's Day and close at 6pm on Christmas Eve and New Year's Eve.

Wellhouse helps tenants achieve financial gains of over £1m in 2017

Wellhouse Housing Association announces financial gains of over £1M in 2017 for its tenants.

In its continuing drive to tackle poverty and inequality, Wellhouse has applied a renewed effort on income advice through their adviser Pamela Bowie, who has secured significant gains for the people of Wellhouse.

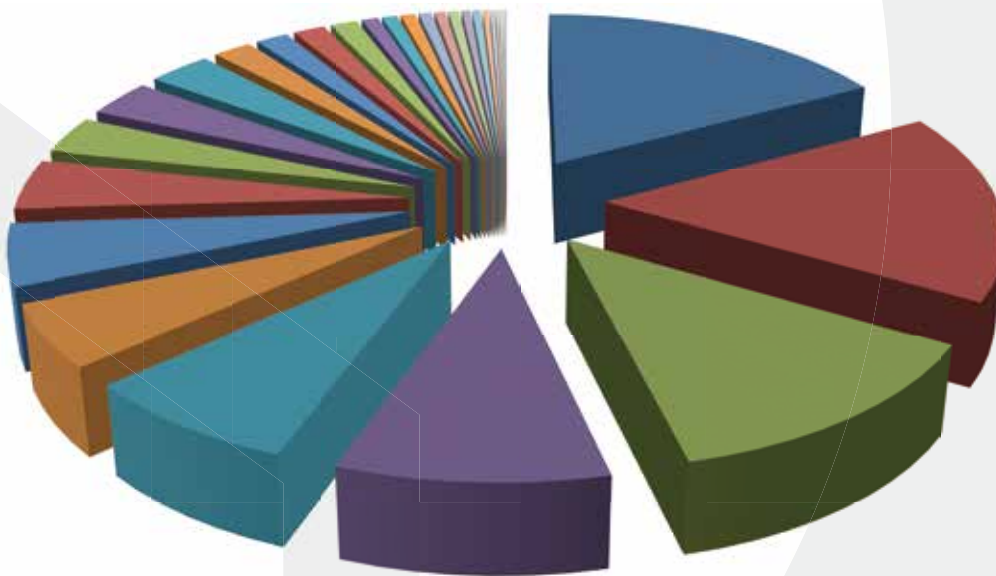
Chair Maureen Morris said 'it is crucially important to Wellhouse HA that we

do all we can to help with community resilience as well as providing good quality homes and services, I am delighted to be reporting such a positive news story particularly at a time of the year when people are worried about personal finances.'

Wellhouse Housing Association is a signatory to the Easterhouse Housing & Regeneration Alliance Charter to Challenge Poverty.



Income Advice Service - Annual Income Per Benefit Type



The Income Advice Officer has dealt with various cases that have led to an annual income of approximately **£1,032,556.97**

- | | |
|--|---|
| ■ Housing Benefit / Local Housing Allowance: £176,553.87 , 75 Case(s) | ■ ESA (Income Based): £168,738.70 , 27 Case(s) |
| ■ Personal Independence Payment - Daily Living: £132,666.46 , 33 Case(s) | ■ Child Tax Credit: £95,635.77 , 21 Case(s) |
| ■ General/Various: £80,166.98 , 28 Case(s) | ■ Personal Independence Payment - Mobility: £56,187.31 , 23 Case(s) |
| ■ Working Tax Credit: £54,599.36 , 18 Case(s) | ■ Council Tax Reduction: £44,666.98 , 68 Case(s) |
| ■ Jobseeker's Allowance (Income-based): £33,984.60 , 9 Case(s) | ■ Universal Credit: £33,366.75 , 11 Case(s) |
| ■ Income Support: £31,540.60 , 10 Case(s) | ■ Scottish Welfare Fund: £19,354.51 , 50 Case(s) |
| ■ Carer's Allowance: £16,270.80 , 5 Case(s) | ■ DLA - Care: £15,843.20 , 5 Cases(s) |
| ■ Jobseeker's Allowance (Contribution-based): £13,574.60 , 3 Case(s) | ■ DHP: £8348.38 , 15 Case(s) |
| ■ ESA (Contribution Based): £7602.40 , 2 Case(s) | ■ PIP - Both: £7337.20 , 1 Case(s) |
| ■ Funeral Grant: £6475.00 , 3 Case(s) | ■ General: £5538.20 , 12 Case(s) |
| ■ Benefit Cap: £5471.96 , 2 Case(s) | ■ Child Benefit: £4290.00 , 2 Case(s) |
| ■ Attendance allowance: £4279.60 , 1 Case(s) | ■ Other (including Universal Credit): £3021.24 , 1 Case(s) |
| ■ DLA - Mobility: £2288.00 , 2 Case(s) | ■ Council Tax: £1632.90 , 2 Case(s) |
| ■ Pension Credit: £1621.60 , 3 Case(s) | ■ Sure Start Maternity Grant: £1500.00 , 3 Case(s) |

Income Advice Service – Update

The Management Committee and staff would like to congratulate Pamela and wish her well. Pamela has secured a new position with another housing association. She will finish up just before the Christmas holidays. Pamela will hold her last drop-in day on Tuesday 19th December (PM only) and her final day for

appointments is Wednesday 20th December between 9am and 5pm. Please contact David at reception in order to schedule an appointment or confirm availability.

Pamela sends her farewell and Christmas wishes to all Wellhouse tenants.

Please note the following advice providers who are available within the local area:



Easterhouse Citizens Advice Bureau
46 Shandwick Square
Glasgow



Greater Easterhouse Money Advice project
(GEMAP)
Financial Inclusion and Money Advice Services
Tel: 0141 773 5850



Epic 360
Glasgow's Big Partnership for Welfare
Tel: 0141 630 4325
(Please contact a member of the Housing Team who can make a referral for you)



North East Foodbank -
Calton Parkhead Parish
Church
142 Helenvale Street
Parkhead

HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT

A little bit of Glasgow history makes its way to Wellhouse Allotments.....

Remember these anyone? Let us know if you recognise them – get in touch through the usual means!



Research into Choice Based Lettings

Thanks to everyone who took part in my recent research study. I received a total of 62 responses, from the 508 people that were invited to take part – a 12% return rate which is encouraging.

The aim of choice based letting, as opposed to more standard policies (i.e Housing Officers allocating using a points system) is to empower housing applicants to make their own housing choices and offer greater transparency. My objective was therefore to use the responses to get a really good understanding about how tenants and applicants experience our Choice Based Letting system, just in time for us to begin our policy review at the end of the year.

Significantly, my research found that the community finds it difficult to access, that it's considered to be poorly managed by the Housing Association, ineffective at addressing applicants' housing needs, lacking transparency and there were feelings that some groups are disadvantaged through the system – all of which is conflicting to the intentions of a good Choice Based Letting system.

We recognise that the accessibility and satisfaction of our tenants and applicants is of paramount importance, and will therefore be using these findings to consider a new allocations format, which we're hoping we'll be ready to roll out in time for the next financial year.

If you weren't able to take part but have a comment to make or wish to highlight something ahead of the policy review please do so by contacting any member of our reception or housing team – we'll be happy to receive any feedback. Alternatively, if



University
of Glasgow



you're interested to read the full report (this research formed the basis of my Masters Thesis) a copy of this can be requested from our office.

Thanks,
Jen

The Management Committee and staff send their congratulations to Jennifer Barrow, Housing Officer for graduating with merit in her MSc Degree. She was also awarded the Sir Robert Grieve Prize for 2017 for the best dissertation in Housing Studies. Well Done Jennifer!!

plat—form

Christmas 2017 at Platform

We have two Christmas shows this year. The fantastic 'Rudolf' for younger audiences which takes place from Wednesday 5



December – Sunday 17 December (except for Mon 11 Dec). Ideal for families and nurseries/early primary school aged children.

Also the Glasgow Life pantomime 'Ricky McWhittington' which is touring Glasgow will be at Platform from the Tuesday 19 until Saturday 23 December. Your housing association has bought tickets from us for distribution however don't worry if you have missed out as tickets can be purchased at our **Local Links price of just £4.50 a ticket**. Visit the Platform website on www.platform-online.co.uk to book or call Box Office on 0141 276 9696 (opt 1).



Importance of getting your gas appliances serviced



All gas appliances in your property need to be safety checked by a Gas Safe registered engineer annually and serviced according to manufacturer's instructions. Any appliance left unchecked could leave you at risk of carbon monoxide poisoning.

Importance of allowing access to install your smoke alarms:

Smoke alarms are a life-saving device that is too often neglected. Many homes have one fitted but forget to test it periodically and replace the batteries yearly. It needs to be emphasised how important it is that houses have at least one smoke alarm on each floor, and that they are kept in sound working order.

Statistics

There are around 500 fire-related deaths in the UK each year, and most of these happen when people are sleeping, between 12am and 6am.

Approximately 590,000 UK house fires occur each year, with the majority caused by misused

cooking appliances.

You are 4 times more likely to die in a fire if you don't have a working smoke alarm.

Your home can be engulfed by flames in less than 4 minutes.

Smoke is by far the biggest killer in household fires.

The facts are scary. You have just minutes to escape from a burning house; the smoke alarm provides the early vital warning that should give you enough time to round up your family and get out of the house. If there is no working alarm and a fire starts at the peak incidence time when you're asleep, your chances of survival are greatly reduced. Smoke is thick, heavy and toxic, and the faster you are alerted to the danger, the better your chance of survival.

We are approaching the very end of our smoke alarm program for this year. If you have recently received a letter stating you are due a smoke alarm upgrade and have not been in contact with us, please do so as soon as possible.

Bins

This time of year is the busiest period of the year for the Council due to the volume of refuse created over the festive holidays. Please recycle where possible.

Replacement bins have been sourced from Glasgow City Council and a total of 55 bins have been added throughout the estate where needed. This will ease the pressure on trying to dispose of rubbish on a weekly basis.

Every property should now have the appropriate number of bins and we ask that everyone makes it their responsibility to ensure that they dispose of your refuse properly.



Warm Home Discount Scheme 2017/18

For winter 2017 to 2018, you may be eligible to receive £140 off your electricity bill through the Warm Home Discount Scheme.

If you qualify for the discount, you should receive a letter from DWP by the 30th November 2017 at the latest telling you either:

- You don't have to apply - you'll receive the discount automatically.
- You must apply by 31 January 2018 - the letter will tell you why and how.



Affordable Warmth Dividend 2017/18

The Affordable Warmth Dividend is a one off payment of £100.00, made by the Council to Glasgow residents aged 80 years or over on or before 31st March 2018, to help keep warm this winter.

All residents living in Glasgow who meet the age criteria are eligible for the payment, regardless of their income or household circumstances.

To check if you qualify or for assistance with

applying for either of these payments, please contact Glasgow City Council or your energy provider.

If you do not qualify for any of these particular schemes, we can refer you to an Energy Adviser, who will call out to your home to ensure that you are getting the best value for your heating. Please contact us to arrange a home visit.

CYBER FRAUD

Every year people fall victim of fraud and with growth in technology, scammers are using smarter ways to do this:-

Smishing is a type of phishing attack where mobile phone users receive text messages containing a Web site hyperlink, which, if clicked would download a Trojan horse to the mobile phone.

- ⚠️ If a text message has a link to a webpage – DELETE IT!!
- ⚠️ Text Alerts about unusual transactions – DELETE IT!!!



Vishing is the act of using the telephone in an attempt to scam the user into surrendering private information that will be used for identity theft. The scammer usually pretends to be a legitimate business, and fools the victim into thinking he or she will profit.



Phishing is when criminals use fake e-mails or web links to obtain sensitive information about people, such as passwords, usernames, or bank account details.

- ⚠️ E-mail uses generic terms like 'Dear account holder'.
- ⚠️ E-mail is threatening and states that urgent action is required.
- ⚠️ E-mail contains an unrecognisable link.

- ⚠️ Spelling errors in the e-mail.
- ⚠️ E-mail address is different from trusted company's website.
- ⚠️ Unexpected e-mails from a company you have no business with.
- ⚠️ No padlock sign on website and no https:// at the beginning of web address.

NEVER give out any personal or financial information over the phone, including your PIN, passwords or online codes, as a genuine bank will NEVER ask you for this. If in any doubt HANG UP and call your bank directly.



49 Wellhouse Crescent, Glasgow G33 4LA. T: 0141 781 2132

Monthly meetings of Wellhouse & Queenslie Community Council are held in the Hub on the first Wednesday of the month at 5.30 p.m. There are no meetings in January, July and August. The meetings are usually well attended.

All community council members live in the local area. Meetings are open to the public but please let us know in advance if you wish to attend.

There are regular reports from Wellhouse Housing Association, Wellhouse Community Trust, Police updates and reports from local Councillors and the local MP and MSP.

There is a good working relationship with staff from Wellhouse Housing Association, Connect Community Trust, Police, Councillors, MP, MSP, Baillieston Area Partnership and Wellhouse & Queenslie Community Council.

These strong relationships help make the Community Council work better.

If you would like to receive our papers or attend a meeting, please let us know by contacting Maureen Morris or Eddie Andrews on 0141 781 2132

“A Community Council is a voluntary organisation set up by statute by

the Local Authority and run by local residents to act on behalf of its area. As the most local tier of elected representation, Community Councils play an important role in local democracy. Community Councils are comprised of people who care about their community and want to make it a better place to live. Community Councils are the strongest means of becoming involved with your local area. It will give you a good understand of the workings of local government and what is going on locally and nationally. All local authorities in Scotland encourage citizens to become a member of their Community Council”



Glasgow North East Foodbank

Thanks to all staff who contributed to a fund for Christmas hampers for NE Foodbank and a big thanks to Alex Hogg, Maintenance Officer for all of the shopping and making of the hampers!

Thanks too go to the contractors who donated selection boxes.

Did you know?

Wellhouse Housing Association is a member of the Scottish Federation of Housing Associations and Glasgow & West of Scotland Forum, is an Investors in People employer and 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)



Frozen Pipes

Due to recent adverse weather conditions some customers may experience frozen pipes to their homes.

A frozen pipe is also serious as this may lead to a burst.

Here is some advice

Turn off the water supply

Turn off the main stopcock. You should find this under the kitchen sink or bathroom or where the service pipe enters your home.

If you can do so safely, turn off the stopcock in your cold water tank if you have one, it's usually found in the attic or loft.

Beat the burst

Protect everything around the pipe that appears to be frozen to avoid damage if it bursts.

Thawing out

Check if the pipe appears to be

undamaged – do not attempt to thaw if breaks or cracks can be seen. If pipe is undamaged try to thaw it out first by following this advice.

Open the tap nearest to the part of the pipe you think is frozen so the water can flow through when it has melted.

Thaw the ice in the pipe with a hot water bottle or hairdryer (taking care to keep it well away from any water). Begin from the tap end and work back in the direction of the cold water tank. Never use a heat gun / blow torch / naked flame. Do not use electrical equipment near wet areas.

Frozen Condensate Pipe on Gas Condensing Boiler

In very cold weather there may be problems with the pipe that takes away some of the vapour that condenses from the gas boiler and it may freeze. This can lead a boiler

to shut down and there should be a fault code displayed on the digital display or there may be an alarm signal.

If this happens, then call the office to arrange for an engineer to attend but you can also try to free the blockage by applying a hot water bottle or cloth soaked in hot water to the area that is frozen.

Please only do this if you feel competent to do so and it is safe e.g. do not go up a ladder – but if you can, you may get your boiler working again quickly.

Final Advice:

Please make sure that you have household insurance. We are insured for the building but not your own contents, so please make sure you have cover.

Visit, www.thistletenants-scotland.co.uk for further information.



Report on the Annual General Meeting and Election to Committee

On Tuesday 19th of September 2017, the notice for calling Wellhouse Housing Association's 22nd Annual General Meeting was accepted by members present. The purpose of an Annual General Meeting is to ratify the audited accounts, approve the appointment of auditors and to appoint the management committee members. The event was held at the Hub and there was active participation from all attendees as well as a presentation from the Connect Youth Committee (Kimberly, Amy and Bethany) on their activities and achievements during the year.

The new Committee had been elected in accordance with the Rules. Because there were fewer nominations than places on the Committee, all those seeking election were properly elected.

Under Rule 38.1, one third of the Management Committee were obliged to stand down at the Annual

General Meeting. These members were Maureen Morris and Pamela Colvin, who were eligible to seek re-election without nomination.

Under Rule 41.1 members' appointed as co-optees in the course of the year were required to seek election at the Annual General Meeting. These members were Jane Heppenstall and Michelle Harrow. They did not require nomination.

Under Rule 38.4, if a member retired from the committee in terms of Rule 38 before or on the date of the next Annual General Meeting, that committee member can stand for re-election without being nominated. These members were Tom Lucas and Darron Brown.

There are up to 12 places on the



Management Committee. No new Nominations for Election to the Committee were received.

Your new committee for 2017/18 is:

- Maureen Morris, Chairperson
- Wilma Strang, Vice-Chair
- Pamela Colvin, Treasurer
- Linda Brown
- Clare Monteith
- Danny Dickson
- Tom Lucas
- Michelle Harrow
- Jane Heppenstall
- Darron Brown

RESIDENTS INTERESTED IN JOINING THE MANAGEMENT COMMITTEE?

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.

If you would like to an informal chat and an application pack please contact Linda Logan (Corporate & Governance Assistant) on 0141 781 1884 or email: linda@wellhouseha.org.uk



CHRISTMAS CLOSURE



Our office will close from 1:00pm on Friday, 22nd December 2017 and will open again on Thursday, 4th January 2017 at 9:00am.

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

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

Scotia Plumbing – 0141 771 9600 (All plumbing repairs)

City Technical – 0844 579 6493 (All gas central heating repairs)

City Building – 0800 595 595 (All other trades)

Out of hours emergencies:

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

Wellhouse: the Place to Be



wellhouse
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

How to contact us

We are open in the hub daily from 9am, except Wednesdays when we open at 10am

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

Call us on **0141 781 1884**.

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

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

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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



Wellhouse Housing Association Ltd is registered under the Co-operative and Community Benefits Societies Act 2014 and the Housing (Scotland) Act 2010 and is a Charity Registered with OCSR, registered number SC036552. Registered office: The Hub, 49 Wellhouse Crescent, Easterhouse, Glasgow, G33 4LA.