



# the wellhouse news

## Welcome to your Winter Newsletter

### IN THIS EDITION:

*Seasons greeting from the Chair*

*New committee members*

*New Modern Apprentice*

*Proposed rent increase*

*Income Advice Service achieves financial gains*



**wellhouse**  
Housing Association

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



## Season's Greetings from Maureen Morris



Maureen Morris –  
Chair

**Welcome to your Christmas newsletter. Wellhouse Housing Association continues to go from strength**

**to strength. In the last year, your committee attended 19 meetings and quarterly sub-committee meetings as well a number of additional sessions to support the aims of the membership and the community – you will see more detail on this on our website.**

In 2018 we have renewed 102 boilers in Phase 5 of our stock. By 31st

March 2018 we will complete the installation of 84 bathrooms (Phase 2A, 2B), 84 kitchens (Phase 4) and common floor coverings to Phase 1 of our stock. We will also carry out 200 electrical safety tests to our properties by 31 March 2019.

In 2018, we refocussed our staff team to deliver better services: making sure the staff are known to you and deliver an excellent housing, customer and maintenance service and continually improve our performance. I am sure you agree that our team are much more visible, both in the new open reception and out and about in Wellhouse. We launched our new website, which contains copies of most of our policies, our accounts,

a handy guide to universal credit and much more – we have had lots of positive feedback. We left the unpopular choice based lettings and re-joined the local common housing register, which has been welcomed by applicants. You will find more detail in the newsletter on most of these issues – remember, we have a regular newsfeed on our website and social media. The staff and committee welcome your feedback on all aspects of our services, so please keep in touch.

In the meantime, on behalf of the entire management committee and staff, have a peaceful festive period and all the best for 2019.

**Maureen Morris, Chair**

## Disability Confident Committeed

**Wellhouse has recently signed up for Disability Confident Commitment. As a Disability Confident Committed Employer, we have committed to:-**

- Ensure our recruitment process is inclusive and accessible
- Communicating and promoting vacancies
- Offering an interview to disabled people
- Anticipating and providing reasonable adjustments as required
- Supporting any existing

employee who acquires a disability or long-term health condition, enabling them to stay in work

- At least one activity that will make a difference for disabled people

As a committed employer, we have 12 months to achieve all our commitments and to complete a self-assessment, before we can become a Disability Confident Employer.

The Disability Confident scheme can help give Wellhouse the skills and confidence needed to recruit,



retain and develop disabled people. Disability Confident can also help develop the skills and insight to better tap into the estimated £249 billion of spending power that disabled people and their families can wield.

Being Disability Confident will produce benefit for Wellhouse, for its stakeholders and the communities it serves, and for disabled people themselves.

## Management Committee

At the Management Committee Meeting of 29<sup>th</sup> November 2018, the committee accepted the recommendations from the recruitment panel to co-opt two new committee members to the Management Committee until the next Annual General Meeting. The recruitment panel confirmed the applicants' eligibility to act as a member of the Committee and the potential contribution likely to be made by the applicants in light of the skills, knowledge and experience sought by Wellhouse.

Please join us in welcoming David Robb and Sarah Morris to the Management Committee. Wellhouse is fortunate to have a diverse group of board members who have the expertise and the desire to help Wellhouse achieve our goals. We are positive

that David and Sarah will add tremendously to the great work being done by our Committee.

Your new committee is:

- Maureen Morris, Chairperson
- Clare Monteith, Vice-Chair
- Danny Dickson, Committee Member
- Michelle Harrow, Committee Member
- Tom Lucas, Committee Member
- Jane Heppenstall, Committee Member
- Darron Brown, Committee Member
- David Robb, Co-opted Member
- Sarah Morris, Co-opted Member

In addition, we also have a further applicant who it is hoped will be co-opted to the committee in early 2019.

### RESIDENTS INTERESTED IN JOINING THE MANAGEMENT COMMITTEE?

There are up to 12 places on the Management Committee. We have 2 vacancies to elect to committee at our next Annual General Meeting in September 2019. 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 have an informal chat and an application pack please contact Linda Logan (Corporate & Governance Assistant) on 0141 781 1884 or email: [linda@wellhouseha.org.uk](mailto:linda@wellhouseha.org.uk)

## WELLHOUSE HOUSING ASSOCIATION TURNS 25!

In 2019, Wellhouse will celebrate our quarter century.

We would love to hear your stories, help share your images and so on – please get in touch. Watch this space for some celebratory events coming next year.

## Wellhouse marks Year of Young People with new Modern Apprentice

Wellhouse Housing Association has demonstrated that while it may be the last month of the Year of Young People it is not too late to help a young person.

In partnership with **Training Initiatives Generating Effective Results Scotland (TIGERS)** and **Easterhouse Housing and Regeneration Alliance (EHRA)**, the Association has welcomed a Modern Housing Apprentice.

If you have called into our office or phoned recently, you may have been greeted by the newest member of the Wellhouse team.

Ethan Cleary has been on work placement for the last few weeks, and we are delighted that Ethan will be our new Modern Housing Apprentice.

You will start to see Ethan out and about in the New Year as he learns

how the different roles work within a Housing Association, and we look to build on the skills Ethan already has.

Ethan said "I am really happy to be working at Wellhouse, and look forward to meeting more of the people living in the area."

This is a great opportunity for a young person to gain skills, knowledge and experience in the workplace, so if you meet Ethan when he is out, or speak to him in the office, be sure to welcome him to Wellhouse, as it is 'The Place to Be'.

**Wellhouse chair Maureen**

**Morris** said: "After a successful placement for the last four weeks, we are delighted that Ethan will be our new Modern Housing Apprentice. It is important to our business model that we do all we can



Modern Housing Apprentice Ethan Cleary

to help give young people a positive experience in the workplace."

Maureen added: "We are already planning the next stages of work with other candidates who are not presently in education, employment or training for other initiatives in 2019 – we really want to give back to the wider community and help make Wellhouse the place to be."

## More new faces at Wellhouse!

### Kobina Andoh

At the end of November, we were joined on a voluntary basis by our student placement. Kobina will be with us in our maintenance team 2 days per week until the end of March 2019, whilst he completes his MSc in Housing at the University of Glasgow. His research will help us with planning our reinvestment in the local environment and back court work. We are sure you will all help make his placement here a worthwhile one. Who knows, after March he may choose to volunteer for a little longer!





## Business Planning

We began work on our new three year strategic plan in October this year, with the committee considering the first detailed draft in January 2019. The plan will set out our vision and values, along with our objectives, plans and resources for the period 2019/20 – 2021/22. The Business Plan will inform our relationships with tenants and residents, funders, regulators and partner organisations. In

developing the Plan, we have taken account of the Scottish Housing Regulator's "Recommended Practice" on business planning, published in December 2015. The plan will be accompanied by an updated asset management plan and value for money report. All documents will be published to our website in due course.

## MODERN APPRENTICE

Remember our colleagues in Saltire are looking for a modern office apprentice.

## Easterhouse Housing & Regeneration Alliance (EHRA) – working for you across greater Easterhouse.

EHRA members have been working together since 1991, previously as Greater Easterhouse Community Ownership Forum (GECOF). The EHRA management committee is comprised of people who live in the local area and have a strong commitment to ensuring that the social housing providers are working together in the best interests of Easterhouse, Barlanark and Ruchazie.

Across the partners, there are 90 EHRA Committee members made up of tenants, owners and other professionals who are elected from a membership of 1,710 members. EHRA manages 4,533 rented homes with over £16.7m per annum rental income. EHRA supports local groups and delivers significant local democracy. The EHRA committee is elected annually at the AGM and operates to an agreed constitution.

The partners in EHRA have contributed greatly to the housing, environmental and community improvements across greater Easterhouse. In addition, EHRA landlords' performance is better than Scottish average. Over the last year, EHRA has hosted a visit and bus tour by the Scottish Housing Regulator and Scottish



Federation of Housing Associations, held a residents conference, reviewed its constitution, conducted a number of training sessions for committee, renewed its commitment to tackling poverty initiatives, lobbied politicians and civil servants over issues as diverse as local democracy, housing supply and universal credit and attained accreditation as a Stonewall Diversity champion. EHRA will meet with Aileen Campbell, Cabinet Secretary for Communities and Local Government in January 2019 to continue this work.

Wellhouse HA chair was previously the training coordinator of EHRA and is now the secretary.

# Proposed Rent Increase 2019/2020

Wellhouse Housing Association started the process of looking at our budgets for 19/20 in November 2018. It is essential that we meet our existing and expected costs and with rent being our main source of income; it is therefore paramount that we review our charges to ensure we meet our costs as part of the budgeting process.

After careful consideration, our Management Committee are proposing for 2019/20 a rent increase of 3.4%.

We believe this increase would allow us to maintain our current level of services while keeping tenants' rents affordable. If agreed, the increase would take effect from 1st April 2019.

We have considered the best ways to engage with our Tenants about proposed rent increases and have decided that we will:

- issue an information leaflet;
- carry out a survey;
- send text messages;
- post information on Facebook ;
- drop in sessions at the hub between 5-6pm on 9th and 10th January 2019;
- if requested we can meet Tenants in their homes.

## How our Rent Increase Compares

Wellhouse has undertaken a comparison exercise with other Housing Associations and has found that many of them have proposed rent increases in relation to what their Business Plan requirements are, others use Consumer Prices Index (CPI) or Retail Prices Index (RPI).

Wellhouse have made their proposal based on our Business Plan requirements which suggests that a 3.4% rent increase is required to ensure we meet the requirements of the Business Plan including investment in our stock and maintaining and developing our services to Tenants. This proposed increase is calculated by using CPI (2.4%) + 1%, which is consistent with Business Plan projections.

## What does this mean to my rent?

A 3.4% rent increase would cost you an additional £3.40 for every £100 you pay e.g.

- Monthly Rent is £150, the increase would be £5.10
- Monthly Rent is £250, the increase would be £8.50
- Monthly Rent is £350, the increase would be £11.90
- Monthly Rent is £400, the increase would be £13.60
- Monthly Rent is £450, the increase would be £15.30

## Major Repairs

In 2018—2019 we will invest £870,000 in planned maintenance. This will include:

- 83 Kitchen replacements;
- 87 Bathroom renewals;
- 111 Boiler replacements; and
- 38 External doors.

In 2019—2020 we have plans to invest almost a further £1,000,000 on planned maintenance within our properties. The rent we charge allows Wellhouse to maintain investment within your properties.

## Business Plan Requirements

Implementing a 3.4% rent increase will generate an additional £110,000 of rental income and will allow Wellhouse to be able to meet all increased costs being passed on by its suppliers. Failure to do so would result in Wellhouse not being able to meet all of its obligations currently included in the Business Plan. For example, the replacement of as many as 45 kitchens may need to be sacrificed if no increase is applied.



## Proposed Rent Increase 2019/2020

### Value for Money

84%\* of Wellhouse tenants have told us that they feel that rents are good value for money, which is higher than the Scottish average of 83%.

We want to improve on this and you will be aware that in the last year, we have carried out a staff restructure at Wellhouse. This has meant moving to a structure of having three Housing Officers. Details of the Housing Officers and their patches are included in the newsletter and also shown on our Website ([www.wellhouseha.org.uk](http://www.wellhouseha.org.uk)). We are convinced that this will bring significant added value to you as a tenant at no extra cost.

We have also made significant efforts to reduce our costs on the 2019/20 budget and 30 year plan to ensure expenditure is controlled.

In addition, we have reviewed our contracts and tendering processes to ensure costs are tightly controlled.

### Please let us know your thoughts

We would like to give tenants the opportunity to give their views on the proposed rent increase and to give you more information in terms of levels of investment in our homes and the level of services offered.

**Please take the opportunity to take part in our online survey available on our Facebook page (<https://www.facebook.com/Wellhouse-Housing-Association>) or pick up a paper copy for completion at The Hub, Reception. If you are unable to complete the survey online or to pick up a copy from the office, please call us on 0141 781 1884 and we will be happy to take your comments over the telephone.**

Please be assured that your views are important when proposals directly affect you and rent levels obviously affects all of our tenants; this is why we need as many people to speak to us as possible.

If you would like the opportunity to discuss the proposed rent increase please come to our drop in sessions at the Hub between 5-6pm on 9th and 10th January 2019.

## Make a stand

**Domestic abuse is one of the biggest issues we face in society today and two women are killed every week in the UK by their partner or ex-partner.**

A simple look at the shocking scale of domestic abuse, and that's just the abuse we know about, is enough to tell you that as a social housing sector we collectively house and employ many thousands of people who experience domestic abuse.

These are our homes, our people and this is our problem. Wellhouse is determined to do something about this. Make a Stand is a chance to do that.

By signing the pledge Wellhouse Housing Association have become part of that collective effort.

If you want to know more, please get in touch.

**MAKE  
A  
STAND**

Our homes, our people,  
our problem.

**We've signed the  
Make a Stand pledge to  
support people experiencing  
domestic abuse, have you?**

**#makeastand  
[cih.org/makeastand](http://cih.org/makeastand)**

**women's aid**  
until women & children are safe

**CIH** Chartered  
Institute of  
Housing

**daha**  
Domestic Abuse Housing Alliance

# HELP FOR WELLHOUSE TENANTS & RESIDENTS

## Universal Credit

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

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

Universal Credit has replaced the following benefits from **5<sup>th</sup> December 2018**.

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

If you currently receive any of these benefits, you can't claim Universal Credit at the same time.

You may be able to get Universal Credit if you're on a low income or out of work.

To create or access your Universal Credit online account you will need access to the internet. If you do not have access to the internet you can gain access by:

Visiting your local Job Centre Plus office, your local Job Centre Plus office offers access to Wi-Fi, this means you can connect your smart

phone or tablet to the internet at the Job Centre office.

If you do not have access to a smart phone, tablet, laptop or PC, your local Job Centre Plus & local library have computers that can be accessed by members of the public to manage online claims.

**Glasgow Life Digital Learning Team offer drop in sessions with Digital Support on Monday mornings at Shettleston Library, 154 Wellshot Road Glasgow. G21 2QW.**

You will receive support to:

- Maintaining claims, updating online diaries
- Attaching/Uploading evidence
- Digital skills pathway

### Are you ready to make your Universal Credit claim?

Claiming Universal Credit check list

- You and your partner's national insurance number.
- Two forms of identification. (This could be a Passport, License or Marriage certificate)
- An email address and phone number. (You must be able to access both to maintain your claim)
- A bank or building society account or credit union account.
- Internet access to keep your claim updated. (You can access internet at your local job center or library)



- Proof of rent charges. (A letter from your landlord or your tenancy agreement)
- Details of everyone who lives in your home.
- Proof of savings
- Proof of income (Wages slips / bank statements)

You can find out more about Universal Credit by visiting

<https://www.gov.uk/universal-credit>

<https://www.wellhouseha.org.uk/universal-credit>

If you require advice on how Universal Credit may affect you, please contact me, Laura Reilly on 0141 781 1884.



Or you can contact GAIN on 0808 169 9901 or visit [www.gain4u.org.uk](http://www.gain4u.org.uk)

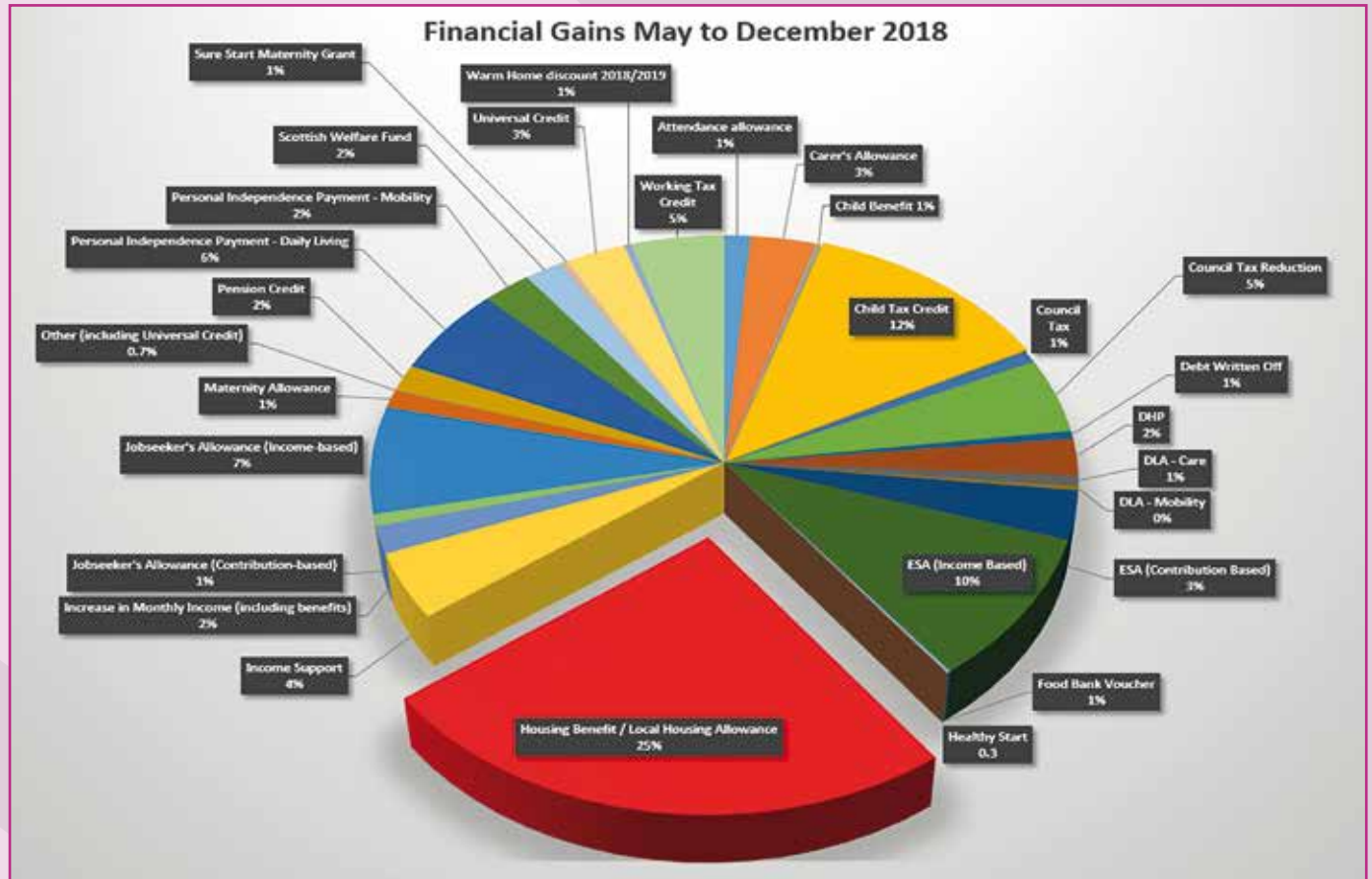
If you receive a letter inviting you to apply for Universal credit, please do not ignore the letter or your benefits may stop.

See my handy guide to Universal Credit on Wellhouse Website: <https://wellhouseha.org.uk/universal-credit>. Any question pop into the hub.

Find out how Connect Community Trust help at <http://www.connect-ct.org.uk/>



## Income Advice Service achieves financial gains of £500,931.41 from May 2018



### Key Points

- The Income Advice service has assisted 207 tenants to date.
- Total financial gains to date for tenants is £500,931.4.
- 25% of total gains for the period have been related to Housing benefit claims totaling £124,571.69
- Discretionary Housing Payments accounted for 2% of claims and total £11,952.30.

### Warm Home Discount 2018

This winter you could receive a one off payment of £140 off your electricity bill for winter 2018 to 2019 under the Warm Home Discount Scheme.

For more information see <https://www.gov.uk/the-warm-home-discount-scheme>

If you need help to check your eligibility or make an application, contact us on 0141 781 1884 to arrange an appointment with the Income Advisor.

Please bring a recent electricity bill with you or make sure you know your electricity account number for your appointment.

The Income Advice Service have already helped to secure warm home discount payments of £1,820.00 this year for our tenants.

Don't forget most Friday's you can drop in to see the Income Advisor without an appointment.

Don't miss out this winter!



## Christmas Income Advice Service changes

- Friday 14th December 2018 – Half day drop in service 9am to 12pm.
- Friday 21st December 2018 – Half day drop in service 9am to 12pm.
- Monday 24th December 2018 to Friday 4th January 2019. Income Advice Service closed.

Normal hours of the Income advice service will resume from Monday 7th January 2019.

**If you find yourself in crisis over the holiday period you can contact the following:**

- Easterhouse Citizens Advice Bureau  
46 Easterhouse Township Centre,  
Shandwick Square, Glasgow, G34 9  
DT. 0141 771 2328

- You can contact GAIN on 0808 169 9901 or visit [www.gain4u.org.uk](http://www.gain4u.org.uk)
- In a financial crisis you can contact the Scottish Welfare Fund Team on 0141 276 1177, Monday to Friday 9am to 5pm. (Hours of service may vary over the holiday period.) You can also make an online application by visiting <https://lwa.financialassessments.co.uk/OnlineApplication>

## Housing Officer Patches

**At Wellhouse HA we strive to continually improve how the Housing Team deliver services to you.**

When two of our Housing Assistants moved onto promoted positions with other Housing Associations, it provided us with the opportunity to review our Housing Team set up and the housing patch split.

We are in the process of changing to three full time Housing Officers who will cover the streets detailed below. Housing Officers will be responsible for all rent accounts, anti-social behavior issues, estate management and all housing related issues within their patch. Debbie Taggart will assist all three Housing Officers to deliver the services to you.

Laura White is working with us part time as a Housing Officer until the new full time Housing Officer is in post in January 2019.

### Housing Officer: Laura White (Tuesday to Thursday)

- Bartiebeith Road
- Baldovan Crescent
- Baldovan Path
- Rigg Place
- Torran Road
- Langbar Gardens
- Kiltearn Road

### Housing Officer: Fiona Cochran

- Langbar Crescent
- Arnol Place
- Carriden Place
- Dunan Place
- Durno Path
- Inver Road
- Langbar Path



### Housing Officer: Maureen Wilson

- Aultmore Gardens
- Aultmore Park
- Aultmore Road
- Balado Road
- Newhills Road
- Wellhouse Crescent
- Wellhouse Gardens
- Wellhouse Grove





## Living Wage Employer

The Living Wage Scotland Expo and Awards ceremony took place at Tynecastle Stadium in Edinburgh on Thursday 8 November 2018 and was hosted by Sarah Jackson, OBE.

Guest speakers included Jamie Hepburn, Minister for Business Fair Work and Skills, Peter Kelly, Director of the Poverty Alliance, Tess Lanning, Director of the Living Wage Foundation, Sandy Macdonald, Head of Sustainability at Standard Life Aberdeen and Anna Ritchie Allan, Executive Director of Close the Gap. The event also included a panel discussion with staff from Heart's Football Club on the benefits of receiving the real Living Wage.

The event was attended by Gordon Kerr, Finance & Corporate Services Manager at Wellhouse Housing Association along with Dave Robb, Finance Manager at Blairtummock Housing Association. Wellhouse Housing Association is proud to be an accredited Real Living Wage employer.



Photograph: Erika Stevenson (2018)

## SCOTTISH HOUSING REGULATOR – NATIONAL PANEL OF TENANTS AND SERVICE USERS.

Established in 2013 as one way for the Scottish Housing Regulator (SHR) to engage effectively and with tenants and other service users. The Panel helps the SHR hear about views, experiences and service priorities.

Topics covered by the Panel so far include:

- rent affordability;
- service quality;
- value for money;
- performance reporting;
- experiences of using homelessness services and;
- anti-social behavior.

All of the published outputs from the Panel can be found on

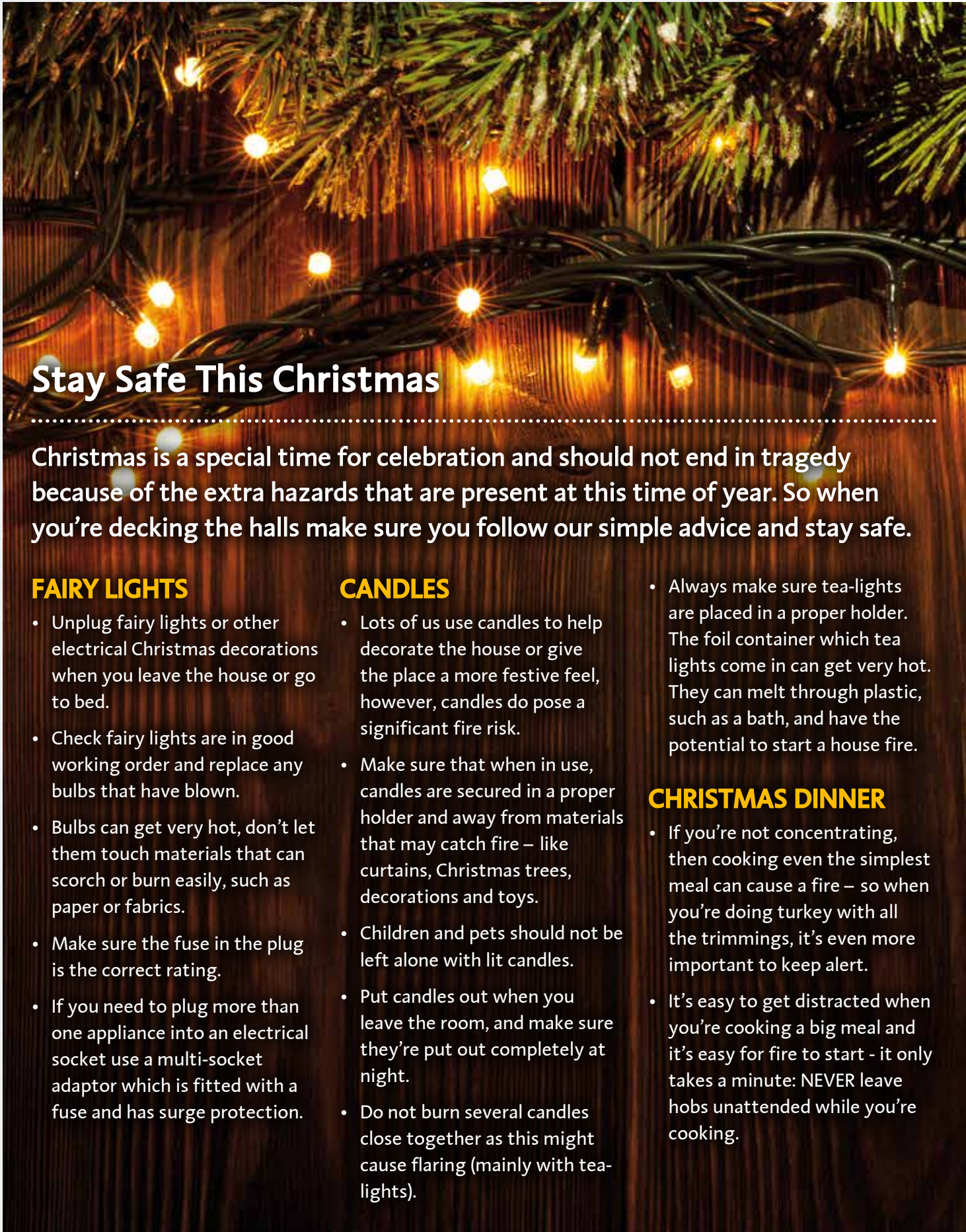
the publications section of the SHR website: <https://www.scottishhousingregulator.gov.uk/publications/>

The SHR is keen to refresh this panel in 2019 – if you are interested: <https://www.scottishhousingregulator.gov.uk/news/housing-regulator-wants-social-housing-tenants-join-its-national-panel>



**Scottish Housing  
Regulator**





## Stay Safe This Christmas

Christmas is a special time for celebration and should not end in tragedy because of the extra hazards that are present at this time of year. So when you're decking the halls make sure you follow our simple advice and stay safe.

### FAIRY LIGHTS

- Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed.
- Check fairy lights are in good working order and replace any bulbs that have blown.
- Bulbs can get very hot, don't let them touch materials that can scorch or burn easily, such as paper or fabrics.
- Make sure the fuse in the plug is the correct rating.
- If you need to plug more than one appliance into an electrical socket use a multi-socket adaptor which is fitted with a fuse and has surge protection.

### CANDLES

- Lots of us use candles to help decorate the house or give the place a more festive feel, however, candles do pose a significant fire risk.
- Make sure that when in use, candles are secured in a proper holder and away from materials that may catch fire – like curtains, Christmas trees, decorations and toys.
- Children and pets should not be left alone with lit candles.
- Put candles out when you leave the room, and make sure they're put out completely at night.
- Do not burn several candles close together as this might cause flaring (mainly with tea-lights).

- Always make sure tea-lights are placed in a proper holder. The foil container which tea lights come in can get very hot. They can melt through plastic, such as a bath, and have the potential to start a house fire.

### CHRISTMAS DINNER

- If you're not concentrating, then cooking even the simplest meal can cause a fire – so when you're doing turkey with all the trimmings, it's even more important to keep alert.
- It's easy to get distracted when you're cooking a big meal and it's easy for fire to start - it only takes a minute: NEVER leave hobs unattended while you're cooking.



## 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](http://www.thistletenants-scotland.co.uk) for further information.



# Festive Collections

There will be no effect on Wellhouse wheelie bin uplift days which will be as planned on Monday 24th December 2018 and Monday 31st December 2018.

Uplift of other bins - metal and euros will not be effected as these fall on Mondays and weekends.

Excess bulk uplift days will be Thursday 27th December 2018 and Friday 4th January 2019.

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](http://www.glasgow.gov.uk/recycling). Calendars can also be printed at your local library.

 recycle for Glasgow



## RECYCLE FOR GLASGOW

By using recycling bins correctly you will significantly reduce the amount of waste going to landfill and assist Glasgow to become a more sustainable city.

## FLY-TIPPING

Fly-Tipping and refuse not being disposed of properly continues to be a problem within Wellhouse. No one likes to see this, nor the knock on effects of vermin being attracted to the area by this poor practice.

All Residents can help reduce this and make a big difference by properly bagging and disposing of refuse correctly into the various types of bins provided, lids are

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

closed and no waste is left on top of, or next to, your bins.

A reminder of what can and can't be placed in the respective recycling bins is highlighted below. Please make sure the correct bins are placed on the kerbside by 7am on Monday mornings,

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](http://www.recycleforscotland.com/donate-re-use-line-now).

## HOUSEHOLD WASTE RECYCLING CENTRES\*

**Easter Queenslie Recycling Centre,**  
 90 Easter Queenslie Road, Glasgow  
 G33 4UL

**Polmadie Recycling Centre, 425**  
 Polmadie Road, Glasgow G42 0PJ



# COLORING BOOK



# CHRISTMAS CLOSURE



Our office will close from 2.00pm on Monday, 24th December 2018 and will open again on Friday, 4th January 2019 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 following contractors:

**Scotia Plumbing – 0141 771 9600** (All plumbing repairs)

**Saltire – 0330 2020444** (All gas central heating repairs)

**City Building – 0800 595 595** (All other trades)

## Out of hours emergencies:

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

Wellhouse: the Place to Be



**wellhouse**  
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

## How to contact us

We are open in the hub daily from 9am

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



Registered Charity  
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.