



# the wellhouse news

## WELCOME TO YOUR WINTER NEWSLETTER

### IN THIS EDITION:

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



# Season's greetings from Wellhouse Housing Association

Welcome to your winter newsletter. I am delighted to introduce you to our vision for next year – **20/20 vision: clear about our future**. This is a renewed focus on positive activities aimed at improving the environment and life in Wellhouse.

**wellhouse**  
Housing Association

**20/20 vision**

clear about our future  
Wellhouse: the Place to Be

This includes moving along, in partnership with our colleagues at Glasgow City Council, with our development plans at an easy pace – we will be updating land valuations and site investigations on the Wellhouse Crescent demolition site, the Balado Road primary school site and the St John Ogilvie site. This is fantastic news for us, although we, of course, await an update on flooding issues. More information can be found on page 3

Secondly, we are delivering £1.1m of planned maintenance investment in your homes – see the article on page 13 and are looking to upgrade back courts and bin areas, in partnership with the council.

Thirdly, we are launching a new range of community activities to be delivered by our colleagues at Easthall Residents Association (ERA) – this will ensure that there is no gap in the services that you and your family currently benefit from. After 16 years of a fruitful relationship with Connect Community Trust as a provider of these services, we wish them all the best in their work as they grow more subsidiaries and deliver work across the whole of Glasgow. We will now direct our grant funding to support ERA to deliver community activities. See more detail on page 4.

**As ever, we strive to make Wellhouse the Place to Be and for you, our residents, to be our partners in making that happen.**

## Oh yes we did!

When we heard that PCF funding was not available for panto tickets this year, **Easterhouse Housing & Regeneration Alliance** decided to fund free tickets for each of our communities.

Wellhouse Housing Association bought 100 tickets for the matinee and 100 for the evening performance on Monday 23 December – these were free to our tenants. They flew out of the door with them all claimed by 1 December. We hope everyone has a great time – Merry Christmas.

All the best for Christmas and New Year

**Darron Brown**

Darron Brown, Chair





# What is happening about new housing in Wellhouse?

Wellhouse Housing Association has been in ongoing discussions with Glasgow City Council (GCC) and other partners about development since 2016 – for two years before that we were on ‘High Engagement’ with the Scottish Housing Regulator and unable to consider development. The biggest issues over the last three years have been sewage capacity and flood risk: these have both caused serious problems for residents in the past.

Wellhouse HA have bid to GCC for grant funding for housing on “Phase 8” - demolition site at Wellhouse Crescent, “Phase 9” – Church site and “Phase 10” - school site, Balado Road in the last few years of our Strategy and Development Funding Plan (SDFP) bids. The most recent Plan was submitted at the end of June 2019 and GCC will be requesting an update of the Association’s funding Plan bid to be submitted by Christmas.

Our development plans have been stalled due to previous flooding in the area. This has resulted in a position which means that, until Scottish Water provide definitive timescales for works to alleviate this flooding, accurate timescales for development of all 3 of these sites cannot be determined and because the area was subject to severe flooding in the past, we have to be extra vigilant. We are in ongoing discussions with Scottish Water and other agencies.

As to the specific sites, we are very happy to report -

## **Phase 8 – Demolition site at Wellhouse Crescent**

Wellhouse HA own the site so this would be the priority for development for us and for GCC (in terms of looking at grant funding). Some grant for feasibility studies for

Phase 8 was previously awarded.

A density study is complete and site could take around 50 flats/houses.

Full site investigation would be required. GCC have agreed to some funding to carry this out in 2020.

## **Phase 9 – St John Ogilvie Site**

Some grant for feasibility studies on Phase 9 was previously awarded.

We aim to re-initiate discussions with the Archdiocese of Glasgow about selling the site to us.

A density study is complete and the site could take around 40 units.

A valuation has been instructed and takes place in February 2020.

## **Phase 10 – Former School site at Balado Road**

Proposed housing mix is 80 units with 65 for social rent and 15 shared equity and the units would be predominantly houses.

A feasibility study was done by Wellhouse HA for the Balado site, and this was grant funded by GCC.

The Association had also had the site valued and made a bid to City Property during 2016 to acquire the site when it was marketed on behalf of GCC who own the site. The bid was not successful but City Property have agreed that Wellhouse HA will be approached to check if we are still interested in the site before any



future marketing would take place. The valuation would need to be updated.

GCC have agreed to fund a further desk top study in 2020.

## **Water Voles**

**Water voles are present and are considered another development constraint. We have met with the species protection officer at GCC along with Scottish Natural Heritage to consider options.**

Housing Association Grant support for any site will be based on proof of demand for the tenure and type of housing proposed and availability of funding. The council have advised that demand would need to be looked at and the project(s) would need to stack up financially.

Mid-Market rent has worked in Barlanark and the council are keen for us to consider that – this needs more detailed discussion and exploration. We remain very grateful to our colleagues in DRS Housing at Glasgow City Council for their ongoing support with our development plans.

**Rest assured of our commitment to bringing new homes as soon as is practical and to continue to make Wellhouse the Place to Be.**



# Wellhouse Community Activities – a new ERA!

After many years of a successful collaboration between Wellhouse HA and Connect Community Trust, the Trust have ended their relationship with us. We are pleased to have supported them all this time and see them grow into a successful group structure that operates across the city and wish them well in all of their future endeavours.

You will know that they have reduced some of their services. We remain committed to the delivery of local community services and have ensured we are closing any of the gaps left. We are delighted to announce that we have secured this in a way that allows us to support another, local, highly regarded community group: Easthall Residents Association, who will be coming to Wellhouse to support your community. They have extensive experience in delivering the work that you tell us you want.

Easthall Residents Association are:

- Recognised as a Gold Investor In Young People – April 2018;
- Recognised as an Investor In Young People – through their Good Practice Award 2015

They are winners of:

- The Voluntary Action Fund - Making the most Impact in the Community with Volunteer's Award 2014;
- TPAS Scotland – Best Practice in Involving All Young People Award 2014;
- Evening Times - Glasgow North East Community Champions Team Award 2015, Finalists 2016 & 2017;
- Evening Times – Glasgow Community Champions Overall Team Award 2015

Easthall Residents Association is Registered in Scotland as a charity.  
Charity Number SC008077

From the outset of 2020, Easthall have agreed to provide and/ or ensure the continuation of Youth Clubs; Homework Clubs (with snack); Bingo (with themed nights) and Lunch Club (with day disco, tea dance, etc.) Note – exact times will be agreed with the community and the providers/ users of each service as needed: any questions please let us know.



Easthall Residents Association are able to agree to all of the conditions required by our grant application and those imposed by our advisers, including insurers and auditors and are able to pay all of the appropriate charges for the use of any premises which we own as the landlord. We are working together to make sure as many familiar faces as possible are delivering the services.

Chair of Wellhouse Housing Association, Darron Brown said, "I am very pleased to be announcing a new era in the delivery of Wellhouse Community Services! We will be working with a well-established, local, not-for-profit organisation who we are convinced will help us make Wellhouse the Place to Be. We remain committed to Wellhouse and are clear about our future vision."

Andy Gilbert, Project Co-ordinator of Easthall Residents Association stated, "To have been approached by Wellhouse Housing Association &



requested to continue & further develop the outstanding work that has been carried out, in particular with children & young people, in Wellhouse over a number of years is very exciting. We are thankful for this opportunity - importantly we plan on delivering services with established staff ensuring continuity & familiar faces working with the children & young people. We look forward to supporting Wellhouse in being the "Place to Be".

Margaret Finnigan, Chair of Easthall Residents Association added, "We are delighted to extend our services into our neighbouring Wellhouse community & excited about partnering with Wellhouse Housing Association & being part of their 20/20 vision. We look forward to working with the children, young people & alongside the wider community of Wellhouse staying true to our commitment of Putting People First"

We are sure you will join us in welcoming ERA and in taking part in the activities.

## Other ideas

- We are in talks with treasure tots nursery about other activities they may be able to provide in 2020.
- Our Income Advice Service continues to be incredibly successful and we are conducting a business review in 2020.
- We are talking to other Hub users.
- We are completing a business plan for the Hub in 2020.
- We want to know what services you would like to see provided.

## Want to know more?

Get in touch by the usual means or drop into the Hub!

## EASTER QUEENSLIE DEPOT

**For those that are unaware the tipping loft at Easter Queenslie depot has been closed since October and will be for the foreseeable future due to damage from a collision with a central support column.**



I have been dealing directly with the supervisors at the depot with regards to them lifting any fly tipping but this may take a day or two longer than usual due to the circumstances so please bear with us.

This will not affect any void clearances as we have the Shieldhall depot in the south side of the city available if necessary.

*Stewart McIntosh*

Stewart McIntosh, Estate Warden Supervisor

## Freedom of Information – want to know more?

Simply go to the front page of our website and click on the blue button – this will take you to our Guide to Information. Any questions? Just get in touch – we are always happy to help!



# TENANT CONSULTATION

## Proposed Rent Increase 2020/2021



Wellhouse Housing Association started the process of looking at our budgets for 20/21 in November 2019. 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 2020/21 a rent increase of 2.5%.

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 2020.

We have considered the best ways to engage with our tenants about

proposed rent increases and have decided that we will:

- issue the information in a leaflet and newsletter, each of which will include a survey form for you to complete;
- send text messages;
- hold drop in sessions at the hub between 10-12am, 2-4pm and 5-6pm on Thursday 9th January 2020;
- if requested we can meet tenants in their homes;
- discuss the proposal with our Customer Opinion Panel

### 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). For example: Lochfield Housing Association is consulting their tenants on a proposed rent increase of 2% for 2020/21 while Ruchazie Housing Association are conducting consultation on a 2.5% increase, Gardeen HA at 2.5% and Calvay HA are proposing a 2% and 2.5% option.

Wellhouse have made our proposal based on our Business Plan requirements which suggests that a 2.5% 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 (1.5%) + 1%, which is consistent with Business Plan projections.

### What does this mean to my rent?

The following table indicates how a 2.5% rent increase would affect the average monthly rent:

Property Size	Average Monthly Rent 2019/20	Average Monthly Rent 2020/21 (based on proposed 2.5% uplift)	Monthly Increase
2Apt	£292.02	£299.32	£7.30
3Apt	£335.68	£344.07	£8.39
4Apt	£360.24	£369.25	£9.01
5Apt	£383.89	£393.49	£9.60
6Apt	£431.20	£441.98	£10.78

Please note that these averages are based on the range of existing monthly charges per apartment size. For example, we have 2 charges for our 2apt properties based on their amenities. These are £289.29 and £294.74, giving an average of £292.02.



## Business Plan Requirements

Implementing a 2.5% rent increase will generate an additional £80,000.00 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 we would be unable to carry out all of the planned investment if no increase is applied.

## Value for Money

**83% of Wellhouse Tenants have told us that they feel that rents are good value for money, which equals the Scottish average and we would like to improve on this.**

We continue to make significant efforts to reduce our costs on the

2020/21 budget and 30 year plan to ensure expenditure is controlled.

In addition, we continually review 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 return the survey questionnaire which is included in this newsletter or pick up a copy for completion at The Hub reception. We will be texting the survey questions to those of you who have provided

mobile telephone numbers if you prefer to respond by text. If you are unable to complete the survey or pick up a copy from The Hub, please call us on 0141 781 1884 and we will be happy to take your comments by telephone or visit you at home.

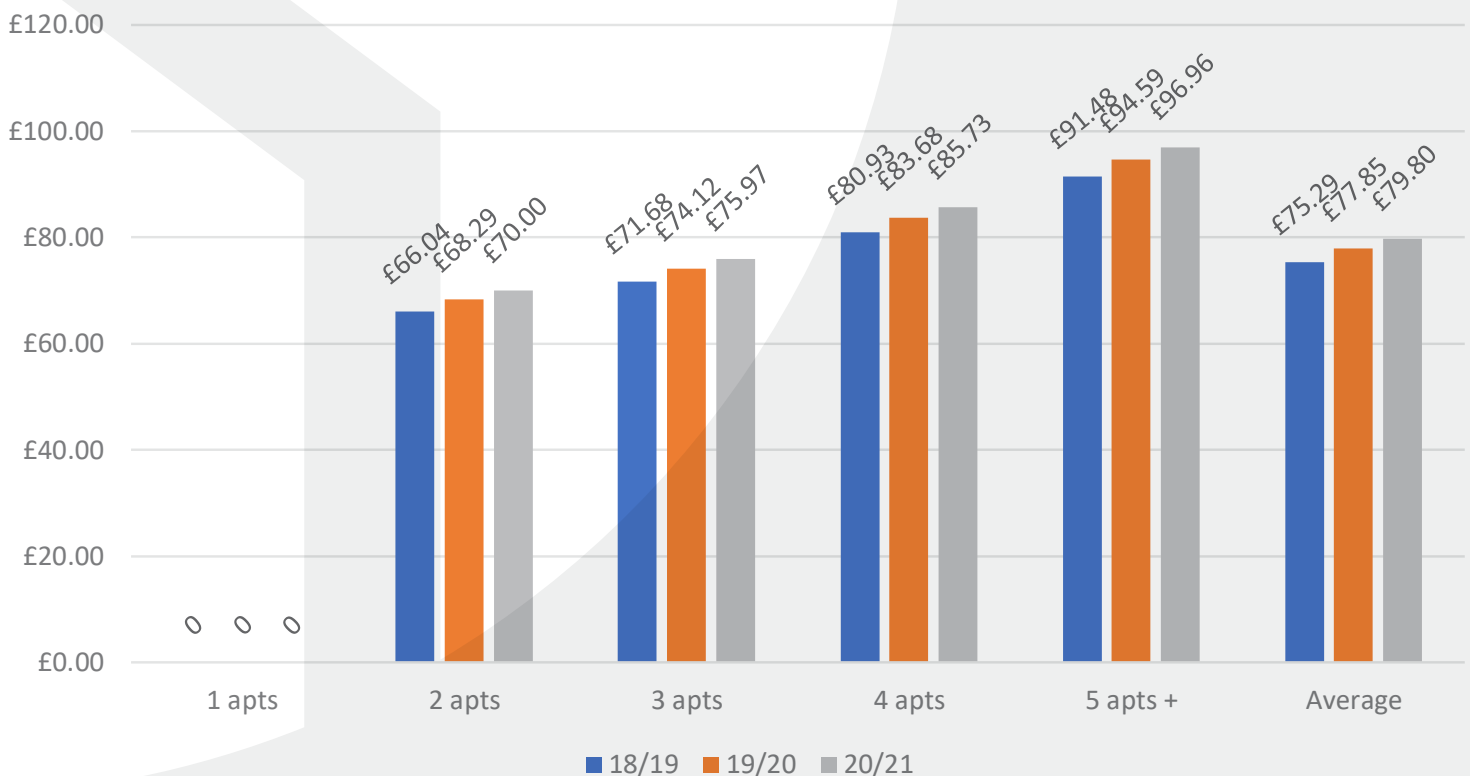
Please be assured that your views are important when proposals directly affect you and rent levels obviously affects all of our tenants; this is why we need as many people to speak to us as possible.

If you would like the opportunity to discuss the proposed rent increase please come to our drop in sessions at the Hub between 10-12am, 2-4 pm and 5-6pm on Thursday 9th January 2020.

You can also email us at [info@wellhouseha.org.uk](mailto:info@wellhouseha.org.uk)

## How has the rent increased in recent years?

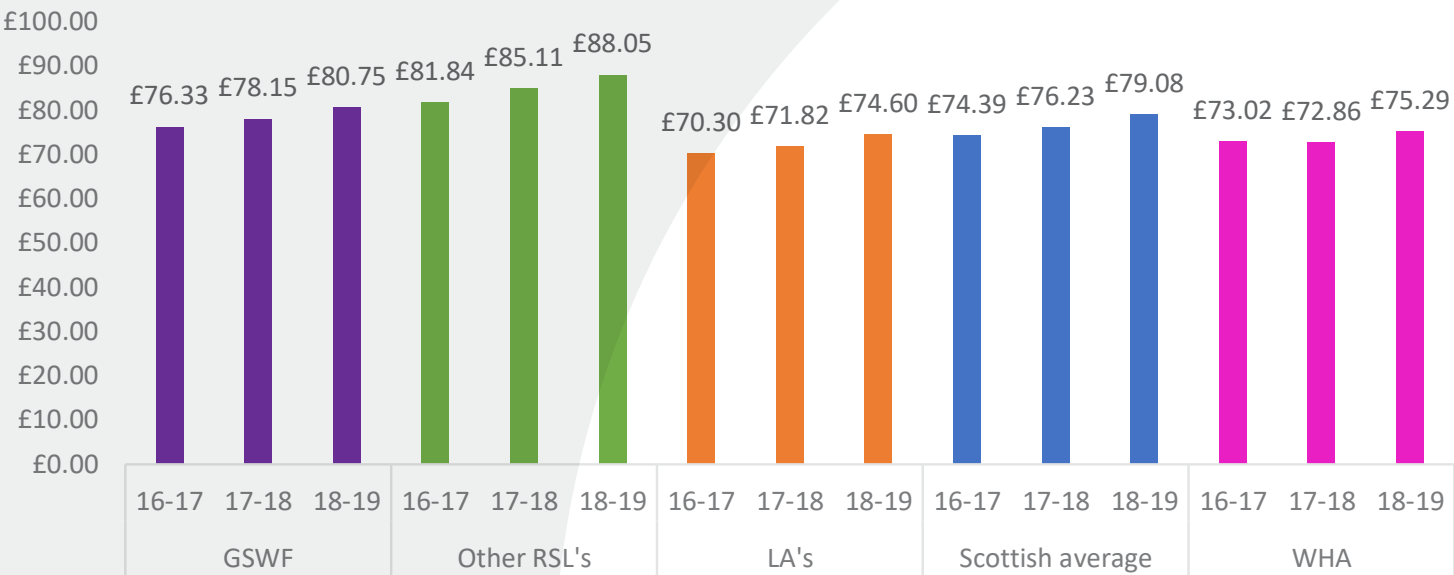
Wellhouse HA Average Rents



# TENANT CONSULTATION Proposed Rent Increase 2020/2021 - Continued

## How does my rent compare?

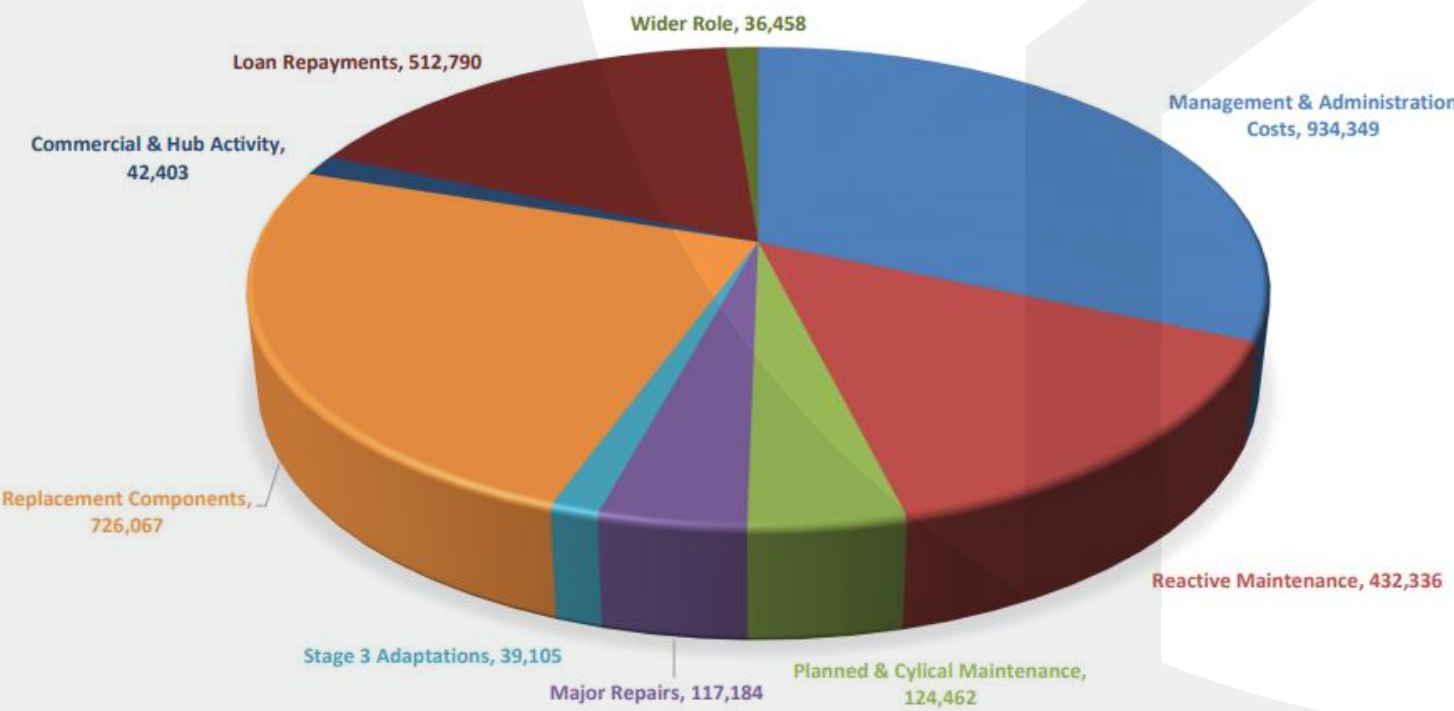
Average Weekly Rents Comparison



As you can see from the above graph Wellhouse Average weekly rents (£75.29) are lower than the average of community controlled members across greater Glasgow (£80.75); lower than RSL's in general (£88.05) and very similar to council rents (£74.60). Overall, we are £3.79 lower than the Scottish average.

## What is my rent spent on?

WELLHOUSE 2018/19 EXPENDITURE

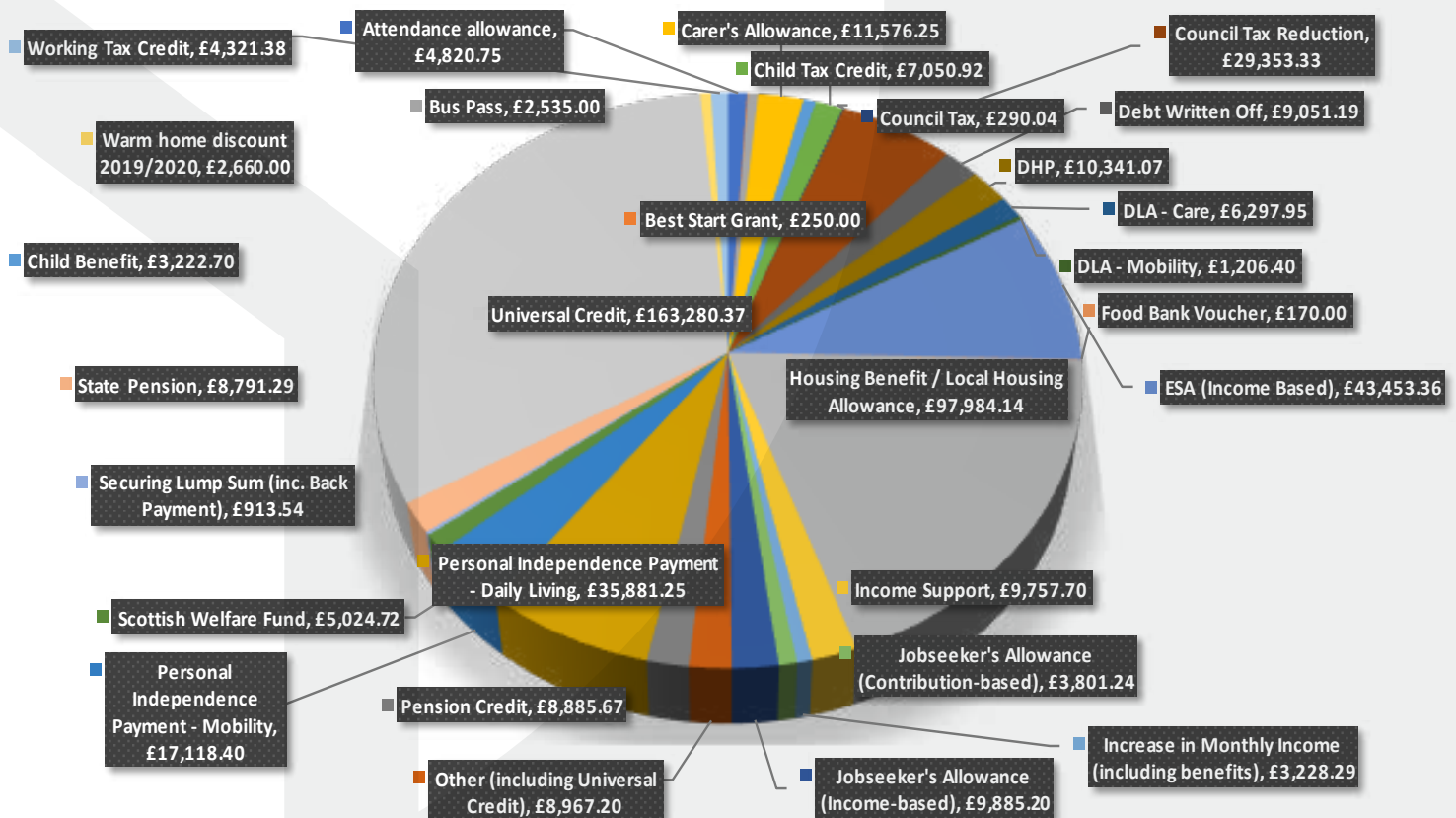




## Income Advice

### Key Points

- The Income Advisor assisted 181 tenants with benefit issues from April 2019 to December 2019.
- Total financial gains to tenants from the period April 2019 to December 2019 is £510,119.35.
- The Income Advisor assisted 36 tenants to claim Housing Benefit totalling £97,984.14.
- The Income Advisor assisted 25 tenants to claim Discretionary Housing payments of £10,341.07.
- The Income Advisor assisted 21 tenants to make claims for Universal Credit totalling £163,280.37.



## Time is running out - 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 directly with your energy supplier.

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

Please note all Warm Home Discount Schemes will close soon! Our Income Advisor Laura Reilly can help you apply for your Warm home discount payment.

Further information & eligibility criteria can be found at: <https://www.gov.uk/the-warm-home-discount-scheme>



## Aged 80 or over?

**Get an Affordable Warmth £100 one off payment for residents of Glasgow over 80 years old**

The Affordable Warmth Dividend is a one off payment of £100 made by the council to all Glasgow residents aged 80 or over to help keep them warm during the winter months.

All residents who received a payment last year do not need to

**apply and should have received their payment before 15 November 2019.**

All residents who have turned 80 since 1 April 2019 will need to apply for the dividend. There are several ways in which residents can apply for the dividend:

- Online: Via the website where they can download the form

- By phone – residents can phone 0141 287 7961 and request an application form

Applications for this year's payment can be made between 5 November 2019 and 31 March 2020.

Further information can be obtained by visiting [www.glasgow.gov.uk/awd](http://www.glasgow.gov.uk/awd) or by calling 0141 287 7961.



## Christmas Income Advice - Service Changes

Friday 13<sup>th</sup> December 2019 – Half day drop in service 9am to 12pm.

Friday 20<sup>th</sup> December 2019 – Half day drop in service 9am to 12pm.

Monday 23<sup>rd</sup> December 2019 to Monday 6<sup>th</sup> January 2020 The Income Advice Service will be closed.

Normal hours of Service for the Income advice service will resume from Tuesday 8<sup>th</sup> January 2020.

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. Please note  
that this Bureau will be closed from  
Monday 23 Dec 2019 to Friday 3  
January 2020 inclusive.

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 a Scottish Welfare Fund crisis grant application online by visiting <https://lwa.financialassessments.co.uk/OnlineApplication>

## Carers Allowance Supplement Payment – December 2019

**The Carer's Allowance Supplement Payment is an extra payment for people in Scotland who get Carer's Allowance on a particular date.**

You do not have to apply for Carer's Allowance Supplement. You'll get 2 payments a year

The Second payment of this year will be made on 13 December 2019 - you'll qualify for this payment if you were getting Carer's Allowance on 14 October 2019.

Each Carer's Allowance Supplement payment in 2019 is £226.20. Social Security Scotland will write to you before each payment is made.

Contact Social Security Scotland if you think you should have been paid Carer's Allowance Supplement but did not receive it.

Freephone: 0800 182 2222 (8am to 6pm, Monday to Friday)





## Brexit News - EU Settlement scheme

If you are an EU, EEA or Swiss citizen you and your family can apply to the EU Settlement Scheme to continue Living in the UK after 30th June 2021. If your application is successful you will be awarded settled or pre-settled status.

The deadline for applying to the scheme is 30th June 2021. It is free to apply to EU Settlement Scheme.

### If the UK leaves the EU without a deal

You will need to be living in the UK before it leaves the EU to apply. The deadline for applying will be 31 December 2020

### Settled Status

You will usually get settled status if you:

- started living in the UK by 31 December 2020 (or by the date the UK leaves the EU without a deal)
- lived in the UK for a continuous 5-year period (known as 'continuous residence')

### Pre – Settled Status

If you do not have 5 years' continuous residence when you apply, you'll usually get pre-settled status. You must have started living in the UK by 31 December 2020 (or by the date the UK leaves the EU without a deal).

You can then apply to change this to settled status once you have 5 years' continuous residence. You must do this before your pre-settled status expires.

Your rights with settled or pre-settled status

You will be able to:

- work in the UK
- use the NHS
- enroll in education or continue studying
- access public funds such as benefits and pensions, if you're eligible for them
- travel in and out of the UK

For further information and eligibility visit:

<https://www.gov.uk/settled-status-eu-citizens-families>

## Easterhouse Housing & Regeneration Alliance

Easterhouse Housing & Regeneration Alliance ran a hustling event on 4 December in Blairtummock Hall, attended by the four candidates for Glasgow

East and chaired by Alan Ferguson of SHARE. The event was well attended and a lively Q&A took place – the people of Easterhouse love to make their views known! Good luck to all the candidates – James Harrison, Liberal Democrats; Thomas Kerr, Conservatives; Kate Watson, Labour and David Linden, SNP. By the time you receive this newsletter, we may well know the result...



Photo credit: Ian McLean Photography



# GOOD NEWS - FURTHER INVESTMENT IN YOUR HOMES! PLANNED MAINTENANCE REPLACEMENT PROGRAMME 2020/2021

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

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

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

The total budget for the replacement programme in 2020/2021 is £1,194,000.00 (including VAT). In determining what items we need replace within any life cycle of components, we take into account things like the repair history; the money available from our rental income; the general condition of each item needing replaced; availability of parts; continued compliance with the Scottish Housing Quality Standard (2015); any changes in legislation and the age of each item.

We have reviewed what needs completed for 2020/2021 and for this year our main programme relates to fitting;

- 111 kitchen replacements;
- 56 new bathrooms;
- 50 new boilers
- 109 new doors to houses;

- 88 homes with new windows; and
- works to back courts and bin areas.

## Responsive Repairs:

In addition to this we are likely to spend £665,000.00 on cyclical and reactive maintenance based on most up-to-date forecasts.

## Improvements:

Tenants should note that both our published maintenance and repairs policies clarify that, where Planned Maintenance works is not a statutory requirement, we will **not** carry out improvements to properties if:

- The property is in poor condition internally through negligence.
- There is money owed to the association through rent arrears, recharge repairs or court expenses.
- The tenant does not wish the works to be carried out.

This decision was taken by the

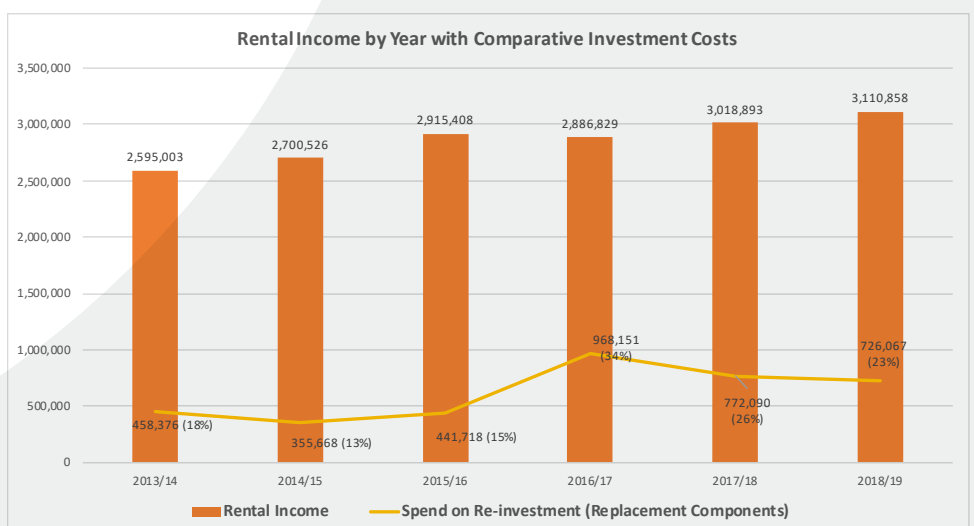
committee because we believe it is the fairest way to treat all tenants (rent money is used to pay for these improvements.)

Should a property be removed from one of our planned maintenance programs, we will replace the vacancy with a property from the following year's investment program. This will ensure that the associations meets the required investment unit numbers and does not have an impact of the 30 year maintenance planned. Any property removed from our planned maintenance programs shall be reinstated into one of our future programs at the first available opportunity once they meet the above criteria.

If you owe money to the housing association, please pop in for a chat or ask for a home visit – we're here to help you.

## How much are we investing?

See the graph below.



# FIRE SAFETY



## CELEBRATE THE FESTIVE SEASON SAFELY BE SAFE AND ENJOY YOUR CHRISTMAS & NEW YEAR

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

Ensure that exit door keys are kept readily available and/or exit doors can be opened from the inside in the event of fire or emergency.

Take care of older people, children and those who may find it difficult to react quickly and safely if there is a fire.

Check your smoke alarm weekly and report any faults immediately.

Make sure your family and/or visitors know what action to take in the event of fire or actuation of smoke/heat alarms.

Smoking is the main cause of death from fire in the home. If people are smoking in your home provide a sufficient number of ashtrays.

Stub out cigarettes properly – make sure there's no smoke.

Pour water on cigar or cigarette ends before putting in the bin.

Consuming even a moderate amount of alcohol can greatly increase the risk of fire and injury.

Leaving cooking unattended or being distracted while cooking is the most frequent cause of fire in the home.

Make sure your festive lights conform to British Standards and are always switched off when going to bed or leaving your house or flat.

Never overload electrical sockets.

Make sure the fuse in the plug of any electrical appliance is the correct rating.

Keep festive decorations away from lights and heat.

If celebrating with fireworks remember they are explosives. Store them safely out of the reach of children and always follow the fireworks code.

# WINTER PLUMBING ADVICE

## Going away or on holiday over the winter months

If you are going away over Christmas or any time during the winter for an extended period, perhaps visiting family and friends, then let us know and we will drain your flat/house. This is a free service to tenants which we give to reduce the possibility of frozen pipes, damage to property and the misery that goes with it.

## Leaks and how to prevent them

If you live in a flat there is always a possibility of getting a leak from above, either from the roof damaged by a storm, or faulty plumbing; however a common source of water going down to the flat below is where a resident leaves a tap on at the bath, wash hand basin or kitchen sink which then overflows. So always remember to turn off taps before you leave your home, even if only nipping out for a pint of milk.

Another source of leaks are faulty washing machines and their connections. For existing washing machines check that all connections are tight on a regular basis, and before using a new washing machine make sure that all connections are tight.

## Frozen pipes

When temperatures drop there is a possibility that pipes will freeze. If the temperatures remain below 0c freezing for 2-3 days it is likely that pipes will freeze and burst when the temperature rises. To prevent frozen pipes keep your heating on. It does not need to be at a high temperature, an average temperature of 5



degrees will stop your pipes from freezing. Turn your thermostat down low but keep your heating on until the outside temperature rises above freezing.

## Minimising the damage from a burst pipe!

If your pipes burst then your priority must be to minimise any damage from escaping water. You can do this by undertaking the following actions:

1. Switch off any water heaters or boilers.
2. Turn off the main stopcock.
3. Contact the Association's emergency contact number.
4. Collect as much water as possible in buckets, baths and containers as this water can be used to flush the toilets. Do not use the water to drink or cook with.

## 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.

Do not touch any wet electrical fittings.

## 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.





# Home Energy Scotland Launches Winter Advice Competition Quiz!



## WHICH PROVIDES ADVICE TO HELP PEOPLE KEEP WARM AND WELL THIS WINTER – AND GIVES PEOPLE THE CHANCE TO WIN FREE ENERGY BILLS FOR 1 YEAR

**\*\*\* Home Energy Scotland invites partners and third sector colleagues to share news of our winter advice competition that gives one lucky winner the chance to win a cash prize of the sum equivalent to an average household's annual energy bills valued at £1,200\*\*\***

This winter, Home Energy Scotland is keen to support local efforts to help people who may be struggling to heat their homes to stay in control of their energy bills and keep warm and well.

As part of its winter campaign, Home Energy Scotland has devised a winter advice competition quiz.

Gas and electricity bills are a significant part of household expenditure and during the colder months energy use tends to rise.

The competition quiz is educational. Making small changes around the home can make a big difference to comfort levels and energy bills. Ways to take control of your energy spend includes shopping around for a cheaper energy deal. The average annual saving you could make by switching supplier is

£200 but it could be as much as £300 if you have never switched at all. Reading and acting on the simple tips given will help householders save energy, save money and keep cosy for less.

To enter, householders go through a simple process:

Read – useful energy saving advice tips

Answer – a number of questions, the responses to which can be achieved as the result of digesting this useful information

Enter – entrants answer three multiple choice questions, consent to entering and insert their details to enable Home Energy Scotland to contact the individual should they be the lucky winner.

The winter advice quiz can be completed in a range of ways including by calling Home Energy Scotland free on 0808 808 2282 or online <http://bit.ly/FreeEnergyBills>

Terms and conditions apply.



# Paying Your December Rent

**Please remember your rent is due to be paid by 31 December 2019.**

## YOU CAN PAY BY:

- Allpay Card at various pay-points and post offices displaying the PayPoint logo - If you require a new card please request this as soon as possible from our office.
- Pay online with Callpay – [www.allpayments.net](http://www.allpayments.net) and selecting “Make a Payment”
- 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
- By Telephone – call 0844 557 8321 (This service is available 24 hours a day, 7 days a week) enter the reference number from your Allpay card and follow the instructions. (or call this office on 0141 781 1884 for a note of your reference number).
- By Telephone to the Hub on 0141 781 1884
- By Cash at the Hub
- Direct Debit
- Standing Order



**PLEASE NOTE THE LAST DAY YOU CAN PAY AT THE OFFICE IS 24 DECEMBER 2019 BEFORE 1.00PM**

## Regulator publishes new guide for tenants & service users

The Scottish Housing Regulator has published ‘How We Regulate: A guide for tenants and service users’.

The new, short guide has been written to help people find out more about the Regulator’s work. The guide also explains how tenants can find out about their landlord, what they can expect from it, and how they can make a complaint.

Iain Muirhead, Director Digital and Business Support said: “We’ve written this guide to help tenants, people who are homeless, and other service users find out more about who we are and what we do to protect their interests.

“To support the guide, we’ve also developed two short videos about who we are and what we do and what tenants and service users can do if they have a concern about a landlord.

For further information can be found on Wellhouse HA’s website or please go to the following link on the Regulators website:

<https://www.housingregulator.gov.scot/for-tenants/how-we-regulate-information-for-tenants/how-we-regulate-a-guide-for-tenants-and-service-users>

# COLOUR ME IN!





## Sudoku Challenge for the Adults!

DIFFICULTY - MEDIUM

5								
		7				5	6	8
1		3	4	5			7	
	5			8				3
4			3	2	7			5
2				1			9	
	1			7	9	3		6
6	7	5				2		
								1

DIFFICULTY - EVIL

1					3			5
		6		7				
		5			8			6
	4	1						7
		7	9		4	2		
3						6	8	
2			3			5		
				9		3		
9			1					2

## MATCH THE SHADOWS



# CHRISTMAS CLOSURE

Our office will be closed for the Christmas Break from 1:30pm Tuesday 24<sup>th</sup> December 2019. We will re-open on Monday 6<sup>th</sup> January 2020 at 9am.

- Saltire – 0330 2020444 (All gas central heating repairs)
- City Building – 0800 595 595 (All other trades)

## 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)

## 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)

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.



Scottish Charity No. SC036552

