



# the wellhouse news



## Welcome to your Autumn Newsletter

### IN THIS EDITION:

*Chairs Welcome – Page 2*

*Garden Competition Winners and Christmas Lights – Page 3*

*Directors Update – Page 4*

*2021 AGM – Page 5*

*Income and Advice – Page 8*

*Gas Safety – Page 13*



**wellhouse**  
Housing Association

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

# Welcome to your autumn newsletter



I am glad to report that, at last, we have all housing and maintenance staff back in the office for service delivery from the Hub – it has been a long and unusual process, whilst we delivered services without interruption throughout lockdown. The staff are in the hub on a part time basis, mixed with remote working but it does mean people are in every day. We will continue to monitor the situation closely of course. In part of our planning for return, we carried out 2 staff surveys and a resident's survey and are confident that we have put the right arrangements in place. We hope that we can return in due course to more public events and face to face meetings – however, at this time, you have given us the clear message that you wouldn't be comfortable with this.

In this edition, you will find information on our window replacement programme, our other service plans and the work done with the council, city property and Scottish water around flood prevention, which we hope to put in place as soon as is practical.

I am also delighted to formally welcome Easthall Residents and their partners including Urban Fox and East End Flat Pack meals in providing services to the Hub, including our café and the long-awaited return of the bingo!

*Darron Brown*

Darron Brown, CHAIR



# GARDEN COMPETITION WINNERS

This competition is always a challenge to judge. But that's a good challenge to have, because it shows that Wellhouse is full of people who have a pride in the area and their gardens show that pride.

This year, we have 3 prizes, these are:



**1st place - Jacqueline Dempsey**



**2nd place -Theresa Baxter**



**3rd place – Valerie Yakam Tientcheu**

The judging was carried out by Bailey Elaine Ballantyne, who was very impressed with the standard on show. All our winners received a fabulous 8-piece hand tool set in a handy carry bag for their gardens and a selection of 30 spring bulbs to plant in their garden or pots.

## Christmas display competition

**Win a  
£50 gift  
voucher!**

**It's nearly that time of year again and everyone is starting to think about Christmas and all that comes with it.**

We know that many of you enjoy decorating your garden and windows for the festive season for everyone to enjoy. During the month of December, we will

keep an eye on all those lovely displays, and we will announce the winner in our winter newsletter.

The lucky householder will be contacted before we close for the Christmas holidays and they will receive a £50 gift voucher. Good luck!!!

# A new era for the community café



We are delighted to report that our work with East End Flat Pack Meals and Easthall Residents Association is kicking off and thank you to everyone who attended the open day on 1 September to give ideas as to what you'd like to see.

The dedicated team led by Jackie, supported by Beth, Margaret, Susan and Katie are itching to get started within the Hub Café. They have an incredible plan offering lots of different services from Breakfast Clubs for children, cooking demonstrations, cooking education classes and a Community Café alongside offering their healthy nutritious Flat Pack home cook meals all from the Hub café.

The team have been given the go ahead by Wellhouse Housing and have the community on board via consultations with residents, looking at ways to get everyone involved and help shape future services. Wellhouse HA will be repairing the floor which was damaged with some flood water and then we are good to go!



## Staff return to Hub

We began on a phased return to the Hub on Monday 6 September. Please note that we are continuing to comply with government guidelines and best practice around Covid 19 mitigation – the safety and wellbeing of staff and residents are very important to us.

Elsewhere in this newsletter you will see the results of a recent resident survey which notes that many of you would prefer to see staff in a face to face set up. We ask that you make an appointment to come into the Hub, so that we can manage numbers and not require people to queue outside. There will be regular estate walkabout from all housing and maintenance staff, so feel free to talk to us when we are out and about. If you want to make an appointment, call 07387 016 761 for maintenance and 07387 016 760 for housing or text, phone or email if you don't want to come into the hub.

## Flood Mitigation

One of the next stages of flood mitigation includes the replacement of the section of the main drain in Wellhouse Crescent – a contractor will need to be procured and commissioned. This will be disruptive, as the front walkway and entrance to the Hub will be dug up.

You will be kept up to date in a special mail out when the time comes. We are waiting to hear back from Scottish Water on the demonstration rain gardens.

*Martin Wilkie-McFarlane*

Martin Wilkie-McFarlane  
DIRECTOR

# THE AGM 2021

---

Nothing could have prepared any of us for the onslaught of Covid-19. The upheaval to all our lives has been unprecedented and the Association is no exception. Despite the closure of the office, staff have remained contactable as the organisation adjusted to working from home. Whilst the whole of Scotland moved beyond “Level 0” in relation to the Covid-19 protection levels, in the face of the continuing outbreaks of Covid-19, guidance from the health and safety executive and the practicalities of ensuring the safety and wellbeing of our membership and those most vulnerable within our community, the committee considered that the safest option would be to convene a virtual AGM again this year.

## Election Results:

Under Rule 38 the following 2 members stood down and sought re-election, they did not require nomination. Because there were fewer nominations than places on the committee, all those seeking re-election were properly elected; these being:

- Clare Monteith
- Sarah Morris

There were no co-optees during the course of the preceding year.

There were no appointees during the course of the preceding year.

**Congratulations to all those that were elected. Your new committee is:**

- Maureen Morris, Chair
- Clare Monteith, Vice Chair
- Carol Torrie, Treasurer
- Darron Brown, Elected Member
- Michelle Harrow; Elected Member
- Jane Heppenstall; Elected Member
- Sarah Morris; Elected Member
- Shona McKenna; Elected Member

The business of the meeting included a report from the current Chairperson, Darron Brown, the Director and the Management Team which included a showcase of achievements/activities during the year and a financial report from our External Auditors.

The Chair thanked everyone for attending the meeting. He highlighted the results of the garden competition (more information can be found on page 3). See page 3 for further information on this year’s Christmas lights competition.

# Rent First!! - Update



First the good news!!- I'm pleased to tell you that our firmer approach for dealing with rent arrears is starting to take effect and the level of rent arrears has reduced by over £50k since my last newsletter update. We are still owed almost £297k and we are working hard to support tenants and finding solutions for those who are having difficulty paying their rent.

Sadly, we have bad news too. Some tenants are still avoiding paying

their rent or contacting us and we have had to pursue legal action for 38 households which has resulted in:

- 2 decrees for eviction
- 2 wage arrestment's
- 14 referrals to debt recovery agents

Our Housing Team are here to help anyone who is struggling to pay their rent. The Income Advice Officer can assist with benefit applications and grant funding and

the Housing Officers will help you to make an affordable repayment arrangement. Please get in touch if you need help.

Congratulations to the 3 lucky winners who have won a £20 voucher for Morrisons in our monthly prize draw for those who pay their rent by direct debit and who have a clear rent account. Your Housing Officer will be happy to help you to set up a direct debit.

## Factoring news!

A revised Code of Conduct for Property Factors came into effect on August 16th, 2021, so we are taking this opportunity to review all the services we provide to homeowners. These include back court maintenance, building insurance, communal repairs, close cleaning and lighting.

Part of our website is now dedicated to this service and we will add more information in the coming weeks. Owners now have a dedicated mailbox for enquiries at [factoring@wellhouseha.org.uk](mailto:factoring@wellhouseha.org.uk) which will be checked daily so that we can respond quickly.

To ensure best value, we have written to owners advising them of our review. We will be getting in touch again within the next few weeks to gather views on increasing the service charges which have not changed for several years. We are also going to consult on providing quarterly invoices rather than monthly as well as the payment for major repairs and the recharging process for building insurance.

Please get in touch if you would like to discuss our factoring service.

## Keeping costs down!

We know from our quarterly surveys with tenants that the newsletter is still your favorite way of being kept informed and one of our tenants has suggested that we could save on the cost of paper, printing and postage if we give you the option of receiving our news by email. We think this is a great idea! Please let us know if you would like to receive the newsletter this way. We are happy to keep in touch by whichever way you prefer and it's important that you keep your contact details up to date, so let us know when your telephone number or email address changes.

*Carol Hamilton*

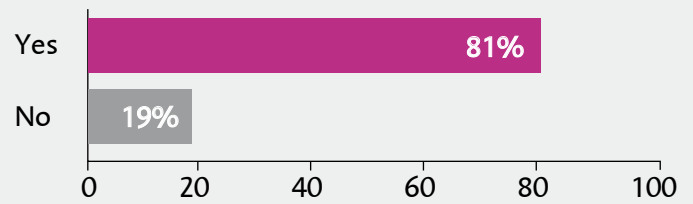
Carol Hamilton  
HOUSING & CUSTOMER SERVICES MANAGER

# Keeping Safe!

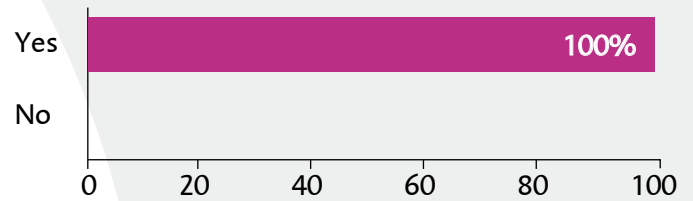
.....

We have more staff working in The Hub as lockdown restrictions have eased and we are able to provide appointments for essential business. We asked our independent consultant to find out what concerns you might have about face-to-face contact in the office or at your home. 72 residents responded to the telephone survey and some very helpful suggestions were made by them to help keep us all safe. We have taken all the suggestions on board and we have contacted those respondents who asked for a call. Here are the results:

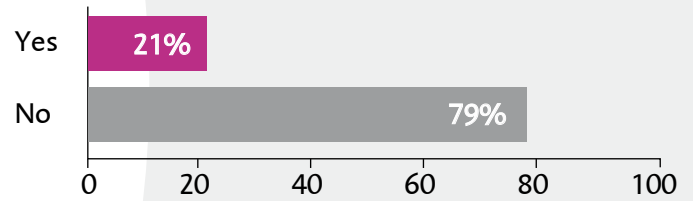
Q4 Prepared to join queue to enter building if only one visitor is allowed in building at a time



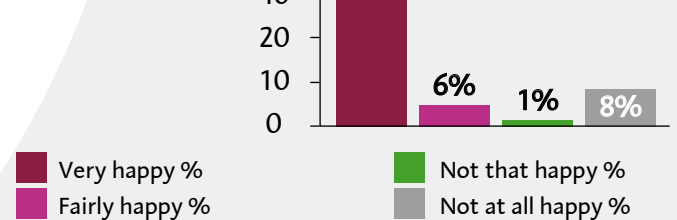
Q5 Prefer to continue to contact Wellhouse in Writing or by Telephone



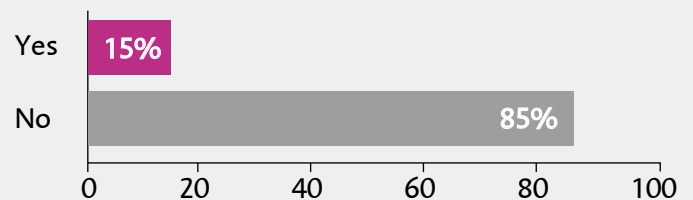
Q6 Willing to take part in discussions with other tenants' present



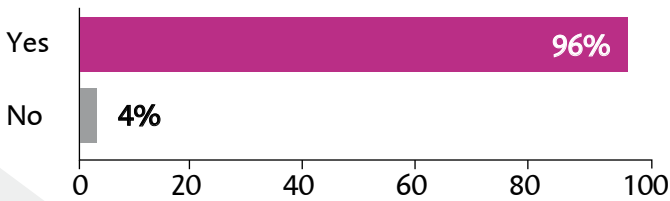
Q7 Happy with Wellhouse staff visiting your home



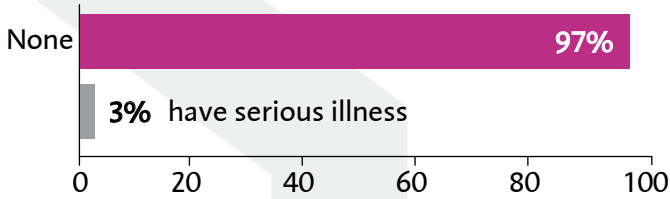
Q8 Like to have a member of Wellhouse staff to contact you to talk things over



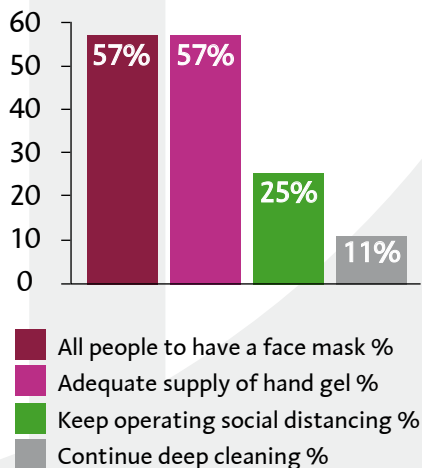
Q1 Tenants happy to make an appointment



Q2 Concerns about entering the Hub to speak to a member of staff



Q3 Suggested safety measures Wellhouse to put in place (percentage %)



# WHAT TO DO IN A FINANCIAL CRISIS.



## Frequently asked questions:

### What can I do if I run out of electricity or gas and don't have any money to top up?

- Contact your energy supplier, they may be able to provide you with credit until you can top up. The credit normally has to be paid back.
- Contact our office on 0141 781 1884 we may be able to assist you to apply for crisis support and refer you to local support agencies, including local foodbanks.
- Contact the Glasgow City Council Scottish Welfare Fund.

If you find yourself in financial crisis and need to access a crisis grant for essential items such as food, electricity or gas, contact the Scottish Welfare fund on 0141 276 1177 selecting option 1.

**Opening times are Monday to Friday 9am to 4pm.**  
**Applications can be made online 24 hours a day by visiting: <https://www.glasgow.gov.uk>**

- Contact the Scottish Citizens Advice Helpline, the helpline is available Monday to Friday 9am to 5pm on 0800 028 1456.

### What can I do if run out of food and don't have any money left to buy more?

- Contact our office on 0141 781 1884 we may be able to assist you to apply for crisis support and refer you to local support agencies, including local foodbanks.
- Contact the Glasgow City Council Scottish Welfare Fund.

If you find yourself in financial crisis and need to access a crisis grant for essential items such as food, electricity or gas, contact the Scottish Welfare fund on 0141 276 1177 selecting option 1.

**Opening times are Monday to Friday 9am to 4pm.**  
**Applications can be made online 24 hours a day by visiting: <https://www.glasgow.gov.uk>**

- Contact the Scottish Citizens Advice Helpline, the helpline is available Monday to Friday 9am to 5pm on 0800 028 1456.

### What can I do if I need help when self-isolating?

If you have enough money to buy food but cannot get it yourself due to self-isolation you could:

- Ask friends or family to buy food and leave it at your door
- Buy shopping online
- If you don't have support to help you pick up essential items like food and medication, you can call the: National Assistance Helpline on 0800 111 4000, or contact via textphone on 0800 111 4114 Monday to Friday 9am to 5pm

The helpline is only for people with no access to other forms of support.

### If you are self-isolating and don't have enough money to buy food you can:

- Contact our office on 0141 781 1884 we may be able to assist you to apply for crisis support and refer you to local support agencies, including local foodbanks.
- Contact the Scottish Citizens Advice Helpline, the helpline is available Monday to Friday 9am to 5pm on 0800 028 1456
- If referring agencies are closed, you can contact a local foodbank directly by visiting <https://www.trusselltrust.org/get-help/find-a-foodbank/>
- Contact the Glasgow City Council Scottish Welfare Fund.

If you find yourself in financial crisis and need to access a crisis grant for essential items such as food, electricity or gas, contact the Scottish Welfare fund on 0141 276 1177 selecting option 1.

**Opening times are Monday to Friday 9am to 4pm.**  
**Applications can be made online 24 hours a day by visiting: <https://www.glasgow.gov.uk>**

*Laura Reilly*

Laura Reilly  
INCOME & ADVICE OFFICER





## Find help to balance your budget

If you're on tax credits or certain benefits, you could be entitled to five family payments.



**mygov.scot**

**0800 182 2222**

### Scottish Child Payment

A payment of £40 every 4 weeks for each eligible child under the age of 6.

### Best Start Grant Pregnancy and Baby Payment

A £606 payment for a first child and £303 for other children. Plus an extra £303 if you have a multiple birth. You can apply from 24 weeks of pregnancy until your baby is 6 months old.

### Best Start Grant Early Learning Payment

A £252.50 payment when a child is between the ages of 2 and 3.5 years. You can still apply if your child is not taking up a place at nursery.

### Best Start Grant School Age Payment

A £252.50 payment to help eligible families with the costs of starting school. Visit [mygov.scot/beststart](http://mygov.scot/beststart) for application dates and guidance on when to apply even if you are deferring.

### Best Start Foods

Money every 4 weeks on a pre-paid card from pregnancy until your child is 3 years old.

**Check if you are eligible and apply now at [mygov.scot/benefits](http://mygov.scot/benefits) or by calling 0800 182 2222.**

You may also be eligible for other benefits. Make sure you're not missing out by speaking to the Citizen's Advice Scotland Money Talk Team on 0800 085 7145.

COMMS/6 Family Payments Page/V1/May 2021



This information can be provided in alternative languages or formats by calling 0800 182 2222.

# £500 for those self-isolating on a low income

People on low incomes may be eligible to receive a £500 grant if asked to self-isolate. The Self-Isolation Support Grant will help those who would lose income if they needed to self-isolate, such as those unable to carry out their work from home.

To be eligible for the grant you must:

- Have been asked to self-isolate by Test & Protect Scotland
- Be able to prove you have lost income due to self-isolation
- Be in receipt of a qualifying

benefit such as Universal Credit, housing benefit or working tax credits or earn less than the real living wage

The grant is intended to support people who would otherwise struggle to be able to afford to comply with the requirement to self-isolate.

Applications can be made online at <https://www.glasgow.gov.uk> or by contacting the Scottish Welfare fund on 0141 276 1177 and selecting option 1.

Opening times are Monday to Friday 9am to 4pm.

### Do you need benefit advice?

We can still offer Income Advice telephone appointments / email advice to help you:

- Check your benefit entitlement and apply for relevant benefits
- Fill in benefit forms
- Apply for crisis support, we can refer you to local support agencies, including local foodbanks
- Challenge a benefit decision if you think it is wrong

# HELP TO COVER INCREASING ENERGY COSTS OVER WINTER.

Energy cost will increase as winter approaches, you may be able to get help with the cost of your energy.

## Warm Home Discount Scheme - Apply now for £140 off your winter energy bill

You could get £140 off your electricity bill for winter 2021 to 2022 under the Warm Home Discount Scheme. If you are receiving benefits or have a low income you may be eligible to apply.

You should apply by contacting your own electricity supplier.

The money is not paid to you - it's a one-off discount on your electricity bill, between September and March. 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 supplier to find out more.

**Not all energy suppliers take part in the scheme, so please check directly with your energy supplier.** The discount will not affect your Cold weather payment or Winter Fuel payment

## Winter fuel payment

If you were born on or before 26 September 1955 you could get between £100 and £300 to help you pay your heating bills.

You are eligible for a Winter Fuel Payment if both the following apply:

- you were born on or before 26

September 1955

- you lived in the UK for at least one day during the week of 20 to 26 September 2021 - this is called the 'qualifying week'

You will get your Winter Fuel Payment automatically (you do not need to claim) if you are eligible and either:

- get the State Pension
- get another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

If you do not get either of these, or if you live abroad, you may need to make a new claim by contacting the Winter Fuel Payment Centre on 0800 731 0160.

If you've got a Winter Fuel Payment before, you do not need to claim again unless you've deferred your State Pension or moved abroad.

The deadline for you to make a claim for winter 2021 to 2022 is 31 March 2022.

## When will you be paid?

Most payments are made automatically in November or December. You should get your money by 14 January 2022.

## Cold weather payments

If you are eligible, you'll automatically get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees Celsius or below over 7 consecutive days.

You'll get £25 for each 7-day period of very cold weather between 1 November and 31 March.

### Eligibility

You may automatically get Cold Weather Payments if you're getting:

- **Pension Credit**
- **Income Support** – If you have a disability premium or pensioner premium, a child who is disabled or get child tax credits that includes a severe disability element. A child under 5 is living with you.
- **Income-based Jobseeker's Allowance** - If you have a disability premium or pensioner premium, a child who is disabled or get child tax credits that includes a severe disability element. A child under 5 is living with you.
- **Income-related Employment and Support Allowance** – If you get a severe or enhanced disability premium, a pension premium, have a disabled child or get child tax credits that includes
- **Universal Credit** – If you are not employed or self-employed, have a health condition and have limited capability for work with or without work related activity. Have a child under 5 living with you. You'll also be eligible if you have a disabled child amount in your claim, whether you're employed or not.
- **Support for Mortgage Interest** - If you have a disability premium or pensioner premium, a child who

is disabled or get child tax credits that includes a severe disability element. A child under 5 is living with you.

**If you have a baby or a child under 5 comes to live with you**

Tell DWP if you get Income Support, income-based Jobseeker’s Allowance or income-related Employment and Support Allowance and:

- you’ve had a baby
- a child under 5 has come to live with you

You will not automatically get Cold Weather Payments if you do not.

**How to claim**

You do not need to apply. If you’re eligible for a cold weather payment, you’ll be paid it automatically.

**If you do not receive your Cold Weather Payment**

Tell the Pension service or Jobcentre Plus office if you think you should’ve received a Cold Weather Payment, but you have not. (Contact number can be found on your benefit letters.)

If you’re getting Universal Credit, **sign in to your account** and

add a note to your journal. If you do not have an online account, ring the Universal Credit helpline instead on 0800 328 5644

**Other things you can do to reduce energy costs**

Check you are getting the best energy deal; you may get a better deal on your energy if you switch suppliers.

Get free energy saving advice from a Home Energy Scotland Advisor by calling the Home Energy Scotland freephone number on 0808 808 2282 Monday – Friday from 8am – 8pm and Saturday from 9am – 5pm.

**Home Energy Scotland helping you stay warm for less**



Home Energy Scotland is pleased to be supporting tenants with free and impartial energy advice and support. Covering everything from simple energy saving tips in the home to transport and active travel advice,

Home Energy Scotland’s friendly advisors can offer free and impartial support.

Who is Home Energy Scotland? Home Energy Scotland is a network of local advice centres covering all of Scotland. Our expert advisors offer free, impartial advice on saving energy, keeping warm at home, renewable energy, greener travel and cutting water waste. We’re funded by the Scottish Government and managed by the Energy Saving Trust, and our mission is to help people in Scotland create warmer homes, reduce their bills and help tackle climate change.

We’ll help you stay warm and well. Recent research by Home Energy Scotland\* has revealed that 70% of people in Scotland feel concerned about energy bills rising, with almost two thirds using more energy than usual during the first 12 months of the pandemic. The research also found that 59% of Scots have noticed a worrying rise in their energy bills already. Simple steps like changing

your thermostat settings in the warmer months, regularly switching your energy supplier or changing the way you pay can all make positive changes to the amount you spend on keeping you warm and well at home.

Home Energy Scotland’s friendly advisors can help you make the best use of your energy, so your home is warmer and your bills are as low as possible.

Speak to an advisor. If you’re worried about your energy bills, call Home Energy Scotland free of charge on 0808 808 2282. You can also contact our Advice Team by email at [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org). \* Energy Saving Trust, “Climate Change Research” April 2021



**HOMEENERGYSCOTLAND.ORG**  
**0808 808 2282**  
 FUNDED BY THE SCOTTISH GOVERNMENT

# SIDEY

WINDOWS | DOORS | SUNROOMS | CONSERVATORIES



## Bill Black

Bill Black  
ASSETS AND MAINTENANCE  
MANAGER



## Electrical Safety Inspections Smoke Detector Upgrades

The Scottish Government clarified in April 2020 that, in order to demonstrate compliance with Element 45 of the Scottish Housing Quality Standards (SHQS) – Safe Electrical Systems, landlords must organise electrical safety inspections by a competent person at intervals of no more than five years. Wellhouse HA has an ongoing dedicated programme of Electrical Installation Condition Reports (EICR) our Contractor G.E.S. Ltd will be in contact you to make arrangements for Access with those involved in this year's Inspections. These inspections are undertaken to ensure that the electrical system in your home continues to be in a safe condition. As part of this inspection, the electrician may require to carry out essential electrical repairs which are identified.

Sidey Solutions Ltd are pleased to confirm that we commenced the Window replacement program on Monday 30th August which will continue into October. We are delighted that the installations are progressing smoothly, and we look forward to building on the excellent relationship with everyone at Wellhouse Housing Association and their Tenants.

## Repairs Materials

Due to circumstances over last 18 months our contractors have been finding it increasingly difficult to source basic material to carry out repairs which were previously stocked items. We are working with the contractors to limit the impact of any material shortages.

## Smoke Detector Upgrades

We are currently upgrading the smoke, heat & carbon monoxide detectors in line with the Scottish Governments new fire safety legislation. It is essential that you allow access for this work to be carried out as it not only protects you and your family but also your neighbours, should any serious electrical issues occur. If you have any questions, please contact the Office

# Notice of Annual Gas Safety Inspection

**As you will be aware, it is vital that all gas systems and appliances are checked on an annual basis. This is to ensure the safety of yourself, your family, and your neighbours.**

As your landlord, Wellhouse Housing Association has a legislative duty (under regulation 36 1-12 GSIUR) to ensure that an annual safety inspection is carried out on all gas appliances and flues within their domestic properties. Please note you must ensure that you have adequate supply of gas and electric within your meters to allow the gas safety check to be carried out.

Our engineers are complying with the social distancing guidelines. We do appreciate that your house may be busier than usual during lockdown being enforced, however, this is in the best interest for all of you. Ideally, we would ask you to vacate the room the operative is working in the room and they will then let you know when they have finished. The inspection will take approximately 30 minutes to 1 hour.

There are a number of AM and PM slots available so please contact us on one of the above numbers if you wish to request one.

## **Please Note**

“5:11 We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs to it, or adjoining property, during reasonable time of the day. We will give you at least 24 hours’ notice in writing. We have the right of access to your house in order to lay wires, cables, and pipes for the purpose of telecommunications, water, gas and electricity, providing we give you reasonable notice in writing. We have the right of access to the common parts at any reasonable time. If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably

caused and you hereby agree to pay for the cost of such damage. In an emergency, we have the right to make forcible entry to your house without notice.”

If the forced access goes ahead, you will be recharged. PLEASE NOTE: You will need to arrange to collect your keys from Shettleston Police Station, opening hours 07:00 – 00:00.

Please note that our call handlers will ask the relevant screening questions when you call in and the Engineer will also ask these prior to entering your property.

Saltire are complying with guidance in relation to PPE for their operatives and all are supplied with gloves, masks and hand sanitisers.

Should you require any further information regarding your annual service, this can be found on Gas Safe website: [www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/](http://www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/)

Thank you for your assistance with this.



# Reporting A Repair to Central Heating and Gas Appliance

If there is something wrong with your heating in between services, you should report this to Saltire 24hrs a day by telephoning 0330 202 0444 and our gas contractor will attend and repair the fault.

## If you smell gas in your property:

1. Let fresh air into your home by opening doors and windows.
2. If it's safe to do so, make sure you cut the gas supply off straight away – move the handle a quarter turn, until it's at 90 degrees from

the pipe. This is usually located next to your gas meter. But if it's in the cellar, it's usually best to leave it.

3. Leave your property.
4. Call the National Gas Emergencies number 0330 111 999. It's free of charge, and lines are open 24 hours a day, seven days a week.
5. Listen to the advice provided by the emergency adviser and follow it
6. Wait outside your property for the gas engineer to arrive

7. If you feel unwell, go to your GP or your local hospital straight away. Inform them that you think you've been exposed to a gas leak or carbon monoxide poisoning.

### Don't:

- light a match, smoke, or use any other naked flame
- touch any electrical switches; don't turn them on or off.
- use mobile phones, doorbells or any other electrical switches that could spark.

# Planned Maintenance Program 2021 – 2022.

## Kitchens and Bathrooms

MCN (Scotland Ltd) is currently contacting those due these replacements to arrange surveys and will arrange install dates following the surveys. We have Kitchens 34 and Bathrooms 45 in this year's programme. the knock on effect of covid is that some existing programmes have been moved by one year where budgets permit. This will have a knock-on effect for the next several years so replacements may not take place exactly when you may have expected them, we will strive to get the programmes back on schedule while working within the available budgets as quickly as is feasible.

We apologise for any inconvenience caused and thank you for your patience and understanding during these difficult times.

## Windows and Doors

Number of windows 290  
Number of doors 29

Sidey started work on Monday 30th August work is progressing well, there are 51 flats/houses in programme. With 290 windows and 29 doors to be replaced.

A few comments from tenants in Balado Rd and Bartiebeith Rd

- Delighted with the works / The Fitters first class / very clean
- Very good happy with the works and quick



# YOUR COMMITTEE NEEDS YOU!!!



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

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

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

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

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

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

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

# OFFICE CLOSURE

Our office will be closed on Friday 24th September and Monday 27th September 2021 for the September Holiday Weekend. We will re-open on Tuesday 28th September 2021 at 9am.

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



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.