



the wellhouse news

Welcome to your Autumn Newsletter

IN THIS EDITION:

- Chairs Message & AGM - Pages 2 - 3*
- Garden Competition Winners - Page 4*
- Income Advice - Pages 5 - 10*
- Housing & Factoring - Pages 11 - 15*
- The Hub Activity update - Pages 16 - 19*
- Maintenance - Pages 20 - 22*



wellhouse
Housing Association

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

A MESSAGE FROM THE CHAIR



Welcome to your autumn 2023 newsletter – you will find a report on the AGM and your new committee who were elected on the night. We are actively looking to recruit a further 4 committee members. We are always looking for local residents who are interested in participating and would make a valid contribution to the business of the Association. Please get in touch if you want to know more about how to be more involved in the running of the housing association.

You will find an update provided by Easthall Residents on activities for services during the year, which I'm sure you will agree, is going from strength to strength – let us know if there are other activities you would like to see in Wellhouse.

I would encourage you to look through the articles and information provided by Laura, our Income Advice Officer. The financial gains she has achieved for our tenants, year after year, is astounding. We are aware that these are challenging times for everyone, the committee and staff are looking closely at any measures we can, to make things easier. Of course, we need to

make sure the association remains viable. If you are worried about any of this or have any questions, please get in touch.

We have reported in previous newsletters and on the website, that we are proceeding with caution on our development opportunities, each stage of which requires a careful risk assessment. As with everything, costs have escalated and we are monitoring this closely. We continue to work with our development agent, Curb (Link Housing Group) as well as with Scottish Water on flooding issues Nature Scot on the relocation of water voles at the appropriate time. We will keep you updated. On a brighter note, see our garden competition winners listed on page 4, again thank you to Cllr. Lally for being our independent judge.

Meantime, enjoy your autumn and start planning your prize-winning Christmas lights!

Maureen Morris

Maureen Morris
Chair

WE HAD A VISITOR

Jas Bains, Chief Executive Officer of Hafod in Wales, came all the way to Scotland to visit our offices here in Wellhouse. Jas was visiting the community of Easterhouse to explore and discuss how to tackle and alleviate poverty in our area. At the meeting was Easterhouse Housing and Regeneration Alliance (EHRA) members. It was a great day all round and excellent to share best practices. Thank you for the visit, Jas!





THE AGM 2023



We are pleased to report that this year we held another successful AGM in the Hub Café. The membership approved the following election results.

Under Rule 41.1 and Rule 40 members who were appointed as co-optee's or filled a casual vacancy in the course of the preceding year; were required to seek election at the AGM, these being:

- Leeann Brown – Co-optee
- Anna Dukova – Casual member

They did not require nomination.

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:

- Darron Brown
- Michelle Harrow

There were no Appointees in the course of the course of the preceding year.

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

- Maureen Morris, Chair
- Darron Brown, Elected Member
- Jane Heppenstall, Elected Member
- Michelle Harrow, Elected Member
- Gordon Kerr, Elected Member
- Helen Lafferty, Elected Member
- Anna Dukova, Elected Member
- Leeann Brown, Elected Member

The business of the meeting included a report from the Chairperson, Maureen Morris, 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. She highlighted the results of the garden competition. See page 18 for further information on this year's Christmas lights competition.



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 pride in the area and their gardens show that pride.

The independent judging was carried out by Cllr Kevin Lalley who was very impressed with the standard on show. We would like to thank him for taking the time out of his busy schedule to walk around the neighbourhood, take photographs and submit his selection to us. Please see his comments below. Each of the winners received a £30.00 voucher. The winners were:

Best Overall Garden: Mrs., Baxter

Cllr Lalley commented: It really is a beautiful garden and so well thought out with colour and positioning of the plants and the seating. It is still so noticeable as you drive along Edinburgh Road. Well done.



Best Container Garden

– Janet Crawford

Cllr Lalley commented: I loved the colour that the Begonias bring. The length of time that they thrive over the summer months brings life to the garden.



Best Veranda – Malgorzata Danilczuk & Ian Kirkpatrick

Cllr Lalley commented: I chose it because the table and chairs surrounded by the colour is a tranquillity in itself.



Winter Fuel funding for households in crisis.

Wellhouse Housing Association successfully secured £25,000 of winter fuel funding from the SFHA'S Social Housing Fuel Fund. The SFHA administer the fund to Social Landlords on behalf of the Scottish Government. The £25,000 funding will be available from November 2023, and will be used to support up to 250 tenants experiencing an immediate fuel crisis over the winter period.

Who can apply?

- The funding has been awarded to Wellhouse Housing Association to support those facing an immediate fuel crisis. This includes those who have no money to top up prepayment meters and those who are unable to pay their energy bills due to financial crisis.

- Any tenant experiencing a fuel crisis can apply for support.

How much can I apply for?

- The award will be based on the applicant's personal circumstances and will be at the discretion of Wellhouse Housing Association.

How do I apply?

- Applications can be made by contacting Wellhouse Housing Association on 0141 781 1884.



Laura Reilly

Laura Reilly
INCOME & ADVICE OFFICER

Warm Home Discount Scheme 2023 to 2024

You may be eligible for a £150 rebate from your energy supplier through the governments warm home discount scheme. The money will not be paid to you directly. If you are a credit customer it will be added to your electricity account and if you are on Pay As You Go, you will be sent a voucher that you can use to top-up your meter. The credit is usually applied directly to Smart Meters.

You may be able to get the

discount on your gas bill instead if your supplier provides you with both gas and electricity and you are eligible. Contact your supplier to find out.

You qualify if you either:

- get the Guarantee element of Pension Credit
- are on a low income and meet your energy supplier's criteria for the scheme.

Contact your energy supplier for further information.



Utilita's Warm Home Discount Scheme

Utilita's Warm home Discount Scheme opens for application between 11th and 18th of September 2023. Suppliers accept Warm Home Discount applications at different times, check with your supplier when they will open applications.

Pensioner Cost of Living Payment

If you are entitled to a Winter Fuel Payment for winter 2023 to 2024, you will get an extra £150 or £300 paid with your normal payment from November 2023.

The full amount of Winter Fuel Payment (including the Pensioner Cost of Living Payment) you will get for winter 2023 to 2024 depends on when you were born and your circumstances during the qualifying dates.

You can get a Winter Fuel Payment for winter 2023 to 2024 if you were born before 25 September 1957.

You will be sent a letter in October or November telling you how much Winter Fuel Payment you will get if you are eligible.

 HM Government

Help for Households

Are you over State Pension age, or know someone who is?

Pension Credit tops up pension income and can help with day to day living costs.



If you are over State Pension Age, you may be eligible to claim **Pension Credit**, even if you own your home or have savings.

People who claim **Pension Credit** may also be able to get:

- help with heating costs
- help with rent and Council Tax
- a free TV licence for those aged 75 or over
- help with the cost of NHS services, such as NHS dental treatment, glasses and transport costs for hospital appointments

Check your eligibility at gov.uk/pension-credit or by calling 0800 99 1234



Don't miss out.

Low-income benefits and tax credits Cost of Living Payment

You may be entitled to a Cost-of-Living Payments of £300 if you get any of the following benefits or tax credits on certain dates:

- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support

- Pension Credit
- Universal Credit
- Child Tax Credit
- Working Tax Credit

The payment will be made separately from your benefit payments and will be paid to you automatically if you are eligible.

When is it paid?

£300 will be paid during autumn 2023, for most people, if they were receiving certain low-income benefit between the qualifying dates. The qualifying dates will soon be published.

Do you have a Spare bedroom?

If your Housing Benefit or Universal Credit has been reduced because you have a spare bedroom, you could apply for a Discretionary Housing Payment from Glasgow City Council to help cover the cost of your spare room.

You can also apply for a Discretionary Housing Payment if you are struggling financially and you receive Universal Credit Housing costs or Housing Benefit.

You can apply for a Discretionary Housing Payment from Glasgow City Council, online by visiting <https://www.glasgow.gov.uk> or you can get help to apply, by contacting our Income Advice Officer on 0141 781 1884 option 3.



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 a one-off credit until you can top up. The credit must normally be paid back.
- 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. You can contact the Scottish Welfare fund on 0141 276 1177. Opening times are Monday to Friday 10am to 4pm.

Applications can also be made online 24 hours a day by visiting: <https://www.glasgow.gov.uk/index.aspx?articleid=17160>

- Contact the Scottish Citizens Advice Helpline on 0800 028 1456, you'll reach an interactive service

which will connect you to your local Citizens Advice Bureau or one of their other advice services.

- Contact our Income Advice Officer on 0141 781 1884 option 3, we may be able to assist you to apply for crisis support and refer you to local support agencies, including local foodbanks.



What can I do if I am struggling to buy food?

- 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. You can contact the Scottish Welfare fund on 0141 276 1177. Opening times are Monday to Friday 10am to 4pm. Applications can also be made online 24 hours a day by visiting: <https://www.glasgow.gov.uk/index.aspx?articleid=17160>
- Contact our Income Advice Officer on 0141 781 1884 option 3, we can supply you with a foodbank voucher. We can assist you to apply for crisis support and refer you to local support agencies.
- Contact the Scottish Citizens Advice Helpline on 0800 028 1456, you'll reach an interactive service which will connect you to your local Citizens Advice Bureau or one of their other advice services.



Social Security Scotland
Tearainteachd Shìsealta Alba

Young Carer Grant

A little something for those who give a lot.

more than

£350

16, 17 or 18 and looking after someone getting disability benefits for around 16 hours per week? You could get a yearly payment to spend as you choose.

0800 182 2222

mygov.scot/youngcarer



HAPPY TO TRANSLATE



Scan for additional languages and accessible formats.

Trussell Trust Local Foodbanks

If you need a foodbank voucher, you should always contact a referring agency in the first instance.

Wellhouse Housing Association are a referring agency and can provide you with a foodbank voucher. The Citizens Advice Bureau can also refer you to a local foodbank.

If referring agencies are closed, you can contact a local foodbank directly

by visiting <https://www.trusselltrust.org/get-help/find-a-foodbank/>

Glasgow North East local Foodbanks

Calton Parkhead Parish Church

- 142 Helenvale Street, Parkhead, G31 4NA.

Opening times

Monday 1pm to 3pm

Wednesday 10.30am to 12.30pm

Friday 1pm to 3pm

Opening times vary on bank holidays.

Blairtummock Community Hall

45 Boydrie Street, Easterhouse, G34 9JL.

Opening times

Thursday 2pm to 4pm

Opening times vary on bank holidays.





About Pension Wise

Pension Wise is a free and impartial government service. We can help you understand the different ways you can take your pension pot.

You can speak to us over the phone or face to face in hundreds of locations across the UK.

Our guidance is impartial – we won't recommend any products or companies and won't tell you how to invest your money.

Before you book

You must be aged 50 or over and have a **defined contribution** pension.

The different types of pension

Defined contribution

These are personal or workplace pensions based on how much you and possibly your employer paid into your pot. With these pensions you decide how to take your money out.

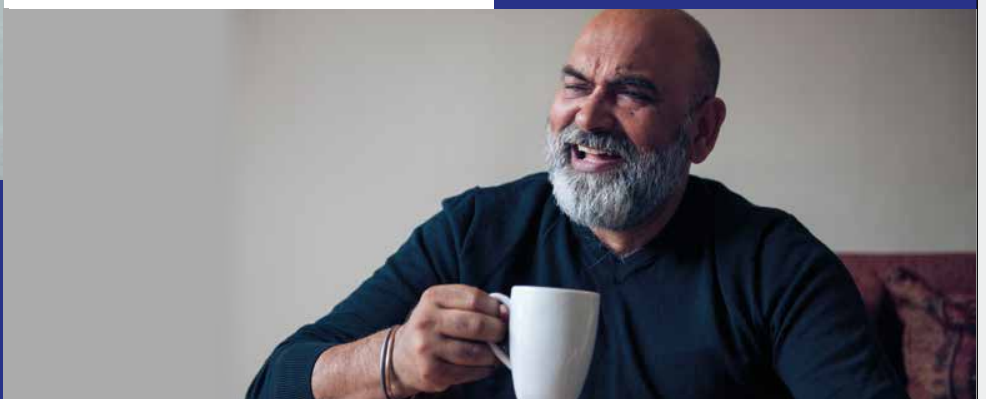
Defined benefit

These are also known as 'final salary' or 'career average' pensions and are based on your salary and how long you've worked for your employer.

For help with these pensions phone MoneyHelper on **0800 011 3797** or go to moneyhelper.org.uk/pensions



Your guide to Pension Wise



Preparing for your appointment

You'll get the most from your appointment if you:

- know how much is in your pension pot(s)
- know if your pension has any special features, like a guaranteed annuity rate
- have a state pension statement
- have thought about how much money you'll need in retirement.

You should bring only your most recent paperwork – this will give us more time to discuss your pension options and next steps.

Next steps

After your appointment, you'll receive a written summary of what you discussed along with suggested next steps.

These may include:

- talking to your pension provider about questions you may have
- speaking to a financial adviser
- meeting with organisations like Citizens Advice for help with debt, benefit, housing or employment issues.

How to book a Pension Wise appointment

You can speak to us over the phone or in person in hundred of locations across the UK.

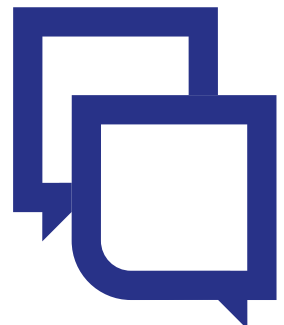
Phone **0800 138 3944** or go to moneyhelper.org.uk/pensionwise to book your appointment.

About Pension Wise appointments

An appointment is a conversation between you and a pension specialist. You'll talk about the options you have for taking your pension money.

Your appointment will last around 45 to 60 minutes and we will:

- explain your pension options
- explain how each option is taxed
- give you next steps to take.



A service from



Ref: MH_RS0010

The cost of living crisis is being felt across most households in the country. If you are finding it difficult to cover household costs such as energy bills or paying your rent, make sure you find out what support and advice is available for you and your family.

To find out more visit gov.scot/costoflivingsupport or call one of the phone numbers on the back of this leaflet.



Scan here for a digital copy of this leaflet, including additional languages and accessible formats.

Energy and household costs

Home Energy Scotland is helping people to reduce their bills, use energy more efficiently and create warmer homes. For advice and to find out what support you're eligible for call **0808 808 2282** or visit homeenergyscotland.org.

Depending on your circumstances you could get a discount on your council tax bill or be entitled to benefits to help pay for housing. Visit gov.scot/costoflivingsupport for further information.

Money and debt advice

If you need advice on how to manage your money or debt, you are not alone and there is support available. You may be able to get help with rent arrears or mortgage repayments or be eligible for a budgeting loan.

Please see the organisations listed on the back of leaflet to find out about the services and help available to you.

Benefits and income

Visit gov.scot/costoflivingsupport for information on benefits and payments available and access to free online benefits calculators. The Money Talk Team are also on hand with advice at moneytalkteam.org.uk or on **0800 028 1456**.

If you already get certain low-income benefits or tax credits you could be eligible for other cost of living payments. The Scottish Welfare Fund can also provide crisis grants if you need financial help in an emergency. More information is available at gov.scot/costoflivingsupport.

Advice Direct Scotland

Provide a range of services that can help with cost of living issues. This includes energy and debt advice, as well as access to the Scottish Government's Home Heating Support Fund. They also have a free benefits calculator on their website to check entitlement.

Visit www.advisedirect.scot
Call **0808 800 9060**

Breathing Space

A confidential phone line for anyone in Scotland over the age of 16 and feeling low, anxious or depressed.

Visit www.breathingspace.scot
Call **0800 83 85 87**

Citizens Advice Money Talk Team

Get free, confidential advice locally about what benefits and grants you're entitled to, as well as help and support on making your money go further and how to manage debt.

Visit www.moneytalkteam.org.uk
Call **0800 028 1456**

Home Energy Scotland

Provide free and impartial advice to save on energy bills and make your home warmer.

Visit www.homeenergyscotland.org
Call **0808 808 2282**

Shelter Scotland

Free housing advice for everyone.

Visit scotland.shelter.org.uk

Social Security Scotland

Apply for a benefit or find out what to do if you've already applied and need more help.

Visit www.mygov.scot/benefits
Call **0800 182 2222**

StepChange Debt Charity Scotland

Free, impartial debt advice and practical solutions to help you take back control of your finances.

Visit www.stepchange.org
Call **0800 138 1111**

Support for families

Support is available to help with a range of family expenses including childcare and school costs. Eligible children can access 1140 hours of funded childcare. The Scottish Child Payment helps families on low incomes with a weekly payment for every eligible child. Best Start payments can help towards the costs of being pregnant or looking after a child. The Money Talk Team are also on hand with advice at moneytalkteam.org.uk or on **0800 028 1456**.

Support for older or disabled people

There is a range of benefits designed to support older people; from pension credits that can help to cover living costs for those on lower incomes, to winter fuel payments and free bus travel. To find out if you could be eligible for pension credits call the Pension Service helpline on **0800 731 0469**, or for general advice contact Age Scotland on **0800 12 44 222** or by visiting agescotland.org.uk.

Additional support is available for adults and younger people living with a disability, from disability payments to winter heating assistance and free bus travel. Visit gov.scot/costoflivingsupport for more information.

Support for carers

If you are caring for someone you could also be entitled to claim a carer's allowance. Find out more at gov.scot/costoflivingsupport, or call Carers UK on **0808 808 7777**.

Everything the kids need is so expensive.



How can I heat my home?



Make sure you receive the support you are entitled to.



Renters' rights

As part of the cost of living crisis, emergency legislation has been introduced to offer tenants stability in their homes with protection against unlawful evictions and rent increases.

More information is available at gov.scot/rentersrights, or Shelter Scotland provides free housing advice online at scotland.shelter.org.uk.

Health and wellbeing

If you're feeling anxious, stressed or low, find out how you can improve your mental wellbeing by visiting nhsinform.scot/mind-to-mind.

If you need to talk to someone for urgent mental health advice and support, you can phone:

- NHS 24 mental health hub on **111**
- The Samaritans on **116 123**
- Breathing Space on **0800 83 85 87** Mon – Thur 6pm – 2am & Fri 6pm – Mon 6am

If you still have concerns about your health and wellbeing you can also contact your General Practice.

Make sure you're also aware of the help with health costs that is available, such as free eye examinations and dental check ups. Find out more at www.eyes.scot and www.nhsinform.scot/dentist.



The New Tenant Online Portal by Wellhouse Housing Association

Your Voice, Your Home: We Want Your Feedback!

Wellhouse Housing Association has always prioritised the well-being and satisfaction of its tenants. As a part of our ongoing commitment to enhancing your living experience, we are excited to introduce the possibility of the brand-new Tenant Online Portal – a digital gateway to convenience, communication, and connection.

Elevating Your Living Experience

Gone are the days of rifling through piles of paperwork to find that one important notice or struggling to

remember your rent due date. The Tenant Online Portal is your personal hub for all things related to your tenancy. Designed with you in mind, this intuitive platform puts control at your fingertips, making it easier than ever to access information, communicate with us, and manage your tenancy details.



James Wilson

James Wilson, Customer & Housing Services Manager

A Glimpse into the Portal's Features

Stay Informed: Instantly access recent correspondence and newsletters, ensuring you're always up to date with the latest news, updates, and important announcements from Wellhouse Housing Association and you will have links to our website.

Make changes to your tenancy: someone moving in or out? Change in name or similar changes? You can provide us with this information on the portal.

Effortless Repairs Management: No more phone calls or finding a convenient time to report a repair. With just a few clicks, you can log repairs, ensuring that your home remains a safe and comfortable haven.

Financial Peace of Mind: Check your rent balance and make payments conveniently online. Say goodbye to the hassle of having to find the time to contact the office – managing your rent payments has never been this stress-free.

Your Feedback, Our Drive

The Tenant Online Portal is not yet functional, we will wait to hear the views of our tenants before going live.

As we embark on this exciting digital journey, your input is more crucial than ever. Your thoughts on the Tenant Online Portal matters, and we want to hear your thoughts. Would you use the portal? Would there be any barriers to using the portal? Is there a feature you'd love to see added? Your feedback will shape the future of this digital tool.

Getting in touch is a breeze! To share your thoughts, simply call us at 0141 781 1884, send us an email at info@wellhouseha.org.uk, or pay a visit to our office during regular office hours. Your opinions matter, and we're excited to embark on this journey of continuous improvement with you.

At Wellhouse Housing Association, we believe that your home should be a place of comfort, security, and ease. The Tenant Online Portal represents our commitment to modernising your tenancy experience and ensuring that you have the tools you need at your fingertips. Join us in shaping the future of housing services – one click, one suggestion, and one happy tenant at a time.

Using Ring Doorbell Cameras and CCTV: What You Need to Know

Ring doorbell cameras and CCTV systems are becoming increasingly popular as people look for ways to improve their home security. However, it is important to be aware of the guidance and legislation surrounding the use of these devices, in order to ensure that you are using them in a legal and ethical way.

In the UK, the use of CCTV is regulated by the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR). These laws state that you must comply with certain principles when using CCTV, such as:

- Only collecting personal data that is necessary for the purpose of the CCTV system.
- Only using the data for the purpose for which it was collected.
- Keeping the data for no longer than is necessary.
- Securing the data against unauthorised access, disclosure, or loss.

Here are some additional tips for using Ring doorbell cameras and CCTV systems in a legal and ethical way:

- Only install the camera in areas where it is necessary for security purposes.
- Position the camera so that it does not record areas where people have a reasonable expectation of privacy, such as their gardens or windows.
- Keep the camera footage for no longer than is necessary
- Delete the footage if it is no longer needed.



- Only share the footage with law enforcement or other third parties if you have a legitimate reason to do so.

By following these tips, you can help to ensure that you are using Ring doorbell cameras and CCTV systems in a way that is compliant with the law and respects the privacy of others.

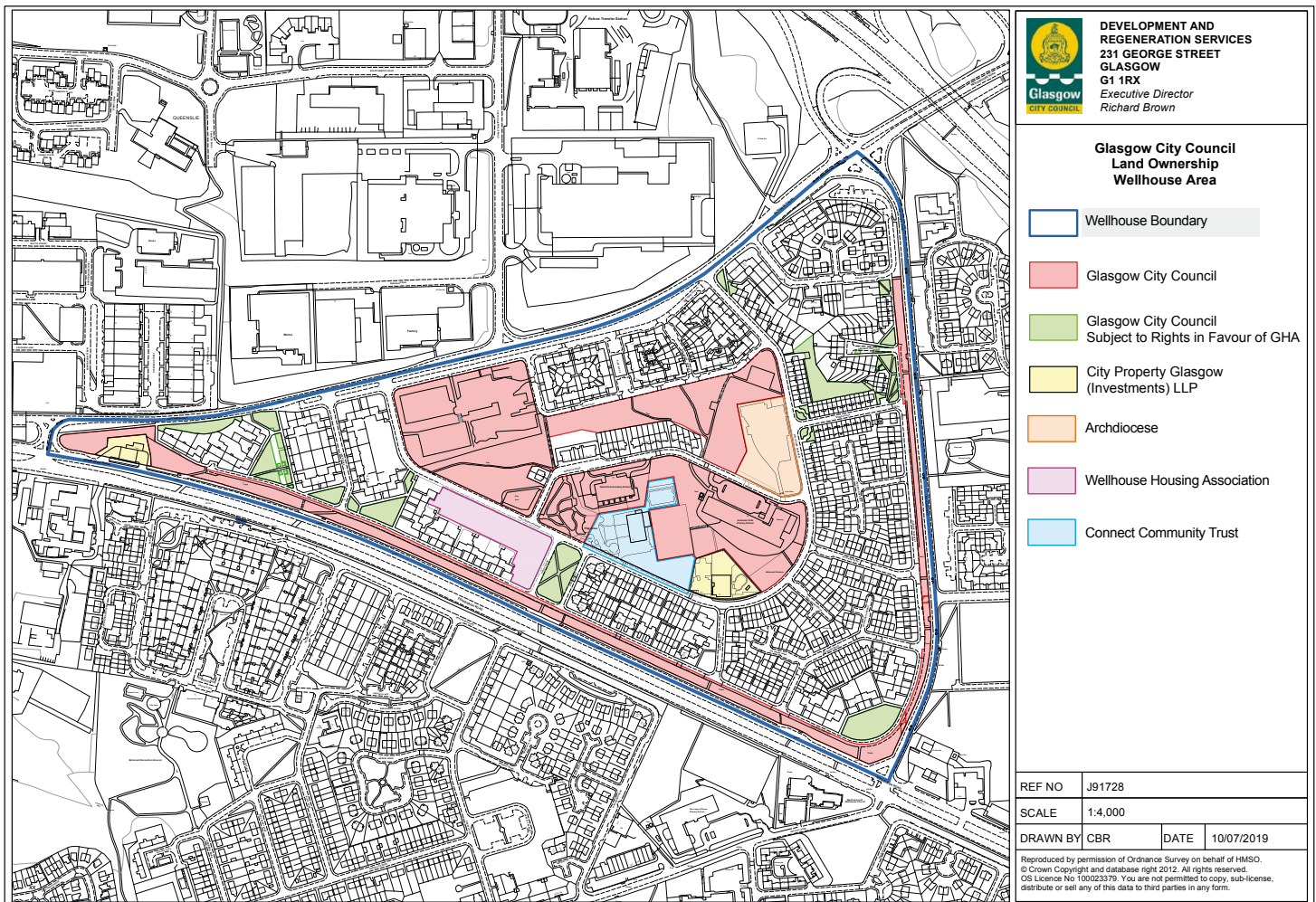
If you are thinking of installing a ring door bell or CCTV then please contact the office to begin the process in line with our Alterations and Improvements Policy.

If you have any questions about the use of Ring doorbell cameras or CCTV systems, you should contact the Information Commissioner's Office (ICO). The ICO is the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. You can contact the ICO by phone on 0303 123 1113 or visiting their website at <https://ico.org.uk/>

Do you know your area?

Below is a map of your area and your community. There is a legend which shows where responsibility of ownership is within the Wellhouse area. It is within these areas that those responsible should be carrying out maintenance. We strive to have a clean and friendly neighbourhood for Wellhouse residents, and we will work in partnership to try and achieve this.

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



Unacceptable behaviour towards staff, there is no place for that here.

At Wellhouse, we take immense pride in helping our tenants and our community. Our staff members have tirelessly worked to ensure that your housing needs are met, your concerns are addressed, and your living experience remains pleasant. This has been founded on the core values of the Association.

Regrettably, we've noticed a rise in instances of unacceptable behaviour towards our staff members. We want to take this opportunity to remind our valued tenants that such

behaviour has no place within our community. Everyone deserves to be treated with courtesy, respect and understanding, regardless of the situation.

We want to emphasise that we are committed to addressing this issue with sensitivity and fairness. When faced with instances of unacceptable behaviour, we will not shy away from taking necessary actions to ensure the safety and well-being of our staff members and maintain the respectful atmosphere

that defines our community.

To uphold our values, Wellhouse Housing Association is implementing a clear course of action for instances where unacceptable behaviour towards staff is identified. Customers found to be acting in an unacceptable manner will face consequences that reflect the gravity of their actions. This includes but not limited to the potential restriction of access to our office premises for a defined period.



Factored Owners News

This is news for our Factored owners of Wellhouse Housing Association.

Cyclical Gutter Cleaning

The cyclical gutter cleaning will be commencing around October / November of this year. We will be notifying you in writing prior to this work taking place.



Increased Cost of Living

As in previous newsletters, we understand that the rising cost of living and energy costs are putting a strain on our customers' finances. If you are struggling to pay your factors invoice within the payment period, please contact us as soon as possible. We want to help you find an affordable payment plan that works for you.

Communication is key. If we don't know you're struggling, we can't help. Please contact Wellhouse Housing Association to discuss your options. We will be happy to work with you to find a payment plan that you can afford.

We are here to help, so please don't hesitate to reach out to us.



Update on Factoring Review

In our Summer newsletter we advised all Factored Owners that we would be reviewing our factoring services. We also wrote to our Factored Owners advising of our planned changes and asked for consultation from our owners by way of response. This review is still underway and as of 25 August 2023 we have received a response rate of 13%. Once we have collated our responses, we will be in touch with owners in September to discuss any issues raised prior to any changes be implemented in October. We appreciate your feedback as this helps us shape our services.



Briefing on Community Activity at The Hub

Community Café

The community café is continuing to build from strength to strength. Designed to provide quality food at an affordable cost and more importantly a space for members of the community to come have a chat and meet other people, this has been to date a success.



It is a little over a year since the decision to take the café on as an in-house project and we are now seeing the benefits of doing so. With a steady stream of customers daily, between 20-30 on average each day it appears to be proving popular. We have further plans in the coming year to develop opportunities within the café and look forward with anticipation in seeing these come to fruition.

One of our successes within the café has seen us being able to create an employment opportunity for Stephanie, this has ensured we have a friendly local face every day. Stephanie first started on a temporary six-month basis, through her hard work and great customer service Stephanie has become a mainstay within the café for almost a full year.

Community



Tricia and Eddie continue to deliver Bingo on a Wednesday night and over the past few months they have seen their numbers rise from just over 20



each week to most weeks now having around 30 attendees. It is great to see new members coming along and joining.

We were delighted to support the Bingo at Easter by keeping up with the past traditions of supplying all the attendees with a little Easter treat by way of an Easter egg. At Christmas we supported the group by providing a three course Christmas meal with a pack of Shortbread and some chocolates for the group to indulge in. This is something we fully intend to do again this year.

It has been great to see the popularity of the Bingo grow, and such has been the success of this Trisha and Eddie had approached us about adding a second evening, originally the hope was to do this at the weekend however after some consultation we opted for a Friday evening. This started the last week in August and numbers have been encouraging to begin with.

We would like to place on record our appreciation for Trisha and Eddie for all their efforts in delivering the bingo.

Children and Young People's Activities

Our children and young people's activities have been very much welcomed. In total we have had 37 individual children and young people register for our activities.

Over the past year we have been delivering our 'Outta' School Club on Monday, Wednesday, and Fridays between 3.30pm and 5.30pm. As part of this club, we provide all children with snack and refreshments, and this is all delivered completely FREE. Our Wednesday and Friday groups were the best attended with on average a regular 15-20 children attending each day per week.

As the schools returned last month, we had taken account of trends within days of attendance, and we have taken the steps to continue to deliver this on Wednesday and Fridays over the coming term.

Don't panic though, as it may appear we have reduced one of the days we have added an extra nighttime child and young person's Youth Club, once again after consideration and evaluating attendances and listening to our children and young people.

So, like the 'Outta' School Club we had operated a Tuesday evening



Youth Club between 6pm and 9pm. This has gradually built up over the year and we have an ever-growing group of attendees. Attendees take part in a varied activity schedule including cooking, baking and other life skills, with multi-sports and team games often being delivered also. Recently we have had our internet provided and we have added some Digital fun and games consoles to our activity schedule. Similar to our café we are looking this year

to build further on the successes and make some changes to the upstairs community space introducing great fun and new activities.

As I mentioned a little earlier, we have added a second night, this being a Thursday between 6pm and 9pm. This started the last week in August and with 13 attendees on our first night is already proving popular but with real scope to grow further.



Christmas Fayre

On Saturday 10th December we put on The Hub at Christmas event. We planned a FREE Santa's Grotto inside with Craft and Gift Stalls providing an opportunity for small local businesses to showcase themselves. We also put on a raffle with over 20 prizes including a 42" TV, £250 Cash Prize and £100 Cash Prize.

To make everything extra festive and completely unplanned we

even had a dusting of snow on the day. Despite this the weather didn't dampen the spirits and across the day we estimated around 600 individuals attended. This is very encouraging as with this being the first Xmas event we have planned at The Hub we are already planning this year's programme of Xmas activity and are looking to build on the success of this event.



Christmas display competition

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 these are difficult times with increased fuel/electricity and the costs of living, however 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 of those lovely displays and we will announce the winner on our website and in a future newsletter.

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



Rags to Riches project

To coincide with the installation of the clothing bank situated outside The Hub we partnered with The Lintel Trust to raise awareness of upcycling garments and re-purposing them giving what would originally been considered surplus to requirements a new lease of life.

This project consisted of 3 sessions working with 12 individuals in each session, learning new skills such as how to use a sewing machine. Each week the group created an item out of an old item of clothing, the groups made items such as cushion covers, purses, handbag and a pin cushion.

One other success from this has been the connection between us and the seamstress, Gail who delivered the sessions as we intend later on this year to have her come in and deliver further sessions to other groups within The Hub.



Other Community Engagement

Over the past year we have worked with various partners to deliver a varied schedule of activities aimed at building engagement, growing usage and groups and alleviating impacts from the 'Cost of Living' which we are all feeling at present.

I have listed some of the activity we delivered over the year:

FREE Pop Up Pantries – We delivered these in partnership with The Halliday Foundation and

supported them to access funds from Baillieston Area Partnership and both Wellhouse Housing Association and Easthall Park Housing Co-operative so they could deliver these for almost 6 month period (September to March), the pantries proved popular with over 30 attendees accessing each week.

Thursday Mornings – Between November and June we delivered a varied range of activities in partnership with Aultmore Park Primary School and Gerri from Barnardo's. We worked with between 8 and 12 attendees each week and delivered sessions in:

- Reiki
- Meditation

• Upcycling

We have successfully secured funding to continue this project over the next 3 years and will be looking to not only grow this but deliver a wide range of activities including the afore mentioned activities and adding many more to support reducing isolation and risks of loneliness and increasing mental and physical health and wellbeing.



Electrical Safety Inspections

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 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 is and 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.

THESE ARE LEGAL REQUIREMENTS AND YOU MUST GIVE ACCESS, please contact the office if you have



Bill Black

Bill Black
ASSETS AND MAINTENANCE
MANAGER

received a reminder from us to arrange a date for the inspection.

Continued no access will result in a forced access to carry out the works.

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.

Ideally, we would ask you to vacate the room the operative is working in 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.

Should you require any further information regarding your annual service, Please contact The Hub or alternatively contact Saltire on 0330 202 0444 or check out;

<https://www.gassaferegister.co.uk/>

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.



**Saltire (24hrs):
0330 202 0444**

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 2023 – 2024

Following surveys MCN Scotland Ltd will be contacting those involved in the Kitchen and bathroom programme with install dates.

Contract Procurement

We are starting work on the procurement of several contracts including DTD works for Joinery, Plumbing, Electrical and out of Hours as well as Planned Maintenance contracts for the replacement of Kitchen, bathroom, windows, doors and

adaptations. We will be looking at these contracts starting for the financial year 2024.

Shower Heads

We have recently had to replace several showers as tenants had fitted non standard shower heads, these were not compatible with the shower and the water flow which has caused faults in the showers this may result in a recharge for any repair works.





How to Avoid Condensation and Mould

At this time of year, condensation can start as moisture in the air, caused by cooking, washing or drying clothes indoors. When moist air hits cooler surfaces it turns to water, which can sometimes lead to mold. Condensation is most likely in places where there is little flow of air, particularly in corners, on or near windows, and behind wardrobes or cupboards.

What can be done to prevent it?

- Wipe down the windows and sills every morning.
- Wring out the cloth rather than drying it on a radiator.
- Keep rooms on a low heat setting.
- Cover pans when cooking.
- Always vent tumble dryers outside the home.
- Close the door when having a shower or bath and turn the extractor on (if you have one).
- If you dry clothes indoors open a window.
- Don't dry clothes on radiators.
- Leave a space between the back of furniture and the wall to allow air to circulate.
- Keep the vents in your windows open.
- If mould occurs use an anti-fungal wash and follow the manufacturers instructions.

Please contact the Office to discuss if you are having issues.

ACTIVITY	PINTS OF MOISTURE	
Cooking with Gas		5.2
Clothes Washing and Drying		5.1
Showering		1.6
Breathing (4 people)		5.6
DAILY TOTAL		17.5

The average family of 4 can generate up to 10 Liters of (17.5 pints) of water vapour per day, from cooking bathing etc.

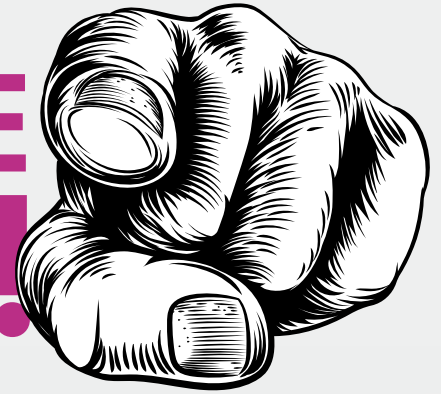
This contributes to excess humidity and without proper ventilation can lead to a build-up of mould.

Cavity wall insulation

We are currently working with an Insulation Contractor EnergyPig to identify where we have properties that are suitable to have Cavity Wall Insulation installed, this is dependent on the type of construction and cavity size. Following the survey those properties found suitable will be contacted and work programmed.



YOUR COMMITTEE NEEDS YOU!!!



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

There are 3 vacancies to co-opt to the committee. If you are interested in joining the Management Committee of Wellhouse Housing Association, we are very keen to hear from you if you are enthusiastic supporters of Social Housing aims and principles and have an understanding of Wellhouse HA's activities

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

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

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

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

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

OUT OF HOURS EMERGENCY

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

NEW OFFICE OPENING HOURS

Our office opening times are:

	Opening time	Closed for lunch	Closing time
Monday	9am	We close for lunch from 1pm to 2pm everyday	5pm
Tuesday	9am		5pm
Wednesday	9am		5pm
Thursday	9am		5pm
Friday	9am		4:30pm

You can also contact us on 0141 781 1884 or info@wellhouseha.org.uk

**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?

women's aid
until women & children are safe

#makeastand
cih.org/makeastand



Chartered
Institute of
Housing



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



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.