



the wellhouse news

Welcome to your Autumn 2025 Newsletter

IN THIS EDITION:

Chairs Welcome - Page 2

Update from the Director - Page 2

AGM & Your Elected Committee - Page 3

Meet Your Housing Team - Page 4

Community - Page 4-6

Estates - Page 6-8

Income Advice - Page 8-9

Maintenance - Page 9-10

Health & Safety - Page 10

Other Info - Page 11-12



wellhouse
Housing Association

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

Welcome to your Autumn newsletter



Welcome to the Autumn 2025 edition of our newsletter. Inside you will find the report on our AGM which took place on 24th September in our offices. This is where we elect our Management Committee for the next year. We currently have 9 members but have capacity for this to increase to 12. We are always keen to hear from residents with an interest in joining. If you have some time and are interested in volunteering for the benefit of the community, you should contact your housing officer to discuss.

We continue to progress our development aspirations on 3 gap sites within our area. The priority site is land currently owned by the archdiocese on Wellhouse Road. While we are some time away from breaking ground, we will carefully consider the risks associated with rising construction costs to make sure the project is feasible for the Association, with grant support from our colleagues at Glasgow City Council. We will keep you up to date on progress.

As summer draws to a close and the days get shorter, I hope you enjoy the beautiful colours from our garden competition winners. They really help to make Wellhouse "The place to be". Thank you to Councillor Lalley for being our independent judge.

Along with this newsletter you will find our annual report for 2024/25. This gives you an overview of our performance in the year and highlights areas where we will focus improvement on.

Enjoy what is left of Autumn as we prepare for the imminent festive season and I look forward to seeing your Christmas lights.

Best wishes

Maureen Morris

Chair

Update from the Director

A lot has been happening in our area since our summer edition newsletter. You will read inside about the high levels of satisfaction with our planned maintenance programme of windows, kitchens and bathrooms. We have also been working through our stock condition survey results which were very positive, however, we are aware that we need to programme in properties that have been excluded from recent contracts. We will be in touch with those people affected very soon.

We have been working closely with our partners at Glasgow City Council to ensure the resources required are deployed to our area to improve the environment. We are delighted with the progress made of the resurfacing of Wellhouse Crecent which is currently underway.

I would like to thank all our tenants who give up their time to attend our Customer Opinion Panel meetings once every two months. Their input is invaluable in how we deliver services. We would love to see as many of you as possible at the next meeting on Friday 5th December at 11am at the office.



Diane
Hendry

Diane Hendry, Director

AGM

AGM 2025 Summary



Thanks to everyone who attended this year's AGM at the Hub Café!

We welcomed **Mary Cawley, Ann Marie Cunningham, and Christian Dassi** to the committee, and re-elected **Gordon Kerr, Anna Dukova, and David Gebbie**.

Your 2025 Committee:

Maureen Morris (Chair), David Gebbie (Vice Chair), Felix Lynn, Jane Heppenstall, Gordon Kerr, Anna Dukova, Christian Dassi, Mary Cawley, and Ann Marie Cunningham.

Chair Maureen Morris shared a review of the year and a financial update. Thanks again for your continued support!



Garden Competition Winners

A big congratulations to our garden competition winners announced at our AGM! The standard was incredibly high this year — a real credit to everyone's hard work.

Thanks to Cllr Kevin Lalley for judging, and well done to all who took part. Each winner received a £25 Morrisons voucher.



Best Verandah: Malgorzata Danilczuk & Ian Kirkpatrick



Best Overall Garden: Mrs Baxter



Best Container Garden: 17 Baldovan Crescent

Meet Your Housing Team

We have three Housing Officers covering the estate and a new Temporary Housing Assistant joining the team.

Patch 1 – Lorraine Ramsay

Covers Baldovan Path, Bartiebeith Rd, Durno Path, Langbar Gardens & Path, Newhills Rd, Rigg Place, parts of Wellhouse Crescent, Wellhouse Gardens & Grove. Lorraine has 4 years at Wellhouse HA and is regularly out in the area.



Patch 2 – David Walls

Covers Arnol Place, Aultmore Rd (36 tenants), Aultmore Park & Gardens, Baldovan Crescent, Dunan Place, and parts of Langbar Crescent. David brings years of housing experience and has lived locally for nearly 30 years.



Patch 3 – Angela Marshall

Covers Balado Rd, Carriden Place, Inver Rd, Kiltearn Rd, Torran Rd, parts of Wellhouse Crescent and Langbar Crescent. Angela joined in July with 20+ years' housing experience and is excited to support tenants.



Temporary Housing Assistant – Job de Bruin

Job joined us in July, bringing experience in Housing and IT from the Netherlands. He's already made a great impact on the team.



Feel free to say hello when you see them around!

COMMUNITY

You Said, We Did!



You said: "The glass canopies above my front door have never been cleaned and are thick with dirt and bird poo."

We did: We inspected the glass canopies and arranged for them to be cleaned twice a year going forward.

You said: "Customer service needs to improve."

We did: We organised Customer Service training for all staff to ensure a better experience for you.

You said: "I have some issues with the condition of my close."

We did: We now have three Housing Officers, each responsible for a designated area, carrying out fortnightly inspections to maintain standards.

Good Neighbour Award – Joint Winners!

We're excited to announce our first-ever Good Neighbour Award winners — a joint win for Alice McArthur and Margaret McCulloch!

Both were nominated by neighbours for their kindness and dedication, from helping with parcels to keeping their close and gardens looking great.

To say thanks, each received a lovely bunch of flowers from the Association. Well done, Alice and Margaret!

Know a Great Neighbour?

Nominations are open for our next Good Neighbour Award!

Call us at **0141 781 1884**, email info@wellhouseha.org.uk or drop by the office to tell us about someone who makes Wellhouse a wonderful place to live. We can't wait to hear your stories!



Employability Drop-In

We now offer an **Employability Drop-In** every **Thursday** from **10 am – 1 pm**.

We provide a wide range of support, including:

- Tailored one-on-one employability guidance.
- Practical workshops and sessions that focus on CV writing, interview techniques, job searching, and personal branding.
- Access to industry-relevant training that enhances job readiness. Popular courses are CSCS, SIA and Forklift.

Pop in anytime during the session—no appointment needed! Our friendly team is here to help you take the next step in your career.



Customer Opinion Panel (COP) – Have Your Say!

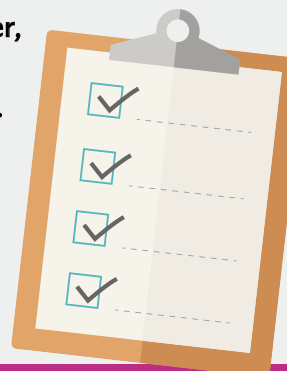
Our last meeting was on 3rd October, and the next one is on **Friday, 5th December, 11am–1pm** at the **HUB**.

Join us to share your views, raise concerns, and hear from guest speakers. Lunch and refreshments are provided. Interested? Contact Suzanne or Lorraine — we'd love to hear from you!

Tenant Satisfaction Survey

We want to hear from you! In November, a team will be visiting around 40% of tenants to chat about how we're doing. They'll have ID and won't ask to come inside. You might see them during the day, early evening, or weekends.

Thanks for taking a moment to say hi and share your thoughts!



Christmas Display Competition

It's that festive time again! Even though times are tough, many of you love decorating your gardens and windows for all to enjoy.

We'll be spotting the best displays throughout December. The winner will get a £50 gift voucher and be announced on our website and in the next newsletter.

Good luck and happy decorating!



ESTATES

Trolleys

Please don't leave shopping trolleys around Wellhouse. They make the area messy and cost to remove.

Let's keep our community clean and welcoming—thanks for helping out!

Street Signs

Many street signs had faded, but new ones are now installed. This helps visitors find their way and brightens up the estate!



Resurfacing of Wellhouse Crescent

Work to resurface Wellhouse Crescent began on 15 September 2025 and should be complete by now. The road is now smooth and pothole-free—making a big difference for everyone in the area.



Planters Update

Thanks to Glasgow City Council and Connect Community Trust, Wellhouse has 15 lovely planters.

Connect Community Trust is now refreshing them with new flowers and bulbs for winter.

Big thanks to Connect for helping keep Wellhouse blooming! We'll keep you posted.



Garden Maintenance

Since early this year, our estate wardens have been helping with basic garden care—cutting grass, trimming hedges, and keeping Wellhouse tidy. Thanks for the great feedback!

We'll handle grass cutting, strimming, hedge trimming, and weedkiller on paths. Please look after planted areas, litter, bulk waste, and dog fouling.

Let's keep working together to make our neighbourhood one we're proud of! To opt out please contact us at info@wellhouseha.org.uk or 0141 781 1884.



Hedges Update

Thank you to all tenants for your patience with the overgrown hedges. We're working on a plan to trim them down to fence height and will share more details soon.

We appreciate your understanding!

Keep 103 Wellhouse Crescent Tidy

Please don't leave rubbish or bulk items in the lane at 103 Wellhouse Crescent—it's fly tipping and could lead to a fine.

Use our bulk uplift service or the nearby recycling centre instead. We're also adding CCTV to help keep the area clean.

Thanks for helping make Wellhouse a nicer place to live!



Bulk Uplift Service

Need to get rid of bulky items? Our free Bulk Uplift Service is here to help! Just contact us to arrange a collection:

- Fill out the form at www.wellhouseha.org.uk, or
- Give us a call at the office.

Before you get in touch, please check our website for what items we can and can't collect — this helps keep things running smoothly.

If you can transport your items yourself, Queenslie Recycling Centre is always an option too!



INCOME ADVICE

Universal Credit Migration

Have you received a Universal Credit Migration Notice?

The government is moving people from benefits like Tax Credits and Housing Benefit to Universal Credit.

Key points:

- Wait for your migration letter before applying.
- You have three months to apply once you get it.
- Get advice early to keep your full entitlement.
- Missing the deadline means your old benefits stop.
- UC includes rent—pay your landlord directly, or ask for it to be paid to them (in Scotland).

Don't ignore your letter—get advice and apply on time!



Get Help with Starting School

You could get a Best Start School Age Payment of £319.80 per child to help with the cost of starting primary school. It can be used for clothes, trips, or school supplies.

Who can apply:

- For children born 1 March 2020 – 28 February 2021
- Apply between 1 June 2025 – 28 February 2026

You can still apply if your child's start is deferred or if they're not yet enrolled. The payment is separate from the School Clothing Grant, and you may be eligible for both.

Apply at mygov.scot/school-age-payment.

Free School Meals – Glasgow City Council

Families may be eligible for **Free School Meals** if they receive certain benefits, including Universal Credit, Income Support, Jobseeker's Allowance, Employment and Support Allowance, Child Tax Credit (under £18,725), Housing Benefit, or Council Tax Reduction. Children in **P1–P5** get meals automatically; for **P6 and above**, you need to apply. Apply online: glasgow.gov.uk/article/2492/Clothing-Grants-Free-School-Meals. Need help? Visit glasgow.gov.uk/glasgowhelps



Warm Home Discount – £150 Off Your Electricity Bill



If you're on a low income or receive certain benefits, you may be eligible for a **£150 discount** on your electricity bill this winter.

Who Qualifies:

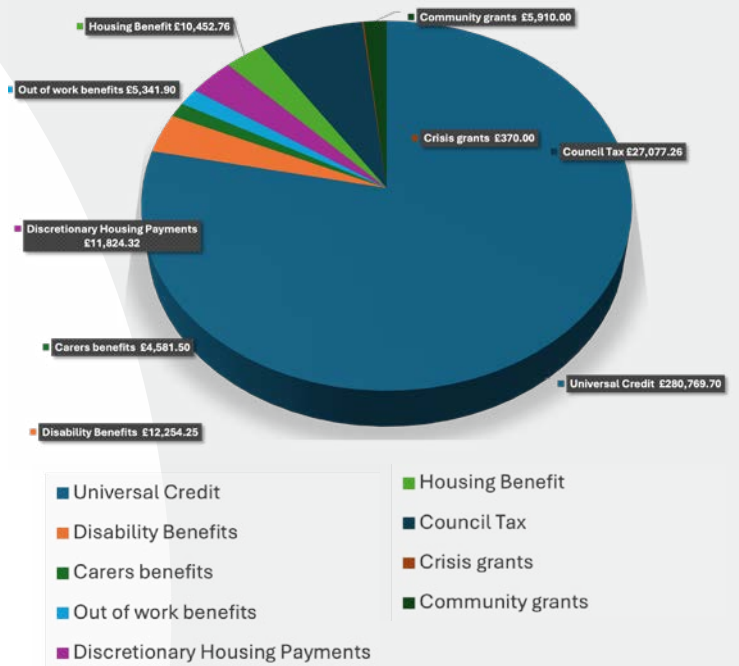
- **Core Group:** Receiving the Guaranteed Credit part of Pension Credit — you'll be contacted automatically.
- **Broader Group:** Receiving benefits like Universal Credit, Income Support, or Housing Benefit — you need to apply through your electricity supplier.

How to Apply:

Check your supplier's website during the application window. Ensure your details match your DWP records.

More info: gov.uk/the-warm-home-discount-scheme

Total Income Advice Financial gains for Quarter 1:
April to June are £358,581.69.



MAINTENANCE

Our kitchen replacement programme with Wrightkerr is nearly done, and tenant feedback has been amazing:

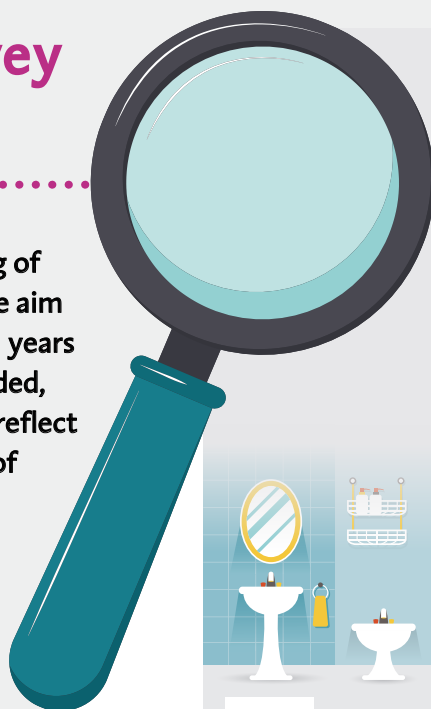
- 100% very satisfied with installation quality
- 96% very satisfied with contractor performance
- Comments like “Brilliant” and “Wonderful” say it all!



Stock Condition Survey Update

Our recent survey helps us plan future improvements. We know there's a backlog of kitchen and bathroom upgrades, which we aim to complete within the next two financial years (subject to budgets). If your home is included, we'll contact you directly. These changes reflect rising costs and ensure fair prioritisation of improvements.

- Kitchens – from 15 to 20 years
- Bathrooms – from 20 to 25 years



Bathrooms

Wrightkerr are also working through the bathroom programme. Early feedback has again been very positive, with tenants pleased with the results so far. Thank you for your patience while this work continues.



HEALTH & SAFETY

Avoid Condensation & Mould

Condensation in colder months can cause mould around windows, corners, and behind furniture. Prevent it by wiping windows each morning, keeping rooms on low heat, venting dryers outside, covering pans when cooking, using bathroom fans, and leaving space for airflow. Treat any mould promptly—good ventilation helps keep your home healthy.

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

Fire Safety – Keep Your Close Clear

Your close or common stair is your only escape in a fire. Keep it clear of rubbish, old furniture, and other items. Keep storage areas locked, close doors if a fire starts, and call 999 immediately with full details. For a free Home Fire Safety Visit, call 0800 0731 999. More info: firescotland.gov.uk





OTHER INFO

Phone Numbers and Email Addresses

It's very important that we have your correct phone number and email address on file.

If you have recently changed either, please let us know as soon as possible.

You can update your details by:

- Emailing us at info@wellhouse.org.uk
- Calling the office on **0141 781 1884**

Thank you for helping us stay in touch!



Managing Your Rent Over Christmas



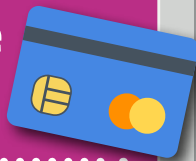
Planning a budget for bills over the festive period can help avoid stress. Rent should always be a priority, as non-payment can cause problems at the start of the new year.

Quick tips:

- Contact your housing officer early if you're struggling to pay
- Consider spreading extra payments across the year or before Christmas
- Make sure payments are up to date before the office closes for the holidays

We're here to help—get in touch if you need support.

New Card Machine Available



We're pleased to let you know that we now have a payment card machine available in the office. You can now make payments for rent, rechargeable repairs, and even purchase new door entry fobs quickly and easily using your card.

Feel free to pop into the office if you'd like to make a payment or have any questions.

Digital newsletter

We are considering moving our newsletter to a digital platform later in the year. This way we can share all our news while saving on costs of printing and delivery. It is also a more environmentally friendly way for us to communicate with you. We would be interested to hear your thoughts on this. Please contact jdebruin@wellhouseha.org.uk or telephone Job De Bruin with your views. We will retain paper copies for those tenants who request it.

Your Committee Needs You – Make a Difference

Care about your community? Join our Management Committee to help shape Wellhouse's future, have your say on local decisions, represent residents, and gain new skills. No experience needed – just enthusiasm! Contact Suzanne Halbert at **0141 781 1884** or suzanne@wellhouseha.org.uk for more info.



Emergency Repairs – Out of Hours

For urgent repairs that risk health, safety, or serious damage (e.g., gas leaks, flooding, electrical faults), contact: **Scotia Plumbing – 0141 771 9600, Saltire (Gas) – 0330 202 0444, or City Building (All other repairs) – 0800 595 595.**

Please remember - an emergency repair is one that risks your health or safety, or could cause serious damage to the building, such as gas leaks, flooding, or dangerous electrical faults.

Wellhouse: the Place to Be



wellhouse
Housing Association

Caring Open Respectful Empathy

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?

#makeastand
cih.org/makeastand

women's aid
until women & children are safe



Chartered
Institute of
Housing



CARING • OPEN • RESPECTFUL • EMPATHY

Wellhouse: the Place to Be



wellhouse
Housing Association

49 Wellhouse Crescent, Glasgow G33 4LA
(office hours) Tel: **0141 781 1884**
Emergency **0800 595 595**

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.

