



the wellhouse news

Welcome to your Spring Newsletter

IN THIS EDITION:

Message from the Chair – 2

Annual Rent Increase – 4

Development Update – 6

Income & Advice – 7-11

What's going on in The Hub - 12-13



Welcome to your Spring 2023 newsletter



Welcome to your Spring newsletter, which I am glad to report contains lots of good news items!

I am sure you will join me in welcoming our new committee member and housing manager, who both add lots of new experience to Wellhouse. I am also pleased to note that we retained our Investors in People Silver Accreditation and continue to invest in our staff and committee. You will see from content here, that the café and community activity work is going really well with Easthall Residents Association. Finally, the great news for us is our relationship with Curb (Link Housing Group) is progressing well and we are beginning our plans for new housing – watch this space!

You will find lots of other helpful information, not least advice from Laura on pages 7-11.



Maureen Morris

Maureen Morris
Chair

NEW COMMITTEE MEMBER

Anna Dukova, Casual Member

We are delighted to announce the recruitment of a new committee member. Anna Dukova joined the committee in March 2023 as a casual member.

Anna has close ties to the community and will bring a wealth of experience and knowledge to contribute to the decision making processes. We are pleased that Anna has accepted her appointment and know that she will represent the Association well and will contribute much to the community.



Introducing James Wilson

Many of you have already met James, who has hit the ground running. He joins us with 18 years of experience from another housing association in Glasgow. James said “It’s a real pleasure to be given an opportunity to come and work here in Wellhouse. I started here in January 2023, and it has been great to already meet so many lovely people and

residents of the community. Wellhouse is a great place, and I am looking forward to the challenges ahead and trying to make Wellhouse an even better place to be” and Maureen Morris added “James is a very positive person who has quickly settled in Wellhouse. James has shown that he is going to continue the great work that our

previous manager Carol, provided by motivating the staff and working with the committee. I like that he wants Wellhouse to be an even better “Place To Be” as that can only be good for our tenants.”



James Wilson,
Customer
& Housing
Services
Manager

Investors in People has awarded Wellhouse Housing Association with a silver accreditation



IIP said the award means that the right principles are in place but more than that, it means people and leaders are making active efforts to make sure that there’s real consistency and everyone in the organisation are feeling the effects.

Wellhouse manages over 800 homes and over 50 factored owners and works solely for the benefit of the local community, being run by a group of volunteers who have spent recent years investing in the organisation and their staff. It has significant plans in place for 2023 in relation to community activities working with its partner Easthall Residents Association; environmental improvements

working with Scottish Water and others and its plans for new housing working with development agent, Curb.

Paul Devoy, CEO of Investors in People, said: “We’d like to congratulate Wellhouse Housing Association Silver accreditation on We invest in people is a remarkable effort for any organisation, and places Wellhouse Housing Association in fine company with a host of organisations that understand the value of people.”

Maureen Morris, Wellhouse Housing Association chair, said: “the management committee is delighted with this award. We have an unwavering commitment to our community and we value our staff as our strongest asset in



Martin Wilkie-Mcfarlane – Director
Maureen Morris - Chair

achieving this. We are delighted to receive this accreditation, especially after lockdown. We will use it as a platform for continuous improvement.”

Annual Rent Increase 3%



James Wilson

James Wilson,
Customer & Housing
Services Manager



On 25 January 2023 the management committee of Wellhouse Housing Association approved a rent increase of 3%. This was following consultation with tenants. The rents increase is effective from 1st April 2023.

Consultation feedback from tenants is always something we encourage; your opinion does matter. We had 110 responses from our tenants and from this response 77.27% did not agree with the increase proposals of 3% or 5%. However, to ensure that we continue to invest in our properties within schedule and maintain good standards in our homes, estates and meet legislative requirements, it is necessary to increase rents annually. We also need to keep up our payments for the private finance borrowed over the years to build new homes and to continue service delivery.

It has been a difficult and challenging year for many with the spike in the cost of living and fuel prices. The Management Committee recognised this and how homes are being significantly impacted by these increase in costs. Taking this into consideration, Committee approved the lower amount of a 3% annual increase which will allow the Association to meet its rising costs, particularly from our maintenance contractors and suppliers. The average rent increase for Social Landlords in Scotland for 2023/24 will be 5%.

We advised our tenants in writing on 27 February 2023

that your rent would be increasing this year and by how much. If you have a payment arrangement in place, then it is your responsibility to update this accordingly. We have informed Glasgow City Council so that they can update payments for those of you who receive housing benefit. Remember to update the DWP if you are a Universal Credit claimant so that they pay the correct amount for your rent, a reminder text was sent on 31 March 2023.

We have detailed in the table below the range of our new rents for your information:

Apartment Size	New Rent 1 April 2023
2 Apt	£322.41
	£328.50
3 Apt	£358.91
	£364.99
4 Apt	£371.07
	£395.40
5 Apt	£407.57
	£431.90
6 Apt	£444.06
	£480.57

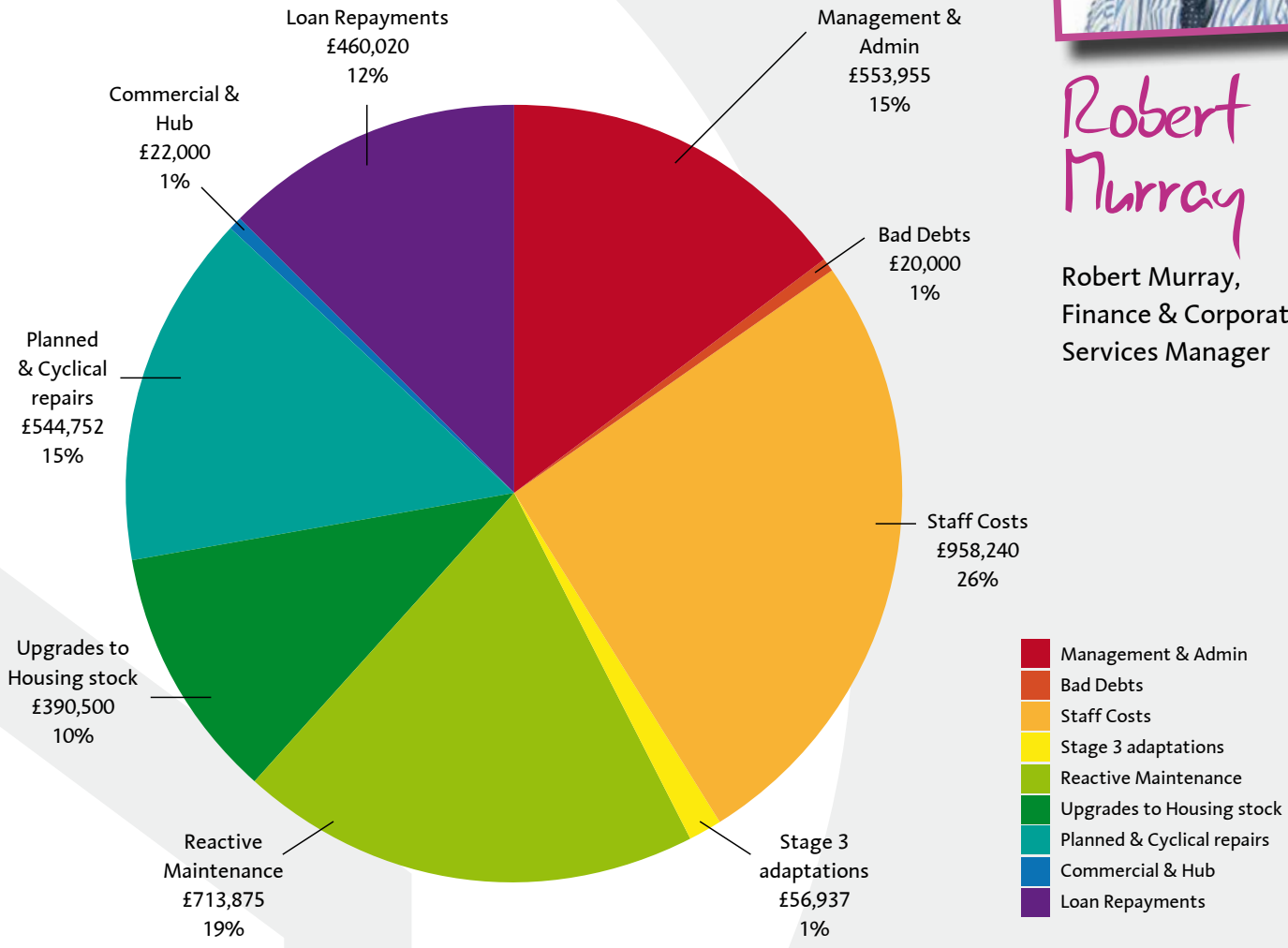
Please note that the varying rent charges for each apartment size reflects the difference in property types and amenities, E.G., flats, main door or gardens.

How will we spend the rent receipts during 2023/24?



Robert Murray

Robert Murray,
Finance & Corporate
Services Manager



During the year to 31 March 2024 we have budgeted to continue to invest in maintaining and upgrading your home. As can be noted on the pie chart below over 45.86% of the planned expenditure during the year will be in repairing and upgrading the homes.

Planned & cyclical Maintenance	14.64%
Major repairs & upgrades.....	12.03%
Reactive Maintenance	19.19%
Total spend on properties.....	45.86%

The remaining 54.14% of expenditure is proposed to be spent on

Loan repayments.....	12.37%
Management & Admin fees	14.89%
Staff Costs.....	25.76%
Other costs	1.12%

The total proposed expenditure for the organisation is £3,720,279 and demonstrates that as an organisation we are spending the budgeted rental income of £3,626,166 (social housing rents and commercial rents) and some of the reserves to ensure that the properties are maintained to a standard above the legal standards of registered social landlords.

Development – moving forward, slowly!

We have set up a Design Team with our partners Curb (Link Housing Group) and sub-contractors to take forward our plans for acquiring the sites in Wellhouse, which are Balado Rd primary school and the St John Ogilvie sites. We are taking this step by step, with a particular focus on risk and costs. The main aim is to bring new housing to Wellhouse when the time is right. We will be setting up public consultation events later in the year to outline our plans and take feedback. If you have any questions meantime, please get in touch.



Martin Wilkie-McFarlane

Martin Wilkie-McFarlane
DIRECTOR

Wellhouse Community Litter Pick

On Wednesday 29 March 2023 Wellhouse Housing Association held a community litter pick along with partners and volunteers.

23 people turned up to help with the litter pick and remove the litter from the area of Wellhouse. Those who participated and helped out were: -

- Wellhouse Staff
- Committee
- Customer Opinion Panel members
- Glasgow City Council staff
- Connect Community Trust
- Councillor John Daly
- Archdiocese

It was a wet a rainy afternoon, but the volunteers involved persevered, and we made quite the difference working together, we managed to fill a van with bags full of litter and items we could take to the dump. A big thank you to all those came along and helped out.

Thank you to Easthall Residents Association and Neighbourhoods, Regeneration and Sustainability who provided us with the equipment for the litter pick.

We are here to work with you to create a clean, friendly and safe environment for everyone to live in and enjoy. We will be planning another Community Litter Pick in the Summer, if you are interested in coming along to help out please contact the Association and we will provide more details.



Income Advice Financial Advice Gains

Key points:

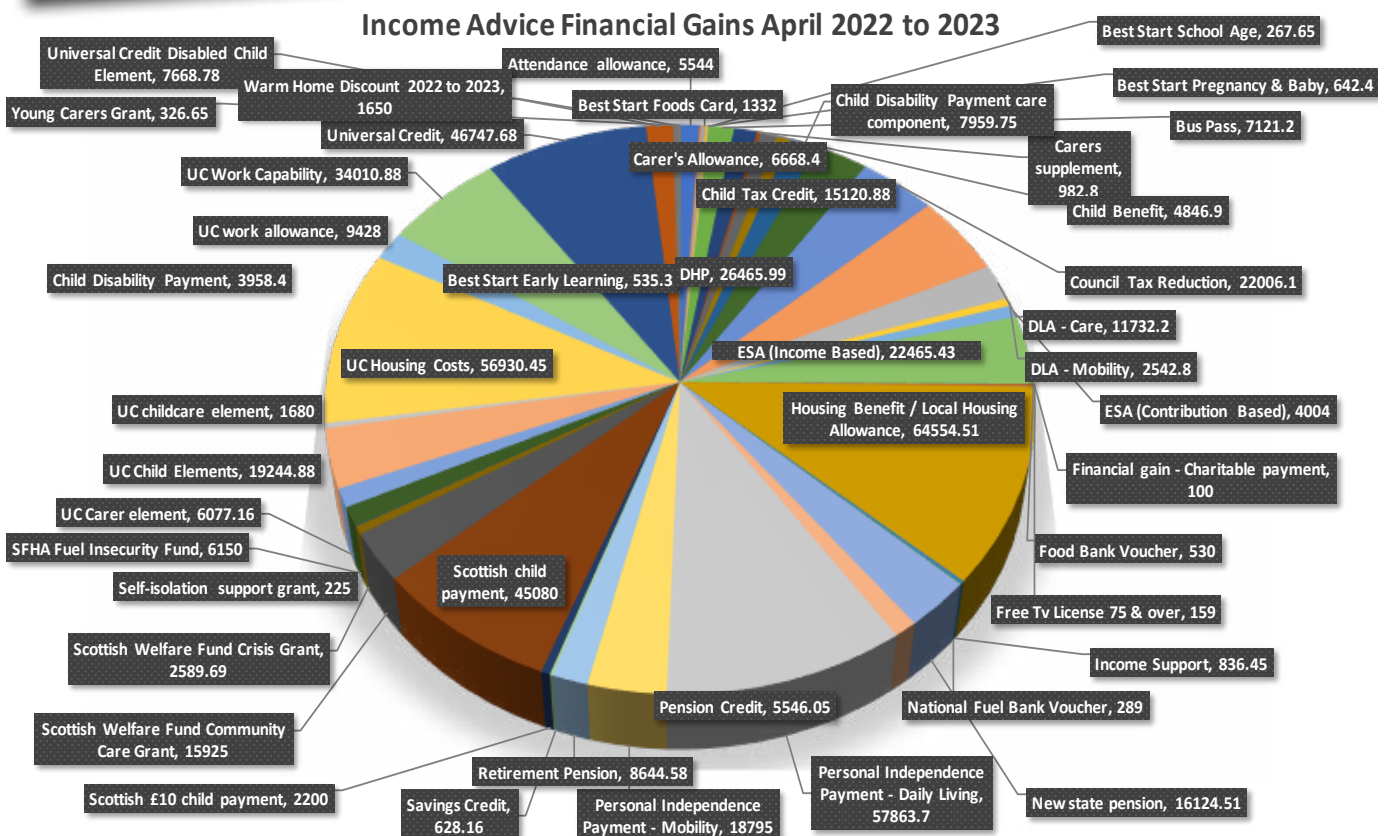
- The Income Advice Service assisted 202 tenants with benefit applications from April 2022 to April 2023
- The Income Advice Service assisted tenants to claim £574,201.33 of benefits from April 2022 to April 2023
- Universal Credit accounts for £181,787.83 of all financial gains
- Housing benefit accounts for £64,554.51 of all financial gains
- Discretionary Housing Payments accounts for £26,465.99 of total financial gains
- Disability Benefits account for £108,395.90 of total financial gains.



Laura Reilly

Laura Reilly,
Income & Advice Officer

Income Advice Financial Gains April 2022 to 2023



Funding April 2022 to April 2023

Fuel Insecurity Fund - £15K

Wellhouse Housing Association applied for funding from the SFHA to assist families experiencing fuel insecurity over the 2022 winter period. The funding was made available by the Scottish government to support households experiencing fuel insecurity. Wellhouse successfully applied for £15,000 and used the funding to make cash payments to 152 local households experiencing high levels of fuel insecurity.

SFHA Hardship fund March 2023 - £11,950.00

Wellhouse Housing Association applied for funding from the SFHA to assist families experiencing food insecurity over the 2022 winter period. The funding was made available by the Scottish government to support households experiencing high levels of food insecurity. We prioritised tenants with no immediate access to food or limited access to food. The funding was used to purchase vouchers for the local Food Fayre, Wellhouse used the funding to support 181 households experiencing food insecurity.

Additional crisis Support April 2022 – April 2023

- The Income Advice Office assisted tenants to receive £2,589.69 in crisis grants from the Scottish Welfare Fund
- The Income Advice Office assisted tenants to receive £15,925.00 in community care grants from the Scottish Welfare Fund

Scotland's Citizens Advice
HELPLINE
0800 028 1456

citizens advice scotland

Easterhouse and Regeneration Alliance (EHRA) Hardship Funding £8,827.00 - April 2023

The EHRA group applied for a cost-of-living payment to support tenants from Glasgow City Council. Wellhouse Housing Association were awarded £8,827.00. Wellhouse Housing Association used the funding to extend the local free pop-up pantry to the end of March 2023. The remaining balance was used to purchase vouchers from the local Food Fayre shop to assist households struggling with food insecurity. The vouchers will be distributed to households experiencing food insecurity.

Please contact our office on **0141 781 1884** option 3 if you feel you are struggling with the costs of food, we may be able to support you. We cannot issue Food Fayre vouchers to households that have already received vouchers.

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.

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 or if available, we could provide you with food voucher for a local shop. 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.

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 Boyndie Street, Easterhouse, G34 9JL.

Opening times

Thursday 2pm to 4pm. Opening times vary on bank holidays.

How do I apply?

Visit mygov.scot/benefits to apply online, or call our freephone helpline on **0800 182 2222** to complete an application over the phone, to request a paper application form or to book an appointment with a specially trained adviser to get face-to-face support at a time and place that suits you.



Get extra support applying for benefits in Scotland

The Independent Advocacy Service provided by VoiceAbility is open to anyone in Scotland with a disability who needs support to access and apply for Social Security Scotland's benefits. Contact VoiceAbility directly for free on 0300 303 1660 or by visiting www.voiceability.org.



The Scottish Government's new cost of living website provides information and support for families gov.scot/costoflivingsupport

How to contact us?

- Call us free on: 0800 182 2222
- Text Relay Service: 18001 +0300 244 4000 (for the hard of hearing)
- British Sign Language users: contactscotland-bsl.org
- Webchat: chat.socialsecurity.gov.scot



HAPPY TO TRANSLATE
Call 0800 182 2222

Follow Social Security Scotland



A guide to Social Security Scotland's benefits



Dignity,
fairness,
respect.

COMMS/Guide to our benefits/V3/November 2022

Social Security Scotland was set up by the Scottish Government to deliver a number of devolved benefits. These benefits will be introduced in stages. Once all of these benefits have been introduced, we will be delivering benefits for families on low incomes, people who need help paying for a funeral, disabled people, carers, young people entering the workplace and to help people heat their homes.

The Department for Work and Pensions (DWP) and local authorities will also continue to deliver some benefits.

We currently deliver twelve benefits for people that live in Scotland.

Carer's Allowance Supplement

An extra payment of £245.70 to people who get full or partial Carer's Allowance from the Department for Work and Pensions on certain qualifying dates. This is paid automatically to eligible carers every six months.

Best Start Grant Pregnancy and Baby Payment

A payment for people getting tax credits or certain benefits to help with expenses in pregnancy or having a new child. It pays £642.35 for a first child, and £321.20 for other children. There is an extra £321.20 for a multiple birth.

Best Start Grant Early Learning Payment

A £267.65 payment for people getting tax credits or certain benefits made when a child is between the ages of two and three years and six months.

Best Start Grant School Age Payment

A £267.65 payment for people getting tax credits or certain benefits made around the time a child normally starts Primary 1.

Best Start Foods

Money every four weeks on a pre-paid card to help families on tax credits or certain benefits to buy healthy foods.

Funeral Support Payment

Money for people getting tax credits or certain benefits who are responsible for paying for a funeral. It is a one-off payment to cover some of the costs.

Young Carer Grant

A yearly payment of £326.65 for young carers aged 16, 17 and 18 who care for someone who is getting a disability benefit.

Job Start Payment

£267.65 to help people aged 16-24 who are returning to work after a period of six months unemployment. People with children will get £428.25.

Scottish Child Payment

A payment of £100 every 4 weeks for each eligible child under the age of 16.

Child Winter Heating Assistance

A yearly payment of £214.10 for families of children getting the highest rate care component of Disability Living Allowance for children. This money is to help them heat their home.

Child Disability Payment

A payment every 4 weeks to help with the extra costs of caring for children with a disability, illness or health condition.

Adult Disability Payment

Financial support for people if they are aged between 16 and state pension age, and are disabled, have a long-term health condition or have a terminal illness.

For the latest information on benefits we will deliver in the future visit gov.scot/policies/social-security

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.

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

Everything the kids need is so expensive.



How can I heat my home?



Make sure you receive the support you are entitled to.



Scottish Government
Riaghaltas na h-Alba



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.

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**.

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.



What's Going

Goodbye winter chill! and Hello spring! Finally, the *slightly* warmer days, greener grass and lighter nights are back!
From all of us at The Hub Community Centre we hope you had chocolate filled Easter break!
We thought we would give you a brief update to what's going on at the Hub...

Our Community Café is opened weekdays from 10am - 2pm for affordable, quality food - the salt and pepper wraps are to die for! You can either come down and sit in or order your food to take away.



Our 'Skoolz Out' and Tuesday Youth Clubs are in full swing with children and young people taking part in cooking, arts 'n' crafts, team games, bag decorating, movie nights, play dough making, trips to the park... and much more - for more details contact us on Facebook or even better come in and visit!

Times for our clubs are advertised on the poster.



on at The Hub



For any and all bingo lovers, Trisha and Eddie are here every Wednesday from 6pm onwards with their community bingo – so why not come on down and see if you can win big!

Did I mention we have a Facebook page?

Visit “The Hub - Wellhouse” for more information!

Please don't forget we would be more than happy to hear from anyone with any ideas as to further groups, clubs and or activities you would like to try out.

The Hub is a great space for ALL members of the community, and we would love to try and do our best to support new and exciting activities taking place from The Hub.....so please don't hesitate to get in touch or share your thoughts we'd be delighted to hear from you.



THE HUB CAFE



OPEN MONDAY TO FRIDAY 10AM TO 2PM



MENU



HOT ROLLS		BAKED POTATOES	
Sausage - Square or Links	£1.20	With 1 Filling	£2.50
Bacon	£1.40	+ salad/coleslaw	50p
Egg	£1.00	MAIN MEALS	
Potato Scone	£1.00	Fish and Chips	£2.50
Burger	£1.80	Burger and Chips	£2.50
Cheeseburger	£2.00	Cheeseburger and Chips	£2.70
Extra items (each)	50p	Tuna Pasta	£2.20
COLD ROLLS/WRAPPS		SNACKS	
Ham	£1.30	Chips	£1.00
Cheese	£1.30	Chips n Curry	£1.50
Tuna	£1.50	Chips n Gravy	£1.50
Chicken Mayo	£1.50	Chips n Cheese	£1.50
Chicken Tikka	£1.50	HOMEMADE SOUP	
+ cheese/salad/ coleslaw	20p	On it's own	£1.20
TOASTIES		Soup + Sandwich	£2.00
Ham	£1.60	EXTRA'S	
Cheese	£1.60	Tea or Coffee	50p
Tuna	£1.80	Can of Juice	70p
Chicken Mayo	£1.80	Crisps	50p
Chicken Tikka	£1.80		
+ cheese/tomato/onion	20p		

The Hub, 49 Wellhouse Crescent, Glasgow, G33 4LA



NEW CHILDREN AND YOUTH CLUBS @ THE HUB

the hub

Lots of fun activities including:
Sports, arts and crafts, Digital Fun, Cinema Days, 'Auld Skool' Games and much more



Monday - FREE 'Outta' Skool' Club
3.30pm to 5.15pm
Fun 'auld skool' games and more including free snack





FREE - Tuesday Night Youth Club
P1-P4 from 6PM-7:15PM
P5-S2 from 7:30PM-9PM
Wednesday - FREE 'Outta' Skool' Club
3.30pm to 5.15pm
Cake Decorating, fun baking and lots more including free snack





Friday - FREE 'Outta' Skool' Club
3.30pm to 5.15pm
Digital Fun, Cinema and Chill out day including free snack



FOR MORE INFORMATION
Contact our Facebook Page: The Hub at Wellhouse or nip into The Hub



Bill Black

Bill Black, Assets and Maintenance Manager

Fire Safety - Common Close and Stairway

Many of you may be aware of a recent fire in one of the Association's closes. Thankfully, nobody was injured. All flats were undamaged but the close itself needs extensive repairs. **All residents are reminded that the Common Close is not an extension of your home to store items. Please ensure that bikes, prams, household rubbish and any other items are not stored within the common close.** Primarily this is to ensure a clear escape route in the event of a fire (see Fire Safety Guidance below).

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

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 carrying out essential electrical repairs which are identified.

THESE ARE LEGAL REQUIREMENTS AND YOU MUST GIVE ACCESS, please contact the office if you have received a reminder from us to arrange a date for the inspection.

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 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/

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 2023 – 2024

Flood prevention work – additional rainwater gardens

An additional 2 Planters have been installed to the front and rear of 2 Wellhouse Cres. as part of a trial looking at ways to reduce the rain water going into the sewage system during periods of heavy rain fall. Its simple design means it can be installed in many different styles of buildings with a range of plants and flowers.



Front



Rear

Kitchens and Bathrooms

The programme for 23-24 has been finalised and letters for those properties included in the programme will be lettered shortly and the Contractor will be arranging access for surveys shortly after.

Insurance



We strongly recommend that you take out house contents insurance to cover your belongings and decoration from damage or loss, as a result of flood, fire or theft. Please remember, you are responsible for replacing your home contents and belongings. Contents insurance is designed to help protect your possessions and personal belongings.

Please note that the Association will not reinstate decoration. Water staining only to decoration is not the responsibility of the Association.



Help us to help you keep your community clean

Don't accept litter or fly-tipping on your doorstep

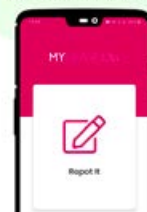
REPORT IT!



Using the **Myglasgow App** - You can download our app from the App store and Google Play,

or online at www.glasgow.gov.uk or by calling 0141 287 9700

Report issues in detail with ease and convenience.



Bulk items can be disposed of **FREE** of charge at your nearest local recycling centre located just a few minutes drive away at:

Easter Queenslie Recycling Centre
90 Easter Queenslie Road
G33 4UL

You can use our app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. Our "More Services" section also has handy links to useful information.



Dog fouling... It's a problem!

Are you a responsible dog owner?

- ✓ **Do** carry a poop scoop or bag, pick up after you pet
- ✓ **Do** dispose of your dogs mess appropriately
- ✓ **Do** Keep your dog on a lead when outside
- ✗ **Don't** walk your dog in the back court
- ✗ **Don't** allow your dog to become a nuisance to neighbours

Clean up after your pet or risk enforcement action including a fixed penalty notice of £80 (rising to £100 if unpaid within 28 days) and further Antisocial Behaviour Action

REPORT DOG FOULING - Contact Glasgow City Council via MYGLASGOW app available for iOS and android devices



Blue Bin Collected every 16 days

Dry Mixed Recycling



Paper, Cardboard, Tins, Cans, Plastic bottles

Yes

Paper

- ✓ Newspapers, magazines, leaflets and envelopes
- ✓ Brochures, catalogues and junk mail

Tins and Cans

- ✓ Drinks cans and food tins, aluminium cans and empty aerosol cans

Cardboard

- ✓ Cereal boxes and cardboard packaging
- ✓ Brown corrugated cardboard, toilet and kitchen roll tubes

Plastic Bottles

- ✓ Cleaning product bottles, toiletry bottles, drink and milk bottles, sauce bottles

No

- ✗ Food
- ✗ Glass
- ✗ Plastic carrier bags
- ✗ Plastic film/polythene
- ✗ Polystyrene packaging
- ✗ Food and drinks cartons
- ✗ Plastic pots, tubs, trays including yoghurt pots and margarine tubs
- ✗ Books
- ✗ Packaging with food waste residues including takeaway pizza boxes and crisp packets



No plastic carrier bags

Green Bin Collected every 8 days

General/ Non-recyclable waste



The lid of your bin must be closed. Don't leave any bags on top or beside your green bin as they will not be collected.

Yes

Items that cannot be recycled

- ✓ Polystyrene packaging
- ✓ Plastic carrier bags
- ✓ Plastic film/polythene
- ✓ Nappies
- ✓ Packaging with food waste residues including takeaway pizza boxes and crisp packets

No

- ✗ Any item that can be recycled

Too good to waste

If you have items at home that you no longer need and are still in good condition, please contact your local charity shops who may be able to take or collect your items for free. Items can also be taken to any of the household waste recycling centres listed on the following page.

CHRISTMAS LIGHTS COMPETITION – WINNERS

Our Christmas lights display competition closed on 21st December 2022. Once again, many of you brought Christmas Cheer to Wellhouse in difficult times. Thank you.

Due to print and mailing deadlines, we were unable to include the winners in our Christmas newsletter. Thank you to Cllr. Kevin Lalley for agreeing to be our independent judge and for taking the time out of his busy

schedule to take photographs and to make his selections. Congratulations!! The lucky winners were contacted before we closed for the Christmas holidays and received a £50 gift voucher.



Best verandah -
63 Langbar Cres



Best Garden -
46A Wellhouse Cres



Best window display - 7 Kiltearn Road

Wellhouse Garden Guru competition

Calling all gardeners, it's that time of year again to start freshening up gardens and getting some colour back into Wellhouse.

Every year we hold our Wellhouse Garden Guru competition to encourage our green fingered tenants to show off the hard work they put in to maintaining beautiful gardens.

Many of our tenants take great pride in their gardens and we feel it is important to mark this and encourage neighbours to get involved. We have a wide range of fantastic displays each year from small gardens to balconies. The prize winners are announced at the Annual General meeting in September and in the Autumn Newsletter.

This year, the categories are:

- Best Overall Garden
- Best Veranda
- Best Container Garden



If your hard work is in your back garden or back court, please let us know, and we will make sure the judges inspect these.

Tenants are encouraged to get their hands dirty in the gardening competition, get some fresh air and enjoy your gardens. Let Wellhouse bloom!!

GOOD LUCK!

OFFICE CLOSURE

Our office will be closed on the following dates.

- May Day - Monday, 1 May 2023
- King Charles III Coronation – Monday, 8 May 2023
- Spring Holiday – Friday, 26 May 2023 and Monday, 29 May 2023

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?

#makeastand
cih.org/makeastand

women's aid
until women & children are safe



Chartered
Institute of
Housing



daha
Glasgow Housing Alliance

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



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.

