



the wellhouse news

Welcome to your Spring 2025 Newsletter

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Welcome to your Spring newsletter



My name is David Gebbie, and I have been chairperson of the Housing Association since the New Year. Since then, it has been a busy time for us. Our new Director, Diane Hendry, has been in post for 4 months and is settling well into the role and the community of Wellhouse.

As a Management Committee, we are currently reviewing our business plan and, along with the staff team, participated in a strategic planning day in February, where we outlined our key priorities for the next 3 years. Our objectives focus on ensuring we communicate effectively with all our stakeholders to enable us to build a cohesive and inclusive community. We have prioritised ongoing investment in our existing housing stock while pursuing our development aspirations should the opportunity to build new homes arise. This will ensure our residents live in high quality, energy efficient homes.

We will work hard to improve the environment, ensuring the neighbourhood is a vibrant well-

maintained space where people are proud to live. To deliver on our goals, we will make certain our staff team is empowered and well equipped to deliver for you as we continue our journey to make Wellhouse the place to be. More information on our enhanced estate services is contained inside.

Our Management Committee numbers have increased to include more residents, and we are currently operating as a financially strong, well governed, and highly performing organisation. If you would like to find out more about the work of the Committee, please contact diane@wellhouseha.org.uk for an informal chat.

I wish you all a very happy Easter

Best wishes

David Gebbie

Chair, Wellhouse HA.



Update from the Director

The daylight hours are getting longer, and the daffodils are in full bloom. It's great to welcome spring after a long cold winter. The last 4 months have been a steep learning curve for me in understanding all about the business.

A key highlight has been time spent out on the estate. This has allowed me to see first-hand the issues that are important to you. More importantly, I have had the opportunity to meet with a few residents.

In January we suffered the effects of storm Eowyn. While we were able to deal with the immediate dangers, there are still some non-urgent fencing repairs that require to be undertaken. We are expecting our contractor to be onsite around 7th April.

I have also spent some time engaging and forming positive relationships with our partners in both Glasgow City Council and with other community-based organisations. Wellhouse are a committed partner where there is a benefit to our people and community.

As always, I am happy to speak with anyone that would like to do so.

Hope you enjoy the lovely warm weather, and the Easter bunny is good to you all!



Diane Hendry

Diane Hendry, Director

Staff Changes

We are delighted to welcome our new Housing & Customer Services Manager to our team. Angela MacDonald started with us on 24th March 2025. She brings a wealth of experience in both housing management and maintenance. Angela will be out and about getting to know the area. Please say hello if you see her.



Angela Macdonald

Angela Macdonald,
Housing & Customer
Services Manager

Stock Condition Survey

Wellhouse replaces components such as kitchens and bathrooms based on the condition and the time they have been installed in the property. As part of our assessment of fixtures we are increasing the number of stock condition surveys carried out in our properties during financial year 2025/26 by 30%. We have commissioned a company called John Martin Partnership to undertake this work on our behalf. We will be in touch with you in due course with further information on the properties where access is required.



10 minutes with Maureen



Maureen Morris

Maureen Morris,
Committee Member

We are delighted to announce that our very own Maureen Morris was awarded the British Empire Medal in the New Years Honours list. This was in recognition of her contribution of a very “hands-on” service to the Greater Easterhouse community. As an existing Committee Member and ex Chairperson of Wellhouse Housing Association, I took 10 minutes to chat to Maureen about her amazing volunteering history.

Q: How long have you been volunteering within the local community?

A: I am now in my 50th year of volunteering.

Q: Tell us about some of the causes you have volunteered with?

A: I have tended to volunteer with organisations that I have had a connection with such as the Housing Association or Woman’s Aid. I have volunteered with the local Citizens Advice Bureau on and off for the last 30 years. Many years ago I was involved locally with the Mental Health Forum. This developed into something bigger and became a Glasgow wide project.

Q: What have been the outstanding highlights for you over the years?

A: There have been many. Two that spring to mind involved travel. I was fortunate enough to attend a mental health conference in America as a service user among a network of practitioners. Due to the success, it was decided service users should always be invited. I suggested they should have a say in the organisation of it!

I also got to go to Australia for a month. This was visiting a mature student who had visited Easterhouse during International Women’s Day. We are still in touch to this day.

Q: What keeps you motivated to keep going?

A: I see a lot of people interested in volunteering and they just need a bit of encouragement to get going. Working for a lone parent group I was able to encourage others to gradually become more involved at their own pace while all the time building their confidence.

Q: What advice would you have for others thinking about getting involved in the community?

A: Get involved in something you know a bit about or have an interest in. This has always worked well for me. I’m a mental health service user with a particular interest in the promotion of mental health and reducing violence against women.

Q: How has volunteering changed your life?

A: I suffer from depression and volunteering has given me a focus when times were not good. I would never let anyone down that I had made a commitment to, sometimes I needed this to get me out the door. I have also seen the benefit in others and the local community.

Our work as volunteers has helped in our vision of making Wellhouse the place to be.



New Garden Maintenance Scheme

Following tenant feedback, we have introduced a new garden maintenance scheme from 1st April 2025. This will be carried out by our own inhouse estate wardens, who will now have a more targeted focus on the environmental issues in the estate. You will see from the pictures; they are already starting to make great progress. As this is the first season there is some catching up to do so we are not sure exactly how many cuts we will get done. Please help us by keeping your garden litter free if you can.

Email us on info@wellhouseha.org.uk if you wish to opt out of the scheme and have not yet told us.



Bulk uplift



You might be aware that Wellhouse is introducing a kerbside bulk uplift service for all our tenants. Up until now, we have been prioritising bulk removal from gardens to enable us to cut grass. We will shortly give you further information on what areas should put their bulky waste out and when. Please do not place bulk on the pavements until you receive further details.

Staff Training

It is important that our staff are trained to provide you with the best possible service. To make this happen we are changing our training times. From April 2025 we are closing our office on the second Wednesday of the month from 2pm-4pm and on the last Wednesday of the month from 9am to 1pm. Our answering service will provide information on what to do in the event of an emergency.

Roads

We have been engaging with elected councillors on the condition of our roads. Councillor Kevin Lalley has posted on his Facebook page that some potholes have been repaired in Wellhouse Crescent. While this is true, there are many more to fill and he will raise internally with colleagues in the roads department. On a positive note Wellhouse Crescent, Wellhouse Road and Bolado Road have been added to a list of roads for assessment for potential resurfacing. We will keep you updated.



Values

The Management Committee and staff team have been reviewing the values of the organisation. Our new values are:

Caring, open, respectful and empathy.

You can expect every member of staff to treat you based on these values and the associated relevant behaviours.

Wellhouse: the Place to Be



wellhouse
Housing Association

Caring Open Respectful Empathy

Important Update: Rent Increase from 1st April 2025

The Management Committee of Wellhouse Housing Association approved a rent increase of 3.3% on 29 January 2025, starting from 1st April 2025, following consultation with tenants. This increase was required to ensure we can continue to invest in and improve your homes and the estate, and deliver the services required, to you.

If you haven't already, what you need to do is:

- Update your payment arrangements: Review your standing orders or any other payment methods you use to ensure they reflect your new rent amount.
- Universal Credit recipients: If you receive Universal Credit, remember to update your housing costs section in your journal to reflect the rent increase on or after 1st April 2025.

If you pay by Direct Debit or Housing Benefit pay your rent directly to Wellhouse Housing Association, we will have arranged for your payments to be updated.

Don't know your new rent amount?

No problem! Just give our office a call and we'll be happy to provide you with the updated figure.



Need help managing your rent?

We understand that budgeting can be challenging. If you're facing difficulties paying your rent, please reach out to our office as soon as possible. We can discuss flexible payment arrangements or connect you with support services that can help.

Remember, you're not alone!

We're here to assist you in any way we can. For further information or to discuss your rent payment, do not hesitate to contact us.

How to report your rent increase to Universal Credit

In April 2025 you will receive a “To do” on your Universal Credit online account asking you to confirm your rent increased from April 2025. You must complete this to-do to report your new rent charge. Your rent increase cannot be reported until 1st of April 2025. If you do not report your rent increase you may be paid less housing costs than you are entitled to.



Laura Reilly

Laura Reilly,
Income & Advice Officer

Step 1: Confirm your rent has changed from 1st of April 2025

Step 2: Confirm how much your new rent charge is from 1st of April 2025

The information can be found on your rent increase letter or by calling us on **0141 781 1884**. All Wellhouse tenants are charged monthly rent.

Confirm your housing costs
Changes to your service charges

Your previously told us the total eligible service charges for your property are £5.00 per week.

Your landlord should have written recently with details of changes to rent or eligible service charges.

Are you still charged weekly for your service charges?
 Yes No

How much are your new eligible service charges per week?
Only include 'eligible' service charges. They will be listed separately on the letter from your landlord.

£

[Continue](#)

Step 3: confirm service charges

Wellhouse tenants do not have any service charges. You should enter £0.00

Step 4: Confirm all changes and submit.

What if I do not have an online account?

If you do not have an online UC account, you can call the UC helpline on or after the 1st of April 2025 to report your changes by phone.

Universal Credit helpline

Telephone: **0800 328 5644**, Textphone: **0800 328 1344**
Relay UK (if you cannot hear or speak on the phone):
18001 then 0800 328 5644 Monday to Friday, 8am to 6pm

Have you received a Universal Credit Migration Notice?

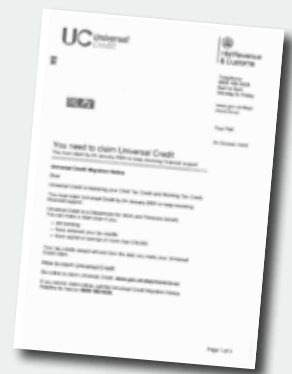
Universal Credit Managed Migration

The government is moving people from benefits like Tax Credits and Housing Benefit to Universal Credit. Here's what you need to know:

- **Wait for Your Letter:** You'll get a 'Migration Letter' telling you when to apply.
- **Three-Month Deadline:** You have three months from the letter date to apply.
- **Get Advice:** Talk to a benefits advisor to maximize your benefits and understand transitional protection.

- **Missing the Deadline:** If you miss the deadline, your current benefits stop, and you won't get transitional protection.
- **Paying Rent:** Universal Credit includes rent money. Pay your landlord directly or, in Scotland, ask for it to be paid to your landlord.

Don't ignore the migration notice! Seek advice if you need help.





Community Council – Have your Say

Lorraine Ramsay

Housing Officer/Assistant

As part of our massive focus on the estate we are asking tenants to become the voice of Wellhouse by relaunching the Community Council. We already have 5 tenants who are keen to help this get the group re-started. This allows Wellhouse to get access to public funding for a variety of things for the estate and the people of Wellhouse. Have your say in what goes on in your area. Help us give Wellhouse a voice again!!!

NIF funding

Glasgow City Council have 1 million pounds of funding available for the Baillieston Ward which Wellhouse comes under. This is for infrastructure on council land in your area. We have listened to what our tenants have asked for in the past and will be making an application on 10th April for some suggested improvements works noted below:

Roads repaired, play parks in Bartiebeith Road, new parking at Langbar Path & Baldovan Path, new street signs, Bollards erected to avoid parking on grass land. New plants, trees, wildflowers, CCTV. The list goes on.

These are just some suggestions that we will be suggesting for the funding. Let's hope that we are successful in securing something for our area from the pot of money. Again, having a community council means that we will always have a voice when it comes to funding being available for this and future grants.

Customer opinion panel

Our last Customer Opinion Panel meeting was a huge success with 15 tenants turning up for



the meeting which was hosted by the new Director Diane Hendry. These meetings are a great chance for you to "Have your Say" on what is happening within your area. Our next meeting is scheduled for 11th April at 11:00am at the hub offices lunch and refreshments will be supplied.

We have a representative from the Community Council coming who will give a short presentation on how they work and the benefits of having representation on the community council and you can ask any questions. Please come along and join us on the 11th. Call and speak to Lorraine or Diane.

New Patches

You have told us you would prefer to deal with one housing officer for all your enquiries. Taking this onboard, from 1st April we are working on a patch-based system. The only exception to this rent arrears cases that will be managed by David Walls. You will be introduced to your new housing officer soon.

Apartment bins

As most of you know the council has reduced your green bin uplift to 1 per month. We understand living in larger properties produces more household rubbish. If you would like we can order a larger green bin and arrange for the council to take away the old excess green bins. We are trying to keep the area tidy and will assist you in doing this. Please contact Suzanne or Lorraine at the office who can help.

Dog fouling and dangerous dogs

If you are a dog owner, please be responsible for your pet. We would ask you to always have your dog on leash when you have them in the estate. If you have a dog that requires muzzled, then please always do this.

Dog fouling is something the Association does not tolerate, and we, along with our council partners, take the required action. This is a breach of your tenancy agreement. This includes allowing dogs to foul in garden and not removing it. Help us keep your community clean and safe.



Contact details

Please let us know if you have changed your contact details. We need your e mail address and up to date telephone numbers. This makes it easier for us to get information for you. Just give us a call and anyone in the office can update this information for you.



Wellhouse cares

As part of our commitment to supporting our community, our Customer Services team recently carried out welfare calls to our elderly residents. These calls were a friendly check-in to remind tenants that we're here to help with anything they might need. We have

managed to contact 40 people and have been able to assist with repairs, pest control, welfare benefit appointments and updating next of kin details. If you missed our call but would like support, please don't hesitate to get in touch we will be happy to help.



Suzanne Halbert

Receptionist

Electrical Safety Inspections

To meet our legislative requirements of safe electrical systems, landlords must organise electrical safety inspections by a competent person at intervals of no more than five years. Our contractor will be in touch for access if you are included in this years programme. These inspections ensure that the electrical system in your home is safe. The electrician may require to carry out essential electrical repairs which are identified.

Please contact the office if you have received a reminder from us to arrange a date for the inspection. Continual no access will result in forced access.

How to keep your home safe when charging your e-bike or e-scooter

Lithium batteries are used safely by millions of people every day, and when used properly they are not dangerous, but it's important to be aware of the fire safety advice particularly when charging your battery.

- Don't charge e-bikes and e-scooters in bedrooms or where escape routes can be blocked – for example, hallways and close stairwells.
- Don't leave your battery charging unattended, when you are out or while you are asleep.
- Don't cover chargers or battery packs when charging
- Don't overload sockets or use inappropriate extension leads
- Don't charge or store batteries in direct sunlight or in hot locations (above 45°C)
- Don't charge batteries close to combustible materials or hazardous substances.
- Always unplug your charger when you have finished charging
- If your battery can be removed from your e-bike or e-scooter and charged separately, it should be charged on a hard flat surface where heat can disperse and in area with good ventilation.



Bill Black

Bill Black – Assets & Maintenance Manager

Notice of Annual Gas Safety Inspection

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 our 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 following numbers (Saltire – 0330 202 0444 or Office 0141 781 1884) if you wish to request one. Should we require to force access you will be charged.

Thank you for your cooperation.

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.

How to Avoid Condensation and Mould

At this time of year as well as in the Autumn we can have issues with condensation and mould, 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 mold occurs use an anti-fungal wash and follow the manufacturers instructions

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



Contracts

We have recently tendered our close cleaning and are happy to welcome Caledonian Maintenance Services Ltd as the contractor who has been appointed through a rigorous competitive tendering process. They will undertake a fortnightly cleaning of all closes. Please be aware this does not remove your tenancy obligation to keep common areas clean and litter free.

Pictured: Jim McLaughlin Caledonian Managing Director, Angela McDonald Housing and Customer Services Manager, Gary Mooney Contacts Manager



Planned Maintenance

Kitchen and bathrooms

We have recently retendered our contract for installation of kitchens, bathrooms and medical adaptations. The successful bid was made by WrightKerr. You can be assured of experience and a high quality service and materials while minimising inconvenience.

Below is the Kitchen and Bathroom program for Financial year 25-26

Kitchens (30 installs)

- 2-32, 36-40, 44-46, 15, 19, 27 Altmore Road
- 8 Altmore Park
- 6 Carriden Place 2/1
- 3, 5, 9 Wellhouse Grove
- 26 Kiltearn Road



Gavin Friels Operations Director WrightKerr, Bill Black Assets & Maintenance Manager WHA & Graham Russell , Contracts Manager.

Bathrooms (28 installs)

- 50-62, 70, 48A, 66a-c, 68a-c, 130, 136, 142, 74a-b, 76a-c, 78a-c, 80a-b Wellhouse Crescent

Window replacement contract

We are delighted to announce that following a competitive tender and successful pilot, CR Smith is set to begin a programme of window and door replacement across 58 homes within a mix of properties on Bartiebeith Road and Baldovan Crescent. They will be fitted with modern, energy-efficient double-glazed windows and doors.

The windows are designed with a reversible mechanism for security and ease of maintenance. Tenants will also benefit from a stylish design, with a rosewood effect on the exterior frames and a clean white interior finish to both the windows and doors.

CR Smith will manage the whole process and contact you arrange surveys and installation. The plan is to complete the project within six weeks, causing minimum disruption.

We look forward to working with our new contractors and continuing to work with our existing successful contractors.



Colin Joyce Business Development Executive, Bill Black Assets & Maintenance Manager WHA , Paul Cowan Senior Project Manager.

CHRISTMAS LIGHTS COMPETITION WINNERS

Our Christmas lights competition Winners. Thank you to Councillor Lalley for being our independent judge. He said there were so many fantastic displays of lights that he had a difficult time making his choice.



Best Porch/Balcony – Robert Irvine



Best Garden Display – Louise Sinclair



Best Window Display – Jennifer Strang

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. 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!!



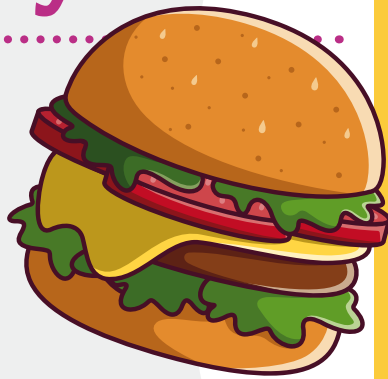
Briefing on Community

Activity at The Hub



Community Café

A reminder The Hub Café is open Monday to Friday 9am to 3pm, except for Bank Holidays, with a wide range of Breakfast, lunch, snacks and meals. Our team work hard to ensure we sell the highest quality items at affordable prices.



Pop in and give Stephanie a visit, always welcome to receive any new ideas to be added to our menu also.



Trisha and Eddie, long term volunteers operate their Bingo sessions on Wednesday and Friday evenings 5.45pm to 8.45pm. Everyone is welcome, if you would any more information come along and see Trisha or Eddie who will be only too happy to have you along.

Children's and Young People's Services

Our Children's and Youth Clubs are open on Tuesday and Thursday evenings operating from The Hub between 6pm and 8pm. We offer a varied range of activities from sports and physical activity, arts and crafts, digital technology, life skills including cooking and baking.



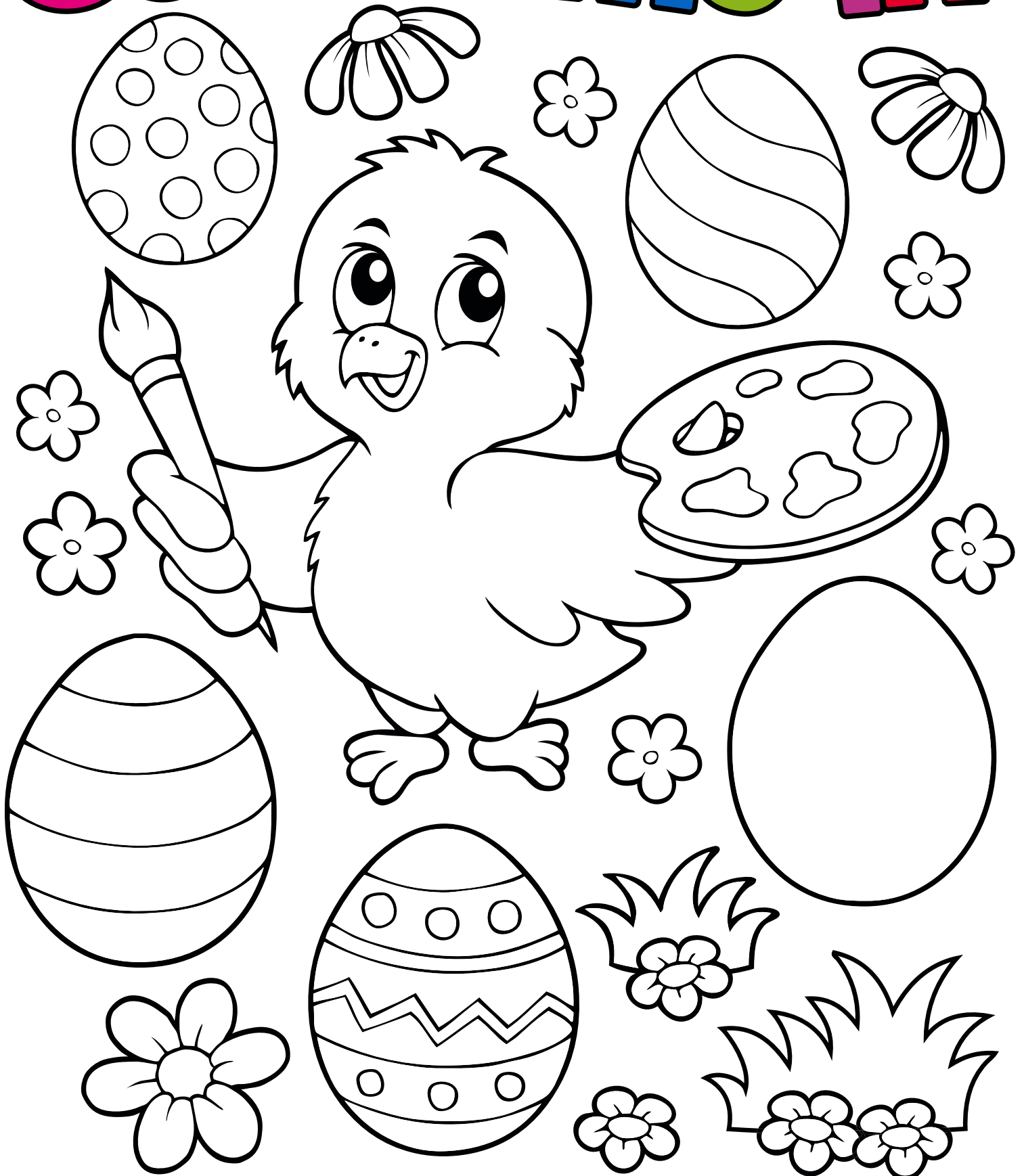
Our children and youth services provide a warm, safe and fun environment and are delivered by experienced youth workers. If you have any queries or would like to find out more, please feel free to get in touch where we will be only too happy to help out.

If you would like any further information on anything, please feel free to get in touch and I would be more than happy to talk through anything.

Thank you again for allowing us to serve the community of Wellhouse.

Best wishes, *Andy*

Colour me in



Office Closure

Our office will be closed for the Easter Weekend from Friday 18th April 2025 and Monday 21st April 2025. We will re-open on Tuesday 22nd April 2025 at 9am.

Who do I call now if I have an emergency during this period?

Should an emergency situation arise during this period you should contact the following contractors:

- Scotia Plumbing – 0141 771 9600 (All plumbing repairs)

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

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



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.