



the wellhouse news

Welcome to your Summer Newsletter



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Message from the Chair

Welcome to your summer newsletter – I hope you are enjoying the light nights.

In this newsletter, you will find handy information from Laura, our income advice officer an update on our exciting plans with Glasgow City Council & Scottish Water to introduce surface water management plans and help with our development ambitions and the plans for new windows, which

I am pleased to say has been commissioned and ready to deliver.

I am sure you will have noticed the free bike repair station, run by our colleagues at Easthall Residents & Urban Fox – watch out for more exciting activities coming your way soon.

Darron Brown

Darron Brown, CHAIR



Doorstep crime and bogus callers

We have been advised by a tenant of a house call from someone asking to gain access to their home to measure up for a new kitchen. Thankfully the tenant didn't give access as the caller didn't have any ID with them. He was described as tall, thin, wearing glasses and drives a plain white van.

Please be advised that if you are due to have a new kitchen fitted, our contractor, MSN, will letter you beforehand to arrange a suitable time and date to attend. If in any doubt please contact the Maintenance Team to confirm arrangements and/or contact Police Scotland on 101.

Here are some tips to follow to protect yourself.

- Be on guard if someone turns up unexpectedly
- Keep front and back doors locked
- Use the door viewer or nearby window when answering the door
- Fit a door chain or bar – use it and keep it on when talking to callers at the door
- If you're not sure, don't answer the door
- Don't feel embarrassed - genuine callers expect you to be careful



- Only let callers in if they have an appointment - confirm they are genuine
- Always ask for identification badges, but don't rely on them
- Identity cards can be faked – phone the office to verify their identity

Stay Safe Wellhouse!

Agenda: Never forget the value of social housing

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THE value of a stable, affordable home cannot be underestimated and for many of us, that truth has never been clearer than it is now, after months of being told to stay at home.

Independent research shows that to reduce housing need, Scotland needs a minimum of 53,000 new affordable homes in the next five years. At least 37,100 of these should be for social rent.

Social housing has never been more important and what we need now is a big push on house building. It can't be left to the private sector and be driven by profit or it just won't happen. If we want stable, affordable homes for people, it needs to be led by central and local government.

There are currently 167,000 people on the waiting list for social housing in Scotland. Many of these people are either struggling to afford expensive private let accommodation or living in completely unsuitable accommodation.

With private rented accommodation, a family can move in somewhere, settle their kids into school, then in a year's time they have to leave because the landlord wants the property back to sell it.

Families often spend 40-50 per cent of their income on rent and that can make it difficult to keep food on the table. Affordability is a huge issue and a lack of social housing means people are forced into that situation.

Social housing provides people with quality, affordable, secure housing. So long as tenants pay their rent and there's no antisocial behaviour, they have a home for life and that security is hugely important.

There was stigma around social housing for a while but I think that's changing now, especially as new estates are often a mix of housing, some of it owner occupied and some of it social housing.

Our ethos at Wellhouse Housing Association is to make Wellhouse a place you want to be and we prioritise the community, bringing people together. Our income is the rent our tenants pay and it is all invested back into the community.

I am shocked at the level of homelessness we have in Scotland. There's the people you see on the street but a family in unsuitable accommodation can also be homeless or a woman living with an abusive partner.

Last year, we made additional properties available as temporary accommodation for homeless people and we also consider whether those placements could become longer term. Everyone deserves a permanent home.

We haven't seen the true impact of this pandemic yet but the signs are already there. People are going to need a lot of help and housing associations like ours are an important part of the solution.

The time to build is now. Social housing will be more important in the next five to 10 years than it has ever been. Profit drives most things but where we are now, and where we are heading, it's about people's lives and making sure people can put food on the table.



Darron Brown

Darron Brown
CHAIR

Glasgow Lives in Lockdown:

Maureen, 69, Easterhouse, vice-chair of Wellhouse Housing Association and chair of Easterhouse Citizens Advice Bureau

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Maureen, 69, from Easterhouse

Maureen discusses her hidden battle with depression, the importance of volunteering and why everyone should give a little back to their community.

"I first got involved in voluntary work in my local community to help me to overcome depression. My doctor told me many years ago that people wouldn't expect me to be the kind of person who suffers with depression, because I was smiling on the outside, but really on the inside I was heartbroken – that was true and whilst I've lived with and managed depression most of my life, being involved in my community helps me enormously and keeps me going and there's a lot of

work to be done to make things better for all of us.

"My community work really began 45 years ago, after the birth of my first child, when my friend arranged for me to go to the local playgroup in Easterhouse Community Centre. I was encouraged to join the centre's Advisory Group and slowly my involvement increased. I agreed to take part in training with health visitors and the other mothers at the playgroup, which turned out to be an Open University Course. I was a bit surprised when the postman then delivered a big parcel of OU materials to my house. I thought this was something that I could never do, but from not

even wanting to open that first pack of materials I went onto become the group leader working with five groups covering First Years of Life, Pre-school child, parents and teenagers, Health Choices and Planning Retirement. When the first courses were completed, we were looking for more learning materials, but we were told they had all been distributed. I suggested we open a bank account for the mothers to save to buy more OU learning materials. We didn't have much money, but we put together 10 shillings and on the day the account was opened contact was made with the Education Department and when the Head of Education heard about the bank account, she arranged for us to get all the OU material we needed. I was also involved in various other committees and community groups at that time, and I was invited as the only volunteer to join the Working Group organising the Glasgow Women's Health Fair in 1983.

“

Looking back, I didn't know what networking was, it wasn't really recognised or a buzzword then, but I was actually very good at it.”

"I have three children and four grandchildren. I'm really missing looking after the youngest two as I usually would but can't because of lockdown. Over the years my interests and the extent of my work changed as my family circumstances changed. I have been able to use my personal experiences of being a lone parent with young children, mental health issues and domestic violence to help in a lot of my work, and my interest in learning more, enabled and motivated me to get further involved in my community. Being involved with so many things, it felt appropriate to join the steering group for

Wellhouse Housing Association, a community-controlled housing association in greater Easterhouse, following a public meeting in 1989. Currently I'm the vice-chair of Wellhouse Housing association, after previously serving as the chair for 5 years.

"Easterhouse has changed so much for the better in 30 years and I see the benefit and rewards of working together. Not just for the amazing houses most of us have now but for the community spirit. I like being involved in Wellhouse HA, but I also see the benefit of being part of Easterhouse Housing and Regeneration Alliance, where 8 housing associations work together for the benefit of the whole community. I'm a community member and firmly believe in the ethos of 'Thriving Places', where the City Council services, voluntary sector, and most of the community work together and share resources for the benefit of all and we all have the opportunity to be involved.

"Looking back, I didn't know what networking was, it wasn't really recognised or a buzzword then, but I was actually very good at it and by attending so many meetings and being involved in so many different groups and committees, I was able to share appropriate and relevant information, resources and ideas to let us all help each other.

"I've been involved in conversations with politicians and civil servants about local democracy, which has the potential to present a very exciting and innovative future for local people to be involved in their own communities. In my wildest dream's future committee members and community activists would not be seeing Greater Easterhouse in the lowest % of the Scottish Index of Multiple Deprivation – meaning our community is one that is most deprived of income, employment, health, education, skills, and housing. Flooding in Wellhouse is a big issue and if flooding prevention work is not carried out, we will be unable to build new houses. It's crucial that the Government Scottish Environmental Protection Agency commits to doing this work.

Elaine Livingstone

Wellhouse names Robert Murray as new finance and corporate services manager

Wellhouse Housing Association has appointed Robert Murray as its new finance and corporate services manager.

As a qualified Chartered Certified Accountant, Robert brings a wealth of experience to the progressive housing association where he will be lead officer for all finance functions as well as taking responsibility for FOI, GDPR, HR and IT.

Robert has previously worked within an accountancy practice, industry and for the past decade within the third sector.

He said: "I am looking forward to joining the committed team at WHA and I believe my broad range of

experience can be used within the organisation to maintain their vision and values."

Clare Monteith, chair of WHA staff committee, added: "After a rigorous recruitment process, we are confident that Robert will make a valuable contribution to WHA

and help us to meet our ambitions as an organisation, playing a key role with our IT strategy, community activities and drive to develop new homes."



Robert Murray

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 NE local Foodbanks

Glasgow NE local Foodbanks

Calton Parkhead Parish Church
142 Helenvale Street
Parkhead
Glasgow G31 4NA
Open Monday, Wednesday and Friday
2-4pm

Blairtummock Community Hall

45 Boyndie Street
Easterhouse
Glasgow G34 9JL
Open Thursday 2pm to 4pm



WHAT TO DO IN A FINANCIAL CRISIS.

Frequently asked questions

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

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

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

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

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

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

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

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

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

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

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

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



Laura Reilly
Income & Advice Officer

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

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

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

What is the Best Start School Age Payment?

The Best Start Grant School Age Payment is a one-off payment from Social Security Scotland to help families with the cost of preparing a child for starting Primary School.

Who can apply?

You can apply for the Best Start School Age Payment if you are:

- Responsible for a child born between 1st March 2016 and 28th February 2017.
- In receipt of certain qualifying benefits such as Child Tax Credits or Universal Credit.

When Can I apply?

Applications for children born between 1st March 2016 and 28th February 2017 are open between 1st June 2021 and 28th February 2022

Even if the child is not yet starting school, eligible parents and carers should still apply before the closing date if they meet the eligibility criteria.

Applications for children born between 1st March 2016 and 28th February 2017 close on 28 February 2022.



How much will I get?

If your application is successful, you will receive a one-off payment of £252.50 for each eligible child.

How do I apply?

Applications can be made online at <https://www.mygov.scot>

£500 FOR THOSE SELF-ISOLATING ON A LOW INCOME

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

To be eligible for the grant you must:

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

- Be in receipt of a qualifying benefit such as Universal Credit, housing benefit or working tax credits or earn less than the real living wage

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

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

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

Rent First!!!

Please remember to pay your rent monthly in advance which is what your tenancy agreement tells you to do. The best way to pay your rent is by Direct Debit on or before the first day of the month. You can pay weekly or fortnightly too. That way you automatically pay in advance. Any changes to your rent charges can be done easily by direct debit and arrangements for collecting arrears can be collected in the same payment.

To thank those of you who already pay

in advance by direct debit and who have a clear rent account, we will enter you into a monthly prize draw for a £20 voucher to use locally. If you would like to pay by this method and you aren't sure what to do, just get in touch with your Housing Officer who will help you.

Carol Hamilton

Carol Hamilton
HOUSING & CUSTOMER
SERVICES MANAGER



Wellhouse Needs You!

As you may be aware, Wellhouse has signed up to the Scottish Governments Next Steps Programme. We are working with the Tenant Participation Advisory Service (TPAS) Scotland to develop an action plan to improve tenant participation in the work that we do – see [Next-Steps-Programme.pdf](#) (tpasscotland.org.uk) for more details.

Unfortunately, the impacts from Covid 19 meant that the programme was put on hold last year but our intention is to restart work on this, as soon as the regulations allow.

However, we really need your views on how you would like to be consulted and more importantly we need your time and commitment to do what you can to help us improve our communications and services.

The good thing is that things have moved on from the days when this solely meant working through formally constituted Tenants Associations or other formal groups.

We are more than happy to look at ways to make giving us your views and suggestions easy for you and to work with you in a way that suits you best.

If you are interested in assisting us to improve how we can work better with our tenants from

keeping you informed through to reviewing how we deliver our services please contact our office. We will note your interest and keep you informed on progress.

The next stage in the process will be arranging a workshop on our Tenants Priorities. TPAS will assist participants by:

- Highlighting good practice that is working elsewhere
- Review current participation options and activities
- Identify ideas and actions that could be implemented

This will be your opportunity to shape how we will consult with tenants in the future.

If you cannot attend the workshop but have ideas on how we can improve the ways in which we consult with you, then please let us have your suggestions by e-mail to info@wellhouseha.org.uk, by phone or by letter.



Community Support

We are certain you'll all agree it's been a challenging past 15 months or so however as we head towards Summer we are certain there are more positive times around the corner. As Government restrictions gradually

loosen and allows us all to begin meeting up albeit in smaller group's we can begin to introduce much needed support services for the community.

Community Cafe

On this note we have an exciting partnership ready to kick off with the amazing East End Flat Pack Meals. Many of you may have heard of this local organisation, better still you may have sampled some of their delicious meals, as they have been operating for a few years. Some of East End Flat Pack Meals previous work has involved supporting local schools and nurseries, Housing Associations and community groups. In addition, they provided vital support to many individuals and families throughout the pandemic.

The dedicated team led by Jackie, supported by Beth, Margaret, Susan and Katie are itching to get started within the Hub Café. They have devised an incredible plan offering lots of different services from Breakfast Clubs for children, cooking demonstrations, cooking



education classes and a Community Café alongside offering their healthy nutritious Flat Pack home cook meals all from the Hub café.

As soon as the girls can get the go ahead from the Wellhouse Housing Team they will get started and will be aiming to have the community on board via consultations with residents, looking at ways to get everyone involved and help shape future services.

Cycle Repair Hub



Since the end of April we have had the brilliant partnership between The Urban Fox Programme and Easthall Residents Association delivering FREE Bike Repairs within the Hub Car Park. This service has been vital in supporting residents of all ages to get back on their bikes whether this be through having their bike health checked and serviced, minor repairs and in some cases extensive repairs carried out.

The team of qualified gold and silver level Velotech mechanics carry out all works on site and have aimed to have all works carried out the same day. This has proven to be a huge success and well utilised service with a steady stream of customers booking in their bikes via text or calling 07832616824. This service will operate up until the 8th July, so there is still time to get booked in.

In true spirit of successful partnership working the team at The Urban Fox and Easthall Residents Association have provided additional benefits through this service. We have had the community Policing team from Police Scotland along offering FREE Bike Registration, this helps guard against theft and is aimed at increasing your chances of being reunited with your bike if you have been unfortunate enough to have had your bike stolen.

The partnership also offered a FREE Bike Give away day. This involved giving away bikes suitable for all ages from toddler to adult completely FREE. The majority of bikes had been donated to the partnership, their mechanics then service and fix the bikes making them as good as new and then gift them to individuals and families.

We are optimistic and excited about our partnerships moving forward. This is just the beginning and we are hopeful that we will be able to build fruitful and lasting relationships amongst residents and organisations as we look to support, enhance and most importantly not duplicate or replicate services within the great community in Wellhouse.



A Better Way of Managing Storm Water

Wellhouse Housing Association, Scottish Water and Glasgow City Council are working together to develop an innovative project to improve the way storm water is managed and reduce flood risk in the Wellhouse area.

What We Are Doing

We are developing a drainage masterplan for the area which will improve the management of storm water to enhance green spaces, reduce the risk of flooding

and enable development and regeneration in the area. Wellhouse Housing Association, Scottish Water



and Glasgow City Council will work together with the local community to make Wellhouse a more vibrant and attractive place for people to live, learn and work together with improving the biodiversity of the space and creating enhanced habitat for wildlife.



What might it involve?

As part of this work, we are promoting the creation of rain gardens for properties to reduce /slow down storm water entering the local drainage system. This provides benefit in using the water locally for plants and reducing peak demand on the local drainage system. We plan to initially install demonstration raingardens at the Hub, with a view to rolling them out across the wider area.

Storm Water for Wellhouse

Examples of Property Measures to Manage Storm Water



Examples of Communal Measures to Manage Storm Water



Why We Are Doing This

The main aim is to reduce flood risk and, at the same time, improve green spaces for the benefit of everyone. Rain gardens, and other types of 'green' sustainable drainage, can provide multiple benefits for recreation and wildlife, as well as activities for the people who live and work in and around Wellhouse.

Further info

Proposals are at an early stage. We will provide more information as plans progress and will seek your input to help shape the ideas for Wellhouse. The links below provide some information about the ideas behind managing storm water and the benefit rain gardens can bring.

https://timeforgeography.co.uk/videos_list/cities/sustainable-drainage-systems/

<https://www.10kraingardens.scot/>



Martin Wilkie-McFarlane

Martin Wilkie-McFarlane
DIRECTOR

Gutter Cleaning and Roof Anchor Testing

Latto Maintenance Ltd have been continuing to carry out the annual cyclical gutter cleaning and roof

anchor testing, please assist with access requests to any loft areas by the Contractor.



Bill Blach

Assets and Maintenance Manager

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. This will also include upgrading of smoke, heat & carbon monoxide detectors in line with the Scottish Governments new fire safety legislation. It is essential that you allow access for this work to be carried out as it not only protects you and your family but also your neighbours, should any serious electrical issues occur.

Cold Water Storage Tanks

Rankine Environmental will be carrying out Cold Water Tank inspections and works on the tanks located in common closes. Can we ask you assist them if they require access to the loft space through your property.

Smoke Detector Upgrades

GES Ltd are continuing with the upgrades to the smoke heat and carbon monoxide detectors.



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.

Saltire our Gas Contractor, in conjunction with Wellhouse Housing Association, are continuing to monitor and follow guidance in relation to COVID-19 and your annual service has been deemed as essential work during this time.

We would therefore ask you to call at your earliest convenience if you are self-isolating, showing any symptoms, have been confirmed to have contracted COVID-19 or if you would like to re-arrange the appointment for any other reason at this time. Please contact either Saltires Servicing Team on 01698 743609 or Wellhouse HA on 0141 781 1884

Please note that our staff 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/

Our engineers are complying with the social distancing guidelines. We do appreciate that your house may be busier than usual, 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.

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.

Thank you for your assistance with this.



Planned Maintenance

Kitchens and Bathrooms

MCN (Scotland Ltd) is currently contacting those due these replacements to arrange surveys and will arrange install dates following the surveys. These are those held from last year due to the various restrictions on works and access for repairs.



Window and Doors Replacement

We are pleased to say that Sidey Solutions Ltd has won the contract to supply new windows and doors (some front and rear doors have already been replaced in phase 1, internal flat front close doors are not included in this contract for replacement). The Contract has been Procured through the Scottish Procurement Alliance Framework WD 1 as two lots, LOT1 - Phase 1 and Phases 2A & 2B in LOT 2 these works would be scheduled over two years 2021/22 & 2022/23.

Sidey will be carrying out site surveys from 5th July 2021 and will be contacting tenants directly to organise access for measurements, we hope to start installations from the beginning of September 2021. We hope to organise an information session closer to the install dates at the Hub dependant on any restrictions in force.

WINDOWS -DOORS 21/22		
Phase	StNo	Street
1	3	Balado Rd
1	5	Balado Rd
1	7	Balado Rd
1	9	Balado Rd
1	11	Balado Rd
1	142	Bartiebeith Rd
1	144	Bartiebeith Rd
1	146	Bartiebeith Rd
1	148	Bartiebeith Rd
1	2	Rigg Place

WINDOWS -DOORS 22/23		
Phase	StNo	Street
2A	17	Balado Rd
2A	19	Balado Rd
2A	21	Balado Rd
2B	25	Balado Rd
2B	27	Balado Rd
2B	29	Balado Rd
2A	154	Bartiebeith Rd
2A	156	Bartiebeith Rd
2B	160	Bartiebeith Rd
2B	162	Bartiebeith Rd
2B	103	Wellhouse Crescent
2B	105	Wellhouse Crescent
2B	107	Wellhouse Crescent
2B	109	Wellhouse Crescent
2B	111	Wellhouse Crescent
2A	1	Rigg Place
2A	3	Rigg Place
2A	5	Rigg Place
2A	2	Wellhouse Gardens
2A	4	Wellhouse Gardens
2A	6	Wellhouse Gardens
2A	8	Wellhouse Gardens
2B	1	Wellhouse Gardens
2B	3	Wellhouse Gardens
2B	5	Wellhouse Gardens
2B	7	Wellhouse Gardens
2B	9	Wellhouse Gardens
2B	11	Wellhouse Gardens



WINDOWS | DOORS | SUNROOMS | CONSERVATORIES



Sidey will be carrying out the work in your homes in partnership with your landlord: Wellhouse Housing Association.

Sidey was established in 1932 and has 89 years' experience and expertise working in people's homes. We are based in Scotland and manufacture and install our own products. We understand that as a tenant you may be concerned however rest assured, we have an excellent track record, we care about all our customers and work to the highest Health and Safety and Quality standards.

Our Teams wear Sidey branded uniforms, drive Sidey branded vehicles and carry photographic identity badges to ensure your safety against bogus callers.

We have been installing windows and doors for Housing Associations and Local Authorities for many years with excellent satisfaction results. If you want to find out more about Sidey and our commitment to quality in all that we, do you can find details on our website: www.sidey.co.uk if you do not have access to the internet let us know and we can send you some information. We look forward to working with you and Wellhouse Housing Association.



FM 31993 EMS 546629 OHS 556511



BS 8213- 4:2016: KM 510500

Dog Fouling

Our estates staff have a very difficult job to do and have worked hard over the entire lockdown period to look after Wellhouse. Their job includes ground maintenance but does not include cleaning up after your dogs. As you can see from the photo, this can be unsanitary and dangerous for our staff. We have therefore made the decision that we will no longer cut grass in areas which have extensive dog fouling – we have a duty of care to our staff. I urge you, if you have a dog, to clean up after it: it is the law. We continue to speak to Glasgow City Council about enforcement and fines for residents who cause this problem.



Opening Times

Foodbank Centre	Day	Session Times	Location/Address
The Hub 07951749363 07951749373	Monday Wednesday Friday	2-4pm	Calton Parkhead Parish Church 142 Helenvale Street G31 4NA
St Enochs Hogganfield 07521144968	Wednesday	1.30pm- 3.30pm	St Enoch's Hogganfield Parish Church 860 Cumbernauld Road G33 2QW
Bridgeton 0141 556 2830	Thursday	10.45am-12.45pm	St Francis in the East Church 26 Queen Mary St G40 3BB
Blairtummock Community Hall 07564 271093	Thursday	2-4pm	45 Boyndie Street Glasgow G34 9JL
Shettleston	Thursday	2-4pm	20 South Vesalius Street, Shettleston G32 7PX

Charter Outcomes - Landlord Report

Wellhouse publishes its annual report around October each year on how it is performing against a range of service measures included in the Scottish Social Housing Charter, that was last revised in April 2017.

Details on the Charter can be found via our website at: Charter | Wellhouse Housing Association (wellhouseha.org.uk)

Before we start work on this year's report, we would like your views on what you thought of last year's report. We are often required to produce information for our residents and service users but we realised that, since introducing the current format, we have never asked you what you thought about it.

Last year's report can be found via our website at: tenantreport_sept20.pdf (wellhouseha.org.uk)

Whilst we will still have to provide certain key information, it would be useful for us to hear your views on the layout and contents, to see if there is a way, we can make it more relevant for more of you.

- Is all the information you need included?
- Do you like how the information is presented?
- Do you prefer use of graphics to narrative?
- Is the balance between graphics and narrative right?

You do not need to restrict feedback to these questions and all feedback would be welcomed.

You can feed back to us by e-mail to info@wellhouseha.org.uk, by phone or by letter.



Scottish Government
Riaghaltas na h-Alba
gov.scot



The Scottish Social Housing Charter – time for another look

The Charter was introduced in 2012 as part of the Housing (Scotland) Act 2010, it sets the standards and outcomes that all social landlords should be achieving when performing their housing activities.

The Charter is reviewed by the Scottish Government every 5 years and it's that time again!

TPAS and TIS on behalf of the Scottish Government are hosting a series of consultation events, aimed at **Tenants, Landlords, Councillors & RSL Board Members** to find out whether the Charter needs changed in any way.

The events will last for 2 hours, places are limited! **BOOK NOW!** You can book into an event at a time that suits you – timetable overleaf. Consultation sessions are all online, both TPAS and TIS can help you get on-line.

To book a TPAS event contact TPAS Scotland please telephone: 0141 552 3633 or you can email enquiries@tpasscotland.org.uk

To book a TIS event please telephone: 0141 248 1242 or you can email info@tis.org.uk



The Scottish Social Housing Charter

Free consultation events

DATES & TIMES

There are 6 events for Tenants and 6 events for Landlords, Councillors & RSL Board Members.

Alongside the virtual consultation events a formal Scottish Government consultation will be launched in June. Feedback from these sessions will be included as part of the consultation process.

Link to the current Charter -

<https://www.gov.scot/publications/scottish-social-housing-charter-april-2017/>

Book early to guarantee your place. Contact TPAS or TIS for the event you would like to attend. When you have booked your places you will be sent instructions on how to join the event, and if you need it, you will also get advice and support on how to join in.

Date	Time	Participants	Platform	Book with
Monday 21st June	2 - 4pm	Landlords	Zoom	TIS
Tuesday 22nd June	10 - 12pm	Tenants	Zoom	TIS
Monday 28th June	2 - 4pm	Landlords	Teams	TIS
Tuesday 29th June	2 - 4pm	Tenants	Zoom	TIS
Tuesday 29th June	6 - 8pm	Tenants	Zoom	TIS
Wednesday 30th June	2 - 4pm	Landlords	Zoom	TIS
Tuesday 6th July	2 - 4pm	Tenants	Zoom	TPAS
Wednesday 7th July	2 - 4pm	Landlords	Zoom	TPAS
Tuesday 13th July	2 - 4pm	Landlords	Teams	TPAS
Wednesday 14th July	10 - 12pm	Tenants	Zoom	TPAS
Wednesday 14th July	2 - 4pm	Tenants	Zoom	TPAS
Thursday 15th July	2 - 4pm	Tenants	Zoom	TPAS

To book your free place with TPAS please phone 0141 552 3633 or you can email enquiries@tpasscotland.org.uk

To book your free place with TIS please phone 0141 248 1242 or you can email info@tis.org.uk

YOUR COMMITTEE NEEDS YOU!!!



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

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

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

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

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

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

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

DO YOU NEED CHILDCARE FOR YOUR CHILD/REN?

WE PICK UP FROM SANDAIG PRIMARY, OUR LADY OF PEACE AND AULTMORE PARK!

Barlanark Out of School Care is a non-profit organisation that offers inclusive, high quality affordable childcare to school aged children from 4yrs up to 14yrs.



We have provided a childcare service in Barlanark and the surrounding areas for nearly 30 years. All our staff are highly experienced and qualified with many staff and management been with the project for 17yrs+.

As an inclusive project we also offer childcare places and respite care for children and families including children with ASL needs. We also do holiday only places.

- Established and well-respected organisation.
- Parent/carer run management committee.
- Affordable and flexible childcare places.
- Highly qualified staff. All registered with SSSC.
- Bilingual staff member.
- Care inspectorate-Grade of 5 (very good).
- Every child has their own keyworker with individual care plan.
- Secure building with car park.
- Sole use of large child centred playroom.
- Adjoining large private secure outdoor space promoting the health and wellbeing of the children.

- 5 min walk to local park.
- A varied range of activities adapted to meet the needs of the child.
- Activity programme planned and evaluated by children.
- A well sourced range of resources for activities.
- Private closed Facebook page for parents/carers which is updated with photos and information.
- Stringent and robust covid policies and procedures in place to minimise the risk of transmission.

If you would like to know more about our project or are looking for childcare, please contact Karen or Corrina on 0141 771 7690 or alternatively email info@barlanarkosc.org.uk



The EHRA Good Neighbour Award



This year EHRA would like to present Good Neighbour Awards to honour those living in the Greater Easterhouse area who

have made a difference in their community during the COVID-19 pandemic.

Do you know someone who has gone above and beyond for the community? Whether they have provided care and support for others, are always on hand when needed

or have simply been a friendly face around the area, you can nominate them for a Good Neighbour Award.

This is your chance to say thank you and reward your Good Neighbour!

The winner will be presented with a £50 gift card.

To nominate a neighbour, please share a short story about what this person has done to make a difference.

What is your Good Neighbour's name and contact details (if you have them)?

Tell us why you are nominating this person and what they have done to improve the community since the COVID-19 outbreak?

The closing date for nominations will be **Friday 13th August 2021**

Please return your nominations to: Linda Logan, Corporate & Governance Officer in the drop box on the front gate of the Hub.

OFFICE CLOSURE

Our office will be closed on Friday 16 July 2021 and Monday 19 July 2021 for the Glasgow Fair Holiday. We will re-open on Tuesday 20 July 2021 at 9am.

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

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

- **Scotia Plumbing** – 0141 771 9600 (All plumbing repairs)
- **Saltire** – 0330 2020444 (All gas central heating repairs)
- **City Building** – 0800 595 595 (All other trades)



**SORRY WE'RE
CLOSED**

Out of hours emergencies:

PLEASE NOTE: An emergency repair is only a repair which if not carried out could threaten your health and safety, or could cause serious damage to the building e.g., gas leaks, flooding, electrical faults which may be dangerous.

Wellhouse: the Place to Be



wellhouse

Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

How to contact us

We are open in the hub daily from 9am

We close at 5pm Monday to Thursday and at 4.30pm on Fridays

Call us on **0141 781 1884**.

Email us direct, e.g. Pat@wellhouseha.org.uk if you know who you want to contact, or info@wellhouseha.org.uk

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

Wellhouse: the Place to Be



wellhouse
Housing Association

49 Wellhouse Crescent, Glasgow G33 4LA
(office hours) Tel: **0141 781 1884**
Emergency **0800 595 595** Fax: **0141 781 1885**
www.wellhouseha.org.uk



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.