



the wellhouse news

Welcome to your Winter Newsletter

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wellhouse
Housing Association

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



Welcome to your Winter newsletter



In this edition, you will find lots of helpful information from Laura, our money advice officer, who also recently announced that she has raised an incredible £3.7M in financial gains for the residents of Wellhouse <https://www.scottishhousingnews.com/article/wellhouse-income-advice-officer-secures-3-7m-in-support-for-residents>. This is great news and is important to us, as a community-controlled housing association, that we can help in any way possible with household income.

I am glad to report also, that the community café is up and running and East End Flat Pack Meals are doing a great job with the café and community consultation – many great ideas have been received and we will work at delivering them. You can also expect to see new community initiatives being delivered by East Hall Residents Association from January, so keep a look out!

Finally, it is important to point out the financial pressures that are also on the Housing Association. We have seen 15%, and higher,

increases in costs in the last few months, mainly in the provision of repairs and maintenance and this is having a knock-on effect on our budgets and business plan, both of which we will keep working on between now and March 2022. This year, more than ever, we really want to hear from you about the suggested rent increase. We are acutely aware of financial pressures on residents, but we are under unprecedented pressure with costs increasing – we will report more about this directly to you over the coming months. Please look out for the consultation and get in touch with your ideas.


For now, I want to wish you all the compliments of the season and a safe, peaceful and healthy new year.

Maureen Morris

Maureen Morris
Chair

Celebrate the Festive Season Safely

Be safe and enjoy
your Christmas
and New Year.

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- Ensure that exit door keys are kept readily available and/or exit doors can be opened from the inside in the event of fire or emergency.
 - Take care of older people, children and those who may find it difficult to react quickly and safely if there is a fire.
 - Check your smoke alarm weekly and report any faults immediately
 - Make sure your family and/or visitors know what action to take in the event of fire or actuation of smoke/heat alarms.
 - Smoking is the main cause of death from fire in the home. If people are smoking in your home provide a sufficient number of ashtrays.
 - Stub out cigarettes properly – make sure there's no smoke.
 - Pour water on cigar and cigarette ends before putting in a bin.
 - Consuming even a moderate amount of alcohol can greatly increase the risk of fire and injury.
 - Leaving cooking unattended or being distracted while cooking is the most frequent cause of fire in the home. Never cook hot food while under the influence of alcohol or drugs.
 - Make sure your festive lights conform to British Standards and are always switched off when going to bed or leaving your house or flat.
 - Never overload electrical sockets.
 - Make sure the fuse in the plug of any electrical appliance is the correct rating.
 - Keep festive decorations away from lights and heat.
 - If celebrating with fireworks remember that they are explosives. Store them safely out of the reach of children and always follow the fireworks code.

Christmas is a special time for celebration and should not end in tragedy because of the extra hazards that are present at this time of year. So, when you're 'decking the halls' please follow our simple advice and stay safe.

ANNUAL ASSURANCE STATEMENT

From 2019 on an annual basis between April to October Wellhouse Housing Association is expected to submit an **Annual Assurance Statement** to the Scottish Housing Regulator and make a copy of this available for our tenants. In 2021, the submission date was by 30 October 2021.

The statement is our way of informing the Scottish Housing Regulator whether we comply with all the relevant regulatory and legislative requirements of a Registered Social Landlord.

There are three potential statements and the following outlines what each means:

Status	What this means
Compliant	The RSL meets the Standards of Governance and Financial Management and regulatory requirements.
Working towards compliance	The RSL does not meet the Standards of Governance and Financial Management and regulatory requirements, and it is working to achieve compliance.
Statutory action	The RSL does not meet the Standards of Governance and Financial Management and regulatory requirements, and the Scottish Housing Regulator is using their statutory powers to address the non-compliance.
(Under Review) means: The Regulator has identified or received information that means they are reviewing the regulatory status of the RSL and they will update the regulatory status as soon as the review is complete.	

Assurance Statement 2021

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Wellhouse Housing has appropriate assurance that we:

- Comply with the regulatory requirements as set out in Chapter 3 of the Regulatory framework.
- Comply with the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
- Comply with relevant legislative duties.
- Comply with the Scottish Housing Regulator's Standards of Governance and Financial Management.

The Association's Management Committee assesses compliance against these requirements on a quarterly basis and considers detailed evidence, together with customer feedback, as part of this assessment. This evidence bank, based upon an excel toolkit with hyperlinks, is held in digital form in the office of Wellhouse Housing Association.

In order to remain compliant, the Association will be focusing on the following areas during the coming year:

- Improving resident participation, beyond the governing body and Customer Opinion Panel level.
- Working toward full compliance with human rights and equalities requirements, particularly in relation to data collection. We are working with an external consultant and our colleagues in Blairtummock Housing Association at present on this matter.

- Continuing to mitigate the impact of welfare reform and ensuring high levels of rent collection and deliver our income advice service accordingly;
- Carrying out a secondary risk assessment in relation to the impact of Covid 19 pandemic, specifically in relation to rent arrears and cost/availability of component parts and incorporating this into our 2022-2025 business plan.
- Implementing lessons learned in relation to the impact of Covid 19 on our community arising from the independent report commissioned by EHRA and pending full publication.
- Fully updating our succession planning policies for staff and committee as ratified at the Association's Management Committee at its meeting on 28 October 2021.

The governing body does not deem these to be material non-compliance issues and we are therefore confident that we are compliant with the standards noted above. This Assurance Statement was approved by the Association's Management Committee at its meeting on 28 October 2021.

Signed by:

Maureen Morris

Maureen Morris
Chair

LATEST NEWS ON OUR COMMUNICATION SYSTEMS

As part of our communication systems upgrade and to further enhance our communication channels with Tenants and the wider community we have upgraded our telephone system. The new system enables us to:

- Direct calls to the correct department by pressing the appropriate choice
- Transfer calls between staff members
- Answer calls even when not at the office by use of Internet enabled phones and mobile apps
- Easily recognise the callers' number and store for future reference
- Record calls for quality and protection of our tenants and staff

Calls to the previously noted mobile numbers should no longer be made.

All calls should now be directed through the main telephone number: **0141 781 1884**

The auto attendant options are:

1. Repairs & Maintenance related issues
2. Tenancy related issues including rent, neighbour issues or to discuss a housing application
3. Income Advice

The new telephone system is the first stage of our Telephone and systems upgrades and we would therefore encourage all tenants to update their contact details to ensure we have accurate telephone numbers, email addresses and know the names and ages of all residents in the house.

This information is also important to ensure we provide accurate information to the government to help shape future housing policies. Please complete the separate census form included within the newsletter in the envelope provided and return to The Hub by post or you can pop it into the drop mailbox which is attached to the front gate.



Robert
Murray

Finance & Corporate
Services Manager



Carol
Hamilton

Carol Hamilton,
Housing & Customer
Services Manager

Every household that completes the separate census form included within the newsletter with all the required information before 14th January 2022 will receive a **£10 VOUCHER**

The out of hours telephone numbers continues to be unchanged and they are as noted on the back page of this newsletter.

As we progress through 2022 with the launch of our new IT system we hope to be able to offer further enhancements that will make contacting us regarding issues easier. We will provide further updates on these new mobile apps and tenant portal in future issues of the newsletter.

Tenant Consultation

Proposed Rent Increase 2022/23



Carol Hamilton

Carol Hamilton,
Housing & Customer
Services Manager



Wellhouse Housing Association started the process of looking at our budgets for 2022/23 in November 2021. It is essential when setting our budget that we cover our existing and expected costs. Given rent is our main source of income it is important that we review rental charges to ensure we meet our budgeted costs.

After careful consideration, our Management Committee are proposing for 2022/23 a rent increase of 4.1%.

Wellhouse have made our proposal based on our Business Plan which suggests that a 4.1% rent increase is required to ensure that we meet the requirements of the Business Plan including investment in our stock and maintaining and developing our services to tenants. We are facing rising costs, particularly from our maintenance contractors and suppliers, as a result of the impacts from the Covid Pandemic and Brexit.

This proposed increase is calculated by using the September CPI figure (3.1%) + 1%, which is consistent with our Business Plan projections. This level of increase will generate an additional £137,197 of rental income which will allow Wellhouse to mitigate some of the increased costs that we expect will be passed on by our suppliers as well as being able to meet as many of the obligations currently included in the Business Plan. For example, we would be unable to carry out all, or most, of our planned investment and upgrades to properties, if the proposed increase was not applied.

We believe this increase will allow us to maintain our current level of service whilst ensuring that tenant's rents are kept affordable.

If agreed, the increase would take effect from 1st April 2022.

Consultation Requirements

The Association is required to consult annually with its tenants over any rent change proposals.

Given the current challenges, with our offices remaining closed to the public due to Government restrictions arising from the current health pandemic, we will be unable to meet with you or discuss our proposals in person with you this year.

However, we have put in place a range of alternative methods to allow you to have a say on our proposals:

- Within this newsletter we have included an information leaflet and survey form for you to complete and return to us by post. You can post it into the box attached to the gates at The Hub if you prefer;
- For those who prefer to communicate with us by text we will issue a short survey for you to complete;

- For those who prefer using e-mail you can request that the survey be sent to you for return to the e-mail address we have recorded for you;
- You can telephone us and leave your comments – or you can contact your Housing Officer.

All surveys that are returned will be entered into a free prize draw and 2 lucky winners will receive a

£25 VOUCHER

Please note surveys must be returned to us by Friday 14th January 2022.

Please let us know your thoughts

Please take the opportunity to return a survey with your views to us, using the method most suitable to you.

Please also be assured that your views are important to us. Rent levels obviously affect all of our tenants, which is why we need as many of you as possible to take the time to respond.

Your responses will be considered by the Management Committee prior to a final decision being made on this matter.

To help you do so we have provided further information on how we spent your rent money last year, our investment plans and information to let you see the likely impact on your household finances and how we compare with other landlords.



Value for Money

Did you know that last year over 93% of tenants surveyed told us that rents are good value for money? This was an improvement from the year before when just over 90% told us our rents represented good value for money.

We continue to make significant efforts to reduce our costs and ensure our expenditure is controlled. We continually review our contracts and tendering processes to ensure we tightly control our costs.

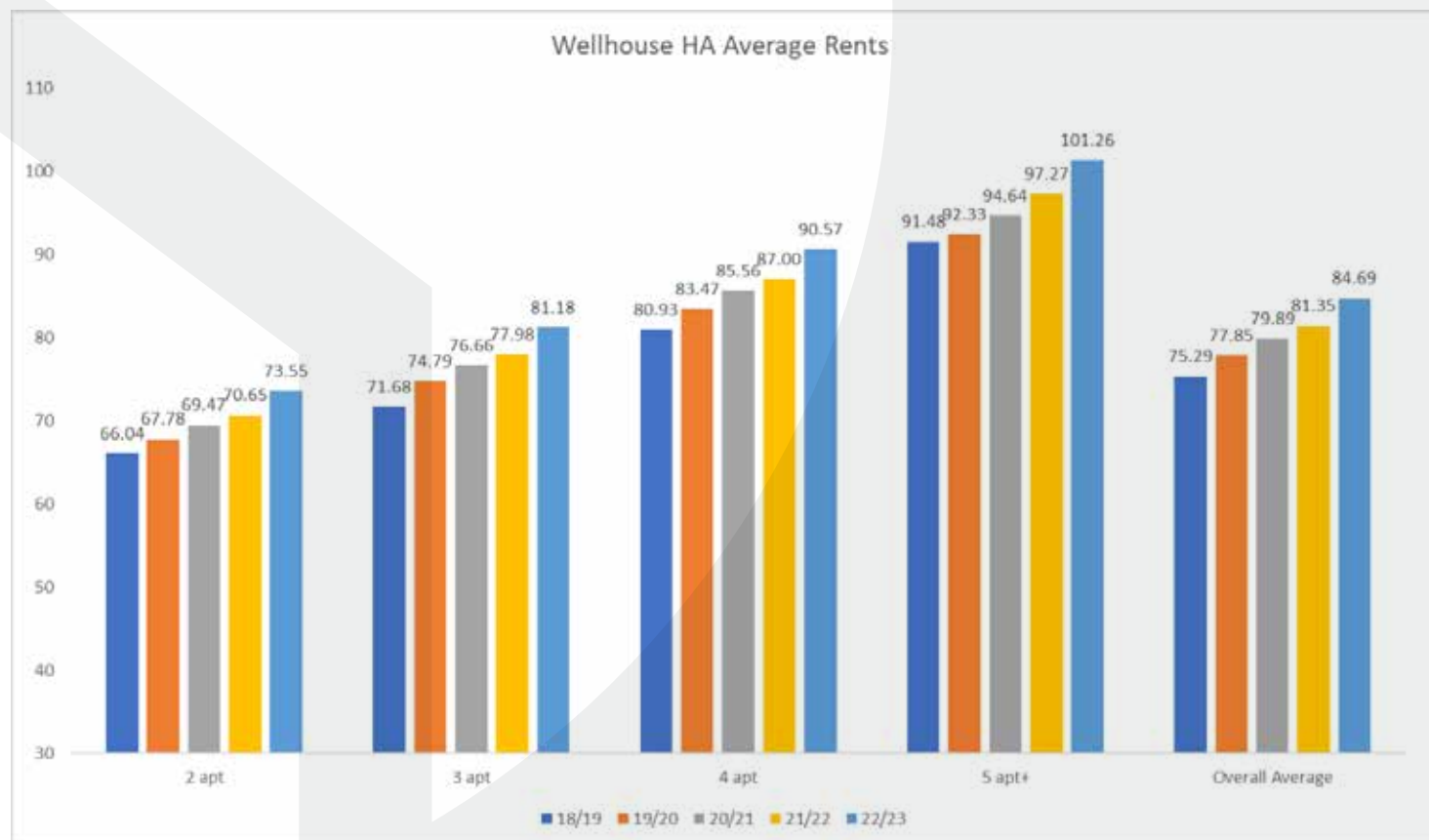
What does this mean for my rent?

The following table indicates how a 4.1% rent increase would affect the average monthly rent:

Property Size	Average Monthly Rent 2021/22	Average Monthly Rent 2022/23 (based on proposed 4.1% uplift)	Monthly Increase
2Apt	£306.15	£318.70	£12.55
3Apt	£337.93	£351.79	£13.86
4Apt	£376.99	£392.45	£15.46
5Apt+	£416.66	£433.74	£17.08

Please note that these averages are based on the range of existing monthly charges per apartment size, so may not match the rent you will have to pay.

How has the rent increased in recent years?



Figures for previous years based on actual increases, 22/23 is a projection based on a 4.1% increase.

Your rent increased by 1.7% in April 2021

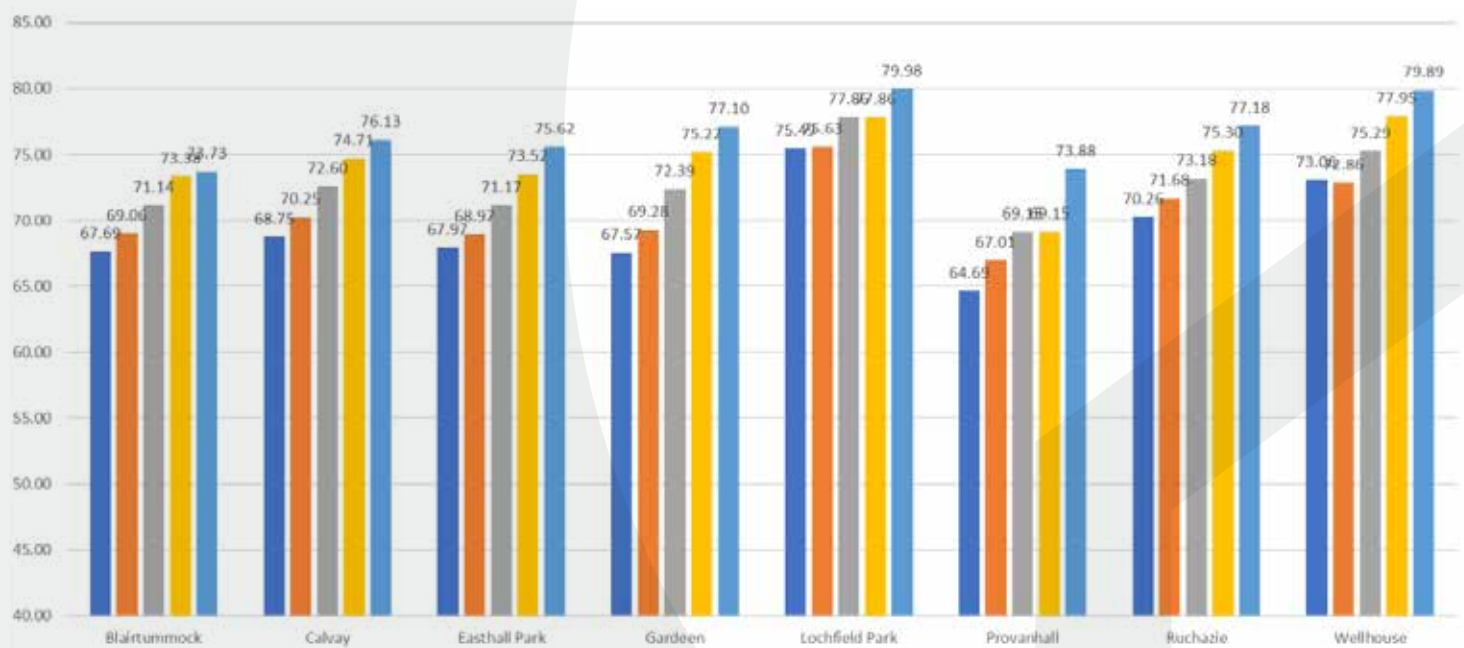
How our Rent Increase Compares

Wellhouse has undertaken a comparison exercise with other Housing Associations and they are proposing rent increases based on their Business Plan requirements. Some use the Consumer Prices Index (CPI) as their measure of inflation, whilst others use the Retail Prices Index (RPI). This means one local RSL is therefore considering a

maximum increase of 4.6% and two 4.1%. The others have not made decisions yet on increase levels they are likely to consider. Blairtummock are not proposing a rise due to working through their own rent harmonisation process.

Local Comparisons

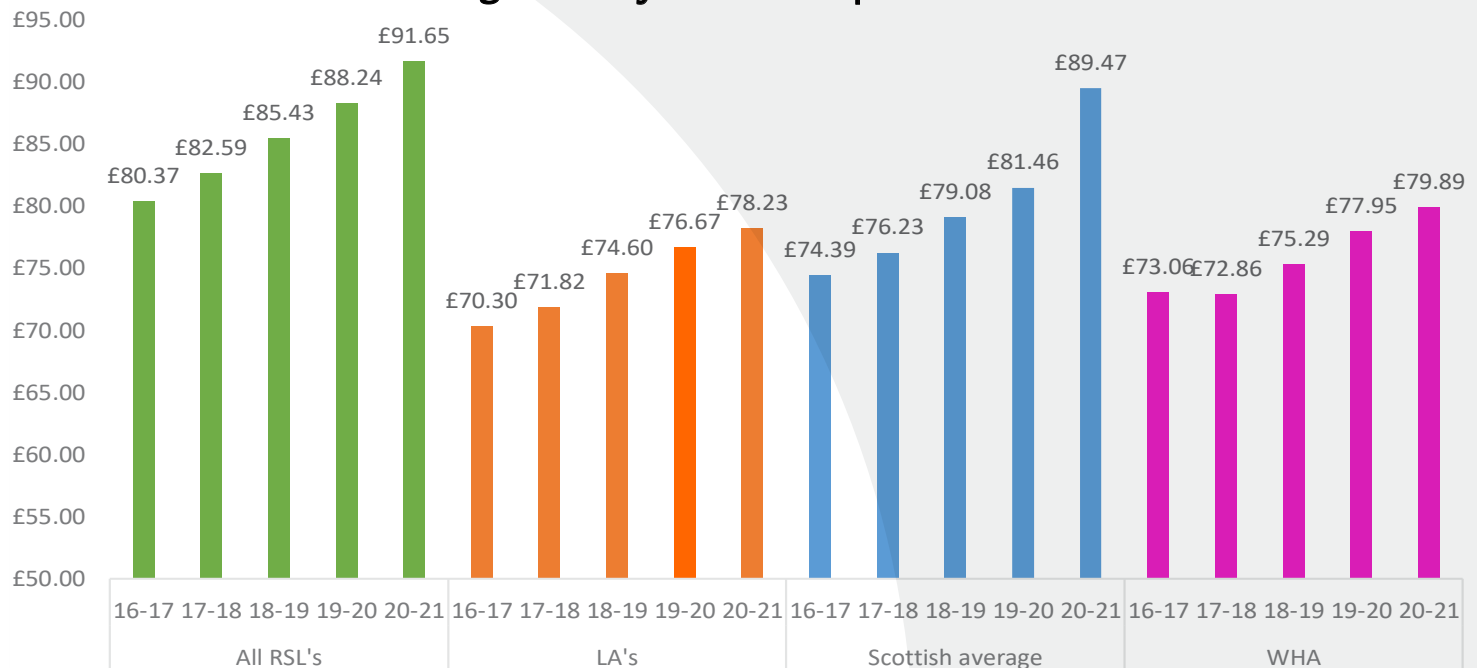
Comparison with Local RSLs



Please note a number of factors will impact on these figures including the average size of stock, type of stock and how an organization sets its rents. As noted above Blairtummock are currently undergoing a rent harmonisation exercise.

National Comparisons

Average Weekly Rents Comparison



As you can see from the above graph Wellhouse Average weekly rents (£79.89) are lower than the average of all RSL's in Scotland (£91.65) and very similar to council rents (£78.23). Overall, we are £9.58 lower than the Scottish Average. Please note data for 2020/21 are the latest available figures and based on our own analysis from the Lettable Stock and Weekly Rents data from the Scottish Housing Regulator.

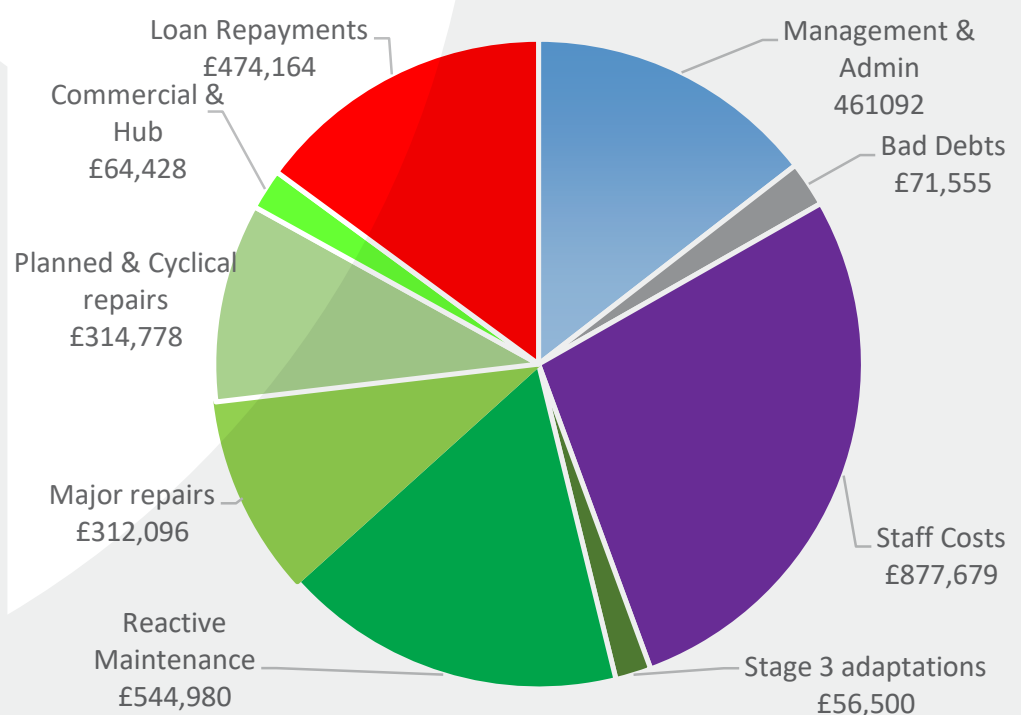
What will my rent spent on?

The proposed budget assumes that repairs costs will rise by 15% over the year

41% will be spend on the upgrade and repairs to properties

15% will be spend repaying loans and borrowings. The remaining costs will be for staff and the regulatory costs of running the association with salary increases at 2.5%

Budgeted Expenditure 2022-23

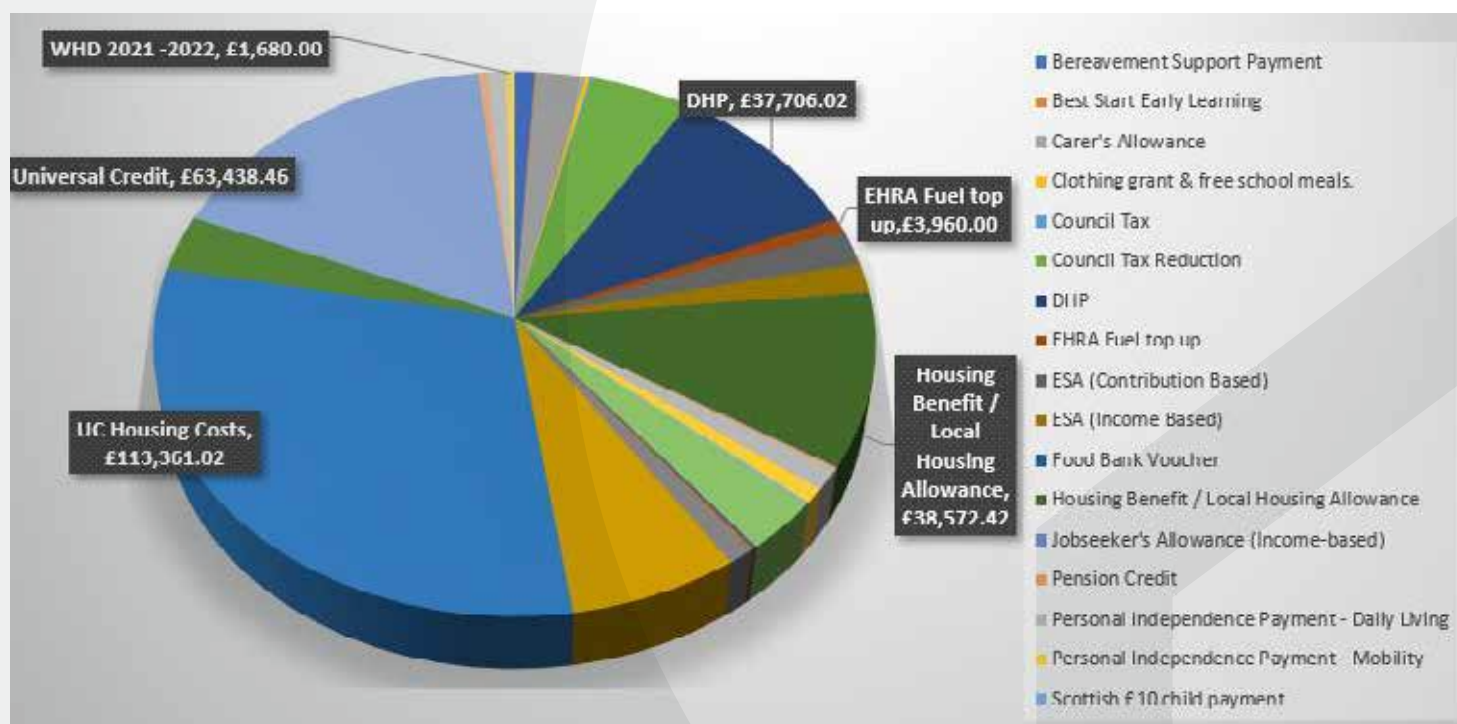


Our Income Advice Service

April to November 2021

- The Income Advice Officer assisted 160 tenants with benefit & crisis enquiries from April to November 2021
- Our Digital Support project supported 38 households by providing access to digital devices and providing internet access.
- We supported 53 households in fuel crisis within the community to access emergency energy top ups worth £3,960.00.
- We have helped our tenants to access low-cost food at the Ruchazie Pantry Community Shop. We have covered the costs of 60 visits to the community shop.
- Total Income Advice Financial gains for the period April to November 2021 are £373,906.29

Income Advice Financial Gains April to November 2021



Our Investment Priorities for 2022/23

We are proposing to spend £848,600, excluding VAT, next year. This is based on our rent increase proposals and if approved will enable us to replace:

- 34 Kitchens
- 50 Bathrooms
- 26 Boilers
- Windows and Doors in Phase 2A & B

RENT INCREASE CONSULTATION FOR 2022/23 - SURVEY RETURN

Listening to customers has always been important to us. Your feedback will be used to assist our Management Committee to set next year's rent increase.

If you complete this survey and provide your details below you will be entered into a free draw which could win you one of two £25 vouchers.

Name

Address

Postcode

Question 1:

Do you believe your rent represents value for money?
(please tick)

YES

☐

NO

☐

Question 2:

Do you agree with the proposed 4.1% increase from 1st April 2022?
(please tick)

YES

☐

NO

☐

Question 3:

Do you have any other comments on the rent increase proposals that you wish us to consider?

Please note surveys must be returned to us by **Friday 14th January 2022**

Thank you for taking the time to complete this survey

David Bookbinder: So the nightmarish task



As social landlords gear up to calculate rent proposals for the year ahead, Glasgow and West of Scotland Forum of Housing Associations director David Bookbinder outlines why the post-lockdown landscape could be the most difficult yet.



Grappling with the next rent increase is never easy, but this time round I'm not sure it could ever have been more challenging. A definite sense of 'damned if you do...'

In the lead-up to April 2021, Covid perversely made decisions easier, as the impact of the pandemic, along with ongoing low inflation, overwhelmingly made it feel right to keep increases very modest. But now, the 'back to reality' factors are amassing:

- Inflation's a lot higher than we imagined it would be just a few months ago: CPI is 4.2% and predicted to increase further. Amongst other things, this could make for some trickier salary negotiations in the sector.
- Supply chain shortages and cost increases are at an unprecedented level. One of our member associations has just had an £800,000 window replacement contract repriced to £1.5m. It has postponed the contract in the hope that this price will reduce at least part way back towards the original cost.
- On improving energy efficiency it's the law of diminishing returns

– spending, say, £10,000 per property to make them a little bit more efficient, and without knowing how much capital subsidy will be available in the coming years.

- Pressure's growing on retrofitting renewable heating systems, again with the sector unsure about subsidy and fearing too that tenants could be left with higher fuel bills.
- Associations are increasingly filling in for declining public services. This year, in Glasgow alone, community-based housing associations are spending £2.3m of rental income on removing the bulk items the council used to pick up.

And all that without mentioning the impact of Covid arrears or the pressure that new build provision can (but shouldn't) put on a landlord's rents.

Recent statements show the Regulator recognises this is a really testing time, and that much that associations face is beyond their control. At SFHA's Finance Conference last week Ian Brennan reminded associations of the



consent for publication with our newsletter.

cial housing rents – of squaring the circle

importance of scenario planning and sensitivity analysis, and in September Michael Cameron referred to associations 'building and sustaining resilience'.

If anything, these statements could be seen as highlighting the importance of having enough money in the bank to do everything that'll need to be done. But ensuring long term financial resources are adequate and doing the right thing for tenants in the shorter term is one heck of a balancing act.

The compounding effect of different sizes of increase is staggering. Take a housing association with 2,000 homes and a current rent of £4,000 pa: a 3% increase instead of 4% next April is likely to take well over £2.5m out of the business plan over 30 years.

Value for money is clearly critical, but it's primarily tenants who must judge that. If £1 of the £80 a week rent is spent on removing mattresses a tenant could otherwise be staring at for months, they may well feel that's worth paying for (even if they're already meant to be paying for it through their council tax).



And 'driving efficiencies' will always be in associations' minds. Just as long as that debate isn't used to knock smaller associations, with not a shred of evidence to suggest their pro-rata costs – or their rents – are any higher than those of larger ones.

There are echoes here of how politicians are putting off difficult decisions on climate change. Accepting that every association's circumstances are unique, it's

tempting for an association to recommend a modest, below-inflation figure this year (or any year), but is that storing up trouble for others to have to deal with in the future?

Increasingly, our sector is likely to hear tenants saying that they want a service to continue but can't really afford to pay for it. That circle is only going to get more difficult to square.

Complaints and



Carol Hamilton

Carol Hamilton, Housing & Customer Services Manager

The Scottish Public Sector Ombudsman (SPSO) has made a number of changes to its Complaints Handling Procedures (CHP) from 1st April 2021.

Wellhouse Housing Association as a Registered Social Landlord (RSL) has adopted the Model Complaints Handling Procedures for RSLs.

The CHP remains a simple 2 Stage process, with matters that can be quickly resolved dealt with by frontline staff at Stage 1, with an unchanged target response time of 5 working days. More complex matters or when the complainant/s remain dissatisfied by our earlier response are dealt with at Stage 2, with an unchanged target response time of 20 working days. Extensions can be agreed with complainant/s up to 5 and 20 days, respectively.

Among the changes, outcomes now include a new category of resolved. However, the focus is very much on improving public reporting of

our complaints handling and our learning outcomes from complaints, including any changes that arose from these lessons.

We have set up a new section on our website where you can find further information and our quarterly complaints and compliments reports: <https://wellhouseha.org.uk/complaints-handling-outcomes>

We would welcome any feedback or comments on the contents or format of these reports.

They are there to assist our residents and service users and we are keen to know if you find these useful. Let us know your thoughts at info@wellhouseha.org.uk or by phone, letter or e-mail.

During the first Quarter of 2021/22 (1st April to 30 June 2021) the Association received 7 complaints, all of these at Stage 1. Three complaints were investigated out with the 5-day timescale without

an authorised extension all due to staffing oversights. The average resolution time was **6 days against an SPSO target of 5 working days.**

3 complaints were upheld, 3 not upheld and 2 resolved. The main reason for the complaints included incomplete repair (1), repairs delay (1), rechargeable repairs (2), common repairs (1), estate management (1) and anti-social behaviour (1). Of these 3 were also related to policy and procedures and 2 of these also included staff issues.

In addition, during the Quarter we received 3 compliments. 2 compliments were about the Estate Warden service, 1 about staff service related to housing and staff's professional but sensitive handling of an issue.

Compliments

Our Learning from Complaints

The main learning outcomes from the last quarter are:

1. COMPLAINTS MANAGEMENT

3 stage 1 complaints went over target without an authorised extension recorded or any recorded reasons for the delays in responding to complainants.

We took steps to ensure that our performance monitoring is improved.

2. POLICY/ PROCEDURE ISSUES

This were a feature of 3 complaints. Actioned as detailed below.

3. COMMUNICATIONS

2 complaints were resolved at the front line, and analysis shows this was primarily as a result of offering an explanation on our policies or procedures or clarifying our responsibilities. 3 further complaints also related to communication of our policies by staff.

We need to take steps to continually improve our communication on key policies, policy changes and service expectations. This may enable us to minimise such complaints.

We need to take steps to improve communications with complainants over the progress of their complaints and in particular either agree a time extension in line with our Complaints Handling Procedures, or where a case is complicated and needs more thorough investigation that Stage 2, with 20 working day target is used. The actions taken to improve our Complaints Management will help us to improve in this area as well.

Our Trends

Compared to last year's outcomes, the level of stage 1 complaints has increased, over the quarter but is broadly in line with annual outcomes (22). Last year we only received 1 Stage 2 complaint, with none received this Quarter.

Repair issues formed the basis of 5 of the 7 complaints received and the complaints that ran over target were all repairs related.



Over the winter

Leaks and how to prevent them

If you live in a flat there is always a possibility of getting a leak from above, either from the roof damaged by a storm, or faulty plumbing; however, a common source of water going down to the flat below is where a resident leaves a tap on at the bath, wash hand basin or kitchen sink which then overflows. So always remember to turn off taps before you leave your

home, even if only nipping out for a pint of milk.

Another source of leaks are faulty washing machines and their connections. For existing washing machines check that all connections are tight on a regular basis, and before using a new washing machine make sure that all connections are tight.



Bill Black

Bill Black – Assets & Maintenance Manager

Frozen pipes

When temperatures drop there is a possibility that pipes will freeze. If the temperatures remain below 0c freezing for 2-3 days it is likely that pipes will freeze and burst when the temperature rises. To prevent frozen pipes, keep your heating on. It does

not need to be at a high temperature, an average temperature of 5 degrees will stop your pipes from freezing. Turn your thermostat down low but keep your heating on until the outside temperature rises above freezing.



Minimising the damage from a burst pipe!

If your pipes burst then your priority must be to minimise any damage from escaping water. You can do this by undertaking the following actions:

1. Switch off any water heaters or boilers.
2. Turn off the main stopcock.
3. Contact the Association's emergency contact number.
4. Collect as much water as possible in buckets, baths and containers as this water can be used to flush the toilets. Do not use the water to drink or cook with.

Do not touch any wet electrical fittings.

Winter months

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 close is your only way of escape in the event of a fire.



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

Smoke Detector Upgrades

We are currently upgrading the smoke, heat & carbon monoxide detectors in line with the Scottish Governments new fire safety legislation, our contractor G.E.S. Ltd will contact you to make access arrangement's. 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. If you have any questions, please contact the office

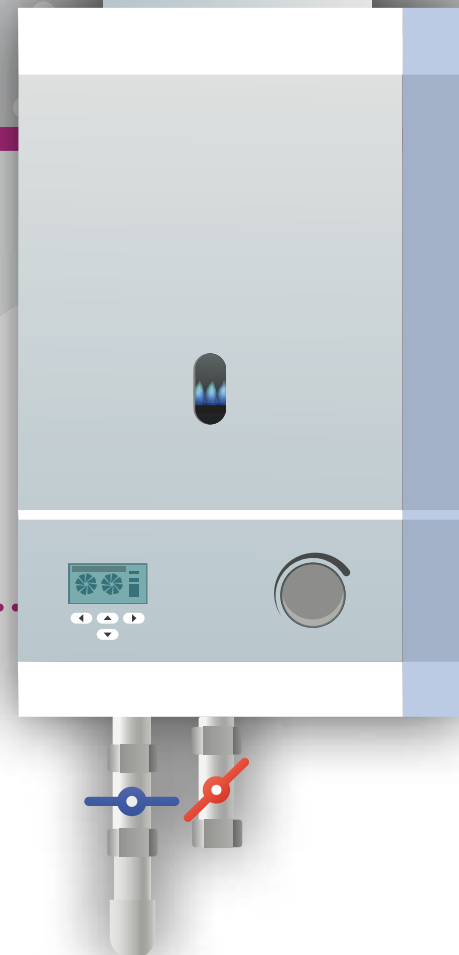
These are both legal requirements and you must give access.

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

Lot 2 of our window and doors contract has been signed off with Sidey Solutions Ltd following on from the very successful completion of Lot 1.

The work is programmed for 2022/23. We will confirm with tenants nearer the time survey dates and a possible installation timetable.

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.

Kitchens and Bathrooms

MCN are continuing with the surveys and installations for this year’s programme.

Repairs Materials

Due to circumstances over last 20 months our contractors have been finding it increasingly difficult to source basic materials to carry out repairs which were previously stocked items. We are working with the contractors to limit the impact of any material shortages.

Update on rainwater demonstration garden



Martin Wilkie-McFarlane

Martin Wilkie-McFarlane
DIRECTOR

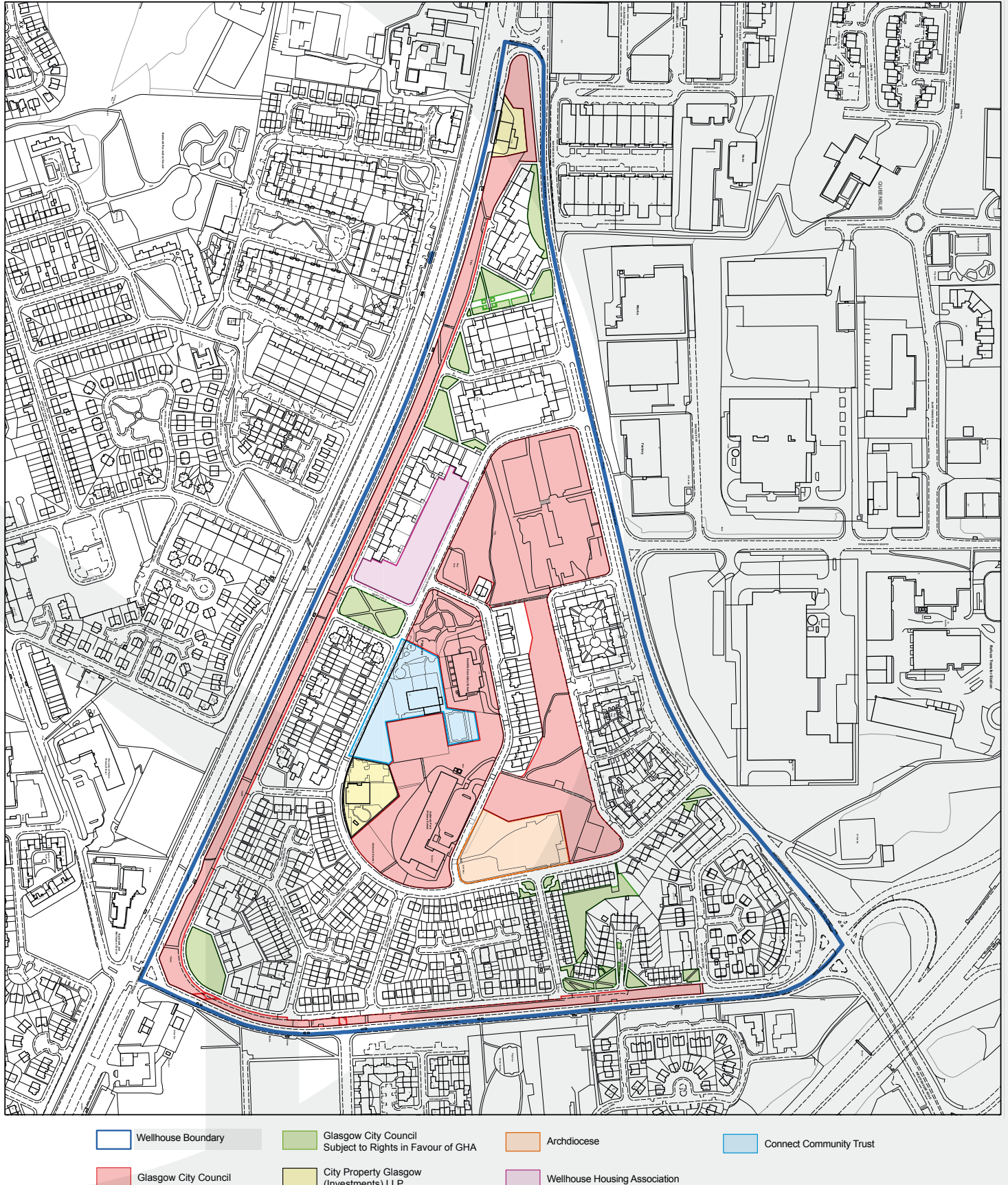
We had previously let you know about plans to reduce flood risk in Wellhouse – one of the ideas includes fitting rainwater gardens to the tenemental stock. So that you can see what these gardens are, we agreed to fit one to the Hub.

Our colleagues at Scottish Water have had some initial discussions with a company called SuDSplanter (<https://www.sudsplanter.com/>) around fitting an example of a rain garden planter at the Hub. They have suggested fitting a couple of planters at the front entrance to

the Hub and these could be used as a demonstration to let you all see what they look like. See the initial photo/sketches of the location. This would drain roughly one quarter of the roof and would have an overflow back into the existing drainage. There will be plenty of passing space around the planter for all users of the Hub. We do have plans to fit more of these in Wellhouse and we will consult with residents as soon as possible when the plans move forward. In the meantime, let us know if you have any questions.

Wellhouse – Land ownership map

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



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.



Laura Reilly

Laura Reilly,
Income & Advice Officer



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

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/>
- 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>



£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. Don't delay your application or you could miss out!

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.

Do you need benefit advice? Universal Credit changes December 2021

We can still offer Income Advice telephone appointments / email advice to help you:

- Check your benefit entitlement and apply for relevant benefits
- Fill in benefit forms
- Apply for crisis support, we can refer you to local support agencies, including local foodbanks
- Challenge a benefit decision if you think it is wrong

Do you have a Spare bedroom?

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

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

The Universal Credit earnings taper will reduce from 63p to 55p in December 2021.

What does this mean for me? If you are employed, how much Universal Credit you get depends on how much you earn. For every £1 you earn (over your work allowance, if you have one) your Universal Credit payments are usually reduced by 63p. From December 2021 your payments will be reduced by 55p for every £1 you earn. This means your Universal Credit payment will be reduced by less than it was before.

Have you been told you need to claim Universal Credit?

Many people are financially worse off when they claim Universal Credit. If you have been advised to claim Universal Credit, you should seek advice from a Benefits Advisor before you make a claim for Universal Credit. Once you claim Universal Credit you cannot return to old style benefits.

Warm Home Discount Schemes are closing! - Apply now for £140 off your winter energy bill

You could get £140 off your electricity bill for winter 2021 to 2022 under the Warm Home Discount Scheme. If you are receiving benefits or have a low income you may be eligible to apply.

You should apply by contacting your own electricity supplier.

The money is not paid to you - it's a one-off discount on your electricity bill, between September and

March. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Those with prepayment meters may get a voucher from their energy supplier. Contact your energy supplier to find out more.

Not all energy suppliers take part in the scheme, so please check directly with your energy supplier. The discount will not affect your Cold weather payment or Winter Fuel payment

Applying for Child Disability Payment



Social Security Scotland
Tèarainteachd Shòisealta Alba

What is Child Disability Payment?

It is extra money to help with the extra costs of caring for children with a disability, illness or health condition.

Who can apply?

A parent or carer can apply on behalf of a child who is older than three months up to 16 years old, where the child has lived with a disability or long term health condition for three months or more and it is expected to continue for at least 6 months.

16 or 17 year olds need to apply for the Department of Work and Pension's Personal Independence Payment and will have their award transferred to Social Security Scotland's Adult Disability Payment at a later date.

You can apply if a condition is still to be diagnosed. It could be a health condition, where the child has care and support needs, mental, emotional or physical disabilities or behavioural development issues.

How are the payment rates calculated?

The payment rate is based on 2 parts, care and mobility.

The care component reflects how much looking after a child needs.

The mobility component reflects the level of help a child needs to get around.

There are three weekly rates for care:

- lowest: £23.70 – the child needs some help and support for a significant part of the day
 - middle: £60.00 – the child needs frequent help and support during the day or at night
 - highest: £89.60 – the child needs help and support during the day and at night
- There are two weekly rates for mobility:
- lower: £23.70 (for children aged 5 and over) – for children who need supervision or guidance when moving around outdoors
 - higher: £62.55 (for children aged 3 and over) – for children who cannot walk, have difficulty walking, or have a severe visual or mental health disability

When will the payment be made?

If successful, the child's first payment will be calculated from the date the first part of your online application was submitted or from the date you registered by phone.

Child Disability Payment is paid every 4 weeks. It will be paid into the account you give as part of your application.

What if your child already gets Disability Living Allowance for children from the DWP?

You should not apply for Child Disability Payment.

We will write to you when we are ready to transfer your child from Disability Living Allowance for children to Child Disability Payment. This will happen automatically – you will not need to do anything and you will continue to get the same amount of money.

How do I find out more and apply?

You can apply online at mygov.scot/benefits, by post, through a local face-to-face appointment or via our freephone helpline on 0800 182 2222.

You may also be eligible for other benefits. Make sure you're not missing out by speaking to the Citizen's Advice Scotland Money Talk Team on 0800 085 7145.

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/device-direct/

Online at: mygov.scot

Facebook: Social Security Scotland

Child Winter Heating Assistance



Social Security Scotland
Tèarainteachd Shòisealta Alba

What is Child Winter Heating Assistance?

It is a £202 payment to help families of disabled children and young people with fuel costs.

Who gets Child Winter Heating Assistance?

Children and young people in Scotland who receive

- the highest rate care component of Disability Living Allowance for children
- the highest rate care component of Child Disability Payment
- are aged between 16 and 18 and receive the enhanced daily living component of Personal Independence Payment

on at least one day between Monday 20 September 2021 and Sunday 26 September 2021 will receive this year's payment.

What if there is more than one child eligible per household?

The payment is made per individual rather than per household, meaning each eligible child in the household will receive a payment.

Do clients need to apply?

No. In the vast majority of cases it will be made automatically by Social Security Scotland using information provided by the Department for Work and Pensions (although we may need to contact some families to check the information we have).

How will the client find out if they qualify?

Clients will get a letter in advance of the payment. This will let them know that they will be receiving a payment and telling them why.

What if someone's award is backdated to the qualifying week?

Clients who are awarded a backdated payment of Child Disability Payment at a later date, will be paid Child Winter Heating Assistance automatically. Only clients who are awarded a backdated payment of Disability Living Allowance for Children and PIP clients will need to contact Social Security Scotland to let us know so that we can process the Child Winter Heating Assistant payment.

When will the payment be made?

Payments will be made from late November.

How will payment be made?

The payment will be made to the same account as the client's Disability Living Allowance for Children or Personal Independence Payment, which will usually be the account of a parent or carer on behalf of the child. Where the young person is over 16 and responsible for their own finances, the payment will be paid directly to them unless the young person has an appointee.

Do I need to provide evidence or receipts?

No, clients do not need to provide evidence that the money was spent on fuel bills.

How often do you get this?

People will get this payment annually, as long as they remain eligible.

What if the child lives outside of Scotland?

If the child is eligible and lives in an EU country where the average winter temperature is not higher than the UK winter temperature, they may be eligible. They will need to apply for this payment and they will be required to provide evidence of a genuine link to Scotland.

Do clients have the right to request a re-determination or appeal?

If a client or their appointee is unhappy with a decision, they should ask Social Security Scotland for a re-determination. For example, a client may want us to look at the decision if they do not think the child is eligible for this payment. Social Security Scotland aims to carry out a re-determination within 16 working days of being informed of that request. If a client or their appointee is unhappy with a re-determination, they can appeal to the First-Tier Tribunal for Scotland within 31 days of that decision.

WELCOME TO MICHELLE AND GILBERT.

Michelle Weir, Finance & Corporate Services Assistant

Michelle was appointed July 2021 and has spent her entire career in accounts working from banking, the private sector and now the housing sector.

Michelle is an enthusiastic, practical and flexible individual who is passionate about delivering high levels of service and has developed, over 12 years' experience within all departments in finance and is working towards her AAT qualification.



Gilbert Nicol – Housing Assistant

Gilbert was appointed in November 2021. Over the last 20 years Gilbert has worked in various roles within housing, starting out with Glasgow City Council as an Apprentice Plumber, he then moved on as a Housing Assistant within Glasgow Housing Association and as a Customer Service Advisor, specialising in repairs within the Wheatley Group.

He has successfully completed his Chartered Institute of Housing level 4 award. His hobbies and interests include anything to do with sport.

East End Flat-Pack Meals A HUGE THANK YOU TO Scheme.



The guys headed down to the community cafe to meet with the team and Wellhouse Housing Committee. They donated £870 to our wee local group, which will go so far within the community. This money will go straight back into providing a service to the local community

Maureen Morris, the Chair for the housing committee missed a photo op with the boys because she didn't want to interrupt them eating a good scan, but she got the chance to talk all things community when she got down to the cafe

Honestly, we are just so overwhelmed by the kindness of the guys at Scheme, again, a huge thank you.



FREE CHRISTMAS DINNER

We are offering a free Christmas dinner

If you are a local resident of Wellhouse you are entitled to a FREE Christmas Dinner at the Community Cafe every Wednesday!

All you have to do is message the eastendflatpackmeals facebook page, or email us at eastendflatpackmeals@gmail.com

This will allow you to book your space

THIS WILL BE RUNNING ONE DAY WEEK (THIS COULD INCREASE DEPENDANT ON DEMAND)

impact FUNDING PARTNERS

GOOD NEIGHBOUR AWARD

This year we would like to present a Good Neighbour Award to honour those living in the community who have made a difference 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.

The closing date for nominations will be Monday, 10th January 2021

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



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?



YOUR COMMITTEE NEEDS YOU!!!



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

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

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

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

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

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

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

CHRISTMAS LIGHTS COMPETITION

Its nearly that time of year again and everyone is starting to think about Christmas and all that comes with it. Our Christmas lights display competition will be running up until the 20th December 2021. Thank you to Cllr. Ballantyne for agreeing to be our independent judge.

We know that many of you enjoy decorating your garden and windows for the festive season for everyone to enjoy. During the month of December, we will keep an eye on all those lovely displays.

We had hoped to announce the winners in this Winter newsletter however due to print and mailing deadlines we were unable to do so. Look out for the announcement on our website and an article in the Spring newsletter.

We have four categories, best garden, best window, best veranda and best street. The lucky winners will be contacted before we close for the Christmas holidays and they will receive a £50 gift voucher. Lets bring some Christmas Cheer to Wellhouse. Good luck!!

CHRISTMAS CLOSURE

Our office will be closed for the Christmas Break from 1:00pm Friday 24th December 2021. We will re-open on Thursday 6th January 2022 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)

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

**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



TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

Wellhouse: the Place to Be



wellhouse

Housing Association

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

Wellhouse Housing Association has the following registrations: Scottish Charity – SC036552 • Scottish Housing Regulator – HAC281 • Co-op & Community Benefits Societies – 2469R (S) • Property Factors – PF000109 • Financial Conduct Authority – 2469R (S). Registered office: The Hub, 49 Wellhouse Crescent, Easterhouse, Glasgow, G33 4LA.

