

the wellhouse news



Welcome to your Winter Newsletter

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Welcome to your Winter newsletter



Welcome to your Christmas newsletter, in this edition you will find detail on the proposed rent increase for 2023, please read it carefully and give us your feedback on the options. We are acutely aware of the pressures on household budget and therefore, your committee has already agreed that the usual business plan model of inflation plus 1% will not be used as this would result in a rent increase that we find too high. This does mean that we will need to plan our future investments very carefully but we do believe it is the right thing to do. If you have any questions, please contact the team.

Otherwise you will find plenty of helpful hints and tips from Laura and Bill in this edition and I hope you take part in our Christmas light competition.

Wishing you a peaceful festive season

Maureen Morris

Maureen Morris, Chair

Goodbye and good luck to Carol!



After a very successful period with Wellhouse, supporting the team and improving KPI's as well as working with the committee and helping us through lockdown, we say goodbye to Carol as she looks forward to a very active retiral. The thanks of all staff and committee go to her and we wish her all the best for the future. She will be missed.

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 2022, the submission date was by 30 October 2022.

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)	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 2022

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, whilst noting recent improvements
- Working toward full compliance with human rights and equalities requirements by, particularly in relation to data collection, following an independent report from an external consultant
- Mitigate the impact of the cost of living crisis and deliver our income advice service accordingly;
- Carrying out a risk assessment in relation to the impact of the rent freeze and eviction moratorium

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 26 October 2022.

Signed by:
Maureen Morris, Chair

Rent Consultation

Proposed Rent Increase 2023/24



Carol Hamilton

Carol Hamilton,
Housing & Customer
Services Manager

This is the time of year when we start working on our budgets for the next financial year, starting in April 2023, and, as a key part of that, we're starting our consultation with tenants on what level of rent is set from 1 April 2023. The law requires us to do this every year.



You've probably heard that between now and the end of March 2023, all rents – for social housing tenants and for private tenants – have been frozen by the Scottish Government as a result of the cost-of-living crisis. This hasn't affected your rent yet, as we only set our rents once a year, from the 1 April.

The Scottish Government will decide later this year whether housing associations will be allowed to raise rents, if necessary, in 2023/24. However, both the Scottish Government and Scottish Housing Regulator have said that housing associations should still carry out our normal consultations with tenants on rents for next year. We will contact you again once we know what the Scottish Government has decided.

How will we set your rent for next year?

As you know, Wellhouse Housing Association is a charity which exists to provide good quality homes at affordable rents. We will always do our best to keep your rents as low as possible.

The cost-of-living crisis affecting our tenants, and the many inflationary pressures which the association has been facing, make it especially important that our consultation with you finds the right balance between rent affordability and the need to maintain our services and continue investing in our homes. This includes things like replacing kitchens and bathrooms and further improving the energy efficiency of our homes to help limit your energy costs.

What should you do next?

We have set out information below on the options we are considering for next year. We hope you will reply to let us know what you think.

Proposed Options for 2023/24 Rent Increase

Given the current rate of inflation, however measured, we are not proposing to increase rents by our normal Business Plan assumption of inflation plus 1%, as this would have amounted to an increase of 12.1% if using October 2022 CPI as the inflation level and the Management Committee have deemed this not to be appropriate. After careful consideration, our Management Committee are proposing for the 2023/24 rent increase two options.

Option 1 Flat Rate Increase of 5%

This level of increase will generate an additional £169,137 of rental income and should allow Wellhouse to meet all of its obligations currently included in the Business Plan, but we would need to delay our plans to build new housing on vacant sites in the area. We would be able to continue with our service improvement plans.

Option 2 Flat Rate Increase of 3%

This level of increase will generate an additional £99,583 of rental income and would result in Wellhouse not being able to meet all of its obligations currently included in the Business Plan. This would include delaying our plans to build new housing on vacant sites in the area and taking steps to reduce expenditure to protect the financial viability of the Association. This includes reducing planned improvement expenditure on things like kitchens and bathrooms, by £115,000. However, we believe this increase will allow us to maintain our current level of service.

What happens if the Scottish Government extends its rent freeze beyond 31st March 2023?

If we are unable to increase your rent from 1st April 2023, this would result in Wellhouse not being able to meet all of its obligations currently included in the Business Plan, including our plans to build new housing on vacant sites in the area, and we would have to take steps to reduce expenditure to protect the financial viability of the Association.

This could mean that we need to reduce our reactive maintenance spend. These are the repairs that we rely on you reporting to us. At present we offer and deliver a highly responsive service, with response times better than many other associations.

We would also have to look at reducing our overhead costs.

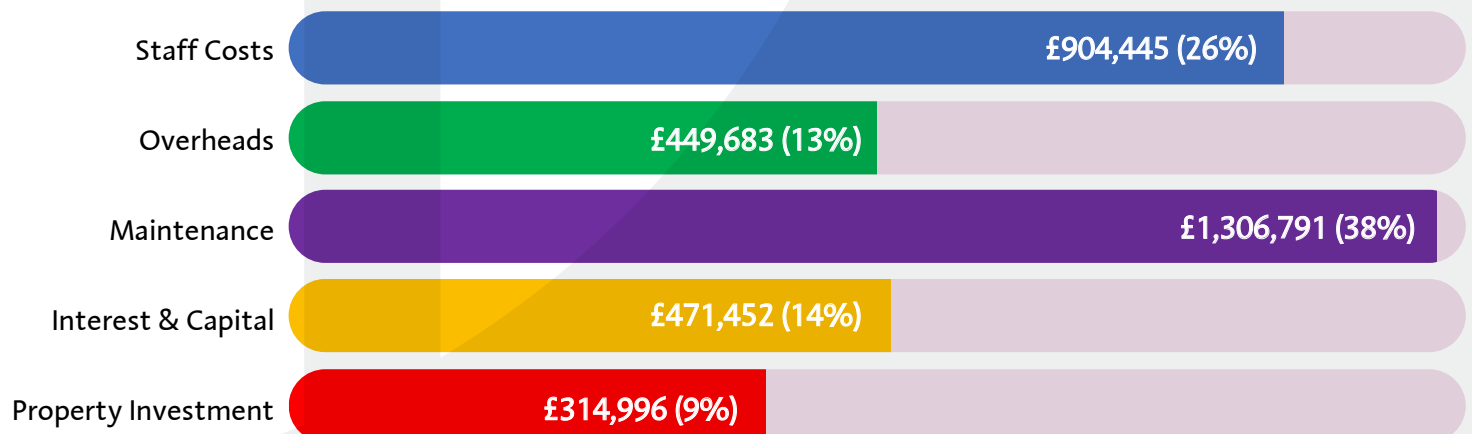
What does this mean for my rent?

The following table illustrates the impact of both options on our average rents:

Property Size	Average Monthly Rent 2022/23	Average Monthly Rent 2023/24 (3% uplift)	Monthly Increase	Average Monthly Rent 2023/24 (5% uplift)	Monthly Increase
2Apt	£317.79	£327.32	£9.53	£333.68	£15.89
3Apt	£350.69	£361.21	£10.52	£368.22	£17.53
4Apt	£391.46	£403.20	£11.74	£411.03	£19.57
5Apt+	£432.49	£445.46	£12.97	£454.11	£21.62

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.

What will my rent be spent on?



The table below lets you see how our average weekly rent in 2021/22 (the latest available figures) compares with other housing associations.

Comparator	Average Weekly Rent
Wellhouse	£81.25
Peer Group – Medium Urban	£83.74
All Registered Social Landlords	£91.61

Supporting our Tenants and our Community

Wellhouse currently spends around £41K on advice services for its tenants and a further £49K on supporting its tenants and community. We also make available £22K to support projects in the area.

Since April 2021 until now, we have also been successful in securing external funding of over £28.5K to help our tenants and community deal with issues including food and fuel poverty caused by the impacts of Covid 19 and the cost-of-living crisis.

Our Investment Priorities for 2023/24

Capital expenditure	3%	5%
Kitchens	115,000	180,000
Bathrooms	130,000	180,000
Boilers	69,966	69,966
Total	£314,966	£429,966

We trust the above information is useful in helping you form a view on our proposals but if you require any further information, please let us know.

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 13th January 2023.

Please let us know your thoughts

To make this as easy as possible for you, we have included, within this newsletter, a 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 and those who prefer using e-mail can request that the survey be sent to you for return to the e-mail address we have recorded for you.

You can also telephone us and leave your comments – 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 13th January 2023.

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.

If you are worried about paying your rent, please get in touch with us straight away, so we can talk about how we can help.

Rent Increase Consultation for 2023/24 - SURVEY RETURN

Background

The Scottish Government will in January 2023 decide whether housing associations will be allowed to raise rents, if necessary, in 2023/24.

However, both the Scottish Government and Scottish Housing Regulator have said that housing associations should still carry out our normal consultations with tenants on rents for next year.

The cost-of-living crisis affecting our tenants,

and the many inflationary pressures which the association has been facing, make it especially important that our consultation with you finds the right balance between rent affordability and the need to maintain our services and continue investing in our homes. This includes things like replacing kitchens and bathrooms and further improving the energy efficiency of our homes to help limit your energy costs.

Survey

Listening to customers has always been important to us, but as noted above it will be especially important this year to help us find the right balance between affordability and maintaining our services. 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

This year, we are asking your views on two different options.

Option One is to increase our rents by 5%. This level of increase will generate an additional £169,137 of rental income and should allow Wellhouse to meet all of its obligations currently included in the Business Plan, but we would need to delay our plans to build new housing on vacant sites in the area.

See over

Option Two is to increase our rents by 3%. This level of increase will generate an additional £99,583 of rental income and would result in Wellhouse not being able to meet all of its obligations currently included in the Business Plan. This would include delaying our plans to build new housing on vacant sites in the area and taking steps to reduce expenditure to protect the financial viability of the Association. This includes reducing planned improvement expenditure on things like kitchens and bathrooms, by £115,000. However, we believe this increase will allow us to maintain our current level of service.

We are asking you, before you respond to the following questions, to consider the importance to you of our services, investment in your homes and area.

Question 2:

Do you support the option for a 5% increase from 1st April 2023?
(Option 1) (please tick)

YES NO

Question 3:

Do you support the option for a 3% increase from 1st April 2023?
(Option 2) (please tick)

YES NO

Question 4:

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

Question 5:

Do you have any other suggestions on what would be an affordable rent increase that you would wish us to consider?

Please note surveys must be returned to us by Friday 13th January 2023
Thank you for taking the time to complete this survey

Extra cash for low-income families

The Scottish Government will double the Bridging Payment from £130 to £260 this December.

Bridging Payments were introduced in 2021 ahead of the extension of the Scottish Child Payment to 6–15-year-olds. The final quarterly Bridging Payment, due in December, will now be doubled to £260. The payment will be paid automatically by Glasgow City Council if you are eligible.



Laura Reilly

Laura Reilly,
Income & Advice Officer

£400 Energy Bills Support Scheme

Households started to receive £400 off their energy bills from October 2022 to March 2023, with the discount made in 6 instalments

- Direct Debit customers will receive the Energy Bill discount automatically as a deduction to the monthly Direct Debit amount collected, or as a refund to the customer's bank account following Direct Debit collection during each month of delivery
- standard credit customers and payment card customers will see the Energy Bill discount automatically applied as a credit to standard credit customers' accounts in the first week of each month of EBSS delivery, with the credit appearing as it would if the customer had made a payment
- smart prepayment meter customers will see the Energy Bill discount credited directly to their smart prepayment meters in the first week of each month of delivery
- traditional prepayment meter customers will be provided with redeemable EBSS Energy Bill discount vouchers or Special Action Messages (SAMs) from the first week of each month,



issued via SMS text, email or post. Customers will need to redeem these at their usual top-up point

If you have not received your discount, you should contact your energy supplier as soon as possible.

Watch out for energy scams!

You don't need to apply for the Energy Bills Support Scheme. Scammers may try to trick you by pretending to be your energy provider. They may ask you to sign up for the energy discount and ask for personal information or bank details. This is a scam.

You'll receive the discount automatically from your energy provider.



Warm Home Discount scheme

You may be eligible for a £150 rebate from your energy supplier through the warm home discount scheme. The money won't be paid to you directly. If you're a credit customer it'll be added to your electricity account and if you're on Pay As You Go, you'll be sent a voucher that you can use to top-up your meter.

The warm home discount scheme has changed for 2022/2023, schemes will open later than usual and payments may be made later than usual. Eligibility criteria is expected to change. Contact your supplier for more information.

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

1. Contact your energy supplier, they may be able to provide you with a one-off credit until you can top up. The credit must normally be paid back.
2. 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. Opening times are Monday to Friday 10am to 4pm. Opening times may vary during the festive period. Applications can also be made online 24 hours a day by
3. Contact the Scottish Citizens Advice Helpline on 0800 028 1456. Opening times may vary during the festive period.
4. 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.



visiting: <https://www.glasgow.gov.uk/index.aspx?articleid=17160>

Trussell Trust Local Foodbanks

If you need a foodbank voucher, you should always contact a referring agency in the first instance. Wellhouse Housing Association are a referring agency and can provide you with a foodbank voucher. The Citizens Advice Bureau can also refer you to a local foodbank.

If referring agencies are closed, you can contact a local foodbank directly by visiting <https://www.trusselltrust.org/get-help/find-a-foodbank/>

Glasgow North East local Foodbanks

Calton Parkhead Parish Church - 142 Helenvale Street, Parkhead, G31 4NA.

Opening times: Monday 1pm to 3pm, Wednesday 10.30am to 12.30pm, Friday 1pm to 3pm
Opening hours may vary over the festive period.

Blairtummock Community Hall 45 Boyndie Street, Easterhouse, G34 9JL.

Opening times :Thursday 2pm to 4pm
Opening hours may vary over the festive period.

Energy crisis support update: November 22



SFHA Research and Policy Lead Cassandra Dove gives an update on resources to help social landlords and their tenants during the energy crisis.



SFHA has compiled a list of resources to help social landlords and their tenants to keep up to date with the support available during the energy crisis. This update includes some additional information since the previous article, published in October, and we will continue share information in line with any further announcements from government.

We would also advise any SFHA members who are not yet part of the Energy and Net Zero Forum to sign up to the mailing list and Microsoft Teams Channel. [Click here to join.](#)

Ofgem's Energy Aware campaign (launched November)

Ofgem has created a [central hub for energy advice, support and information](#).

This focusses on three main areas: consumer advice; financial support schemes; and energy reduction and money saving advice.

It also includes links to other resources, such as Citizens Advice and Energy Savings Trust, and to webpages where eligible consumers can apply for financial support.

Continues...

Energy crisis support update: November 22

Continued...

Home Energy Scotland

[Home Energy Scotland](#) can help householders with advice on making their home warmer and funding options that may be available. It can be contacted on [0808 808 2282](tel:08088082282) between 08:00 and 20:00, Monday to Friday, and Saturdays 09:00 to 17:00, or [via contact form/email](#).

Cost of Living Support Scotland

The Scottish Government has set up a [new website or 'one-stop shop'](#) which provides information on the wide range of advice and financial support available to people in Scotland. This includes information on help available for households to meet rising energy, housing and other costs.



Energy Saving Trust

The Energy Saving Trust has produced some [quick tips](#) to help householders heat their home for less, including tips to reduce heat loss. This also includes a summary of the support available.

WOULD YOU LIKE TO WIN £750 TOWARDS YOUR ENERGY BILLS?

Our fantastic energy bills quiz is back, giving Scottish householders the chance to win fabulous prizes – it could be you!

- We have five first prizes of £750 and five second prizes of £500 to share with householders across Scotland.
- Test and boost your energy-saving knowledge by taking part in our quick quiz.
- Each question shares a great money and energy saving tip.
- To be in with a chance of winning make sure you leave your full contact details. Terms and conditions apply, find out more online.

Enter now for your chance to win – go to homeenergyscotland.org/win or scan this QR code to take you directly to the quiz.

Good luck!

CAN WE HELP YOU REDUCE YOUR ENERGY BILLS?

We're Home Energy Scotland, the Scottish Government's free energy advice service. We provide impartial advice and support to help people stay warm, make the best use of energy and save money on their bills. We can also help you find out if you're eligible for the Warmer Homes Scotland programme.

- The Scottish Government is offering assistance to eligible households who are struggling to heat their homes. This programme is called Warmer Homes Scotland.
- It's designed to help people make their homes warmer and more comfortable by installing a range of energy saving improvements, like heating and insulation.
- Eligible households could get around **£5,000** of support through the Warmer Homes Scotland programme, and on average reduce their heating bill by £300 per year.

To learn more and find out if you are eligible, call us free on 0808 808 2282 and speak with our friendly advisors or visit homeenergyscotland.org/warmer-home

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0808 808 2282
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Advice Direct Scotland

Advice Direct Scotland (ADS) offers a range of services to support with the cost of living crisis and to help people struggling with energy costs. This includes a [Cost of Living Toolkit](#), to help partnership organisations and stakeholders access the various support channels offered by ADS in a few easy clicks.

The page also allows partners to [download printable materials](#) that can be displayed on notice boards or shared with service users digitally. This includes information on the Scottish Government's Home Heating Support Fund which seeks to provide financial relief to energy consumers who are experiencing significant financial hardship and strives to provide this support to households regardless of the fuel or payment method used. More on the fund is available [here](#).

Energy domestic consumer advice for Autumn/Winter 2022

The Department for Business, Energy and Industrial Strategy (BEIS), Citizens Advice, Energy UK and Ofgem, the energy regulator, have prepared [a guide of all support available to consumers and a list of common queries](#). This is intended for front-line advisers to help them to answer questions, give the right advice and signpost people to where they can get help.

A [specific guide for domestic customers in Scotland](#) (bottom of webpage) has been published, although please check the main webpage to ensure the latest version is being accessed (please note this has not been updated since 17 Aug 2022).

Changeworks and Warmworks

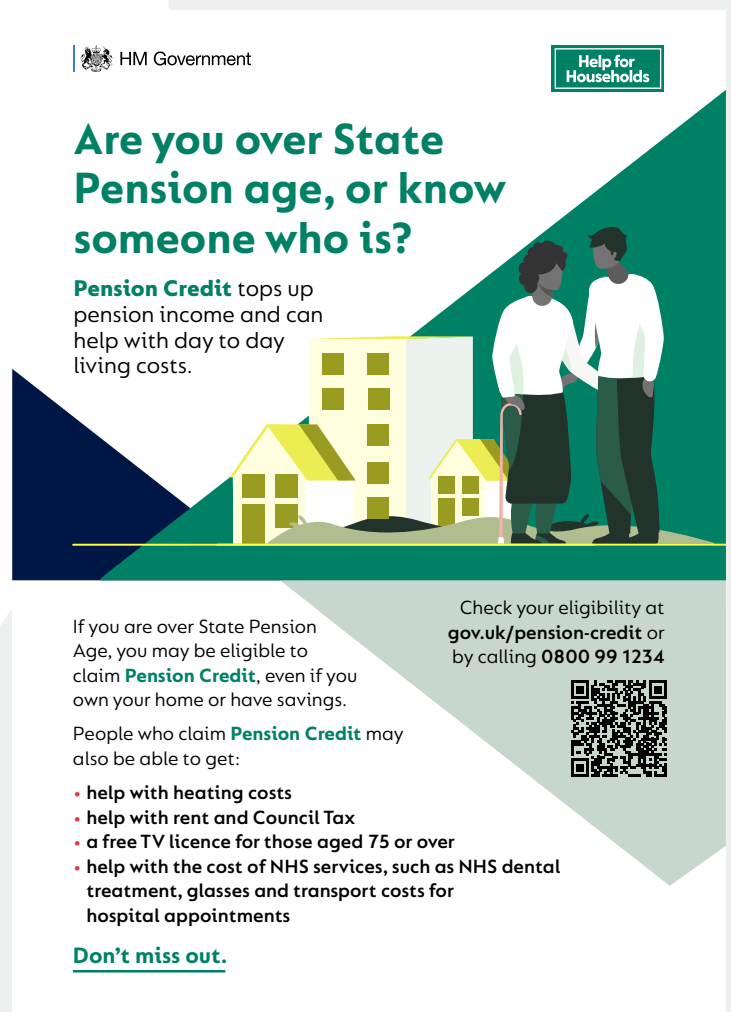
SFHA has renewed its strategic partnership with [Changeworks](#) and [Warmworks](#) in order to provide members with increased expertise and support on improving energy efficiency and tackling fuel poverty. You can find out more about the partnership [here](#) or use [contact form](#) to submit a direct enquiry to discuss what support can be provided.

Utility Aid

[Utility Aid](#) is the UK's largest energy broker for the not-for-profit sector, covering procurement, bureau services, full account management, historical audits, and carbon reporting and net zero planning. If you are concerned about your energy costs rising this winter, please get in touch for a free energy audit and receive help and advice with your organisation's procurement needs. Contact: Emily Berry, Partnership Manager, eberry@utility-aid.com or call our customer care team – 0808 178 8170.

Energy Action Scotland

[Energy Action Scotland](#) (EAS) campaigns for an end to fuel poverty in Scotland and seeks to develop and promote effective solutions to the problem of cold, damp and expensive to heat homes. EAS provides a range of training courses in energy-related topics in addition to the [Adviser's Toolkit](#) and further [advice for households](#).



HM Government

Help for Households

Are you over State Pension age, or know someone who is?


Pension Credit tops up pension income and can help with day to day living costs.

If you are over State Pension Age, you may be eligible to claim **Pension Credit**, even if you own your home or have savings.

People who claim **Pension Credit** may also be able to get:

- help with heating costs
- help with rent and Council Tax
- a free TV licence for those aged 75 or over
- help with the cost of NHS services, such as NHS dental treatment, glasses and transport costs for hospital appointments

Check your eligibility at gov.uk/pension-credit or by calling 0800 99 1234



Don't miss out.

Scottish Child Payment



When can I apply for Scottish Child Payment for a child aged 6-15?

On 14 November. You shouldn't apply before this. We strongly encourage people to apply on the day to ensure they get all the money they are entitled to.

Should I apply before 14 November to get my award as soon as possible?

No. If we process an application before 14 November, it will be denied. We strongly encourage people to apply on the day itself or as soon after that as possible. Your award will be backdated to the date we receive your application.

I already receive Scottish Child Payment and my children are all under 6. Do I need to make a new application?

No, you don't need to do anything. You will receive Scottish Child Payment at the new rate of £25 per child per week automatically from 14 November.

I have been receiving Scottish Child Payment but my child turns 6 before 14 November. Do I need to re-apply?

Yes. You should make a new application on 14 November. I receive Scottish Child Payment for my child aged under 6. But I also have a child aged 6 or over. What should I do?

You can add older children to your existing claim through the online Scottish Child Payment form. There's no need to do a completely new application.

On 14 November, how should I apply for Scottish Child Payment?

We strongly encourage people to apply online. If it's impossible for you to do so, then we can also take applications by post or over the phone on 0800 182 2222.

Information



Social Security Scotland
Tèarainteachd Shòisealta Alba

Is there a limit on the number of children for whom I can claim Scottish Child Payment?

No, there's no limit. You can apply for any number of eligible children. Scottish Child Payment information Follow Social Security Scotland Call 0800 182 2222

I am going to be applying for Scottish Child Payment for the first time on 14 November. Will I automatically qualify for some other benefits?

From 28 November, we will award Best Start Grant Early Learning Payment and School Age Payment automatically to eligible families in receipt of Scottish Child Payment, without the need to apply. People can learn more about Best Start Grants including their ability to opt out of having them paid automatically on our website.

I get Bridging Payments. Will I need to apply for Scottish Child Payment?

Yes. Bridging Payments are administered completely separately to Scottish Child Payment. So, if you are eligible for Scottish Child Payment, you should apply for it in the normal way regardless of whether you get Bridging Payments. You will still get your final Bridging Payment (of £260) in December.

I am working. Does that mean I won't qualify?

No, a significant proportion of people who receive qualifying benefits such as Universal Credit or Tax Credits are in work. So long as you are in receipt of a qualifying benefit you can still be eligible for Scottish Child Payment.

I am a kinship carer, can I qualify for Scottish Child Payment?

People who care for children in their family but who aren't their parents – known as kinship carers – can qualify for Scottish Child Payment if they meet the eligibility criteria. If I receive Scottish Child Payment, will it affect my tax payments or other benefits? No. If you receive Scottish Child Payment, it will not affect this.

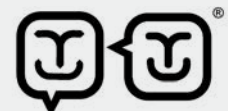
How long will it take for the money to reach my bank account?

It may take some time for us to process your payment but please be assured we will do so as quickly as we can. The money you receive should be backdated to the date we received your application. There's no need to check on progress by phone once the application is made.

How can people contact us?

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

Follow Social Security Scotland



HAPPY TO TRANSLATE
Call 0800 182 2222

Scottish Housing Regulator's National Panel of Tenants and Service Users



Scottish Housing Regulator

Join the Scottish Housing Regulator's National Panel and help improve social landlord services.

Members receive surveys and can take part in other feedback exercises.

www.bit.ly/shr-panel or 0800 433 7212



Scottish Housing Regulator

National Panel

Add your voice, help us improve services...

Would you like to help improve social landlord services in Scotland? Add your voice to the National Panel of Tenants and Service Users!

The Panel is one of the ways that the Scottish Housing Regulator can hear what tenants and service users think and make sure it focuses on the important things. Members receive occasional surveys and invites to take part in other feedback exercises. Participation is always optional and you can leave at any time.

We want to include a diverse range of people on the Panel, including those who are not involved in other ways of giving views on landlord services. Members include **council and housing association tenants**, people who have used **homeless services**, homeowners who receive social landlord **factoring or common repairs**, and people living on social rented **Gypsy/Traveller sites**.

Ready to join?

Online at www.bit.ly/shr-panel

Call 0800 433 7212

Get a printed form on natpan@engagescotland.co.uk
or call 0800 433 7212

How do I apply?

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






Get extra support applying for benefits in Scotland

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



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

How to contact us?

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



Follow Social Security Scotland



A guide to Social Security Scotland's benefits



COMMS/Guide to our benefits/V3/November 2022

Dignity,
fairness,
respect.

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

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

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

Carer's Allowance Supplement

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

Best Start Grant Pregnancy and Baby Payment

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

Best Start Grant Early Learning Payment

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

Best Start Grant School Age Payment

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

Best Start Foods

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

Funeral Support Payment

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

Young Carer Grant

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

Job Start Payment

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

Scottish Child Payment

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

Child Winter Heating Assistance

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

Child Disability Payment

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

Adult Disability Payment

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

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

Over the win

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 Blach

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.

ter 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

CELEBRATE THE FESTIVE SEASON SAFELY



- Ensure that exit door keys are kept readily available and/or exit door 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 activation 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 is no smoke.
- Pour water on cigar and cigarette end 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 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 a tragedy because of 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.

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.

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

CONTINUED NO ACCESS WILL RESULT IN A FORCED ACCESS TO CARRY OUT THE WORKS.

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. 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/

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.

Insurance

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

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

Gutter Cleaning and Roof Anchor Testing

Latto Maintenance Ltd have started the cleaning programme for this year. Please assist them with any access they require.



Scottish Water Surveys

Scottish Water's surveyors will be carrying out Topographic and Ground Penetrating Radar surveys in December and January in Wellhouse Cres, Langbar Cres, Arnol Pl and Dunan Pl. The purpose of the surveys is to get level information and scan for any underground services. This will be used to help in planning the design of works to help reduce flooding. There won't be any excavation but the surveyors may lift some of the chamber covers to trace the services.

Some additional surveys will be carried out in Balado Rd Bartiebeith Rd and Wellhouse Gardens to look at the flooding issues at Newhills Rd. We will update the Website when we have more information for these.

Report of Dampness/ Condensation

Some helpful advice which may assist you in preventing condensation;

Why Condensation Occurs;

Condensation occurs when warm moist air meets a cold surface. The risk of condensation depends on how moist the air is and how cold the surfaces of the rooms are.



When Condensation Occurs;

Condensation usually occurs in the winter months because the building structure is cold and because windows are opened less and moist air cannot escape.

Where Condensation Occurs;

Condensation which you can see occurs often in short periods in bathrooms and kitchens because of the steamy atmosphere and quite frequently for long periods in unheated bedrooms; also, sometimes in cupboards or behind furniture where ventilation and movement of air are restricted.

What is important?

- To prevent very moist air spreading to other rooms from kitchen and bathrooms or from where clothes may be put to dry.
- To provide some ventilation to all rooms so that moist air can escape.
- To use the heating reasonably.

How to prevent Serious Condensation in your home;

Reduce moisture content of room air.

- Good ventilation of kitchens when washing or drying clothes or cooking is essential. Use any extractor fans when cooking, washing of clothes or bathing.
- If there is no extractor fans open kitchen windows but keep the door closed as much as possible. After bathing keep the extractor on until any mirrors are clear and close the door long enough to dry off the room.
- In other rooms provide some ventilation by opening a window just slightly. Too much ventilation in cold weather is uncomfortable and wastes heat. All that is needed is a very slightly opened window or ventilator. Where there is a choice open the top part, such as a top-hung window by about 10mm this is usually sufficient.
- Avoid using portable heaters such as paraffin or flue less gas heaters. Each litre of fuel consumed produces the equivalent of 1 litre of water vapour.
- Do not use unventilated airing cupboards for clothes drying.
- If washing is put to dry, for example in a bathroom or kitchen, open a window or turn on the extractor fan. Do not leave the door open or moist air will spread to other rooms where it may cause trouble.

Provide reasonable heating;

- Try to make sure that all rooms are at least partially heated, Condensation mostly occurs in unheated bedrooms.
- To prevent condensation the heat has to keep room surfaces reasonably warm. It takes a long time for a cold building structure to warm up, so it is better to have a small amount of heat over a prolonged than a lot of heat over a short time.
- Houses and flats that are left unoccupied and unheated during the day get very cold. Whenever possible, it is best to keep heating on, even at a low level.
- Some rooms are especially cold because they have a lot of outside walls. Such rooms are most likely to have condensation and some heating is therefore necessary.



Removing Mold;

- Eradicate mould when it occurs. It is hard to remove when it has been there a while;
- Do not dry brush the area. This could release spores into the air which can spread the mould further as well as cause an allergic reaction in some people.



There are several treatments for mould:

- Tea Tree Oil is effective. A 3% solution or 2 teaspoons in a spray bottle with 2 cups of water will suffice. Shake well before each use;
- Kill mould from surfaces with an 80% white **fermented** vinegar solution (available from supermarkets). After applying the mixture, leave for at least 20 minutes and then lightly sponge with clean water;
- Remove the mould physically. Killing, but not removing the mould may allow it to grow back; and
- Don't use bleach. Bleach has a high pH which makes it ineffective to kill mould. It simply bleaches it, so it looks like it has disappeared.



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 19th December 2022. Thank you to Cllr. Lalley 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 three categories, best garden, best window, best veranda. 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!!

NEW COMMITTEE MEMBERS ANNOUNCEMENT

We are delighted to announce the recruitment of two new committee members, Leeann Brown and Graeme Wetherill, who were both co-opted at the October committee

meeting. Leeann and Graeme have a range of backgrounds and will use their experiences and knowledge to contribute to the decision making processes. We are pleased that

Leeann and Graeme have accepted their appointment and know that they will represent the Association well and will contribute much to the community.



Colour me in



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 CLOSURE

Our office will be closed for the Christmas Break from 1:00pm Friday 23rd December 2022. We will re-open on Monday 9th January 2023 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?

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cih.org/makeastand

women's aid
until women & children are safe



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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.