



the wellhouse news

Welcome to your Winter Newsletter



IN THIS EDITION:

Chairs Welcome – Page 2

Annual Assurance Statement - Page 3

Rent Consultation – Pages 5-9

Income Advice – Pages 13-14

Development Consultation – Page 16

Maintenance Advice – Pages 18-19



wellhouse
Housing Association

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

Welcome to your Christmas newsletter



In this edition you will find information on the options for the rent increase. We know that this is a difficult question to ask about but each year, Wellhouse HA has to keep up with costs as best as possible in order to keep us as a viable, not-for-profit business and continue to provide services to you as the tenants. You will also find the usual invaluable information from Laura Reilly on pages 13-14 and our regular features. On page 3 you will find a copy of the Annual Assurance Statement submitted to the Scottish Housing Regulator by the management committee. Our self assessment is that we comply with the regulatory standards. The Regulator usually updates their status in March the following year – we are currently assessed as compliant and you can find this on their website.

The new year - looking ahead

Next year is looking to be an exciting year for Wellhouse with us progressing with a number of big projects. Our maintenance expenditure is expected to be £1,340,966 and our improvements spend on your homes will be £866,247. We will be launching our tenant self managed portal, allowing you to track your rent account, report repairs and more. We continue to work with Scottish Water and others on additional flood mitigation

measures some of which will involve disruption locally but we will keep you updated as the dates are agreed. We are also working with ecologists to re-home the local water vole population. You will have noticed that we have completed the work to the long standing problem with the main flood drain outside the Hub already, as part of our planning ahead. There are site investigations going on at the Archdiocese site and Balado Rd school site and we will hold public meetings in January to get your views on our plans for these sites – your views are very important to us and we look forward to sharing our ideas with you. Next year, we will be planning for and carrying out recruitment for a replacement Director. Finally, you will be able to comment in due course on Wellhouse HA's new business plan, which will be delivered by the end of next financial year.

If you have any questions, please contact us in the usual way.

Have a peaceful festive season,

Maureen Morris

Maureen Morris, Chair

ANNUAL ASSURANCE STATEMENT

From 2019, on an annual basis, 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. For 2023, the submission date was by 31 October 2023.

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.

Changes since 2022

The Scottish Housing Regulator (SHR) wrote to all Registered Social Landlords (RSLs), including Wellhouse Housing Association, in December 2022, asking that we provide them with assurance:

- That we have an effective approach to the collection of equalities information and are considering how we can adopt a human rights approach in our work
- On our compliance with relevant obligations in relation to tenant and resident safety

These points have been specifically addressed in our Assurance Statement submitted to the SHR and reproduced on page 3.





Assurance Statement 2023

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 reviewing our compliance with the Regulatory Framework, we are assured that we have established appropriate systems for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

We are satisfied that we meet all our duties in relation to tenant and resident safety. We have gained the necessary evidence-based assurance of our compliance in respect of duties relating to gas, electrical, fire and water and our obligations relating to asbestos, damp and mould.

In reviewing compliance, we have adopted an improvement focus and have also identified improvement actions which we will progress during the course of the year.

To remain compliant, the Association will be focusing on the following areas during the coming year:

- Working toward full compliance with human rights and equalities requirements by using Equality Impact Assessments when reviewing key policies and collected data to inform our decisions and service delivery.
- Ensuring we continue to meet all tenant and resident safety requirements.
- Mitigating the impact of the cost-of-living crisis on our tenants by continuing to deliver our income advice service, securing external funding and advice to assist with energy and other living costs and minimising rent increase levels.
- Continuing our work aimed at improving resident participation, beyond the governing body and Customer Opinion Panel level – we aim to use our development ambitions and flood mitigation major works as a platform to achieve this.

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 25 October 2023. As Chair, I was authorised by the Board at this meeting to sign and submit this Assurance Statement to the Scottish Housing Regulator.

Signed by:

Maureen Morris, Chair

Rent Consultation

..... Proposed Rent Increase 2024/25



James Wilson

James Wilson, 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 2024, and, as a key part of that, we're starting our consultation with you on what level of rent may be set from 1 April 2024. The law requires us to do this every year.

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. Our principle for rent increases is to ensure that we can keep all of our core functions being delivered for you and no other reason.

Last year, to maintain services and minimise the level of the rent increase, our Management Committee agreed to use some of our financial reserves, but this is not something that we can regularly do, because this reduces the money available to run the association in future years. We need to balance a decision that allows us to meet our current costs and meet our projected future costs and deliver the services we have agreed with you.

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.

We are aware of the many financial pressures on you. This is also the case for Wellhouse HA, for example, we are faced with an increase of between 20% and 30% in material and labour costs. Rent charges are not subject to these increases, so that presents us with a real challenge.

What should you do next?

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

Proposed Options for 2024/25 Rent Increase

Given the current rate of inflation of 4.7% as of October 2023, however measured, we are proposing to increase rents. After careful consideration, our Management Committee are proposing three options for the 2024/25 rent increase.

Option 1 Flat Rate Increase of 4.7%

This level of increase will generate an additional £168,849 of rental income but would result in Wellhouse not being able to meet all of our 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 – you will recall the savings we needed to make in previous years. However, we believe this increase will allow us to maintain our current level of service.

Option 2 Increase of 5.7%

This level of increase will generate an additional £204,755 of rental income and should allow Wellhouse to meet all of its obligations currently included in the Business Plan. This would also allow Wellhouse to continue with planned maintenance programs and allow us to continue with our plans to build new housing on vacant sites in the area. We would be able to continue with our service improvement plans.

Option 3 Increase of 6.7%

This level of increase will generate an additional £240,700 of rental income and would allow Wellhouse to meet all of its obligations currently included in the Business Plan. This would also allow Wellhouse to continue with planned maintenance programs and allow us to continue with our plans to build new housing on vacant sites in the area. We would be able to continue with our service improvement plans. This would also allow for Wellhouse to enhance the community with investment in the area and possibly pursue further services for our residents.

What does this mean for my rent?

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

Apartment size	Avg. monthly charge 23/24	4.7% increase	Monthly increase	5.7% increase	Monthly increase	6.7% increase	Monthly increase
2apt	£327.31	£342.69	£15.38	£345.97	£18.66	£349.24	£21.93
3apt	£361.20	£378.18	£16.98	£381.79	£20.59	£385.40	£24.20
4apt	£400.86	£419.70	£18.84	£423.71	£22.85	£427.72	£26.86
5apt +	£445.45	£466.39	£20.94	£470.84	£25.39	£475.30	£29.85

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.

The table below lets you see how our average weekly rent in 2022/23 (the latest available figures) compares with other housing associations.

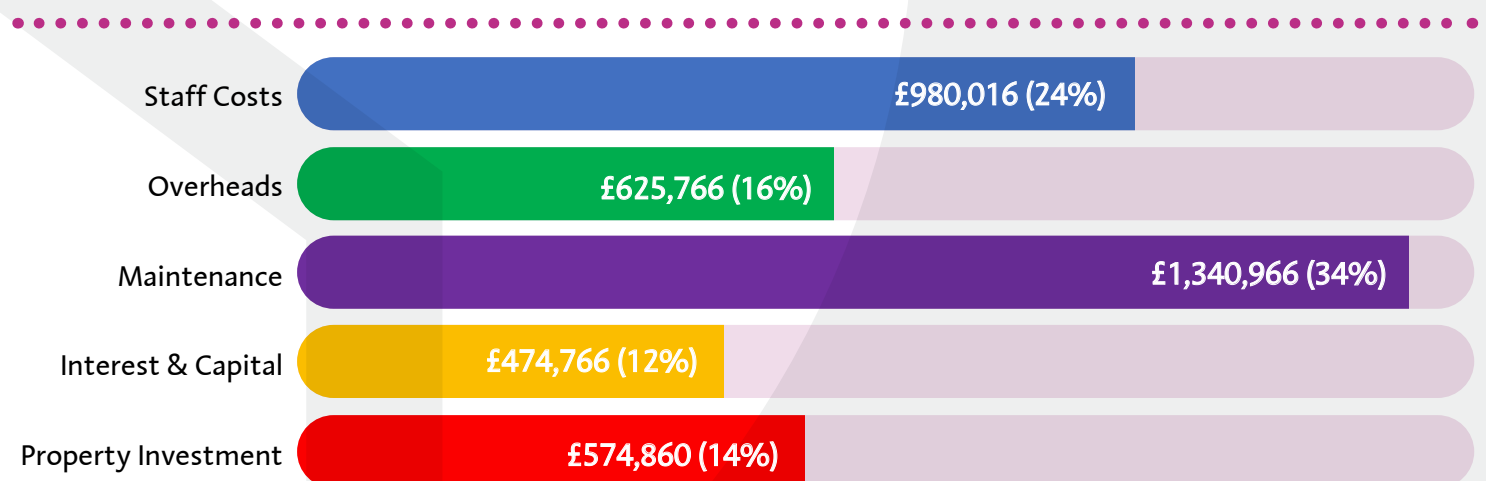
Comparator	Average Weekly Rent
Wellhouse	£84.36
Peer Group – Medium Urban	£86.02
EHRA group	£80.94
All Registered Social Landlords	£94.55

The table below lets you see how our rent increase applied for 2023/4 and how this compares with other housing associations.

Comparator	Average Weekly Rent
Wellhouse	3.00%
Peer Group – Medium Urban	5.07%
EHRA group	4.8%
All Registered Social Landlords	5.43%

The rate of inflation when rent increases were being decided was 11.1%. Given the high rate of inflation, we thought it would be too much for our tenants to propose to increase rents by our normal Business Plan assumption of inflation plus 1%. Therefore, in 2023/24 we only increased our rents by 3%. This was taking into considering the Cost-of-Living crisis and post covid. Each 1% of rental income equals £36,000 and, in effect this would be savings we need to make if we don't meet our business plan objectives. Last year the gap was so big we met it with reserves, but this is not sustainable. Each £36,000 (1%) equals a possible reduction in our maintenance budget of that amount or our improvement budget so, for example 7 new kitchens per year – we plan on 5- and 30-year cycles, so that amount would be multiplied and add up to £201,723 over 5 years or £2,700,000 over 30 years.

What will my rent be spent on?



Supporting our Tenants and our Community

Wellhouse currently have 1 full time member of staff providing advice services for our tenants and we fund supporting tenants and community. We also make available £25K to support projects in the area.

Since January 2023 until now, we have also been successful in securing external funding of over £44,000 to help our tenants and community deal with issues including food and fuel poverty caused by the impacts the cost-of-living crisis.

Our Investment Priorities for 2024/25

In the table below you will find information on the impact of each option on the capital we would have to spend improving our homes.

Capital expenditure		Number
Kitchens	£179,375	35
Bathrooms	£102,025	35
Boilers	£50,000	25
External doors and window	£534,847	335 Windows 34 Doors This may be split over 2 years
Total spend forecast	£866,247	

In addition, our maintenance expenditure is expected to be £1,340,966 in 2024/25.

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.

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.

We will also be holding a Christmas Café where a hot drink, biscuits and festive mince pies will be available for free. This will be on Friday 15 December 2023 between 10am and 12noon. You will have the opportunity to complete rent consultation forms at this time.

Rent Increase Consultation for 2024/25

This is the time of year when we start working on our budgets for the next financial year, starting in April 2024, and, as a key part of that, we’re starting our consultation with our tenants on what level of rent is set from 1 April 2024. The law requires us to do this every year.

Background

Last year, to maintain services and minimise the level of the rent increase, our Management Committee agreed to use some of our financial reserves, but this is not something that we can regularly do. We need to balance a decision that allows us to meet our current costs and meet our projected future liabilities.

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.

We are aware of the many financial pressures on you, but did you know, for example, that we are faced with an increase of between 20 and 30% in material and labour costs. 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.

Rent Increase Consultation for 2024/25 - SURVEY RETURN

Please read over the following survey and give us your thoughts. Your opinion matters.

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 three different options.

Option One is to increase our rents by 4.7%.

This level of increase will generate an additional £168,849 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. However, we believe this increase will allow us to maintain our current level of service.

Option Two is to increase our rents by 5.7%. This level of increase will generate an additional £204,755 of rental income and should allow Wellhouse to meet all of its obligations currently included in the Business Plan. This would also allow Wellhouse to continue with planned maintenance programs and allow us to continue with our plans to build new housing on

vacant sites in the area. We would be able to continue with our service improvement plans.

Option Three is to increase our rents by 6.7%. This level of increase will generate an additional £240,700 of rental income and would allow Wellhouse to meet all of its obligations currently included in the Business Plan. This would also allow Wellhouse to continue with planned maintenance programs and allow us to continue with our plans to build new housing on vacant sites in the area. We would be able to continue with our service improvement plans. This would also allow for Wellhouse to enhance the community with investment in the area and possibly pursue further services for our residents.

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

See over

Question 2:

Do you support the option for a 4.7% increase from 1st April 2024?
(Option 1) (please tick)

YES

☐

NO

☐

Question 3:

Do you support the option for a 5.7% increase from 1st April 2024?
(Option 2) (please tick)

YES

☐

NO

☐

Question 4:

Do you support the option for a 6.7% increase from 1st April 2024?
(Option 3) (please tick)

YES

☐

NO

☐

Question 5:

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

Question 6:

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 12th January 2024.

Thank you for taking the time to complete this survey.

Factored Owners News Page

Update for our Factored Owners – our revised and updated Factoring Policy was approved by Committee on 29 November 2023 and is now available on our website.

Change updates from our recent Factoring consultation and changes are: -

- Factoring charges increase from 1 October 2023.
- Factoring invoices will remain monthly until 31 March 2024.
- The Factoring charges will then be charged quarterly from 1 April 2024.

Some recent news for

- New code of conduct for property factors in Scotland (September 22, 2023). A new code of conduct for property factors in Scotland has come into force. The code sets out a number of standards that factors must meet.
- Scottish Government announces funding for factoring advice services (August 9, 2023) The Scottish Government has announced funding for factoring advice services in Scotland. The funding will be used to provide homeowners with information and support on their rights and responsibilities as factored owners.

Wellhouse Housing Association Gives Back to the Community

Wellhouse Housing Association has generously provided gifts to the evening Bingo which is held at The Hub Cafe and provided £750 for raffle gifts at the upcoming Christmas Fayre which will be held on Saturday 9 December 2023 at The Hub. The Fayre will be delivered by Easthall Residents Association. These donations were from the rebate for the last window & door replacement contract procured through the Scottish Procurement Alliance and part of the association's community benefit initiative in partnership with our contractors, which aims to give back to the local communities it serves.

Wellhouse Housing Association is committed to making a positive difference in the lives of its residents. These

donations are just one example of the many ways in which the association is working to support the local community.

Andy Gilbert of ERA said, "The support from Wellhouse Housing Association towards raffle gifts at The Hub's Christmas Fayre will ensure we can do our best to spread some Christmas cheer to as many people as possible. It has come as a welcome boost, and we thank the housing for their commitment to giving back to the community".



Keeping Closes Clear: A Reminder for All

The Hazards of Cluttered Closes

Leaving items in the closes poses a significant fire hazard. Obstructions like bicycles, boxes, and furniture can block emergency escape routes, making it difficult for residents to evacuate in case of a fire. Additionally, these items can act as fuel for a fire, intensifying its spread and putting lives at risk.

Cluttered closes also attract vandalism. Abandoned bicycles and scooters become easy targets for mischief, while piles of boxes and bags provide cover for those with malicious intent. Keeping these areas clear helps to deter vandalism and maintain a sense of security for residents.



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

Warm Home Discount Scheme 2023 to 2024

You may be eligible for a £150 rebate from your electricity energy supplier through the governments warm home discount scheme. The money will not be paid to you directly. If you are a credit customer it will be added to your electricity account and if you are on Pay As You Go, you will be sent a voucher that you can use to top-up your meter. The credit is usually applied directly to Smart Meters.

You may be able to get the discount on your gas bill instead if your

supplier provides you with both gas and electricity and you are eligible. Contact your supplier to find out.

You qualify if you either:

- get the guaranteed element of Pension Credit
- are on a low income and meet your energy supplier's criteria for the scheme.

Contact your energy supplier for further information.



Laura Reilly

Laura Reilly,
Income & Advice Officer

What can I do if I run out of electricity, gas, or food, and don't have any money?

- Contact your energy supplier, they may be able to provide you with a one-off credit until you can top up. The credit must normally be paid back.
- Contact the Glasgow City Council Scottish Welfare Fund. If you find yourself in financial crisis and need to access a crisis grant for essential items such as food, electricity, or gas, 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 be made online 24 hours a day by visiting: <https://www.glasgow.gov.uk/index.aspx?articleid=17160>

- Contact the Scottish Citizens Advice interactive Helpline on 0800 028 1456 to be directed to a local Citizens Advice Office for support.

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 will vary over the festive period.

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

Opening times: Thursday 2pm to 4pm

Opening hours will vary over the festive period.

Have you received a Universal Credit Migration Notice?

What is Universal Credit Managed Migration?

The Government are moving some people who are currently claiming legacy benefits such as tax credits onto Universal Credit.

You don't need to do anything until you've received a Universal Credit 'Migration Letter'.

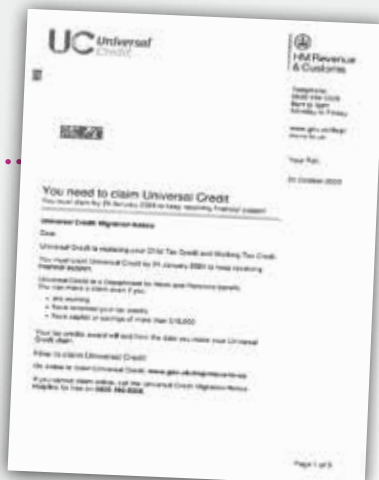
Once you've received the letter, you will have 3 months to make your claim for Universal Credit. This is called your deadline date, and it is printed on your letter.

You should contact a benefits advisor as soon as possible to check your circumstances to confirm your benefits are maximised before you move to Universal Credit, this will ensure you receive the maximum amount of transitional protection.

Will I be worse off?

It depends on your personal circumstances. You may be better off claiming Universal Credit. You will be entitled to 'Transitional Protection'. Transitional Protection is a top-up payment, so you do not lose out because of the introduction of Universal Credit. It means that, in cash terms, you cannot receive less than your current benefits at the time when you move to Universal Credit. Some people may still be worse off depending on their circumstances and transitional protection can reduce over time as your circumstances change.

You should contact a benefits advisor as soon as possible to confirm your benefits are maximised before you move to Universal Credit, this will ensure you receive the maximum amount of transitional protection.



What happens if I don't claim Universal Credit by the deadline date on my letter?

- Your legacy benefits will stop immediately from your deadline date.
- You aren't able to get transitional protection and you could be financially worse off.
- Your Universal Credit won't be backdated.

How do I pay my rent once I'm on Universal Credit?

Universal Credit is an all in one benefit and is paid in one lump sum. Any Universal Credit you are entitled to is paid directly to you and this will include money towards your rent. You should arrange to pay your rent to Wellhouse Housing Association. You can contact your Housing Officer on 0141 781 1884 to discuss this.

In Scotland, you can ask DWP to pay Housing Costs direct to your landlord. It is important that you check your Universal Credit statement every month to confirm who your rent has been paid to. The Universal Credit statement will confirm if housing costs have been paid to you or your landlord.

Important!

Please do not ignore a Universal Credit migration notice! if you do not claim Universal Credit by your deadline date your legacy benefits will stop. Please seek advice from a benefits advisor as soon as you receive your Universal Credit migration notice.



Winter Fuel funding for household in crisis

Wellhouse Housing Association successfully secured £25,000 of winter fuel funding from the SFHA's Social Housing Fuel Fund. The SFHA administer the fund to Social Landlords on behalf of the Scottish Government.

The funding is being used to support tenants experiencing an immediate fuel crisis over the winter period. In November 2023, we supported 196 households with a fuel payment.

Who can apply?

- Any tenant experiencing a fuel crisis can apply for support.
- To ensure everyone who needs support has a chance to access it, tenants can only apply for support once.

How much will I get?

- The award will be based on the applicant's personal circumstances and will be at the discretion of Wellhouse Housing Association.

How do I apply?

- Applications can be made by contacting Wellhouse Housing Association on 0141 781 1884.





HOME ENERGY SCOTLAND

Win an eco hamper worth £350 for your home!

Take our new quiz and unlock energy saving tips that'll save you money while bagging some fantastic prizes!

- Choose from air fryers, heated clothes dryers, fitness watches, and more.
- Pick up valuable advice tips with every quick quiz question.
- Enter on our website, leave your details, and you could be one of our 25 lucky winners!



Scan the QR code to enter now or visit homeenergyscotland.org/win

Terms & conditions apply. Find out more online

HOMEENERGYSCOTLAND.ORG
0808 808 2282
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 **Net Zero Scotland**
Scottish Government

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Your Voice Matters

Wellhouse Housing Association Seeks Your Input on exciting Upcoming Development Projects

Wellhouse Housing Association is committed to providing quality homes and vibrant communities for our residents. As part of this commitment, we are actively seeking your feedback on exciting new build development projects:

- **The Balado Road and Wellhouse Crescent developments:** Join us on Wednesday, January 24, 2024, from 4:00 PM to 6:00 PM at the Hub Cafe to review and provide your thoughts on the proposed new build of housing development at Balado Road and Wellhouse Crescent.

At this consultation event, you will have the opportunity to:

- Explore 3D models, plans, and pictures of the proposed developments.
- Engage with our Architect Hypostyle to gain a deeper understanding of the plans.
- Provide your valuable feedback and suggestions to help shape the future of these developments.

At both events there will be hot drinks and food available for those who come along to share their views. This will be a formal consultation and our team will be there to answer all of your questions.

Your input is essential to ensure that these projects align with the needs

and aspirations of our community. We encourage you to attend these events and make your voice heard.

Can provide feedback in a variety of ways:

- Verbally: we can take notes of your comments
- Written responses: you can submit your views by way of writing such as letters, emails or a simple post-it note left with our team.

Following the consultation event, we will carefully review all feedback received and provide a summary of key takeaways approximately six weeks later. Your participation in this process is crucial in shaping the future of Wellhouse Housing Association and the community.

We will be hosting a similar consultation event for the development plans of the Archdiocese site.

- The Archdiocese site developments: Share your insights on Wednesday, February 21, 2024, from 4:00 PM to 6:00 PM at the Hub Cafe regarding the planned development of the Archdiocese site.

Our Architects for this development site will be Page and Park.

What is being thought about at this time for new homes?

Archdiocese Site is 45 units, made up of 36, 2 Bed 4P Flats and 9, 1 Bed 2P Flats.



James Wilson

James Wilson, Housing & Customer Services Manager

The mix for Wellhouse Crescent and Balado Road primary school site is:

- ✓ 1B2P flat – 2
- ✓ 2B4P flat – 54
- ✓ 2B3P WC flat – 10
- ✓ 2B4P House – 9
- ✓ 3B6P House- 15
- ✓ 4B8P House – 18
- ✓ 3B6P WC House - 5

Total – 138 homes

Overall, 183 new homes, which is approximately a 22% increase in our overall stock.

We look forward to hearing your thoughts and ideas at these important consultation events. Together, we can create thriving communities that meet the needs of our residents for years to come.

Have your say on the future development of **Greater Easterhouse**



Please submit your comments by the **5th February 2024** at
www.smartsurvey.co.uk/s/GreaterEasterhouseSDF/
or use the QR code provided.

More information on the **Greater Easterhouse Strategic Development Framework** can
be found online at www.glasgow.gov.uk/greatereasterhousesdf

email: sdfconsultation@glasgow.gov.uk

**A paper copy of the Consultation Draft of the Greater Easterhouse
Strategic Development Framework will be available to view at:**

- 1. The Library at the Bridge** - 1000 Westerhouse Rd,
Easterhouse, Glasgow G34 9JW
- 2. Baillieston Library** - 141 Main St, Baillieston, Glasgow
G69 6AH
- 3. Riddrie Library & Learning Centre** - 1020 Cumbernauld
Rd, Glasgow G33 2QF.



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 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.

ter months

Celebrate the Festive Season Safely

Be safe and enjoy your Christmas and New Year.

- 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.

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.

Reporting A Repair To Central Heating

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.



Briefing on Community Activity at The Hub



The festive season is finally here! The Hub Cafe has been fully restocked with Hot Chocolate to warm us up while we count down to Christmas Day!

Our cafe at the hub has new opening and closing time... now open from 8:00am till 4:30pm, Monday till Friday! Making it easier to grab a quick bite to eat before and after school or work!

We had our Wellhouse Christmas Fayre on the 9th December 2023 with **FREE CARNIVAL RIDES, RAFFLES, GIFTS AND CRAFT TABLES AND HOT FOOD!!**. In the next newsletter we will provide and update to you on how it went! We are very grateful also to Saltire for their donation of 168 selection boxes for the event. THANK YOU!!

Our youth clubs will operate up until the 21st of December 2023 restarting on 9th of January 2024!

For those who don't know our youth and afterschool clubs' details -

- Tuesday Youth Club - 6pm till 8pm (FREE) P1-P7, S1-S3
- Wednesday Outta School Club - 3:30pm till 5:15pm (FREE) P1-P7
- Thursday Youth Club - 6pm till 8pm (FREE) P1-P7, S1-S3
- Friday Outta School Club - 3:30pm till 5:15pm (FREE) P1-P7



Finally, our cafe will be open till the 22nd of December 2023 and will reopen on the 8th of January 2024!

On behalf of all the staff at the Hub please have a Merry Christmas and Happy New Year!

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 2023.

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 for Morrisons. Lets bring some Christmas Cheer to Wellhouse. Good luck!!



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



Colour me in



CHRISTMAS CLOSURE

Our office will be closed for the Christmas Break from 1:00pm Friday 22nd December 2023. We will re-open on Monday 8th January 2024 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

NEW OFFICE OPENING HOURS

Our office opening times are:

	Opening time	Closed for lunch	Closing time
Monday	9am	We close for lunch from 1pm to 2pm everyday	5pm
Tuesday	9am		5pm
Wednesday	9am		5pm
Thursday	9am		5pm
Friday	9am		4:30pm

You can also contact us on 0141 781 1884 or info@wellhouseha.org.uk

**MAKE
A
STAND**

Our homes, our people,
our problem.

We've signed the
Make a Stand pledge to
support people experiencing
domestic abuse, have you?

#makeastand
cih.org/makeastand

women's aid
until women & children are safe



Chartered
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Domestic Abuse Housing Alliance

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

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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.