

the wellhouse news

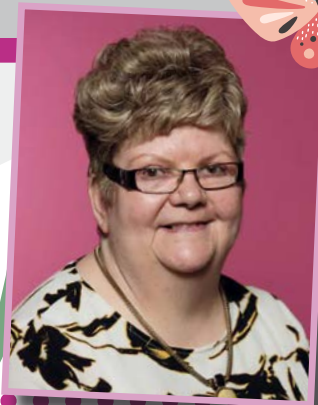
SPRING
2026

IN THIS EDITION:

*Chairs Welcome
Directors Update
Celebrations
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Housing
Income Advice
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Welcome to your Spring newsletter



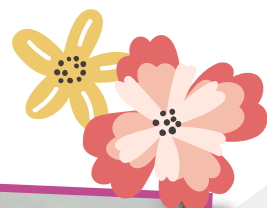
Welcome to the Spring edition of your newsletter. It's lovely to see the nights getting longer and the daffodils appearing signalling the back of a long winter.

As we approach the new financial year, we are keen to share with you our planned maintenance programme for 2026/27. It is another busy year as we continue with kitchen, bathroom and boiler replacements. We are also scheduled to start renewal of flat entrance doors in some areas. Our focus is very much on the estate as our wardens seek to build on the success of last years garden maintenance programme.

We are acutely aware of the housing emergency across Glasgow, and we are keen to contribute to the solution. To that end, along with our partners at Glasgow City Council, we are keen to progress with our development programme. Our first project is the former Archdiocese site in Wellhouse Crescent. We aim to secure acquisition of this by March 2027 with construction commencing thereafter. Keep up to date with our future newsletters for more details.

Maureen Morris

Chair



Update from the Director

Hopefully this edition finds you well and looking forward to Easter. It has been a busy few months here at Wellhouse. You will read inside the really positive results of our November tenant satisfaction survey. While we are delighted to see the massive improvements, we recognise there is more to do, and we will continue to work hard to deliver on your priorities.

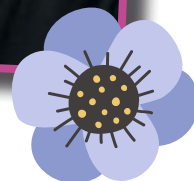
Global wars have put us back on an uncertain financial footing, particularly with rising energy costs. There also appears to be no let-up in the cost-of-living crisis, particularly around the cost of food. Remember our income maximisation officer is available to assist. Book an appointment if you would like to meet Laura.

Remember to get in touch with me if you are interested in participating further in your community.



Diane Hendry

Diane Hendry,
Director





Hustings – Save The Date


Easterhouse Housing Regeneration Alliance (ERHA), a partnership of local housing associations is holding a hustings event in advance of the Scottish elections on 7th May. This will provide residents and tenants with an opportunity to hear from all candidates in a fair, neutral and well moderated setting. The event will focus on issues of importance to the Greater Easterhouse community, including housing, local services, community wellbeing, and regeneration.

Date: Tuesday 16th April 2026

Time: 5:30pm–7:30pm

Venue: Platform, The Bridge, 1000 Westerhouse Road, Easterhouse, Glasgow

You should let us know if you require transport to attend.



Customer Opinion Panel (COP) Update

The first COP meeting of 2026 took place on 30 January and was well attended.

Nicola Connelly, Neighbourhood Liaison Officer from Glasgow City Council, joined the discussion, which covered:

- Open spaces
- Water voles
- Vermin issues

The panel emphasized property upkeep and discussed the Rechargeable Repairs Policy, approved in December 2025 (available on the organisation's website).

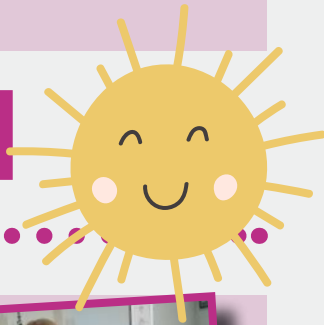
A community litter pick is being considered for summer 2026.

The next COP meeting is scheduled for Friday 27 March at 11 am, featuring Andy Gilbert from the Easthall Residents Association, who will present on ERA's community work and Easter plans.

Attendance at COP meetings offers residents the chance to share views, raise concerns, and hear from guest speakers.

If you would like to attend the next meeting, please get in touch by emailing info@wellhouseha.org.uk — we would love to hear from you.

Good Neighbour Award



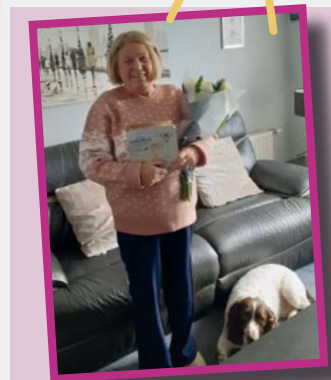
We are delighted to announce the recipient of our Good Neighbour Award! Congratulations to Catherine Tudhope.

Catherine has been described as someone who always takes the time to say hello. She is kind, caring, and incredibly friendly, with a truly generous heart. She looks out for her neighbours, making sure everyone is safe and well. In recognition of her thoughtfulness and community spirit, Catherine was presented with a beautiful bouquet of flowers and a selection of biscuits from the Association.

Know someone who deserves recognition?

We're now accepting nominations for our next Good Neighbour Award!

Call us on 0141 781 1884, email info@wellhouseha.org.uk or pop into the office for a chat — we'd love to hear about the amazing people who help make Wellhouse such a great place to live.



Our Winter 2025 Good Neighbour winner
Linda McAllister

Tenant satisfaction – Thank you Wellhouse!



Thank you to everyone who took part in our November tenant satisfaction survey. With responses from 40% of tenants, we're delighted with the results and grateful for your feedback, which helps us keep improving.

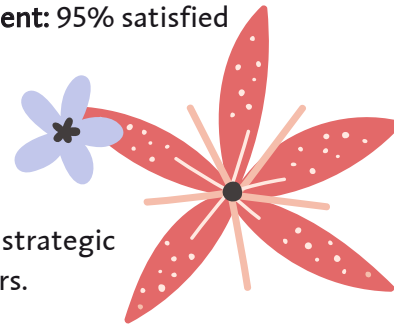
What you told us

Satisfaction levels have risen significantly since June and are now well above the Scottish averages in every area:

- **Overall services:** 94% satisfied
- **Communication:** 99% satisfied
- **Tenant participation:** 99% satisfied
- **Repairs service:** 91% satisfied
- **Quality of home:** 94% satisfied
- **Value for money:** 92% satisfied



- **Neighbourhood management:** 95% satisfied
- **Your top priorities**
 - Repairs
 - Planned maintenance
 - Affordable rent

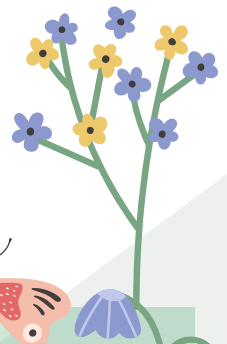


These priorities will shape our strategic focus over the next three years.

Main reasons for dissatisfaction

- Repairs not fixed right first time
- Speed of repairs
- Quality of repairs

We are committed to improving these areas and continuing to provide services that meet your expectations.



Planters Update

As you may know, a couple of years ago, in partnership with Glasgow City Council, Connect Community Trust arranged for 15 planters to be placed throughout Wellhouse.

Unfortunately, over time many of the planters have been left unattended.

We are pleased to inform you that Connect Community Trust will shortly start to maintain the planters and we will be happy to help where we can.

Before we finalise the future plans for them, we would like to offer local residents the opportunity to volunteer to help to look

after a planter in conjunction with Connect Community Trust.

If this is something you would be interested in, please get in touch with the Association info@wellhouseha.org.uk. When contacting us, include your name, address, and the location of the planter you would like to volunteer to help to look after.

We are happy to support volunteers by providing materials such as soil, bulbs, and other essentials to help you maintain the planter.

We look forward to hearing from you.

You Said, We Did



You said:

"We did not get informed when the fences at our properties would get painted, and were surprised by the painters showing up unannounced"

You said:

"Our backcourt is a mess, people keep fly tipping and dumping bulk next to the containers"



We did:

We spoke to the contractor and agreed that from now on a letter will be sent to tenants before the paintwork starts.



We did:

Our Estate Wardens cleaned up the backcourts, we spoke to the City Council to improve the frequency and quality of service for waste removal.

Rent Increase from 1 April 2026



Welcome, Charlene

We're delighted to welcome our new Temporary Housing Officer, Charlene Shields, who joined the team in January 2026.

Many of you will have already met Charlene or seen her out in the estate. We are pleased to have her here and she has already made a positive impact across the team.

Following consultation with tenants, our Management Committee has approved a 5% rent increase from 1 April 2026. This helps us continue investing in your homes, the estate, and services such as our bulk uplift service.

You should already have received a letter confirming your new rent amount.

Please remember rent is due in advance on or before the 1st of each month.

What you need to do:

- Check and update your standing order or other

payment method to reflect your new rent amount

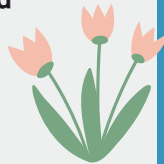
- If you receive Universal Credit, update your housing costs in your journal on or after 1 April 2026
- If you pay by Housing Benefit or Direct Debit via allpay, we will arrange the increase for you

Don't know your new rent amount? Contact the office and we'll be happy to help.

If you are worried about paying your rent, please speak to your Housing Officer — support and payment arrangements are available.

Removal of the TwoChild Limit

From April 2026, the UK Government will scrap the twochild limit in Universal Credit, allowing families to receive the Child Element for all children.



Changes to Statutory Sick Pay (SSP)

From 6 April 2026, Statutory Sick Pay will be payable from day one of sickness, the Lower Earnings Limit will be removed, and payments will be set at 80% of average weekly earnings or the statutory rate (£123.25/week), whichever is lower.

New Payment for Carers Supporting More Than One Person



From March 2026, carers in Scotland who look after more than one disabled person can receive the new Carer Additional Person Payment, worth up to £520 per year per extra person. This payment is added automatically alongside Carer Support Payment and Scottish Carer Supplement, giving carers more regular financial support.

How to claim:

There's no separate application. If you're applying for Carer Support Payment, you can add additional people during your application. If you already receive CSP, you simply report the extra person using Social Security Scotland's Change of Circumstances form.

Universal Credit Migration

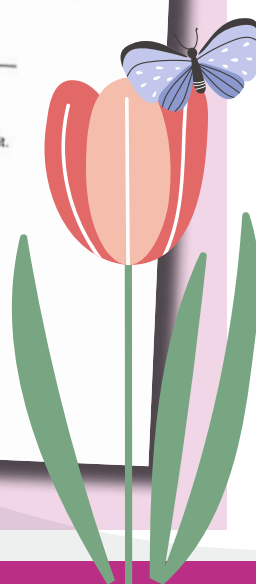
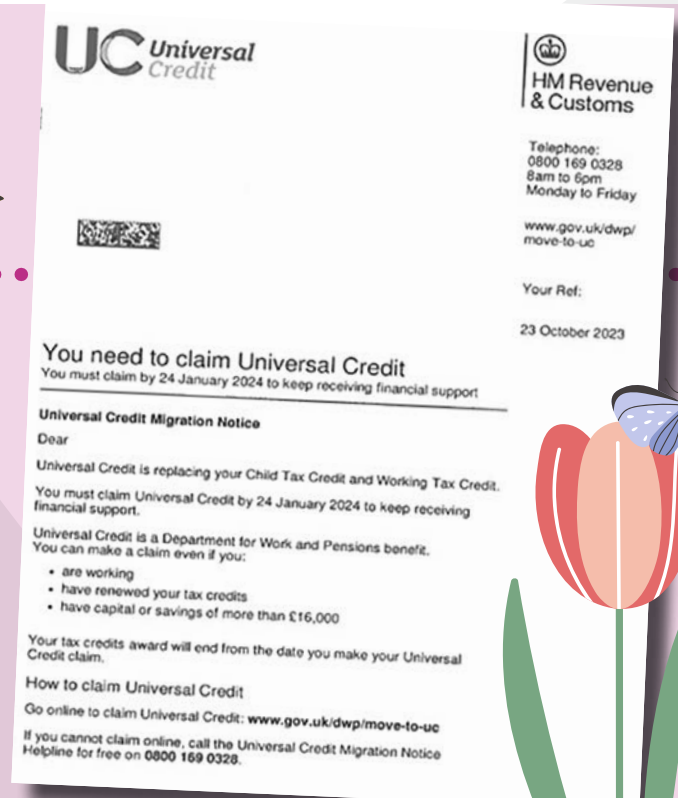


Have you received a *Universal Credit Migration Notice*? The government is moving people from benefits like Tax Credits and Housing Benefit to Universal Credit.

Key points:

- Wait for your migration letter before applying.
- You have three months to apply once you get it.
- Get advice early to keep your full entitlement.
- Missing the deadline means your old benefits stop.
- UC includes rent—pay your landlord directly, or ask for it to be paid to them (in Scotland).

Don't ignore your letter—get advice and apply on time!



Meet the Team



We would like you to get to know us better. In this edition we speak to our Director, Diane Hendry.

Q: How long have you worked in the sector?

A: A very long time! I started my career with Scottish Homes in March 1992 so that makes 34 years.

Q: What is the biggest change you have seen?

A: When I started there was a real willingness for tenants to participate as housing conditions were poor. Properties are a much better standard now but it's hard to encourage people to be involved in the community.

Q: What is your vision for Wellhouse?

A: A community that comes together and moves forward to a bright future. I would also love to see

new build houses within our 3 gap sites. We are moving in the right direction, but the process just seems to take so long.

Q: Away from housing what do you like doing?

A: Spending time with family and friends. I think that is so important. Time permitting, I like to run a bit and try and get to the gym. I need more hours in the day.

Q: What is your message to the Wellhouse residents?

A: Wellhouse is your housing association. We are here to help and will do whatever we can for you. Do not hesitate to reach out to us.

Please Keep Us Updated

To help us keep our records accurate and make sure we can provide the right support, please let us know if there are any changes in your household.

This could include:

- A child joining or leaving the household
- Someone moving in or out
- The death of a household member

- A partner moving in or leaving
- A family member or carer moving into your home

Keeping us informed is important, as changes to your household can affect your tenancy and any future requests you may wish to make.

If anything has changed, please contact your Housing Officer or the office.

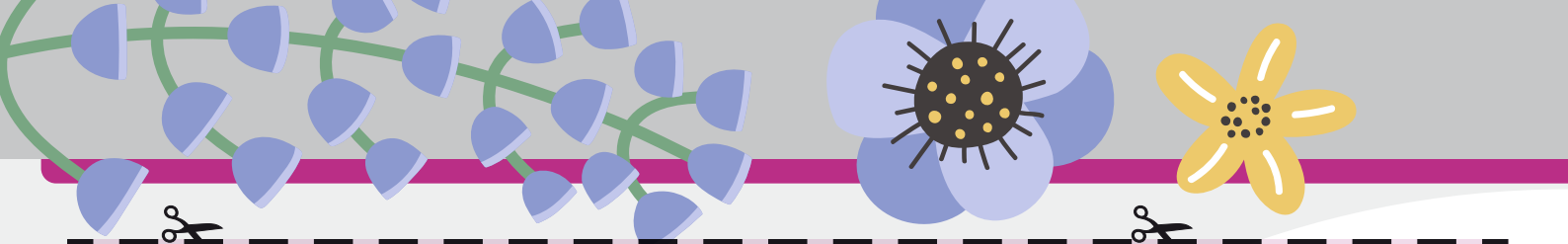
Privacy Notices updated

We have recently updated our Privacy Notices. In the Privacy Notices, you can read how we handle your personal data. We now have separate Privacy Notices for visitors to our website/office/phone calls and for our tenants and service users.

You can find all our Privacy Notices on our website:

www.wellhouseha.org.uk/privacy-notice or scan the QR-code for quick access.





Bulk Uplift Request



A handy QR code cut-out is included below to make requesting a bulk uplift quick and easy. Simply scan the code with your phone to access our bulk uplift request page — you may wish to cut it out and keep it somewhere convenient, such as on your fridge or noticeboard, for easy access whenever you need it.

Rat Sightings - Please Report

There has been an increase in rat activity across Glasgow, and some residents in our area have reported problems.

If you see a rat, please scan the QR code to report it directly to Glasgow City Council. Reporting quickly helps resolve the problem faster.

How you can help prevent rats

- Keep food waste in bins with tight lids
- Do not leave food out, including pet food
- Put rubbish in sealed bags and keep bin lids closed
- Keep your home and surrounding area clean and tidy



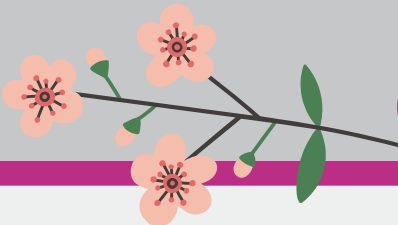
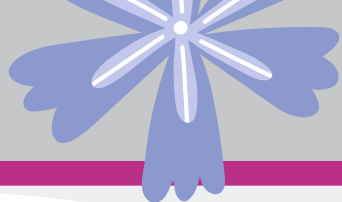
Battery recycling campaign!

Glasgow City Council has kicked off the Take Charge Glasgow initiative to help reduce fire risks in waste and recycling services caused by improperly disposed batteries and vapes. Instead of throwing them in your regular bin, please take these items to dedicated recycling points at shops or council centres.

Let's keep our waste crews safe and our city protected!

Further information can be found at www.glasgow.gov.uk/batteries





ESTATES IMPROVEMENTS UPDATE



Our Estate Wardens continue to work hard across the estate to keep outdoor areas clean, tidy and well maintained for everyone. Over the past year, their efforts have made a noticeable difference, with before-and-after photos showing the impact of ongoing improvements. From deep cleaning communal areas to maintaining gardens and outdoor spaces, this work is helping to improve the overall appearance of the estate — with plenty more improvements still to come in the months ahead.



Estate Wardens – Pressure Washing Project

A new 3-year rolling maintenance programme will cover all 9 blocks/phases across the estate.

When will works take place?

Annual pressure washing will be carried out between October and December, subject to safe weather conditions.

Areas included:

- Close entrance paths
- Bin shed areas
- Drying areas
- External walls where safely accessible

How the programme will work:

- 3 blocks will be completed each year
- Priority areas will be identified through surveys and reviewed annually

The aim is to ensure every block receives a professional restorative clean at least once every three years, helping maintain the long-term appearance and condition of the estate.



Baldovan Crescent

Work began in February 2026 to clear the fenced-off land behind 40–42 Baldovan Crescent, which had previously been left unattended and was being used for fly-tipping.

The site has now been largely cleared, and work will continue shortly to level the ground and sow grass seed. Completion is expected before the end of March.

The improvement has already made a significant difference for residents whose homes overlook this area, and we are pleased to have received positive feedback from those who have noticed the transformation.



Garden Maintenance 2026/27

Our garden maintenance programme will recommence on 1 April 2026.

Significant progress was made last season, and we look forward to continuing improvements across the estate.

To help us maintain these standards, residents are asked to:

- Remove litter from gardens and backcourts
- Clear any dog fouling
- Move furniture, toys or other items to allow full access for grass cutting

If you wish to opt out of the garden maintenance service and have not yet informed us, please speak to one of our wardens, email the office, or call 0141 781 1884.

37-47 Langbar Crs

The main entrance doors to each flat at 37–47 Langbar Crescent will be replaced during 2026/27. Once surveys and tendering have been completed, tenants will be contacted with further information and installation dates.

Kitchen & Bathrooms

During 2025/26 we were able to carry out additional kitchen and bathroom replacements across our properties.

Tenants included in the 2026/27 programme will be contacted once the schedule is confirmed to arrange access for our contractor, Wright Kerr.

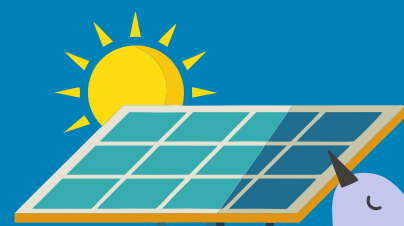
Recent feedback from tenants has been very positive, including comments such as:

“Good communication”
 “Super-efficient”
 “The boys are brilliant”
 “The house was left as it was when they arrived”
 “Very happy with the kitchen”



Solar Panels

We are currently exploring funding opportunities to install solar panels and battery storage in suitable properties. These improvements could help reduce energy costs for tenants and improve energy efficiency. We hope to provide an update soon.



OFFICE UPDATES

Change to Friday Office Opening Hours

Please note that from Friday 3rd April, our office closing time on Fridays will change slightly and will now be 4.00pm instead of 4.30pm.

This small adjustment will allow staff dedicated time at the end of each week to complete essential tasks and prepare for the week ahead, helping us maintain an efficient service for tenants. Our opening hours on all other days will remain unchanged.



Cavity Wall Insulation

We have been working with Energy Pig, who have secured funding to install cavity wall insulation in suitable properties in Baldo Road, Rigg Place, Wellhouse Gardens and parts of Bartiebeith Road. This work will help improve energy efficiency and make homes warmer.



Easter Office Closure

Please note that our office will be closed over the Easter holiday period on Friday 3 April and Monday 6 April. Normal office hours will resume on Tuesday 7 April. If you have an emergency repair during this time, please contact our out-of-hours emergency service.

May Day Bank Holiday

Please be advised that our office will be closed on Monday 4 May for the May Day Bank Holiday. The office will reopen as normal on Tuesday 5 May. Emergency repairs can still be reported through our out-of-hours service.

Office Closure – Monday 15 June

Please note that our office will be closed on Monday 15 June, following approval of an additional public holiday granted by the Management Committee to mark the Scottish World Cup public holiday. Normal office hours will resume on Tuesday 16 June. Emergency repairs should be reported through our out-of-hours emergency service.



Your Committee Needs You – Make a Difference

Care about your community? Join our Management Committee and help shape Wellhouse's future. Committee members play an important role in making decisions about housing services, rent levels, planned improvements, community priorities and the overall direction of the Association.

It's a great opportunity to have your say on local issues, represent residents, gain new skills and work alongside others who want to make a positive difference in the area. No experience is needed – just enthusiasm and an interest in your community.

Contact Suzanne at 0141 781 1884 or suzanne@wellhouseha.org.uk for more info.



Wellhouse: the Place to Be



wellhouse
Housing Association

Caring Open Respectful Empathy



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		4pm

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

**MAKE
A
STAND**

Our homes, our people,
our problem.

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

#makeastand
cih.org/makeastand

women's aid
until women & children are safe



Chartered
Institute of
Housing



CARING • OPEN • RESPECTFUL • EMPATHY

Wellhouse: the Place to Be
wellhouse
Housing Association

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



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