



the wellhouse news

A large circular photograph of a young child wearing a vibrant, multi-colored knit hat and a pink jacket, laughing and playing in a field of fallen autumn leaves. The child's arms are outstretched, and they appear to be enjoying the moment.

Welcome to your Autumn Newsletter

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wellhouse
Housing Association

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

A MESSAGE FROM THE CHAIR:



Maureen Morris

Maureen Morris
Chair

Welcome to your autumn 2022 newsletter – you will find a report on the AGM and your new committee who were elected on the night. We are currently looking at a few co-options and should have more committee members by the next newsletter, although we are always looking for local residents who are interested in participating so please get in touch if you want to know more about how to be more involved in the running of the housing association.

You will find more details on the activities being provided by Easthall Residents Association which are going from strength to strength – let us know if there are other activities you would like to see in Wellhouse.

I would encourage you to look through the important article from Laura our income advice officer. We are very aware that these are challenging times for everyone and your committee is looking closely at any and all measures we can take to make things easier. Of course, we need to make sure the association remains

viable too and the article in the newsletter by my colleague David Bookbinder gives you an idea of the issues. If you are worried about any of this or have any questions, please get in touch.

Meantime, enjoy your autumn and start planning your prize-winning Christmas lights!



THE AGM 2022

AGM

Annual General Meeting

Nothing could have prepared any of us for the onslaught of Covid-19. We are pleased to report that this year we held another successful AGM in the Hub Café as well as having the facility for members to join the meeting virtually. The membership approved the following election results.

Election Results:

Under Rule 41.1, 2 members who were appointed as co-optee's in the course of the preceding year; were required to seek election at the AGM, these being:

- Gordon Kerr – Co-optee
- Helen Lafferty – Co-optee

They did not require nomination.

Under Rule 38 the following 3 members stood down and are sought re-election, they did require nomination. Because there were fewer nominations than places on the committee, all those seeking re-election were properly elected; these being:

- Maureen Morris
- Jane Heppenstall
- Shona McKenna

There were no Appointees in the course of the course of the preceding year.

Congratulations to all those that were elected. Your new committee is:

- Maureen Morris, Chair
- Darron Brown, Elected Member
- Jane Heppenstall, Elected Member
- Shona McKenna, Elected Member
- Michelle Harrow, Elected Member
- Gordon Kerr, Elected Member
- Helen Lafferty, Elected Member

The business of the meeting included a report from the Chairperson, Maureen Morris, which included a showcase of achievements/activities during the year and a financial report from our External Auditors.

The Chair thanked everyone for attending the meeting. She highlighted the results of the garden competition which can be found on page 11, along with further information on this year's Christmas lights competition

SCOTTISH CHILD PAYMENT IS CHANGING

From 14 November, all children currently in receipt of Scottish Child Payment will have it automatically increased to £25 per week. Applications for Scottish Child Payment will also be open to all eligible under-16s from that date – with all payments backdated to the date of application. Eligible families and carers can find out more and apply at mygov.scot/beststart or by calling Social Security Scotland free on 0800 182 2222.

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 if you are eligible.

Cost of Living support

A new website providing information on the wide range of advice and financial support available to people in Scotland has been launched.

Developed by the Scottish Government as a ‘one stop shop’ to help those struggling with the cost-of-living crisis, the website includes information on help available for households to meet rising energy, housing and other costs.

It also provides details on accessing Scottish and UK social security payments, including online benefit calculators, as well as wider health and wellbeing information.

You can visit the website <https://costofliving.campaign.gov.scot/>

£400 Energy Bills Support Scheme

Households will start 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



Laura Reilly
Laura Reilly
INCOME & ADVICE OFFICER



Watch out of 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.

Cost of living payments

You may get a payment to help with the cost of living if you're getting certain benefits or tax credits.

You do not need to apply. If you're eligible, you'll be paid automatically in the same way you usually get your benefit or tax credits. The payments will be made separately from your benefit or tax credits.

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 on your eligibility.

Have you run out of electricity or gas?

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 credit until you can top up. The credit normally has to be paid back.
2. 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.
3. 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. Applications can be made online 24 hours a day by visiting: <https://www.glasgow.gov.uk/index.aspx?articleid=17160>

4. Contact the Scottish Citizens Advice Helpline on 0800 028 1456. The helpline is available Monday to Thursday 9am to 3pm and Friday 9am to 12pm.



Universal Credit

You were eligible for the first Cost of Living Payment of £326 if you were entitled to a payment (or later found to be entitled to a payment) of Universal Credit for an assessment period that ended in the period 26 April 2022 to 25 May 2022. This payment has already been made.

You will be eligible for the second Cost of Living Payment of £324 if you were entitled to a payment (or later found to be entitled to a

payment) of Universal Credit for an assessment period that ended in the period 26 August 2022 to 25 September 2022.

The payment will be made separately from your benefit.

Universal Credit 'nil awards'

You will not be eligible for the Cost-of-Living Payment if your earnings reduced your Universal Credit to £0 for the qualifying assessment

period. This is sometimes called a 'nil award'. If money has also been taken off for other reasons (such as payments of rent to your landlord or for money that you owe), you might still be eligible.

When you'll be paid

The first cost of living payment of £326 has already been made and the second payment of £324 will be paid Between 8 and 23 November 2022 for most people

Income-based JSA, income-based ESA, Income Support and Pension Credit

You were eligible for the first Cost of Living Payment of £326 if you were entitled to a payment (or later found to be entitled to a payment) of income-based JSA, income-related ESA, Income Support or Pension Credit for any day in the period 26 April 2022 to 25 May 2022.

You will be eligible for the second Cost of Living Payment of £324 if you were entitled to a payment (or later found to be entitled to a payment) of income-based JSA, income-related ESA, Income Support or

Pension Credit for any day in the period 26 August 2022 to 25 September 2022.

The payment will be made separately from your benefit.

When you'll be paid

The first cost of living payment of £326 has already been made and the second payment of £324 will be paid Between 8 and 23 November 2022 for most people

Tax Credits

You may get a payment of £650 paid in 2 lump sums of £326 and £324 if you have an award of any of the following:

- Child Tax Credit
- Working Tax Credit

Eligibility

To get the first Cost of Living Payment of £326, you must have received a payment, or an annual award of at least £26, of tax credits

on any day in the period 26 April 2022 to 25 May 2022.

If you have a joint claim with a partner, you will get one payment of £326 and one payment of £324 for your joint claim if you're entitled.

If you get both Child Tax Credit and Working Tax Credit, you will receive a Cost-of-Living Payment for Child Tax Credit only.

If you get tax credits from HMRC and a low – income

benefit from DWP, you will get a Cost-of-Living Payment from DWP only.

When you'll be paid

The first cost of living payment of £326.00 has already been made and you will receive the second cost of living payment of £324.00 shortly after people on the low income DWP benefits have been paid

Winter Fuel Payment

If you are Pension age and you're entitled to a Winter Fuel Payment for winter 2022 to 2023, you will get an extra £300 for your household paid with your normal Winter Fuel payment from November 2022. This is in addition to any Cost-of-Living Payment you get with your benefit or tax credits.

The full amount of Winter Fuel Payment you will get for winter 2022 to 2023 depends on your circumstances. The Winter Fuel payment is normally paid automatically if you are eligible but in some circumstances you may need to apply.

If you have not had a Winter Fuel Payment before, you only need to claim if any of the following apply:

- you do not get benefits or a State Pension
- you only get Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit

- you get benefits or a State Pension but live in Switzerland or an EEA country
- you get an Adult Disability Payment from the Scottish Government

If you have had a Winter Fuel Payment before, you only need to claim if since your last payment you have either:

- deferred your State Pension
- moved to Switzerland or an EEA country

You can make a claim for a Winter Fuel Payment from 1 August 2022 by calling the Winter Fuel Payment Centre on 0800 731 0160 Monday to Friday, 8am to 5pm

Remember in most cases the payment is made automatically, if you usually get a Winter Fuel Payment then you should continue to receive it automatically and do not need to make a new claim.



Social Security Scotland
Tèrainteachd Shòisealta Alba

Adult Disability Payment is replacing Personal Independence Payment in Scotland

What is happening?

From 2022 around 300,000 people in Scotland who get Personal Independence Payment (PIP) will have their benefit moved to Social Security Scotland and start getting a new benefit called Adult Disability Payment. They will no longer be with the Department for Work and Pensions (DWP).

Why is this happening?

This is because Social Security Scotland is taking over some benefits from the Department for Work and Pensions for people in Scotland.

What will happen to benefit payments?

Payments will be the same amount as they are with the Department for Work and Pensions and there will be no gap in payments.

What will happen during the move?

Social Security Scotland and the Department for Work and Pensions are working together to make sure there are no gaps or delays to payments.



- 1 You will have already had a letter from DWP to let you know your benefit is being moved to Social Security Scotland.
- 2 This letter from Social Security Scotland is to tell you the move of your benefit has started.
- 3 Social Security Scotland may need to confirm some of your personal details. They will call or send a letter.
- 4 When Social Security Scotland starts managing your benefit we will write to you to let you know it has moved.
- 5 If you already have a Motability vehicle, your lease will be moved to Social Security Scotland at the same time as your benefit.
- 6 If you get benefits or services from other organisations, you will need to let them know your benefit has moved to Social Security Scotland.



If you get other benefits

Your eligibility for other benefits will not change because of the move. When your benefit starts moving to Social Security Scotland, you'll need to tell:

- your local council
- the Department for Work and Pensions (DWP)
- HM Revenue and Customs (HMRC).

Find out more go to mygov.scot/related-benefits or call us free on 0800 182 2222.

Accessible vehicles with Motability

If you already have a Motability vehicle, your lease will be moved to Social Security Scotland at the same time as your benefit.

When you have your review, if you get the enhanced rate mobility component, you can lease a vehicle through the Scottish Government's Accessible Vehicles and Equipment Scheme.

You and your data

The Department for Work and Pensions will move your personal data to Social Security Scotland. We will become responsible for keeping it safe and up to date.

Go to mygov.scot/social-security-data or contact us to find out more about:

- how we protect personal data
- the right to access personal data
- how to correct any inaccurate personal data we hold.

Keeping the Department for Work and Pensions up to date

We will make your Adult Disability Payment award using information we get from the Department for Work and Pensions about your current Personal Independence Payment award.

If you think this information is not up to date or incorrect, you must contact the Department for Work and Pensions. You may be committing an offence if you do not tell the Department for Work and Pensions that you want to make a change to the information they hold about you and as a result, we base your Adult Disability Payment award on inaccurate information.

The Department of Work and Pensions will tell us you have told them about a change. We will contact you about this change once your Adult Disability Payment starts.

Who to contact during the move

You must contact the Department for Work and Pensions as soon as possible on 0800 121 4600 if:

- you believe they hold information that is incorrect
- there has been a change that you have not yet reported
- anything changes before your Adult Disability Payment review.

If you have any questions about the move and why it is happening go to mygov.scot/contact-social-security-scotland to find out how to contact us, including web chat.

If there is a change after your Adult Disability Payment starts

You must tell us about any changes so we can make sure our records are accurate. As with the Department for Work and Pensions, the law says that you have to keep us up to date with any changes.

COMMS/ADP-case-transfer-letter/insert/ADP/VI/May2022

Follow Social Security Scotland



mygov.scot



Social Security Scotland
Tèarainteachd Shòisealta Alba

Applying for Adult Disability Payment

Extra money to help with the costs of living with a disability or long-term health condition.



mygov.scot

What is Adult Disability Payment?

Adult Disability Payment is extra money to help you if you have a long-term illness or disability that affects your everyday life.

You could get between £24.45 and £156.90 a week. The amount you get depends on how your condition affects you.

Who can apply?

You can apply for Adult Disability Payment if you:

- have a mental or physical disability
- are terminally ill
- have not yet reached State Pension age

It does not matter if you're working or not working, your income and savings are not considered.

How are the payment rates calculated?

Adult Disability Payment is made up of two parts:

- daily living
- mobility

You might qualify for one or both parts.

Daily Living component

This has 2 different payment rates:

- standard - a weekly rate of £61.85
- enhanced - a weekly rate of £92.40

Your daily living and mobility needs are not only about your physical ability. You may also have emotional, intellectual, mental, developmental or learning difficulties that mean you need help to do some things.

Mobility component

There are 2 payment rates for the mobility component:

- standard - weekly rate of £24.45
- enhanced - weekly rate of £64.50

What information will I need to apply?

There are 2 parts to the Adult Disability Payment application:

Part one will ask you for:

- your personal details such as date of birth and your main address

Part two will ask you for:

- details about your condition and how it affects your ability to look after yourself, understand information and communicate with other people
- what help and support you need and why
- your ability to move around outdoors and make journeys
- details of any medication, treatment or equipment you need

The questions will give you the chance to tell Social Security Scotland as much as you can about how your condition affects your daily life.

Social Security Scotland need this information to help them decide if you can get Adult Disability Payment.

If your application is successful, you will be paid from the date you submit part one.

You can still apply for Adult Disability Payment if you do not have a bank, building society or credit union account. You will need to tell Social Security Scotland how you want to be paid if your application is successful.

When will the payment be made?

Your first payment will be calculated from the date the first part of your online application was submitted. Or, from the date you phoned Social Security Scotland to start the application process, if you applied by phone and paper form.

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

If you are terminally ill, Adult Disability Payment is paid weekly in advance.

What if you already get Personal Independence Payment (PIP) or Disability Living Allowance from the DWP?

You do not need to apply for Adult Disability Payment.

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

How do I find out more and apply?

You can find out more and apply online at mygov.scot/benefits. You can apply over the phone or ask for a paper application form by post by calling Social Security Scotland free on **0800 182 2222**.

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

Do you need support from an advocate?

VoiceAbility independent advocacy service supports disabled people when applying for Social Security Scotland benefits. Contact VoiceAbility for free on **0300 303 1660** or by visiting www.voiceability.org.

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



HAPPY TO TRANSLATE
Call 0800 182 2222

Follow Social Security Scotland





QUICK TIPS

from the Energy Saving Trust to help you heat your home for less

Energy prices to be fixed from 1 October but remain severely high.

As we head into the colder months and with the price of energy set to remain almost twice as high as it was last October, we are highlighting ways that people can stay warm for less this winter.

Below, we are outlining low-cost actions and easy changes around the home that people can take now to reduce energy and therefore money wasted through heat lost from their homes. At the same time, we are urging everyone that can to take advantage of the current support available to help improve home energy efficiency.

On 1 October, the UK Government’s Energy Price Guarantee will come into place, which will fix the price per kWh for gas and electricity for UK households for the next two years. This will protect bill payers from further price increases as the wholesale cost of gas continues to rise. However, it will still mean that the average home’s annual bill will be approximately £2,500

– an increase of 97% compared to last October and 27% compared to the last price cap period April-September 2022 (based on energy price cap levels, not taking into account UK Government support).

We know that many people will have already made changes and adapted to cut back on using energy around the home. Simple, quick energy saving actions may be small but they do all add up to reduce energy use and in turn, your bills. To manage and maximise the efficiency of heating systems and stay warm for less, our tips include turning down the thermostat, installing heating controls and ensuring there is space around radiators.

Four tips to heat your home for less

1. If you are warm enough, try turning down your thermostat by one degree to save around £145 a year. For most, the lowest comfortable temperature to set your heating is between 18°C and 21°C (as advised by the World Health Organisation).
2. Keep a gap between your radiators and furniture, make sure curtains aren’t hanging in front of radiators and remove radiator covers to get the most heat.
3. It costs less to set your heating to come on when you need it and just in the rooms that you are using, rather than keeping it on low all day.
4. Gas is still a cheaper fuel than standard rate electricity, so if you have gas central heating it is generally advisable to use this over individual electric heaters. The exception may be if you only want to heat a small area of a room for less than a few hours.

APPLIANCE	COST PER DAY	COST PER WEEK	COST PER MONTH	COST PER YEAR
ELECTRIC COOKER	87P	£6.09	£26.38	£316.54
DUAL FUEL COOKER (GAS AND ELECTRIC)	72P	£5.08	£22	£264.03
GAS COOKER	33P	£2.32	£10.07	£120.83
SLOW COOKER	16P	£1.15	£4.98	£59.76
AIR FRYER	14P	£1.01	£4.40	£52.74
MICROWAVE	8P	58P	£2.50	£30.02

Significant Performance Failure



Carol Hamilton

Carol Hamilton
HOUSING & CUSTOMER SERVICES
MANAGER

If you are a tenant of a Wellhouse Housing Association, you can report a significant performance failure (SPF) to our Regulator. A group of tenants or an individual acting on behalf of tenants, such as a representative of a registered tenants' organisation, can also report an SPF to them.

What is a significant performance failure?

The Scottish Housing Regulator (SHR) has set out what it means by an SPF. An SPF is where a landlord:

- consistently and repeatedly fails to achieve outcomes in the Scottish Social Housing Charter or outcomes agreed locally with tenants; or
- has not reported its performance annually to its tenants or the annual reported performance does not reflect actual performance; or
- has materially failed to meet Regulatory Standards; and
- the landlord's action(s), or failure to take action, puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.

For example, an SPF could happen where Wellhouse Housing Association:

- fails to carry out health and safety requirements, such as annual gas safety checks
- is not maintaining tenants' homes or carrying out repairs in line with its legislative duties and published policies;
- fails to have appropriate governance and financial procedures in place or apply them; or
- does not consult tenants about issues such as proposed rent increases and other policies that affect tenants.

The Scottish Housing Regulator has issued updated

Factsheets (20 April 2022) that you will find on our website or is available from our office on request.

You will also find an SPF leaflet and reporting form on the SHR website at

<https://www.housingregulator.gov.scot/for-tenants/how-we-regulate-information-for-tenants/significant-performance-failure-reporting-form>

Changes or alterations to your property

Please remember that your tenancy agreement states that you must ask for permission if you are wanting to make changes or alterations to your property. Recently we have discovered that some tenants have arranged their own loft conversions, or removed walls, which do not meet building regulations and very expensive repairs are now required to reinstate the property back to its original condition and to make them safe. We will have to recharge the tenants for this and in some cases, we are considering legal action. This also applies to garden improvements, so if you are considering building a decking or outbuildings, please ask us for permission first so that we can ensure that they comply with building regulations.

GARDEN COMPETITION WINNERS

This competition is always a challenge to judge. But that's a good challenge to have, because it shows that Wellhouse is full of people who have a pride in the area and their gardens show that pride.

The independent judging was carried out by Cllr Kevin Lalley who was very impressed with the standard on show. We would like to thank him for taking the time out of his busy schedule to walk around the neighbourhood, take photographs and submit his selection to us. Please see his comments below. Each of winners received a £30.00 voucher for love to shop. The winners were:

Best Overall Garden: Mrs Baxter



Cllr Lalley commented. "Not a lot to disagree with in this garden. I pass this area regularly and have noticed and commented for years how beautiful this garden is. I spoke to the resident and she just loves what she does, the neighbours above have also said they love sitting in their balcony looking onto it".



Best Veranda/Balcony: Malgorzata Danilczuk & Ian Kirkpatrick

Cllr Lalley commented. "I loved the sun shining into the balcony and it was accessorised with detailing in both corners"



Best Container Garden: Mr and Mrs Hinzlewood

Cllr Lalley commented "I loved the positioning of the pots on the wall and all around the corner utilising the entire building".



Christmas display competition

It's nearly that time of year again and everyone is starting to think about Christmas and all that comes with it.

We know that these are difficult times with fuel/ electricity and the cost-of-living increases, however 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 of those lovely displays and we will announce the winner on our website and in a future newsletter.

The lucky householder will be contacted before we close for the Christmas holidays and they will receive a £50 gift voucher. Good luck!!!

Win a
**£50 gift
voucher!**

Fire Safety Common Close and Stairway



Bill Black

Bill Black
ASSETS AND MAINTENANCE
MANAGER



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).

Remember to test your Smoke Detectors Weekly.

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



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

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can



For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Electrical Safety Inspections

The Scottish Government clarified in April 2020 that, in order to demonstrate compliance with Element 45 of the Scottish Housing Quality Standards (SHQS) – Safe Electrical Systems, landlords must organise electrical safety inspections by a competent person at intervals of no more than five years. Wellhouse HA has an ongoing dedicated programme of Electrical Installation Condition Reports (EICR) our Contractor G.E.S. Ltd will be in contact to make arrangements for Access with those involved in this year's Inspections..

These inspections are undertaken to ensure that the electrical system in your home is and continues to be in a safe condition. As part of this inspection, the electrician may require carrying out essential electrical repairs which are identified.

THESE ARE LEGAL 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/

Thank you for your assistance with this.

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.

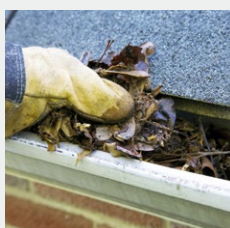


Cold Water Storage Tanks

Following on from inspections of the cold water storage tank tanks located in some of the common closes we will be continuing to carry out remedial works identified. Rankine Environmental will be carrying out this work can we ask you to assist them, they will notify each address as they carry out the works please follow any instructions they may advise in the letter.

Gutter Cleaning and Roof Anchor Testing

Latto Maintenance Ltd will be carrying out the gutter cleaning programme and roof anchor inspection for this year over the Autumn months. Please assist them with any access they require.




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.





Sleeping Beauty

platform
the arts centre in Glasgow's east end

MATTRESS WORLD KINGDOM
KING OF LOW PRICES!

Book now for Christmas at Platform!

Family friendly and packed full of fun, *Sleeping Beauty* takes place in 'Mattress World Kingdom', where Big Jimmy is the King of Low Prices!

Jimmy likes to dress as Elvis to entertain the customers, but really, he's doing it all for his daughter Beauty - just don't call her that! Life is good until an evil curse emerges that threatens everything - who will save the day in time for Christmas?

Recommended age 5yrs+

A BRAND NEW VERSION OF *SLEEPING BEAUTY* WRITTEN BY LEWIS HETHERINGTON AND PRESENTED BY PLATFORM IN ASSOCIATION WITH GLASGOW KELVIN COLLEGE

Tue 6 Dec	10am & 7pm
Wed 7 Dec	10am & 1pm
Thu 8 Dec	7pm
Fri 9 Dec	10am & 7pm
Sat 10 Dec	2pm & 7pm
Mon 12 Dec	1pm & 7pm
Tue 13 Dec	10am & 7pm
Wed 14 Dec	10am & 1pm
Thu 15 Dec	7pm
Fri 16 Dec	10am & 7pm
Sat 17 Dec	2pm & 7pm
Mon 19 Dec	10am & 7pm
Tue 20 Dec	10am & 7pm
Wed 21 Dec	10am & 1pm
Thu 22 Dec	7pm
Fri 23 Dec	2pm & 7pm

TICKETS: £9.50 (standard)
£6 (concession) | £5 (Local Links)

platform-online.co.uk | The Bridge, 1000 Westerhouse Road
Easterhouse, Glasgow, G34 9JW
0141 276 9696 | info@platform-online.co.uk




POP-UP FREE PANTRY

THE HUB
49 WELLHOUSE
Crescent
G33 4LA

FREE SERVICE
4.30 - 6.30PM

OCTOBER: 13TH / 27TH
NOVEMBER: 10TH / 24TH /
DECEMBER: 8TH / 22ND
JANUARY: 5TH / 19TH



THE HUB CAFE

OPEN MONDAY TO FRIDAY 10AM TO 2PM

MENU

<p>HOT ROLLS</p> <p>Sausage - Square or Links £1.20 Bacon £1.40 Egg £1.00 Potato Scone £1.00 Burger £1.80 Cheeseburger £2.00 Extra items (each) 50p</p>	<p>COLD ROLLS/WRAPS</p> <p>Ham £1.30 Cheese £1.30 Tuna £1.50 Chicken Mayo £1.50 Chicken Tikka £1.50 + cheese/salad/ coleslaw 20p</p> <p>TOASTIES</p> <p>Ham £1.60 Cheese £1.60 Tuna £1.80 Chicken Mayo £1.80 Chicken Tikka £1.80 + cheese/tomato/onion 20p</p>	<p>BAKED POTATOES</p> <p>With 1 Filling £2.50 + salad/coleslaw 50p</p> <p>MAIN MEALS</p> <p>Fish and Chips £2.50 Burger and Chips £2.50 Cheeseburger and Chips £2.70 Tuna Pasta £2.20</p>	<p>SNACKS</p> <p>Chips £1.00 Chips n Curry £1.50 Chips n Gravy £1.50 Chips n Cheese £1.50</p> <p>HOMEMADE SOUP</p> <p>On it's own £1.20 Soup + Sandwich £2.00</p> <p>EXTRA'S</p> <p>Tea or Coffee 50p Can of Juice 70p Crisps 50p</p>
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The Hub, 49 Wellhouse Crescent, Glasgow, G33 4LA

David Bookbinder: Now the facts – an extended rent freeze would savage Net Zero investment



David Bookbinder considers the financial implications a proposed freeze or cap on social housing rents would have for a housing association's Net Zero aspirations.

As always after populist announcements, it's good to get real about the implications. A single year's rent freeze next April could take £660m out of the social housing sector's investment in Net Zero and other improvements. A short-term sugar hit but long-term financial suicide and a disaster for our efforts to tackle climate change.

Even before this week's announcement, many housing associations were already facing having to make reductions in investment in their homes in the next 2-3 years, to manage the combination of high inflation and rent increases well below inflation.

That was the message coming out of a membership session GWSF held last Friday, facilitated by consultant Paul McNeill, to look at how HA business plans would need to change dramatically to ensure financial viability.

The cost of living crisis affecting our tenants and communities is a huge preoccupation for our members. As community-based associations, they have always sought to support local people to be as resilient as possible when crises hit. We thought Covid might never be topped but this crisis now looks even worse.

With the likelihood of inflation being around 14% by the end of the year and some economists predicting even higher figures for 2023, housing associations had already recognised that rent increases next year would be significantly below this level as they tried to cushion the blow.

At our session last week, before the rent freeze news,



we looked at a scenario where below-inflation rent increases of 7% in 2023 and 5% in 2024 would lead to an association running out of money after 5-6 years if it continued with its existing investment plans (and even worse for associations which froze rent during Covid).

Updating that scenario to now factor in a possible rent freeze in both April 2023 and 2024, the association runs out of money in year 4.

Needless to say, no housing association intends to let that happen. But pulling back on investment in existing stock – and potentially in new build too – is likely to start happening very soon.

Every housing association will be identifying its own inflation impacts. A very recent survey of members indicated that in the last two years they've seen a 32% increase in the cost of kitchens, 27% for bathrooms, 33% for a rewire, and up to 500% in fuel costs. A grim picture, even with rental income at normal levels.

The impact of just one year of a rent freeze is chilling.



Take a housing association with 1,000 homes:

- The rent is £4,000 p.a. and so rental income is £4m p.a.
- Let's suppose that with inflation around 14% next April, the HA had been planning a 7.5% rent rise (i.e., still taking a hit on income v outgoings)
- That would have added £300,000 to rental income
- A freeze takes away that £300k every year of the 30-year business plan
- That's more than £11m allowing for compounding
- Grossed up to cover 600,000 homes in the social rented sector, that's £660m, on top of the losses already incurred from having a below-inflation increase

And as things stand, more than two-thirds of that sum would have come from the UK Government through Housing Benefit and Universal Credit, albeit acknowledging that people in low paid work are always worst hit by rent increases.

Our members will be keen to reassure tenants that getting repairs done quickly and effectively remains a priority, as it was during Covid. But programmes such as kitchen and bathroom replacements are going to have to be urgently reviewed and revised.

And quite where it leaves Net Zero investment is anyone's guess. It's hard to see how associations could carry out retrofit and install renewable heating systems without being fully funded: they simply won't have the cash.

Yet again the Minister's telling us that the main concern is the private rented sector, but the response is to use a blunt instrument to hit the social sector in the same way.

A freeze (or a cap) also removes an association's flexibility to consult tenants on what they think would be a suitable compromise between rent and investment levels. That makes it incredibly hard for upcoming rent consultations to be meaningful.

A decision on April 2023 really needs to be taken well before the end of 2022 if landlords are to plan with any certainty. Without a decision, the only option is to plan for major cuts in investment now.

Very initial soundings about the post 31/3/23 position suggest a willingness to (a) look at treating the social sector differently from the PRS, and (b) consider options other than a freeze. This is, tentatively, promising: we don't want Net Zero to become the term used to describe the contents of housing association bank accounts. We need a large dose of common sense if Scotland is to avoid a massive own goal.

- David Bookbinder is director at the Glasgow and West of Scotland Forum of Housing Associations (GWSF)





Lots of fun activities including:
Sports, arts and crafts, Digital Fun, Cinema Days,
'Auld Skool' Games and much more



Monday - FREE 'Outta' Skool' Club
3.30pm to 5.15pm
Fun 'auld skool' games and more
including free snack



FREE -Tuesday Night Youth Club
P1-P4 from 6PM-7:15PM
P5-S2 from 7:30PM-9PM



Wednesday - FREE 'Outta' Skool' Club
3.30pm to 5.15pm
Cake Decorating, fun baking and lots more
including free snack



Friday - FREE 'Outta' Skool' Club
3.30pm to 5.15pm
Digital Fun, Cinema and Chill out day
including free snack



FOR MORE INFORMATION

Contact our Facebook Page: The Hub at Wellhouse or nip into The Hub

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

EMERGENCIES

Should an emergency situation arise during out of hours you should contact the following contractors:

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

Out of hours emergencies:

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



Wellhouse: the Place to Be



wellhouse

Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

How to contact us

We are open in the hub daily from 9am

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

Call us on 0141 781 1884.

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

**MAKE
A
STAND**

Our homes, our people,
our problem.

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

#makeastand
cih.org/makeastand

women's aid
until women & children are safe



Chartered
Institute of
Housing



TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

Wellhouse: the Place to Be
wellhouse
Housing Association

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



Scottish Charity No. SC036552



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