



the wellhouse news

Welcome to your Summer Newsletter

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wellhouse
Housing Association

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

Welcome to your Summer 2022 newsletter

Your management committee have just approved a new 3 year business plan after working closely with the staff team to produce this over the last 6 months. This document sets out our aims and objectives over that period to develop our business. All residents will receive an executive summary of the plan, the full document can be found on our website.

We have looked at the economy, the political environment, our opportunities and challenges and, above all, the needs of the community, with a focus on value for money and affordability. Our strategic objectives make clear what we will be addressing and the future direction of WHA in relation to consolidation, improvement, growth and community support and renewal. We retain ambitions toward making best use of the housing stock; maximising our income and using that to benefit the community and; keeping a close interest in the vacant sites which we hope to purchase as soon as is practical to deliver new homes and finalise the redevelopment of Wellhouse.



We will continue work with our partners and stakeholders to foster an attractive and thriving community to make Wellhouse the Place to Be.

Have a wonderful summer and stay safe.

Maureen Morris

Maureen Morris
Chair

REPORT ON THE FLOOD PREVENTION OPEN DAY



Bill Blach

Interim Director

We held the first of our informal events on 10 June 2022 in the Hub café, everyone was invited to ask questions of Wellhouse HA but more importantly our partners in flood mitigation. We have been campaigning for a number of years to address the flooding issues within our community and have had detailed discussions with a range of partners over how best to deliver a flood mitigation plan that not only mitigates the damage caused by flood but also improves the look and feel of the area. We would like to thank our partners from Scottish Water, Glasgow City Council, M2 and Suds planters for attending the event. Our thanks also to Cllrs, Daly and Lalley for dropping in to discuss our proposed plans.

If you were unable to attend the event, we are keen to get your thoughts and suggestions and find out your experiences of flooding in the Wellhouse area and understand how any improvements may help you.

The Wellhouse Drainage Strategy – Feedback form is still available for pick up in the reception area at the Hub or available for download from our website.



Estates Management Community Event



Carol Hamilton

Carol Hamilton
HOUSING & CUSTOMER
SERVICES MANAGER

An informal drop-in community event was held in The Hub Café on 24th May. The Housing service was joined by various stakeholders who are responsible for keeping Wellhouse clean and tidy. We focussed on how we can all work together to improve our environment. 24 residents popped in and they were able to direct their concerns and questions to Housing Officers, representatives from Glasgow City Council, including newly elected Councillors, as well as Police Scotland, the Scottish Fire and Rescue Service and Wellhouse & Queenslie Community Council.



The main concerns raised were around anti-social behaviour, fly-tipping and vermin. Discussions also took place around the cost of bulk uplifts, garden maintenance, dog fouling and backcourt areas.

Advice was given on the bin collection days as well as the Do's and Don'ts about recycling. Representatives from the Council were able to explain how to report fly tipping and arrange for bulk items to be collected and paid for. We realise that Fly-tipping is a continuing problem and that it affects everyone. Residents are often reluctant to report those responsible so we urge everyone to help us to make Wellhouse cleaner and report fly tippers to the Housing Office or the Council,

and between us we will try to resolve any issues.

We are actively considering the installation of CCTV cameras in some of the worst affected areas for dog fouling and fly tipping. Temporary cameras were installed for a few weeks on land owned by the Council which resulted in fly tippers being caught and fixed penalty notices being issued.

Glasgow City Council are hopeful that a recycling point will be introduced in a suitable location within Wellhouse soon. Housing Officers have been working closely with Council staff to have unsightly dumped items removed from the area while posters are being placed around hot spots and leaflets will be delivered to residents. Meanwhile, our Estates team are working tirelessly to keep the areas that the Housing Service is responsible for clean and tidy, and we have arranged for bulk items to be collected weekly from backcourt areas.

Dumped household items and refuse provide a haven for vermin to multiply so please dispose of your items in the bins provided. Environmental Health Officers have placed traps around the area in an effort to alleviate the growing problem. If you discover rat or mice infestations within your home you can report it to the Housing Team on 0141 778 1884. Alternatively, if you discover them in open spaces, please contact Glasgow City Council on 0141 287 1059, or fill in an online form on the Council website.

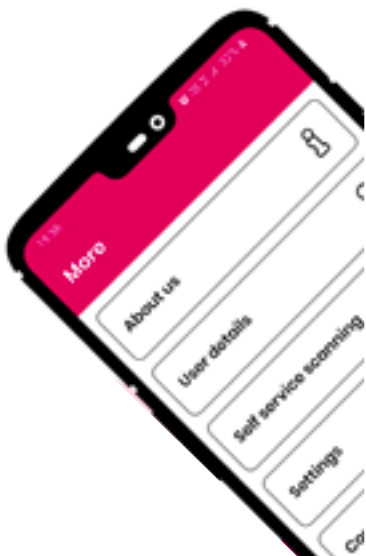
We think the event was a great success and we'd like to thank all those who came along to share their views. Another event will be arranged for an evening later in the summer so keep an eye on our website for further details.

MYGLASGOW

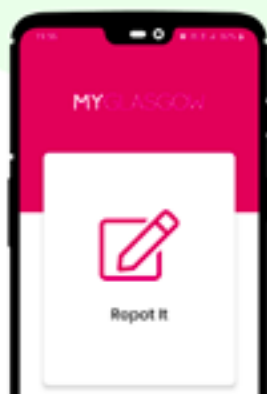
Help us to help you keep your community clean

Don't accept litter or fly-tipping on your doorstep

REPORT IT!



Report issues in detail with ease and convenience.



Using the **Myglasgow App** -
You can download our app from the App store and Google Play,
or online at www.glasgow.gov.uk
or by calling 0141 287 9700

Bulk items can be disposed of **FREE** of charge at your nearest local recycling centre located just a few minutes drive away at:

Easter Queenslie Recycling Centre
90 Easter Queenslie Road
G33 4UL

You can use our app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. Our "More Services" section also has handy links to useful information.



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.



Carol Hamilton

Carol Hamilton
HOUSING & CUSTOMER
SERVICES MANAGER

MEET YOUR

Cllr Kevin Lalley – Scottish Labour Party

My name is Kevin Lalley, I live locally within the Baillieston Ward and I consider it a privilege to be elected as a councillor to represent our community. I have worked for 42 years in construction as a plumber and for the past 12 year I

have been an Operations Manager in a department that enhanced properties to allow customers with disabilities to remain in their homes. In Autumn of 2021, I was awarded a Local Hero Award for my work with customers with special needs and my dedication and charity work towards “MAGGIES” Everyone’s home of Cancer Care, an organisation based in the grounds of The Beatson Glasgow. My own life has had a few challenges recently and being elected has given me a new challenge and work to help others

During my campaign for election, I promised to assist all of our community as we strive to emerge from a pandemic that has affected everyone mentally and physically, I want to assist communities to help all recover from 2 years of trauma and with your help we can do it.

I wish to thank everyone at Wellhouse Community Council for making me feel so welcome and I want to thank Wellhouse HA for giving me the opportunity to send you all a message in this newsletter.

I also hear that I will now be one of the judges in the garden competition and I am excited to speak to many of you on this subject, I love flowers in gardens and really do believe that colour brings life to everything so please don’t be offended when I take photos and possibly steal your ideas for my own garden.



Tenants & Residents if you don't have home contents insurance you should think about protecting your personal possessions and home contents.

These include your furniture, carpets, curtains, clothes, bedding, and electrical items. And don't forget your jewellery, pictures and ornaments.

**FIRE,
FLOOD
THEFT**

All our tenants are eligible to apply for the Diamond Insurance Scheme.

There's no excess, you can pay as you go, you don't need special door or window locks.

For further information ask your landlord for an application pack.



ELECTED COUNCILLORS

Cllr. John Daly - Scottish Conservative and Unionist Party

My name is John Daly, I consider it an honour to be elected as a councillor to represent your community. I have lived in the East of Glasgow all my life and spent a career in education, firstly as a teacher and later as a Head Teacher of various primary schools in Glasgow, mainly in the east of the city. I oversaw the successful creation of a new school campus, working closely with teachers, pupils and families in pulling together previously stand-alone schools and a Language and communication resource (LCR) for children with additional support needs.

My experience as a Child Protection Officer helped me to develop skills in working closely with social work services, police and parents. Having taken early retirement two years ago, I would like to use the skills I have developed over thirty years in the education sector to benefit the local communities in Baillieston ward as your local councillor. Helping individual constituents with a planning matter, housing or disability issues or anti-social behaviour, can really make the difference to individuals. I want to be your local champion – your voice in the city chambers, not a distant voice from a building in George Square.



Cllr. Alex Kerr - Scottish National Party (SNP)

“I am Alex Kerr and was I was delighted to be elected as an SNP Councillor for the Baillieston Ward which includes Wellhouse in May this year. Community engagement was at the heart of my campaign locally and will be a key focus for me over the next 5 years of my term. What that means is ensuring residents get a say in how their local area will develop in the future.

Part of that community engagement will come in the form of continuing to work with and support local organisations that are already delivering for the residents here in Wellhouse. Alongside this I will be using the one-to-one casework experience I have to take on and help resolve local issues residents may have.

Residents, through the community council and local representatives, will also have the chance to have a say in how to spend £1million of money earmarked for improvements like upgrading of traffic safety equipment, resurfacing of roads and footways or replacing old-fashioned sodium street lamps across a number of streets alongside other projects. I am looking forward to hearing the ideas of the community here in Wellhouse.

I will work closely with all groups locally to improve the environment for all living here, including tackling key issues in the area such as fly-tipping and dealing with issues around flooding.

I am proud to represent Wellhouse, a place where many of my family live. If there is anything I can help with, you can reach me at alex.kerr@glasgow.gov.uk or 07795 922 882.”





Alex Hogg,
Interim Assets &
Maintenance Manager

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.

Smoke Detector Upgrades



We are currently upgrading the smoke, heat & carbon monoxide detectors in line with the Scottish Governments new fire safety legislation. Our contractor G.E.S. Ltd, will contact you to make access arrangement's. It is essential that you allow access for this work to be carried out as it not only protects you and your family but also your neighbours. If you have any questions, please contact the Office.

THESE ARE BOTH LEGAL REQUIREMENTS AND YOU MUST GIVE ACCESS, 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 carrying out remedial works. 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 are currently carrying out the gutter cleaning programme and roof anchor inspection for this year. Please assist them with any access they require.

Fire Hydrants

The misuse of Fire Hydrants may result in a lack of supply, low pressure, discoloured water and localised flooding in streets. There are considerable risks to safety when setting off fire hydrants. Those who tamper with fire hydrants also risk serious injury to themselves or others due to the potential sudden release of high-water pressure. Firefighters rely on these hydrants for fighting fires and a shortage of water could endanger people's lives and property.

Please report any misuse to the police without delay. Police Scotland will take appropriate action against anyone found misusing or vandalising fire hydrants. Call 101 to report any misuse of fire hydrants.

Scottish Water – Telephone: 0800 0778 778



Fire Safety



Common Close and Stairway

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 common stair is your only means of escape in the event of a fire.



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



COMMUNITY Festival

Platform @ the Bridge
Friday 12th August

12 noon – 4pm (drop in)



Lucha DS



Kreiger



Logan Smith



Davey Blaze



**Come along
and join in the fun!**

Children need to be accompanied by an adult.

Do you need benefit advice?

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

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



Laura Reilly
Income & Advice Officer

Have you been advised to claim Universal Credit?

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

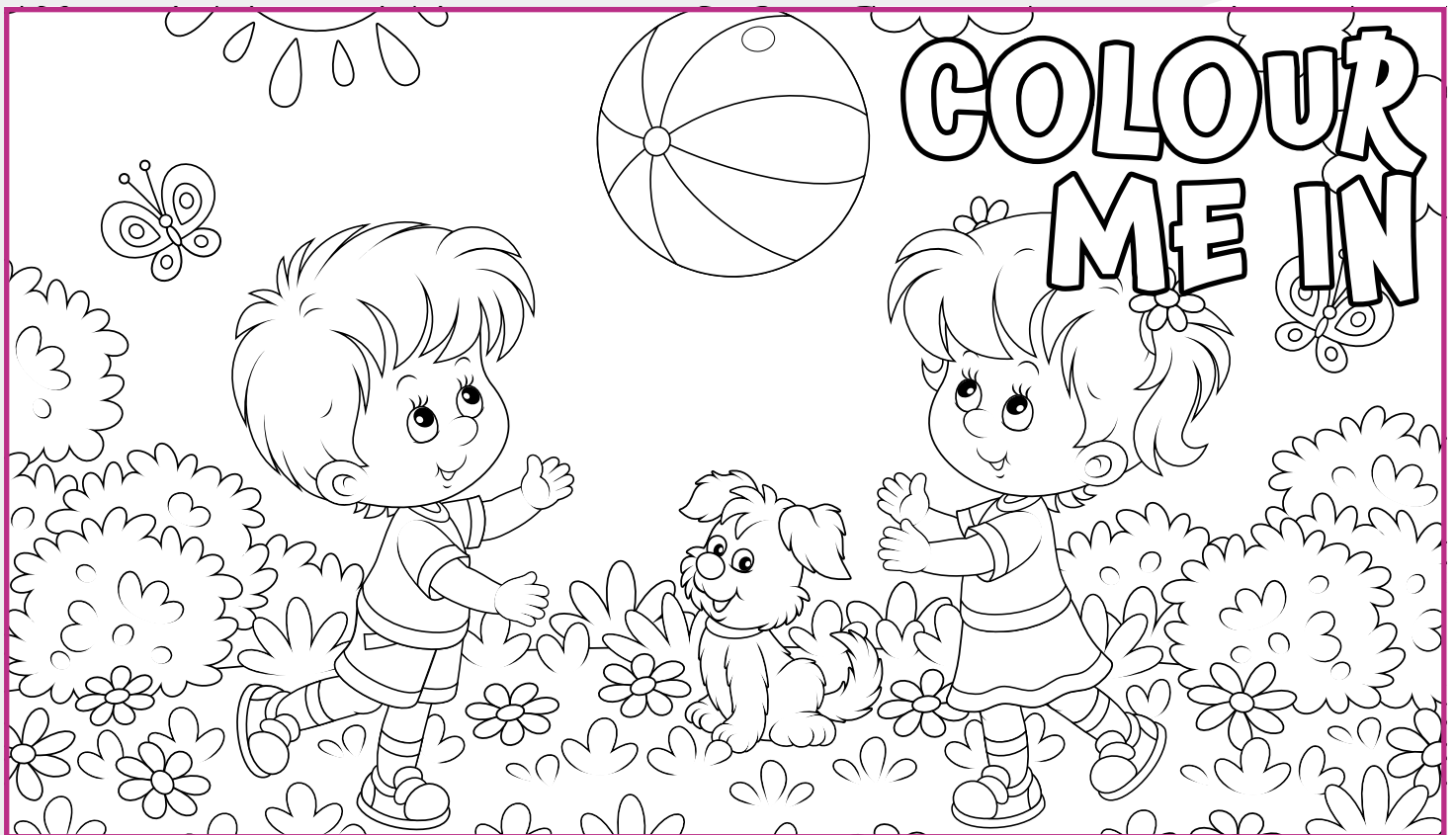


Do you have a Spare bedroom?

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

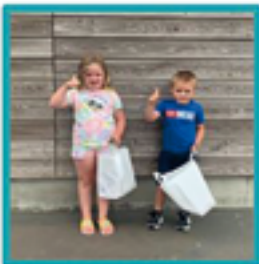
You can apply for a Discretionary Housing Payment from Glasgow City Council, online by visiting <https://www.glasgow.gov.uk> or you can get help to apply, by contacting our Income Advice Officer on 0141 781 1884.





platform
the arts centre in Glasgow's east end

FREE BREAKFAST & LUNCHES AT PLATFORM CAFÉ THIS SUMMER



**MONDAY 27 JUNE –
FRIDAY 12 AUGUST**

**WEEKDAYS FROM
10AM – 1.30PM**

Over the summer school holidays we are inviting children and their families to the Platform café to sit in and enjoy a free breakfast / lunch.

Breakfast, lunch and snacks will be served in person, onsite at the café between 10am and 1.30pm.

We also have some free creative family activities taking place throughout The Bridge. These are aimed at those age 5 - 11yrs but are suitable for the whole family!

Follow @platformglasgow on social media for updates on activities

With thanks to the Glasgow City Council Children's Holiday Food Programme.

platform-online.co.uk    @platformglasgow

FREE ACTIVITIES INCLUDE...

- DRAMA & DANCE WORKSHOPS**
- FILM SCREENINGS**
- FANCY DRESS & PROP MAKING**
- ART ACTIVITIES**
- PLUS MUCH MORE!**



Platform
The Bridge, 1000 Westerhouse Road
Easterton, Glasgow, G34 9JW
0141 276 9096 | info@platform-online.co.uk





Pension Credit – Check your entitlement

New Figures show an estimated £1.7 billion in Pension Credit is being left unclaimed. Currently, over 1.4 million pensioners in Britain receive Pension Credit. However, many are still not claiming this extra financial help. Pension Credit is designed to help with daily living costs for people over State Pension age and on a low income, you do not need to be in receipt of State Pension to receive it. It tops up a person's income to a minimum of £182.60 per week for single pensioners or £278.70 for couples. You may qualify

even if you have a private pension or savings.

People receiving any amount of Pension Credit can also get help with other costs including rent and heating. You may be entitled to more housing benefit and council tax reduction. Those over 75 may qualify for a free TV licence.

To check your eligibility, call the Pension Credit claim line on 0800 99 1234, Monday to Friday, 8am to 6pm or visit <https://www.gov.uk/pension-credit-calculator>

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.

These payments are not taxable and will not affect the benefits or tax credits you get.



For those on a low-income benefit



You may get a payment of £650 paid in 2 lump sums of £326 and £324 if you're getting any of the following:

- Universal Credit
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support
- Pension Credit

Eligibility

To get the first Cost of Living Payment of £326, you must have been entitled to a payment (or later found to be entitled to a payment) of either:

- Universal Credit for an assessment period that ended in the period 26 April 2022 to 25 May 2022
- income-based JSA, income-related ESA, Income Support or Pension Credit for 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.

You will not get a payment if you get New Style Employment and Support Allowance, contributory Employment and Support Allowance, or New Style Jobseeker's Allowance, unless you get Universal Credit.

When you'll get paid

Most of the first payments of £326 will be made between 14 July 2022 and the end of July 2022. You'll get the second payment of £324 in autumn 2022, if you're entitled.

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

You'll get the first payment of £326 from autumn 2022 and the second payment of £324 from winter 2022, if you're entitled



Disability Benefits

You may get a lump sum payment of £150 if you're getting any of the following:

- Attendance Allowance
- Constant Attendance Allowance
- Disability Living Allowance for adults
- Disability Living Allowance for children
- Personal Independence Payment
- Adult Disability Payment (in Scotland)
- Child Disability Payment (in Scotland)
- Armed Forces Independence Payment
- War Pension Mobility Supplement

Eligibility

You must have received a payment (or later receive a payment) of one of these qualifying benefits for 25 May 2022 to get the payment.

If you get a qualifying disability benefit from the Ministry of Defence (MOD) and a qualifying disability benefit from DWP, you will get a Disability Cost of Living Payment from DWP only.

When you'll get paid

You'll get the payment from September 2022.



Social Security Scotland
Tearainteachd Shòisealta Alba

Find help to balance your budget

If you're getting tax credits or certain benefits, you could be entitled to five family payments including School Age Payment.

Apply
between
1 June 2022 &
28 Feb 2023

If your child was born between 1 March 2017 and 28 Feb 2018, you could be eligible for Best Start Grant School Age Payment of £267.65. You don't need to take up a place at school to get it.

Go to mygov.scot/beststart
or call 0800 182 2222.

ParentClub.scot

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
Tearainteachd Shòisealta Alba

Job Start Payment

What is Job Start Payment?

It's a one off payment of £267.65 available to young people in Scotland who are on certain benefits, and need help with the costs of starting a new job. If the person has a child, they could get £428.25.

Who can get it?

A person must meet all of the criteria below to be eligible:

- are 16 to 24 years old; or are a care leaver aged 16 to 25
- live in Scotland on the day of the job offer
- they have a job offer for paid employment
- the job must average 12 hours or more per week, over a 4 week period. It doesn't need to be a permanent job
- be out of paid work and in receipt of a qualifying benefit* for 6 months or more, or if a care leaver out of paid work and in receipt of a qualifying benefit at the time of the job offer (care leavers do not need to be in receipt of a qualifying benefit for 6 months).

*Qualifying benefits are:

- Income-based Jobseeker's Allowance (JSA)
- Income Support
- Income-related Employment and Support Allowance (ESA)
- Universal Credit (UC).

How long does someone have to apply?

They have up to 3 months from getting their job offer to apply.

What evidence will be required?

A confirmation of the job offer. This can be a text message, a letter, or an email from the employer. We'll accept photocopies or screenshots of these and they can be uploaded online or provided by post.

What if they are a care leaver?

We will only request evidence of the person being a care leaver if they:

- are 25 years old when they were offered the job
- have been in receipt of a qualifying benefit for fewer than 6 months
- have been out of paid work for fewer than 6 months.

Who is a care leaver?

A person is a care leaver if they've spent time in care but stopped being looked after on, or after their 16th birthday.

This could have been either a foster, residential, secure or formal kinship care placement.

How long after applying will it take to get a payment?

We will aim to give a decision by letter within 21 working days of receiving their application form and evidence. If their application is successful, payment should follow a few days later.

How do they get the money?

We pay it directly to their chosen account.

Do they need to pay this back?

No.

What can they use the money for?

It can be spent on anything for starting work like clothing, travel or lunches.

Will this affect other benefits?

Depending on circumstances, Job Start Payment or their new job may affect other benefits. People should get independent advice.

How often can someone apply?

If someone has had a payment, they will not be able to get another one until two years have passed.

How can someone apply?

Visit mygov.scot/benefits to apply online or call freephone on 0800 182 2222 to complete the application over the phone or to request a paper application form.

How can people contact us?

📞 Call us free on: 0800 182 2222

💬 Text Relay Service: 18001 +0300 244 4000 (for the hard of hearing)

👤 British Sign Language users: contactscotland-bsl.org

💬 Webchat: chat.socialsecurity.gov.scot

Fact Sheet

mygov.scot

Follow Social Security Scotland



HAPPY TO TRANSLATE
Call 0800 182 2222

Summer of Change at The Hub Community Café

It's all go at The Hub Community Café this summer as we see a change of community partner and services that will be operating within the café space.

It is with a heavy heart we say a fond farewell and a massive thank you to the wonderful team of Jackie, Margaret and the other volunteers of East End Flat Pack Meals. The girls have been fabulous and I'm certain all will agree that they have served the community of Wellhouse well over the past while.

Serving up some fabulous 'foody' delights, providing a wonderful atmosphere and support to Trisha and the Hub Bingo team, the incredible cooking classes along with providing great hospitality, entertainment, and fun during times like Easter with the Easter bunny making an appearance. The team led by Jackie, have always gone above and beyond. We wish Jackie and her team good health and every success in the future as they take a well-earned break and plan for new ventures in the future. East End Flat Pack Meals will continue to serve up their delights at The Hub until 29th July 2022.

Of course, as one door closes a new door opens and we are delighted to announce the wonderful Halliday Foundation will be operating from The Hub Café from Monday 1st August 2022.

The Halliday Foundation are a fantastic community organisation with a proven track record of delivering great projects which

support individuals and families across Glasgow.

The Halliday Foundation will provide a Community-Tea Café, with a full breakfast, lunch and snack menus alongside other initiatives which will provide support to individuals and families. Some of these include a Breakfast Club between 8am and 9am where children eat FREE, up to 4 children will always eat FREE with one paying adult within the café and the brilliant 'Pay It Forward' scheme.

With 'Pay it Forward' you can agree to pay an extra £2 on cost to your meal, this goes towards tokens which will be distributed amongst the local community which entitles

the holder of the token to a FREE meal and drink.

This helps support local individuals and families that may need a little extra help and support. There will be loyalty cards in operation, this entitles the holder of the card to a FREE meal or Hot Drink after purchasing six meals, ideal for regular users of the Hub Café.

These are just a couple of the innovative ideas coming to The Hub Café soon, there are many more in the planning and we will provide an update as soon as these are finalised.



EASTHALL
RESIDENTS ASSOCIATION



The Good Neighbour Award

Last year we had a fabulous response to the Good Neighbour Award. Wellhouse HA would like to again present a Good Neighbour Award to honour those living in the Greater Easterhouse area who have made a difference in their community. The last 2 ½ years have been very difficult times and there are very kind people out there who have made a huge difference to someone's wellbeing and mental health.

Do you know someone who has gone above and beyond for the community? Whether they have provided care

and support for others, are always on hand when needed or have simply been a friendly face around the area, you can nominate them for a Good Neighbour Award.

This is your chance to say thank you and reward your Good Neighbour!

The winner will be presented with a £50 gift card.

To nominate a neighbour, please share a short story about what this person has done to make a difference.

What is your Good Neighbour's name and contact details (if you have them)?

Tell us why you are nominating this person and what they have done to improve the community

The closing date for nominations will be **Friday 19th August 2022**

Please return your nominations to: Linda Logan, Corporate & Governance Officer at the Hub.

 **wellhouse**
GARDEN
GURÜ
the place to be



Calling all gardeners, it's that time of year again to start freshening up gardens and getting some colour back into Wellhouse.

Every year we hold our Wellhouse Garden Guru competition to encourage our green fingered tenants to show off the hard work they put in to maintaining beautiful gardens.

Your newly elected Cllrs. John Daly, Alex Kerr and Kevin Lalley have very kindly agreed to be our independent judges. They will be out and about in the community over the months of July and August and submit their photographs for final judging. Many of our tenants take great pride in their gardens and we feel it is important to mark this and encourage neighbours to get involved. We have a wide range of fantastic displays each year from small gardens to balconies. The prize winners are

announced at the Annual General meeting in September and in the Autumn Newsletter.

This year, the categories are:

- Best Overall Garden
- Best Veranda
- Best Container Garden

If your hard work is in your back garden or back court, please let us know, and we will make sure the judges inspect these.

Tenants are encouraged to get their hands dirty in the gardening competition, get some fresh air and enjoy your gardens. Let Wellhouse bloom!!



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 2 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

EASTER CROSSWORD COMPETITION WINNERS

Congratulations to our first drawn correct answers in the Easter crossword competition, the 3 lucky winners were:

Jade McCox

Lillian Miller

Jean Hay

Well done!! All of the winners received a £20.00 voucher for love to shop.



Wellhouse: the Place to Be



ZERO TOLERANCE STATEMENT

Wellhouse Housing Association (WHA) recognises that the issue of abuse and violence in the workplace is a growing problem within many organisations across all industries and business operations.

Our staff aims to provide a high quality, personal service that is prompt, courteous and caring. In return, our staff expects the same courtesy and respect when talking to you, either in person or on the telephone.

The safety and security of WHA staff is of vital importance and acts or threats of physical violence, intimidation and/or harassment which an employee is subject to or which occur on WHA property or elsewhere will not be tolerated.

Workplace Violence is considered to be any physical assault, threatening behaviour or verbal abusive remarks that is made towards an employee in the workplace and/or affects the workplace behaviour.

These include, but are not limited to:

Verbal Abuse: any verbal abuse issued with the intent of creating fear or intimidation to another individual, or group of individuals, or remarks or comments expressed in a loud, harsh or threatening tone of voice or inappropriate joking manner within the workplace.

Physical Abuse: any intentional movement of the body which may include touching, gesturing, pushing, striking, stalking, any unwanted intrusion of “reasonable space”~ of an employee or any intentional use of any object towards an individual.

WHA will adopt a zero-tolerance approach in all instances of violence, threats or intimidation that an employee may be subject to by any individual or group of people. Staff will challenge such behaviour and individuals will be asked to leave the premises or if on the phone, calls will be terminated.

Behaving in such a way will lead to you being excluded from entering Wellhouse Housing Association’s Office and contacting us by phone. Any enquiry that you may have will only be dealt with by written correspondence or through a third party.

Individuals may also be prosecuted or tenants could be at risk of losing their tenancy.

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

OFFICE CLOSURE

Our office will be closed on Friday 15 July 2022 and Monday 18 July 2022 for the Glasgow Fair Holiday. We will re-open on Tuesday 19 July 2022 at 9am.

Who do I call now if I have an emergency during this period?

Should an emergency situation arise during this period you should contact the following contractors:

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

Out of hours emergencies:

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

Wellhouse: the Place to Be



wellhouse

Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

How to contact us

We are open in the hub daily from 9am

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

Call us on 0141 781 1884.

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

**MAKE
A
STAND**

Our homes, our people,
our problem.

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

women's aid
until women & children are safe



Chartered
Institute of
Housing



#makeastand
cih.org/makeastand

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

Wellhouse: the Place to Be



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.