



the wellhouse news

Welcome to your Summer Newsletter

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Welcome to your Summer newsletter



Welcome to your Summer newsletter – what lovely weather we have been having, long may it continue! In this newsletter, you will find the usual handy information from Laura, our Income Advice Officer; details on the Customer Opinion Panel which we would love more of you to be involved in, contact the office for more information.

Please also see information from Scottish Water – this is important information for all of Wellhouse and is part of the planning to improve the local environment and prepare us fully for new housing. We don't have a specific update on new housing developments as yet, but we are carefully planning where we can go next with our plans: any questions please contact the Hub.

Maureen Morris

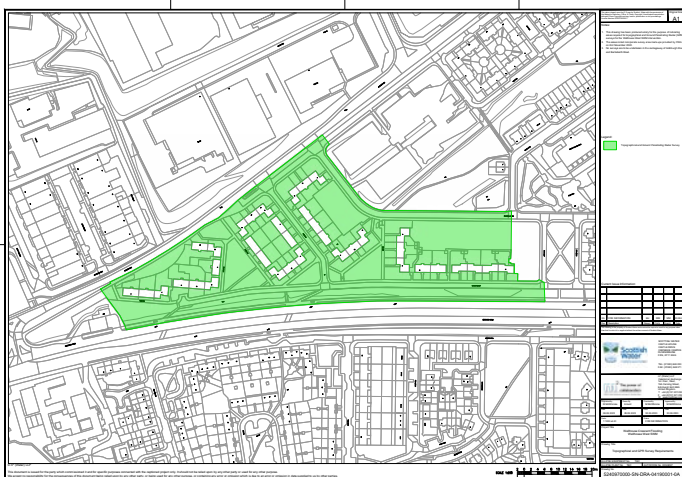
Maureen Morris
Chair

Storm Water Management – Wellhouse

As part of the storm water management opportunities at the west area of Wellhouse, Scottish Water are planning to carry out some surveys. Attached is a plan of the area they are looking to survey which includes the gardens and backcourts. The earliest timescale would likely be towards the end of July.

Once Scottish Water advise us of the exact timeframe, you will be updated. Our colleagues at Scottish Water have supplied a letter and map, which have been copied to this article and you are asked to contact them directly with any questions.

This essential work will allow Scottish Water to carry out work to reduce flood risk and help us to build new homes in due course.



July 2023
Owner/Occupier

SCOTTISH WATER
Shieldhall WWTW,
38 Renfrew Road,
Glasgow
G51 4SU

CUSTOMER HELPLINE
T: 0800 0778778

Dear Sir/Madam

INVESTIGATIVE SURVEY WORK Ref: 5240970000 Wellhouse West Storm Water Management

Scottish Water is planning to undertake a topographical survey in parts of the Wellhouse area and obtain more information on how the area currently drains. This will involve our surveyors using surveying equipment to record ground levels.

Some access will be required into gardens and back courts to complete the data collection and Scottish Water would appreciate it if any requests for access could be accommodated. No construction or excavation is required. This investigative work in the area is planned to take place during July and August 2023.

If you have any questions regarding this work, please contact the Customer Helpline 0800 0778778 or alternatively contact me using the email below.

Yours sincerely

Martin Hagen
Intervention Manager
floodingteam@scottishwater.co.uk

ARE YOUR NEIGHBOURS LIVING IN THEIR HOME?

Abandoned homes can be a problem in any community. They can become a safety hazard, and they take up valuable housing stock. If you believe that a neighbour's home is abandoned, please contact us. We will investigate your concerns in confidence.

Your help is important.

By reporting abandoned homes, you can help to ensure that our community has a safe and affordable housing supply for everyone.



James Wilson

James Wilson, Customer & Housing Services Manager

ANTI-SOCIAL BEHAVIOUR: YOUR RESPONSIBILITY AS A TENANT

At Wellhouse Housing Association, we want our tenants to feel safe and secure in their homes. We understand that anti-social behaviour can have a negative impact on our neighbourhood and tenants' lives, and we are committed to tackling it.

Anti-social behaviour is defined as any behaviour that causes or is likely to cause harassment, alarm or distress to others. It can include a wide range of activities, such as:

- Noise nuisance
- Vandalism
- Graffiti
- Harassment
- Drug dealing

As a tenant, it is your responsibility to be a good neighbour and to respect the rights of others. Here are some tips on being a good neighbour:

- Be considerate of noise levels, especially at night.

- Keep your property clean and tidy.
- Be respectful of your neighbours' property.
- Report any anti-social behaviour to Wellhouse Housing Association, The Police or Noise Pollution Team

If you experience anti-social behaviour, there are a number of things you can do:

- Speak to your neighbour directly.
- If that doesn't work, you can report the behaviour to your landlord or the police.
- You can contact us here at Wellhouse Housing Association.

Wellhouse Housing Association will investigate the matter and take appropriate action. This may include speaking to the neighbour, issuing a warning, or taking legal action. Anti-social cases can take a lengthy time to resolve depending on the case.

Contacting the Police and Noise Pollution Team

If you experience anti-social behaviour, you should also contact the police or the noise pollution team if the situation requires this. The police can investigate criminal offences, such as vandalism or harassment. The noise pollution team can investigate noise nuisance.

Here are the contact details for the police and the noise pollution team:

- Police: 101
- Noise pollution team: 0141 287 6688

We want all of our tenants to feel safe and secure in their homes. If you experience anti-social behaviour, please don't hesitate to contact us. We will work with you to resolve the matter.

CUSTOMER OPINION PANEL – WELLHOUSE HOUSING WANT YOUR INPUT



Lorraine Ramsay

Lorraine Ramsay
HOUSING ASSISTANT

Are you a tenant or an owner within the Wellhouse area? If so, you're invited to be part of the Customer Opinion Panel. This panel is a group of residents who share their views and contribute ideas to help improve the Wellhouse neighbourhood.

The panel meets regularly to discuss a variety of topics, such as housing services, community events, and local amenities.

If you're interested in being part of the panel, please contact Lorraine at Wellhouse Housing Association on **0141 781 1884**. There are no special qualifications required, and all residents are welcome to participate.

The Customer Opinion Panel is a great way to get involved in your community.

Here are some of the benefits of being part of the Customer Opinion Panel:

- You'll have the opportunity to share your views and make a difference in your community.
- You'll get to meet other residents and learn about their ideas.
- You'll receive updates on Wellhouse's activities and events.

Together, we can make Wellhouse a better place to live.

GREEN REFUSE BINS – KEEP THEM SAFE!



We think it is important that we remind you of the importance of keeping your green refuse bins safe, clean, and tidy. We have noticed that a number of our bins have been damaged or destroyed in recent months, and this is costing us a lot of money to replace. This is tenants rent money paying for these replacements and we can't keep replacing these so it's important that as a community we are more careful and secure with our bins.

So it is important that we all do our part to keep them safe. Here are a few things you can do to help:

- Do not overload your bins. This can put stress on the bins and cause them to break.

- Do not put sharp objects in your bins. This can also damage the bins.
- Keep the bin area clean and tidy. This will help to prevent the bins from being damaged by animals or other debris.
- Make sure the bin area is clear of obstructions. This will help the bin collectors to get to the bins easily.
- Where possible keep your bin secure and safe

We appreciate the cooperation of the community in helping us to keep our green refuse bins safe and in good condition. By following these simple tips, you can help to save money and keep our environment clean.

TENANT'S RESPONSIBILITY TO KEEP GARDENS CLEAN



If you have a garden, then please remember that it is your responsibility to keep your garden clean and tidy. We have noticed that a number of gardens in the Wellhouse area are not being maintained to a satisfactory standard, and this is causing problems for other tenants and the wider community.

For example, overgrown gardens can attract pests and vermin, which can be a nuisance to other tenants. They can also block pathways and make it difficult for people to walk safely around the neighbourhood.

We understand that you may be busy, but it is important to take some time to maintain your garden. Here are a few simple tips to help you get started:

- Cut your grass regularly.
- Trim your hedges.
- Pick up any litter.
- Rake leaves.
- Mulch your plants.
- If you are unable to maintain your garden yourself, you can hire a gardener to help you.

We appreciate your help in keeping our community clean and tidy.



We would like to advise tenants that Abzy's on Newhills Road in Wellhouse now has a food licence. This licence will be in operation from 7am until 9pm.

As always, we would like to hear the views from our community to this new service in the area. If you have any comments, please pass these into Wellhouse office at The Hub.

You can help keep your community clean and safe. Please report anything of relevance to Glasgow City Council by using the app below.

MYGLASGOW Help us to help you keep your community clean

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

REPORT IT!






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

Report issues in detail with ease and convenience.



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.



FACTORED OWNERS



James Wilson

James Wilson, Customer & Housing Services Manager

This is a new section of our newsletter which will be included in all of our quarterly newsletters for our Factored owners of Wellhouse Housing Association moving forward. Here we will provide any news or updates relevant to our Factored Owners.

Update on Written Statement of Services

We are updating our Written Statement of Services to reflect the revised Code of Conduct for Property Factors, which came into effect on 16 August 2021. This extensive review and redrafting process will result in a new document that provides you with all the information you need about our factoring service.

Once complete we will issue all updated Written Statements to owners. Please keep this document safe as it is your key reference point for all matters relating to your factoring service.

If you have any questions about the updated Written Statement of Services, please do not hesitate to contact us.

Increased Cost of Living

We understand that the rising cost of living and energy costs are putting a strain on our customers' finances. If you are struggling to pay your factors invoice within the payment period, please contact us as soon as possible. We want to help you find an affordable payment plan that works for you.

Communication is key. If we don't know you're struggling, we can't help. Please contact Wellhouse Housing Association to discuss your options. We will be happy to work with you to find a payment plan that you can afford.

We are here to help, so please don't hesitate to reach out to us.

Changing to LED bulbs in closes

Wellhouse plan on changing any bulbs in close stairwells with LED bulbs when they need replaced. This is to improve our energy efficiency and life expectancy.

Factored owners are included in our satisfaction surveys

M I Housing Services Ltd, an independent research company, is gathering feedback from our factored owners.

The survey is quarterly, and you may receive a call if you haven't already. We will use the findings from the survey to improve the factoring service for our owners.

- The survey will ask questions about your satisfaction with the factoring service
- Your responses will be confidential and anonymous.
- The survey results will be used to improve the factoring service for all factored owner occupiers.

It is important that we have up to date contact details to allow this survey to take place. If you haven't already done so, please let us at Wellhouse know to update your details.



Consultation on Changes to Factoring Service

We would like to consult with Factored Owners on some proposed changes to our factoring service. We have been reviewing our services in recent months, and we believe that the changes are overdue.

The proposed changes include:

- Increasing Factoring Charges from 1st October 2023 then in line with annual increase from 1st April 2024.

- Changing the way we invoice for service charges. We are proposing to move to a quarterly billing cycle rather than monthly. No arrangements would need to change but you would have 4 invoices a year rather than 12.
- Updating Written Statement of Services and Welcome Packs for new owners.

We would welcome your feedback on these proposed changes above and any comments you feel would be relevant to helping us improve our Factoring Service.

To provide your feedback and let us know your thoughts please complete the below form and return to this office. This can also be submitted by email to **info@wellhouseha.org.uk**

Your name:

Your address:

Please detail your comments / feedback below:

If you would like someone to contact you to discuss your comments' please leave a suitable contact number or email address below:

ARE YOUR HOME CONTENTS PROTECTED? GET YOURSELF PROTECTED!



Contents insurance is crucial to protect the items in your home. Without contents insurance you run the risk of losing everything if your possessions are damaged or lost by an event such as fire, theft or flood.

The Association has received positive correspondence from ECH Facilities who are an insurance provider for social housing tenants. They can provide cover from as little as £4.00 per month which covers up to £30,000 of contents. ECH Facilities is an online only service, however you can have an advocate, family member, friend or professional apply on your behalf.

More details on ECH Facilities can be found opposite and at www.corehomeinsurance.co.uk

Please note: We don't advise on insurance products or recommend specific insurers, tenants are free to make their own choice.

Introducing our launch product:

Simple and affordable insurance designed to cover the majority of the contents in your home against major catastrophes for less than 15p per day

SAGIC Core Home Insurance has been developed in conjunction with The Salvation Army General Insurance Corporation Limited to offer those people on limited incomes with a home contents insurance policy which provides cover against major catastrophes at an affordable price.



100% owned by The Salvation Army



Profits are held for the benefit of The Salvation Army



Policies change the lives of people every day

Full details can be found at corehomeinsurance.co.uk

Wellhouse Housing Association: Get Permission Before You Make Changes



If you're a tenant of Wellhouse Housing Association and you're thinking about making some changes to your home, you need to get permission first. This applies to both internal and external changes, such as replacing fixtures and fittings, or building a fence or outhouse.

Wellhouse has a strict policy on alterations and improvements, So, if you're thinking about making some changes, it's important to follow the correct procedure.

The first step is to complete an alterations and improvement form. This form can be requested by contacting the office. The form asks for information about the type of work you want to do, the cost of the work, and the timescale for completion.

Once you've submitted the form, Wellhouse will review it and let you know if they're happy for you to proceed. If they give you permission, you'll need to get the work done by a qualified contractor.

Once the work is complete, you'll need to submit a completion report to Wellhouse.

Here are some of the reasons why Wellhouse requires tenants to get permission before making alterations or improvements to their homes:

- To ensure that the work is done to a high standard, that it meets safety standards and withing and regulations.
- To protect the value of the property.

Please contact the office if you need further advice.



VOLUNTARY BOARD MEMBERS

Easterhouse CAB is looking to recruit additional Board Members.

Do you live or work in Easterhouse, or do you have a passion for helping the people of Easterhouse to THRIVE?

If you feel you could help support the work of this amazing organisation, please email or give me a call (in the first instance) to chat about what skills you could bring.

We are particularly keen to hear from those with experience of sourcing/applying for funding.

Thanks. Looking forward to hearing from you. Donna - Treasurer
donnamcgill@glasgowkelvin.ac.uk
M: 07423 585605



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



Laura Reilly

Laura Reilly,
Income & Advice Officer

- Contact your energy supplier, they may be able to provide you with a one-off credit until you can top up. The credit must normally be paid back.
- Contact the Glasgow City Council Scottish Welfare Fund. If you find yourself in a financial crisis and need to access a crisis grant for essential items such as food, electricity, or gas. You can contact the Scottish Welfare fund on **0141 276 1177**. Opening times are Monday to Friday 10am to 4pm.
Applications can also be made online 24 hours a day by visiting:
<https://www.glasgow.gov.uk/index.aspx?articleid=17160>
- Contact the Scottish Citizens Advice Helpline on **0800 028 1456**, you'll reach an interactive service which will connect you to your local Citizens Advice Bureau or one of their other advice services.
- Contact our Income Advice Officer on **0141 781 1884 option 3**, we may be able to assist you to apply for crisis support and refer you to local support agencies, including local foodbanks.

What can I do if I am struggling to buy food?

- Contact the Glasgow City Council Scottish Welfare Fund. If you find yourself in a financial crisis and need to access a crisis grant for essential items such as food, electricity, or gas. You can contact the Scottish Welfare fund on **0141 276 1177**. Opening times are Monday to Friday 10am to 4pm. Applications can also be made online 24 hours a day by visiting: <https://www.glasgow.gov.uk/index.aspx?articleid=17160>
- Contact our Income Advice Officer on **0141 781 1884 option 3**, we can supply you with a foodbank voucher or if available, we could provide you with a food voucher for a local shop. We can assist you to apply for crisis support and refer you to local support agencies.
- Contact the Scottish Citizens Advice Helpline on **0800 028 1456**, you'll reach an interactive service which will connect you to your local Citizens Advice Bureau or one of their other advice services.

Trussell Trust Local Foodbanks

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

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

Glasgow North East local Foodbanks

- **Calton Parkhead Parish Church** - 142 Helenvale Street, Parkhead, G31 4NA.
Opening times: Monday 1pm to 3pm
Wednesday 10.30am to 12.30pm
Friday 1pm to 3pm
Opening times vary on bank holidays.
- **Blairtummock Community Hall** - 45 Boyndie Street, Easterhouse, G34 9JL.
Opening times: Thursday 2pm to 4pm
Opening times vary on bank holidays.

Best Start School age payment – Applications open on 1st June 2023

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Parents, carers and guardians who get Universal Credit, tax credits or other qualifying benefits and who have a child born between 1 March 2018 and 28 February 2019 are being urged to check whether they should apply for Best Start Grant School Age Payment or if they now get the payment automatically.

Best Start Grant School Age Payment is a payment of £294.70 per child. It helps with the costs of preparing for school. Parents and carers are eligible at the point a child is first old enough to start primary school. It is part of the five family payments people may be able to get, along with Scottish Child Payment.

If someone is already getting Scottish Child Payment and they are eligible for Best Start Grant School Age Payment, this will be paid automatically when their child is first old enough to start primary school.

Social Security Scotland will notify clients by text message when checking eligibility for the Best Start Grants and, if someone is eligible, they will write to advise them of the payment.

A small number of people who receive Housing Benefit are eligible for School Age Payment but not Scottish Child Payment. They must apply for School Age Payment from June 1 before the window closes on 29 February 2024.

Those who have chosen not to apply for Scottish Child Payment, and those who have opted out of automatic payments, should apply for School Age Payment from June 1.



Get extra help to balance your budget

If you get Universal Credit, tax credits or other qualifying benefits you could be entitled to five family payments.



0800 182 2222 mygov.scot/familybenefits

Scottish Child Payment

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

Best Start Grant Pregnancy and Baby Payment

A £707.25 payment for a first child and £353.65 for other children. You can apply from the end of the 24th week of pregnancy until your baby is 6 months old.

Best Start Grant Early Learning Payment

A £294.70 payment when a child is between the ages of 2 and 3.5 years. You can still get the payment if your child is not taking up a place at nursery.

Best Start Grant School Age Payment

A £294.70 payment when a child is first old enough to start school. You don't need to take up a place at school to get the payment.

Best Start Foods

Money every 4 weeks on a pre-paid card from pregnancy until your child is 3 years old.

If you get Scottish Child Payment, we will also check if you can get Best Start Grant Early Learning Payment and School Age Payment and pay you automatically.

Check if you are eligible for our five family payments. Apply online, by phone or in person.

mygov.scot/familybenefits

0800 182 2222



Scan for additional languages and accessible formats.





About Pension Wise

Pension Wise is a free and impartial government service. We can help you understand the different ways you can take your pension pot.

You can speak to us over the phone or face to face in hundreds of locations across the UK.

Our guidance is impartial – we won't recommend any products or companies and won't tell you how to invest your money.

Before you book

You must be aged 50 or over and have a **defined contribution** pension.

The different types of pension

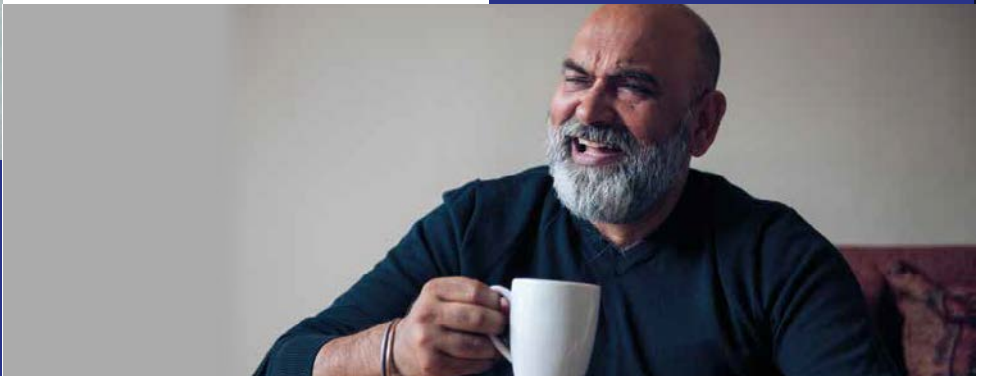
Defined contribution

These are personal or workplace pensions based on how much you and possibly your employer paid into your pot. With these pensions you decide how to take your money out.

Defined benefit

These are also known as 'final salary' or 'career average' pensions and are based on your salary and how long you've worked for your employer. For help with these pensions phone MoneyHelper on **0800 011 3797** or go to moneyhelper.org.uk/pensions

Your guide to Pension Wise



Preparing for your appointment

You'll get the most from your appointment if you:

- know how much is in your pension pot(s)
- know if your pension has any special features, like a guaranteed annuity rate
- have a state pension statement
- have thought about how much money you'll need in retirement.

You should bring only your most recent paperwork – this will give us more time to discuss your pension options and next steps.

Next steps

After your appointment, you'll receive a written summary of what you discussed along with suggested next steps.

These may include:

- talking to your pension provider about questions you may have
- speaking to a financial adviser
- meeting with organisations like Citizens Advice for help with debt, benefit, housing or employment issues.

How to book a Pension Wise appointment

You can speak to us over the phone or in person in hundred of locations across the UK.

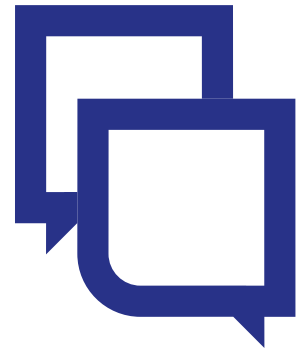
Phone **0800 138 3944** or go to moneyhelper.org.uk/pensionwise to book your appointment.

About Pension Wise appointments

An appointment is a conversation between you and a pension specialist. You'll talk about the options you have for taking your pension money.

Your appointment will last around 45 to 60 minutes and we will:

- explain your pension options
- explain how each option is taxed
- give you next steps to take.



A service from




Ref:MH_RS0010

HM Government Help for Households

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

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




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

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

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

Check your eligibility at [gov.uk/pension-credit](https://www.gov.uk/pension-credit) or by calling 0800 99 1234



Don't miss out.

School Clothing Grants

School clothing Grant payments will be made automatically for families who are currently in receipt of Council Tax Reduction from Glasgow City Council and their children are detailed on their claim. You do not need to re-apply.



If you do not receive your payment automatically, you can apply online from 12 June 2023.

The processing timescale for new applicants is 4 weeks. You must provide all requested information with your application, or your payment may be delayed.

For more information visit: <https://www.glasgow.gov.uk/article/17885/Clothing-Grants-and-Free-School-Meals>

Social Security Scotland
Teirainteachd Shòisealta Alba

Young Carer Grant

A little something for those who give a lot.

more than

£350

16, 17 or 18 and looking after someone getting disability benefits for around 16 hours per week? You could get a yearly payment to spend as you choose.

0800 182 2222
mygov.scot/youngcarer

HAPPY TO TRANSLATE



Scan for additional languages and accessible formats.

Attendance Allowance

Attendance Allowance helps people of Pension age with extra costs if you have a disability severe enough that you need someone to help look after you.

Attendance Allowance is paid at 2 different rates and how much you get depends on the level of care that you need because of your disability.

You could get £68.10 or £101.75 a week to help with personal support if you're both:

- physically or mentally disabled
- State Pension age or older

It does not cover mobility needs.

Other benefits you get can increase if you get Attendance Allowance. You do not have to have someone caring for you in order to claim.

For further information call the Attendance Allowance helpline on 0800 731 0122 Monday to Friday, 8am to 6pm.

Electrical Safety Inspections



Bill Black

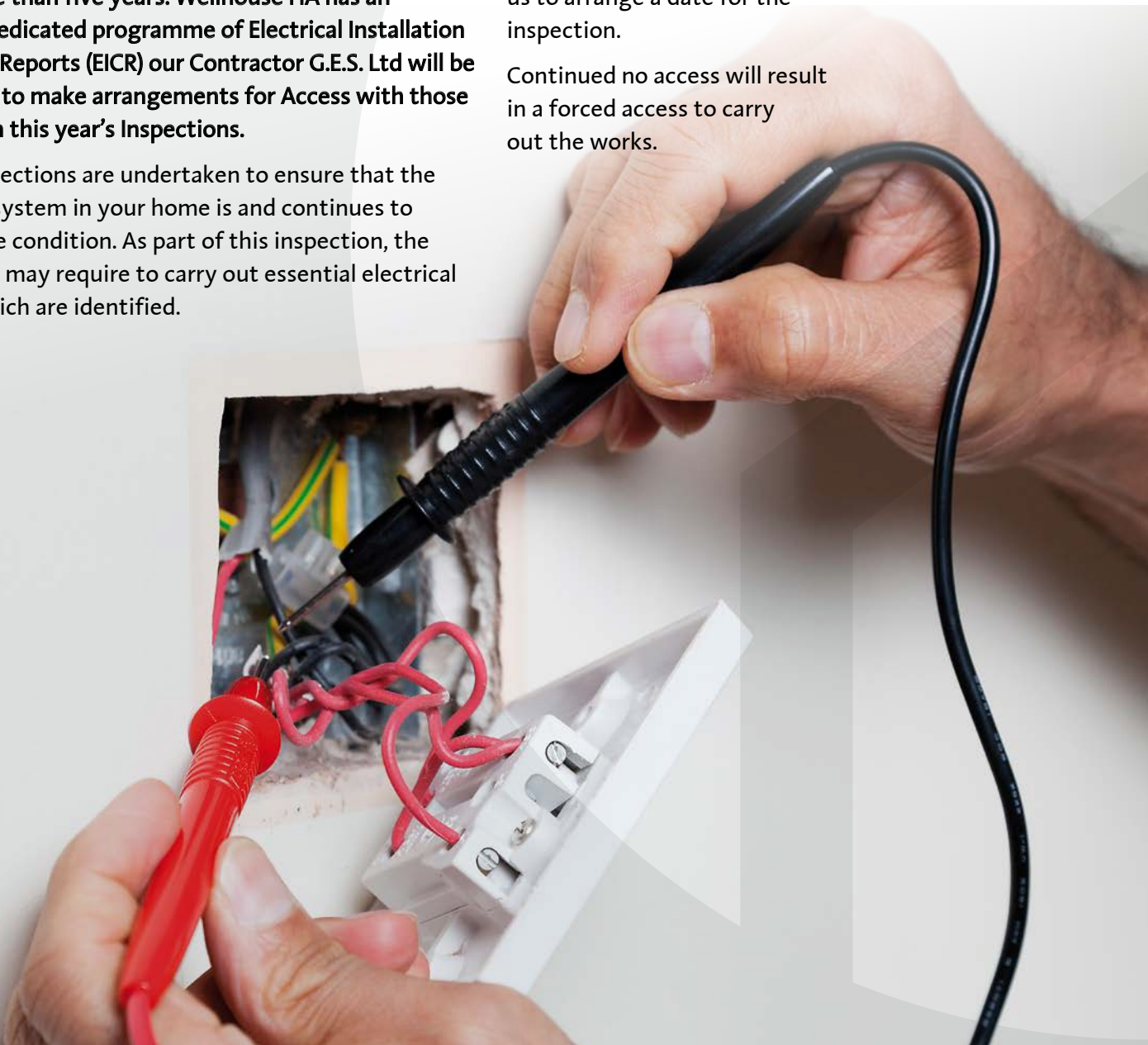
Bill Black, Assets and Maintenance Manager

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

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

THESE 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.

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 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.

Should you require any further information regarding your annual service, please contact The Hub or alternatively contact Saltire on 0330 202 0444 or check out <https://www.gassaferegister.co.uk/>

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.

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**

PLANNED MAINTENANCE PROGRAMME 2023 – 2024

Boiler replacements Saltire FM Ltd are currently carrying out surveys for those included in the Boiler Replacement Programme.



Puzzle Page

JUST FOR FUN!

Can you find 5 differences?

H	C	A	E	B	C	H	E	R	R	Y
M	N	Q	X	A	S	W	Z	C	V	H
T	B	A	N	N	A	T	A	G	P	F
Y	T	K	A	D	M	M	E	R	L	L
O	A	C	N	R	U	A	D	Z	Y	O
P	I	O	A	F	S	J	A	V	L	W
E	L	C	R	O	G	N	A	M	E	E
A	T	U	N	O	C	O	H	O	T	R
I	L	O	H	A	Q	C	I	Q	X	J
D	A	F	A	S	U	N	G	L	A	S
A	Y	N	D	A	Z	A	B	S	E	S

- SAND
- HOTEL
- MANGO
- BEACH
- CHERRY
- FLOWER
- BANANA
- HOLIDAY
- COCONUT
- SUMMER
- COCKTAIL
- SUNGLASSES

Sudoku for the grown ups

		5	8		6	2		4
9	6			4	2	1		
4		2			1			
	5	1	3					
	9		1		4		7	
					7	8	1	
			4			6		2
		3	6	1			8	7
6		7	2		3	5		



What's Going on at

Summer is here and although we had some Tropical weather before the school holidays.....like we didn't know that was going to happen.....right? Our usual Scottish Summer weather has arrived.

Of course, this doesn't mean the fun has to stop!!! Our scheduled activities for the children are still on and at there regular times., Monday, Tuesday, Wednesday and Friday (see the Hub Clubs poster in the newsletter for times).

Our staff team will be working hard over the next few weeks decorating the Community spaces within the Hub, freshening things up and making it even more welcoming, so watch this space! This will all coincide with our WiFi being connected which will hopefully allow us to introduce even more great activities.

Also, all the children that attend our regular activities, plus quite a few more have been enjoying lots of Summer Fun at our Summer Club with multi sports activity, arts and crafts, days out, cycling, trips to local parks, Digital Fun and loads more.

Our Community Café is opened weekdays from 10am - 2pm for affordable, quality food so get your self along and try some of our great food, better still come and say Hi!! To our Stephanie who's always sure to give you a warm welcome.

And.....for all you Bingo lovers out there Tricia and Eddie are on hand on a Wednesday night between 6pm and 9pm if your feeling lucky and want to try your hand at winning big.

Don't forget to follow us and check out our dedicated Facebook page "The Hub - Wellhouse" to keep up to date with everything that's going on.

Please don't forget we would be more than happy to hear from anyone with any ideas as to further groups, clubs and or activities you would like to try out at The Hub, you can get in touch via Facebook messenger or drop into The Hub Café or any of our scheduled activities to discuss.



The Hub is a great space for ALL members of the community, and we would love to try and do our best to support new and exciting activities taking place from The Hub..... so please don't hesitate to get in touch or share your thoughts we'd be delighted to hear from you.



The Hub



NEW CHILDREN AND YOUTH CLUBS @ THE HUB

Lots of fun activities including:

Sports, arts and crafts, Digital Fun, Cinema Days, 'Auld Skool' Games and much more



Monday - (FREE)

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)

3.30pm to 5.15pm

Cake Decorating, fun baking and lots more including free snack



Friday (FREE)

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



THE HUB CAFE



OPEN MONDAY TO FRIDAY 10AM TO 2PM



MENU



HOT ROLLS

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

COLD ROLLS/WRAPS

Ham	£1.30
Cheese	£1.30
Tuna	£1.50
Chicken Mayo	£1.50
Chicken Tikka	£1.50
+ cheese/salad/ coleslaw	20p

TOASTIES

Ham	£1.60
Cheese	£1.60
Tuna	£1.80
Chicken Mayo	£1.80
Chicken Tikka	£1.80
+ cheese/tomato/onion	20p

BAKED POTATOES

With 1 Filling	£2.50
+ salad/coleslaw	50p

MAIN MEALS

Fish and Chips	£2.50
Burger and Chips	£2.50
Cheeseburger and Chips	£2.70
Tuna Pasta	£2.20

SNACKS

Chips	£1.00
Chips n Curry	£1.50
Chips n Gravy	£1.50
Chips n Cheese	£1.50

HOMEMADE SOUP

On it's own	£1.20
Soup + Sandwich	£2.00

EXTRA'S

Tea or Coffee	50p
Can of Juice	70p
Crisps	50p

The Hub, 49 Wellhouse Crescent, Glasgow, G33 4LA

OFFICE CLOSURE

Our office will be closed on the following dates.

- Friday 14th July 2023 and Monday 17 July 2023.

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

Our office will be closed for staff training on the below mornings of 2023/24. Our office closure rules apply during this time and emergency repair numbers are below.

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

Opening Hours:

Monday- Thursday- 9am to 5pm

Friday - 9am to 4:30pm

Tel: 01417811884 (office hours)

Date office closed (AM only)	Closed from	Will re-open at
Wednesday 14 June 2023	9am	2pm
Wednesday 12 July 2023	9am	2pm
Wednesday 16 August 2023	9am	2pm
Wednesday 13 September 2023	9am	2pm
Wednesday 18 October 2023	9am	2pm
Wednesday 15 November 2023	9am	2pm
Wednesday 17 January 2024	9am	2pm

Thank you for your cooperation

**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



Dorset's Abuse Housing Alliance

#makeastand
cih.org/makeastand

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



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.