



# the wellhouse news

## WELCOME TO YOUR SUMMER NEWSLETTER

*Message from the Chair P2  
Helping the Community P3  
How are we doing P5*

**IN THIS EDITION:**  
*Income Advice P6  
Digital Support Fund P9  
Annual Gas Safety Inspection P10*

# Message from the Chair



Welcome to your summer newsletter. I hope this finds you all safe and well. Times have been very unusual over recent months and the current situation with the Covid 19 pandemic has touched us all, along with the lockdown. The office has been closed since late March and all office staff have been working remotely since 23 March. I am glad to say that we have kept up telephone and email communications with all customers and are able to offer meetings by remote video services too now, if that is something you would prefer – just let us know when you are in touch with us. We recently conducted a survey (results found on page 5) which I am glad to say shows most people are aware of our efforts to continue service delivery and are happy with this.

In addition, your committee has kept up our meeting cycle using video links and this has worked well. We

have approved budgets, submitted the Annual Return on the Charter (a report will be prepared for tenants soon) and worked on policies, etc with the staff. We do have concerns about the arrears position – you will find more information in the newsletter page 5. I urge you to get touch with the staff if you are worried about your rent.

You will have noted that our estates team have continued working as normal during this period and I am really grateful to them for all of their excellent work over this time. Please note that a lot of their time has been taken up dealing with fly tipping, bulk refuse and littering and this is really disheartening. I ask you to use the council facilities please.

If you have any questions about the newsletter or anything else, please contact the association on 0141 781 1884 or [info@wellhouseha.org.uk](mailto:info@wellhouseha.org.uk)

Have a great summer, stay safe,

*Darron Brown*

Darron Brown  
CHAIR

## Membership:

Given the current Covid 19 situation, we are looking for additional ways in which to communicate information to our membership.

If we do not have an email address on file for you, we would be much obliged if you could please forward this information to [info@wellhouseha.co.uk](mailto:info@wellhouseha.co.uk). Many thanks.

**CONNECT**  
COMMUNITY TRUST  
Moving forward, together.

# hello summer 2020

**Starts**  
13th July -  
7th August

## Wellhouse at hubSports

**Monday-Thursday**  
\*\* 1145am-1.15pm - new Primary 1s  
\*\* 1.30pm -6pm - All ages (P2+)

**Friday \*\* 1.30pm -6pm - S1+**

**FREE!!!!!! PLUS SNACK AND MEAL PROVIDED**

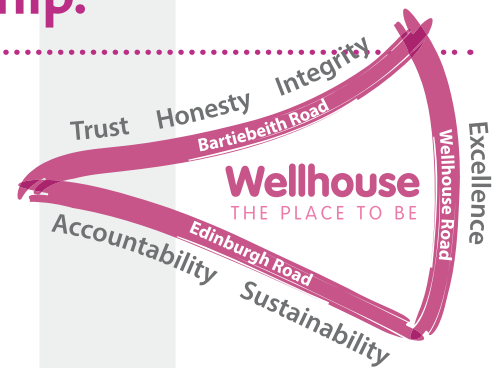
Please note: all outdoors at hubSports so please dress for weather

\*\*Trip at end of summer TBC (for regular attendees)

To ensure we adhere to guidelines you need to book a place.  
Please call 07765436729

Twitter: @TrustConnect  
Facebook: @connectcommunitytrust & @connectyouthclubs

Thank you for funding support from:





# Wellhouse Housing Association - HELPING THE



During the Covid19 Pandemic, we have sought to go one step further to help our community. As well as delivering our core business as best we can, we have helped fund a number of activities.

1. We donated £1,000 to the local response team, through Connect Community Trust, to deliver care and food packages in Wellhouse. You will have seen the TV and social media coverage of this work.
2. We have donated £2,000 through Connect Community Trust, to contribute to a six-week summer activity programme for young people who live in Wellhouse. The project will deliver a socially distanced activity programme within Wellhouse including:
  - Sports: tennis, badminton, table tennis, mini golf;
  - street: play within different streets within Wellhouse for families to take part in exercise classes and art activities;
  - food: a healthy lunch, breakfast or dinner dependent on which session attended;
  - Allotments visits: learning about growing projects incl. Incredible Edible - planting of various fruit and veg around the area;
  - Education sessions: working with Aultmore Park Primary we will provide support to YP to catch up or at least feel less stressed and more prepared for going back to school.

In addition to the above, our amazing Income Advice Officer **Laura Reilly** has chalked up £2.4M in financial gains in the last 2 years and successfully completed two funding applications over the last few weeks. She

secured £2,000 funding from the STV Children's appeal and National Emergencies Trust Campaign to support local people in crisis during the Coronavirus outbreak and secured £9,750 from Supporting Communities to address digital isolation through smart phones and tablets. A separate article appears in the newsletter with more detail.



**THE GLENBURN CENTRE**  
6 GLENBURNIE PLACE  
GLASGOW, G34 9AN  
PHONE - 07561 692739

**GLENBURN CENTRE  
CHILDREN'S  
SUMMER HOLIDAY  
OUTDOOR ACTIVITY  
PROGRAMME**

**MONDAY 29TH JUNE TO FRIDAY 7TH AUGUST**

MONDAY & WEDNESDAYS  
10.30AM TO 12.30PM  
1PM TO 3PM  
5PM TO 7PM S1-S6 ONLY

TUESDAY, THURSDAY & FRIDAY  
10.30AM TO 12.30PM  
1PM TO 3PM  
3.30PM TO 5.30PM

**FREE LUNCH, MEAL, SNACK PROVIDED**

**ACTIVITIES WILL INCLUDE - OUTDOOR BUSHCRAFT, ARTS,  
CYCLING, MULTI SPORTS, DIGITAL LEARNING, FUN GAMES  
E.G. KERBY, BUZZ & MUCH MORE**

STRICT PHYSICAL DISTANCING MEASURES & HYGIENE CONTROLS WILL BE IN PLACE. EACH SESSION WILL BE RESTRICTED TO A MAXIMUM OF 24 PARTICIPANTS, THEN FURTHER SPLIT INTO 'BUBBLES' OF 8 CHILDREN YOUNG PEOPLE PER GROUP  
PLEASE NOTE - ALL ACTIVITY WILL BE OUTDOOR CHILDREN SHOULD DRESS APPROPRIATELY IN LINE WITH WEATHER

# Message from Director - Office and Hub closure

You will be aware that we have been closed to the public since late March due to the Covid 19 Pandemic, although we continue to provide services by email, phone and video link. The Scottish Government is expected to announce phase 3 of lockdown fairly soon – a new phase beginning late July. At that time, non-essential office work such as ours, will be permitted to return to the workplace. However, official guidance remains that we stay at home until further measures are announced, beyond phase 3. The main differences that will affect you are expected to be-

When we open, it will be by appointment only;

- There will be limited capacity in the office, the Hub and the car park for staff and public;
- There will be signage to ensure physical distancing;
- You will be asked to use hand sanitiser and encouraged to use a face mask;
- There will be a cough screen at reception;
- Staff will be working between the office and remote, so there will be less on-site staff;
- Physical distancing rules around the estates staff will be maintained;
- The Hub will not be used for any non-essential activities and all face to face meetings are suspended until further notice.

This is strictly in keeping with government guidance and, whilst it is not ideal for any of us, they are necessary measures to protect us all at this time. When guidelines change, we will adapt our approaches but, for now, this is our new normal. I trust you understand the situation – we are living in unusual times. I hope you are all keeping safe and well. Please contact the office, if you have any questions.

Thanks for your understanding,

*Martin Willie-McFarlane*

Martin Wilkie-McFarlane  
DIRECTOR



## THE GLENBURN CENTRE FREE HOT FOOD MONDAY TO FRIDAY 1PM TO 3PM

FOR RESIDENTS OF EASTHALL & KILDERMORIE & REGULAR SERVICE USERS



\*SOCIAL DISTANCING MEASURES ARE IN PLACE

\*ONE PERSON PER HOUSEHOLD

\*REMEMBER A CARRIER BAG

THE GLENBURN CENTRE, 6 GLENBURNIE PLACE, GLASGOW, G34 9AN

FOR MORE INFO

CALL: 07740981785

OR EMAIL:

ANDY@ERAGLENBURN.ORG.UK





# How are we doing?

It's been several weeks since The Hub has been closed to our tenants and service users and we have been working in a very different way to make sure you are still supported and that you are receiving essential services throughout lockdown. So that we know if we can make any improvements to our service delivery, we commissioned MI Housing Services Ltd to find out your views on the overall effect the office closure is having and to measure your satisfaction with our current approach.

- 214 tenants took part in the survey early in June and almost all (99.5%) were happy with the approach taken by staff.
- 77.6% (166 tenants) said they were aware that they can still contact the Housing Service despite service restrictions and 22.4% (48 tenants) said they were not aware.
- The 166 tenants (100%) who knew they could still contact confirmed they knew which ways they could make contact.
- More than one-third of tenants who knew how to contact the Housing Service 42.8% (71 tenants) have already contacted us since the temporary closure of The Hub and 57.2% (95 tenants) have not needed to contact us
- 85.9% (61) of tenants who contacted Wellhouse said they received the assistance they required whereas 14.1% (10 tenants) did not.
- All tenants who responded were asked if they were shielding or if they have Covid-19 symptoms that would prevent emergency repairs being carried out. 39.3% (84 tenants) confirmed they were shielding and 60.7% (130 tenants) said they were not shielding or have Covid-19 symptoms.

It's important that you let us know if you have symptoms, or if you are shielding or if you are concerned about essential repairs being carried out in your home. Since the survey was carried out, we have

successfully contacted the few tenants who had concerns.

Just in case you don't know how to contact us please check our website or your Tenant's Handbook for details. Or you can contact us in the following ways:

Tel 0141 781 1884 (office hours)

Tel 0800 595 595 (emergency repairs)

Our repairs team are available on 07387016761 - please note though we are only able to deal with emergencies or urgent repairs that cannot wait until the end of the lockdown.

If you are experiencing any issues with your tenancy or your application for rehousing, we are here to help during this unprecedented time.

Please remember that rent payments are still due by the last day of the month. If you need to discuss your account or are affected by COVID-19 please contact your Housing Officer to discuss how we can help you. We can assist with benefit applications and discuss other options available:

John – 07393147927

Fiona – 07393147918

Maureen – 07387105327

Or you can send an email to [info@wellhouseha.org.uk](mailto:info@wellhouseha.org.uk)

*Carol Hamilton*

Carol Hamilton

HOUSING & CUSTOMER SERVICES MANAGER



# Best Start School age payment £250 – Applications now open!



The Best Start Grant School Age Payment is a £250 payment to help with the costs of preparing your child for starting primary school.

Applications for children born between 1 March 2015 and 29 February 2016 opened on 1 June 2020 and close on 28 February 2021.

You cannot apply out with these dates.

You can apply for the Best Start School Age payment even if you are working as long as your child's date of birth falls within the eligible dates and you receive at least one of the following benefits:

- Universal credit
- Child Tax credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Pension Credit
- Income based Jobseekers Allowance
- Income based Employment & Support allowance

If you're under 18, you do not need to be receiving any benefits to apply for a Best Start Grant or Best Start Foods.

Applications can be made online and paper applications can be downloaded and returned to Best Start Grants by visiting <https://www.mygov.scot/best-start-grant-best-start-foods/>

If you do not have online access, applications can be made by calling Social Security Scotland Best Start Grants on 0800 182 2222 Monday to Friday 8am to 6pm.

You may also be eligible for further Best Start Grants including:

- Best Start Pregnancy and Baby Payment (£600 for your first child and £300 for any child born after your first child.)
- Best Start Foods Card – A prepaid card that can be used to buy healthy foods for children under 3. The card can be used in shops and online.

- Best Start Early Learning Payment - £250 towards the cost of preparing a child for starting nursery. (Applications can be made when the child is between the ages of 2 and 3.)

If you did not apply within the deadline dates due to the Coronavirus outbreak, you should still make a late application. Please note on your application that you have made a late application due to the Coronavirus outbreak; you do not have to give any further detail.

Please use the "Additional information box" to report a late application if you are applying online. Please ignore any late application warnings on the online service and continue with your application as normal.

You only need to fill in the Best Start Grant and Best Start Foods form once to apply for all the payments you can get now. (If your circumstances change in the future you may need to make further applications)

If you require further help or advice, please contact our Income Advice Officer Laura Reilly on 0141 781 1884.

## BENEFIT ASSISTANCE & CRISIS SUPPORT

If you find yourself in a financial crisis due to the Coronavirus outbreak please contact our Income Advice Officer Laura Reilly on 0141 781 1884.

We can still offer you telephone appointments or email advice and support to:

- Check benefit entitlement and apply for relevant benefits
- Assist with form filling
- Apply for crisis support and refer to local support agencies.
- Provide benefit advice and appeal representation.

## £1,000 one-off payment of support for women with mesh complications

**A one-million-pound fund will be run by NHS National Services Scotland for women who have experienced complications from vaginal mesh implants. Applications will open at the start of July 2020 and run until June 2021.**

The scheme is open to women who have experienced complications after having vaginal mesh implanted in procedures carried out by or on behalf of the Scottish Health Board.

Successful applicants will receive a one-off payment of support of £1,000.

Further information can be found by visiting:

<https://www.gov.scot/news/support-for-women-with-mesh-complications/>

## Benefits & COVID-19 information available via WhatsApp

**People can now access the most up-to-date benefits and support information via their smart phones using WhatsApp.**

The automated “chatbot” service, which can be accessed by sending ‘Hi’ in a WhatsApp message to 07860 064 422, has been launched to help combat the spread of incorrect information and to make the correct information easily accessible.

For employment, business and benefit information you should select option 5. Please note the service is for information only, your messages will be answered by an automated chatbot. If you need to contact DWP you should do so using the usual method of contact.

DWP is one of the first government departments to provide information via the WhatsApp service which includes information on benefits support available, how to check if you are eligible and how to apply.

Further information can be found by visiting:

<https://www.gov.uk/government/news/government-launches-coronavirus-information-service-on-whatsapp>

### Useful support link

Citizen’s Advice Helpline Scotland – 0800 028 1456 Monday to Friday 9am to 5pm.

<https://www.citizensadvice.org.uk/scotland/about-us/get-advice-s/>

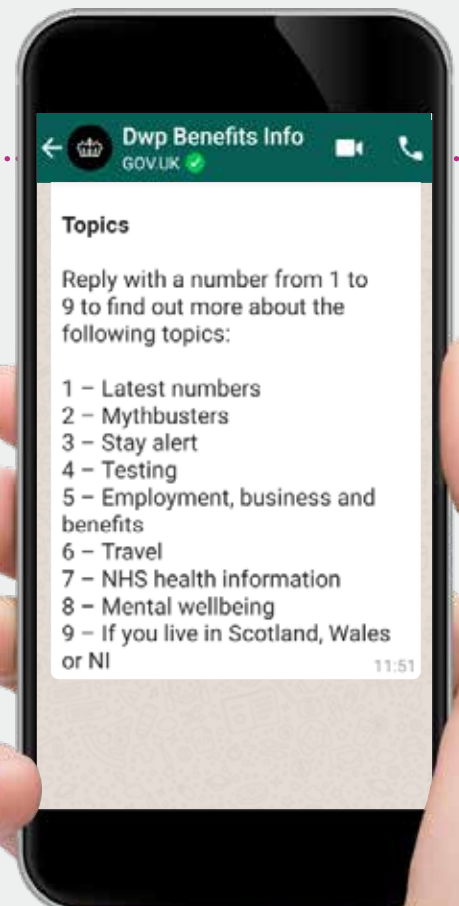
## Find out what you can do if you are struggling because of coronavirus (COVID-19)

The UK government has launched a GOV.UK online service to find out what help you can get if you are affected by coronavirus. You can use it for yourself or someone else.

You can find information about:

- feeling unsafe
- going in to work
- paying bills or being unemployed
- getting food
- having somewhere to live
- mental health and wellbeing

Please visit <https://www.gov.uk/find-coronavirus-support.gov.uk> for further information.



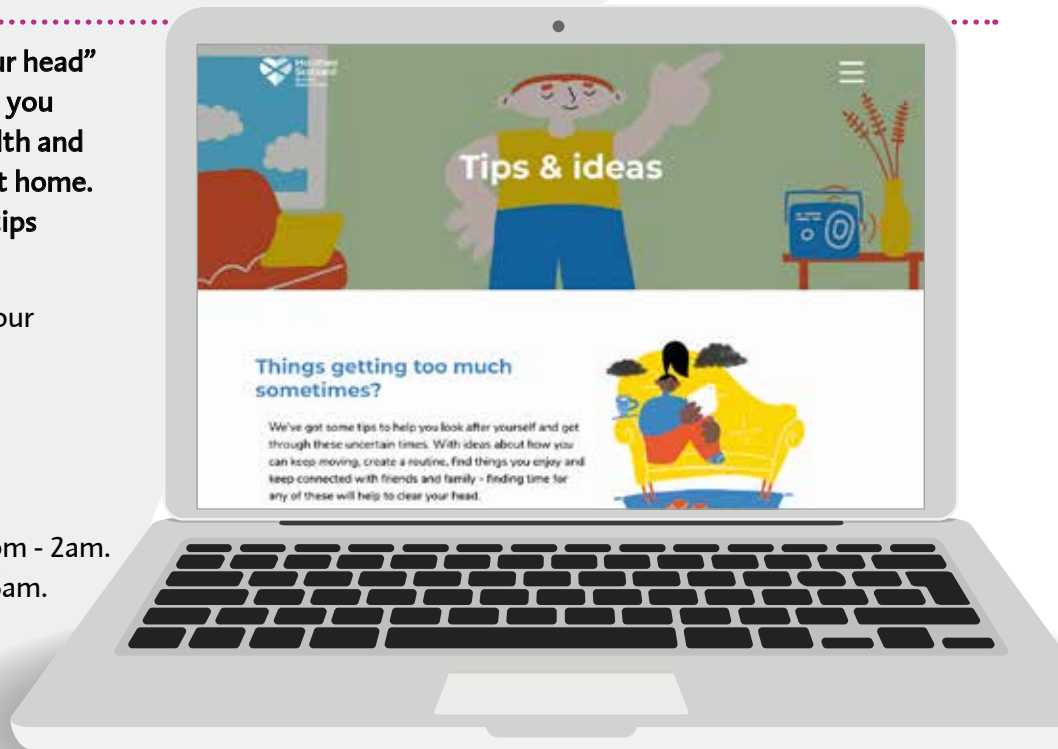


# Looking after your mental health during COVID-19

The Scottish governments “clear your head” campaign highlights practical things you can do to look after your mental health and wellbeing while continuing to stay at home. Visit <https://clearyourhead.scot/> for tips resources and support.

If you need to talk someone about your mental health you can contact:

- NHS 24 on 111.  
Monday to Sunday 6pm to 2am.
- Breathing Space on 0800 83 85 87.  
Weekdays Monday to Thursday 6pm - 2am.  
Weekends Friday 6pm – Monday 6am.
- Samaritans on 116 123. Free from any phone. Open 24 hours a day 365 days a year.



## Here to help!

Working together to support people through challenging times



### Do you need:

- Grocery deliveries
- Medication collection & drop off
- Dog walking
- A friendly chat on the phone to help you feel less alone
- Help using PayPal or other online tools and services



### Reach a community volunteer:

Phone: 0141 474 6617

Email: [COVID19GlasgowHelp@gmail.com](mailto:COVID19GlasgowHelp@gmail.com)

Twitter: [@GlasNESupport](https://twitter.com/GlasNESupport)

Facebook Page: [@GlasgowNorthEastCOVID19Support](https://www.facebook.com/GlasgowNorthEastCOVID19Support)

Please get in touch if you have any free time to volunteer.

You can help even if you're self-isolating – by speaking on the phone or other online services

*"Community solidarity must become more infectious than the coronavirus itself."*  
-Dr Ghebreyesus, Director General, World Health Organisation, 16 March 2020

## Learnings from home resources for parents and kids

Parents can access free online resources and free online parenting courses at <https://www.parentclub.scot/>

First Bus created a kids activity pack for home learning which can be accessed by visiting <https://www.firstgroup.com/greater-glasgow/news-and-service-updates/kids-pack>

The First bus activity pack is aimed at children from Primary 1 to Primary 7, it is packed with fun activities including a word search, connect the dots and kids can design a poster for Public Transport.

Scottish water created a water cycle education activity pack for kids to learn about the water cycle and how they can help protect the environment. The pack is entirely digital and can be accessed by visiting:

<https://www.scottishwater.co.uk/educationpack>



# DIGITAL SUPPORT FUND

Wellhouse Housing Association have successfully secured funding from the Supporting Communities Fund to provide digital support to tenants and local community groups within the Easterhouse community.

As face to face contact is reduced due to social distancing and many services are digital by default, we want to help our community access digital services.

Wellhouse Housing Association will operate a Digital Support Fund, users of the fund will be able to borrow a device such as a laptop or tablet from the Association for a period of time during the Coronavirus pandemic.

The scheme will accept individual applications and applications from local community groups in the Easterhouse area.

The Digital support fund is designed to support those with no access to a laptop or tablet to:

- Keep in contact with family and friends online
- Use online shopping/ Prescription services
- Access online benefits such as Universal Credit
- Job search
- Access digital courses
- Assist students of all ages with academic study

For more information contact the office on 0141 781 1884. Monday to Thursday 9am to 5pm and Friday 9am to 4.30pm.



## DO YOU NEED SOME HELP DURING COVID-19?

Do you need help, have issues with social distancing or self-isolating? **Glasgow Helps Community Hub** can put you in touch with someone who can help you. For example with:



### Shopping

Collect essential food items



### Medication

Pick up medication/ prescriptions



### Phone calls

Someone to speak to

**Call our helpline on 0141 345 0543**

Lines open Monday to Friday - 9 a.m. and 5 p.m.

If you want advice on mental health, domestic abuse or child protection issues we can direct you to the appropriate service for support.

[www.glasgowhelps.org](http://www.glasgowhelps.org) | [helpline@gcvs.org.uk](mailto:helpline@gcvs.org.uk) | @GlasgowCVS



## 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.

Saltire our Gas Contractor, in conjunction with Wellhouse Housing Association, are continuing to monitor and follow guidance in relation to COVID-19 and your annual service has been deemed as essential work during this time.

We would therefore ask you to call at your earliest convenience if you are self-isolating, showing any symptoms, have been confirmed to have contracted COVID-19 or if you would like to re-arrange the appointment for any other reason at this time. Please contact either Saltires Servicing Team on 01698 743609 or Wellhouse HA on 0141 781 1884.

Please note that our staff 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/](http://www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/)

Our engineers are complying with the social distancing guidelines. We do appreciate that your house may be busier than usual during lockdown being enforced, however, this is in the best interest for all of you. 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.



# 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.

Thank you for your assistance.



**AGE 16-24?**

USE THE SUMMER TO KICKSTART YOUR FUTURE!

**CONNECT 2 SUMMER PROGRAMME**  
**APPLY NOW!**

Starting Tuesday 7th July, our new 6-week course uses blended learning methods to help young people (16-24) into work, training or further education.

Participants will be expected to attend mainly online via Zoom for 2 days per week but could be asked to attend face to face (social distancing applicable)

 Accredited Qualifications	 Volunteering Opportunities	 Skills to improve CV
 Training Allowance (attendance dependent)	 Personal Development & Financial Workshops	 Support to access Further Education, Training or Employment

**SPACES LIMITED\***  
To secure a place or for more information get in touch at:  
BERNIE.DEVLIN@FARE-SCOTLAND.ORG

 **F.A.R.E.**  
move on  
unlocking your potential

 **Impact Arts**  
INSPIRING  
SCOTLAND

## THE BRIDGE FREE SUMMER MEAL TAKEAWAY

The Platform team will be giving out lunches and breakfasts, as well as creative activity packs, this school holiday for children and their families in the North East of Glasgow.

**MONDAYS - FRIDAYS**  
Mon 29 Jun – Fri 7 Aug 2020  
Contactless pickups  
**11:30am -1:30pm**  
from The Bridge Car Park.

For more information contact Anna on 0141 276 9681 or email [anna@platform-online.co.uk](mailto:anna@platform-online.co.uk)

Social distancing measures will be in place. One family member to collect when possible. Meals are to be taken away and reheated at home.

Funded by the Children's Holiday Food Programme

**plat-form**  
The arts centre at the heart of Glasgow's east end

**PLATFORM**  
The Bridge  
1000 Westerhouse Road  
Easterhouse  
Glasgow, G34 9JW

[platform-online.co.uk](http://platform-online.co.uk)  
[info@platform-online.co.uk](mailto:info@platform-online.co.uk)  
014 1276 9696  
f t i @platformglasgow



# BULK WASTE UPDATE

**- There is still NO BULK UPLIFT service from GCC due to the current Coronavirus Pandemic**

**Despite previous correspondence, there are, unfortunately some tenants still not adhering to our request. We appeal to you for your help in this matter.**

Please DO NOT put any bulk items out they will not be uplifted. If you put items out this is fly tipping and you can be fined. We have taken some photos of this illegal practice and we will try to find out who is responsible and advise Council Enforcement Officers. We are sure you will be as shocked as we were by these photos. This could result in fixed penalty notices being issued. Please think of other tenants and their families by helping us to help you. Please do not store items in the backcourt unless it is absolutely necessary and only then if it is not obstructing pathways and it is stored safely and remain mindful of any fire risk.

It is not the job of the Estate Wardens to remove these items. Please understand the hard job the cleansing workers and our Wardens have during this crisis and help them by only putting rubbish in the bins provided and keeping your area tidy. Our staff carried out some uplifts as an emergency measure, because the items were presenting a hazard.

## Update on Repairs Service

**Since the beginning of lock down we have raised 188 works orders for emergency repairs. For the same period last year we raised a total of 655 works orders for all classes of work. Our Contractors are continuing to work and as things are eased we will start to bring back services.**

We will also be looking to start with Electrical Periodic testing and Smoke Alarm upgrades. We understand

Unfortunately, this did not solve the problem as some residents continue to dump bulky items and other rubbish.

While we are removing dumped rubbish, we cannot carry out other duties such as grass cutting and the cost is having to be met by the Association. This has cost the Association in the region of £5,000. We are no longer able to do this and will not be uplifting further dumping.

GCC recycling centre at the Queenslie depot is now open from Monday to Friday, 10 am to 4pm each day (last entry 3.45pm).

Please check the GCC website <https://glasgow.gov.uk/hwrc> as they aren't taking everything at the moment.

Finally, if you witness anyone dumping bulk items in the street, open space areas or your backcourt please report this to GCC or our Housing Team on 07387016760.

Thank you for your co-operation. Let's all look after each other.



that you would have been looking forward to your new kitchen being fitted, be assured we have not forgotten you. We have been working with our Planned Maintenance Contractor to look at the best possible way in which. We can complete the planned replacements that we had to put on hold earlier in the year. The contractor will be contacting those involved shortly to speak to you about an potential date .



## Bins

Unfortunately, it has been very disappointing to see how many tenants are not playing their part during the current pandemic. This situation is tough on everyone and has put pressure on many services including refuse collection. If your bin is full please **DO NOT** leave additional bags next to the bins – these do not get uplifted by the Council.

If you notice that your bin has not been emptied when it should have please report this to Glasgow City Council by one of the following ways;

Phone – 0141 287 9700

Online - <https://www.glasgow.gov.uk/article/25826/Missed-bin-report>

## Blocked Drains

The following article is advice from Scottish Water on preventing blocked drains in your property.



Flushing things like wipes, nappies or cotton buds down the toilet can cause drains to block, flooding you and your neighbours.

Everything else should go in the bin, not down your toilet - check out the bathroom checklist of 'never flush' items below:

- all wipes (baby, personal cleansing, toilet and household cleaning) - even if the pack says 'flushable'
- sanitary items (sanitary towels, tampons, liners, applicators and backing strips)
- cotton wool, cotton buds, disposable nappies and nappy liners
- incontinence pads, colostomy bags, used bandages and contact lenses

Keep a bin in the bathroom for you to quickly, safely and hygienically dispose of all the 'never flush' personal items, special disposable bags are available at most pharmacies and supermarkets.

If you report a choked toilet and we are informed that the cause of this choke was due to any of the items mentioned above, being flushed down the toilet, this can be recharged to you.

A normal call out could range up to £50 for a plumber but if the system requires to be jet washed by our

## My Glasgow app

Please do not leave rubbish anywhere other than in the bins provided. Anyone identified as doing this will be in breach of their tenancy agreement and action will be taken. You may also be recharged for the clearing up of this rubbish.

Please remember we're all in this together! Have consideration for your fellow residents!!



drainage company, the minimum amount of a call out is £151.

Please be careful and only flush items that are meant to be flushed.

### Did you know?

The waste water drain which runs from your house to the public sewer is usually about 4 inches wide, which is less than the diameter of a DVD.

## Dog Fouling

As you are aware our Estate Wardens are responsible for cutting the communal grass in Wellhouse and this includes back courts. However, they WILL NOT cut grass which is full of dog mess.

Unfortunately, this has been happening in too many back courts recently and it is not acceptable. If you have a pet, it is written in your tenancy agreement that you must clean up after it. If you fail to do this, permission to keep your animal can be withdrawn and you would have to rehome your pet.

**Dog fouling is not only deeply unpleasant, it is dangerous. Whilst rare, contact with dog excrement can cause toxocariasis – a nasty infection that can lead to dizziness, nausea, asthma and even blindness or seizures.**

We don't want to have to ask you to part with your pet, however this will be necessary if you don't clean up after it.

## Pets

**Due to the rise in complaints regarding some dog owners not behaving responsibly, the impact this is having on other neighbours and also the staff having to deal with the mess, the Association is having to look at what actions we can take.**

We would like to remind tenants that it is a condition of your tenancy agreement that you must apply for permission to keep animals in your home. If permission is granted, this is subject to the following conditions:

- keeping your animal is not prohibited by the Dangerous Dogs Act 1991, or by any other law,
- you are responsible for the behaviour of any animal owned by you or anyone living with you.
- You must take all reasonable steps to supervise and keep such animals under control,
- You must take reasonable care to see that such animals do not foul or cause damage to the house, your neighbour's property, anything belonging to us or anything we are responsible for, such as the common parts.



If you witness anyone allowing their dog to foul in the backcourt, or in any other area without cleaning up afterwards, we would ask that you report this to the Association.

- We will be entitled to require removal of the animal if causing a nuisance or damage. You are responsible for cleaning up animal faeces.
- Only one dog per household will be permitted, and one other domestic pet.
- Tenants found to be keeping animals in their home without permission from the Association may be required to remove the animal within 28 days.

If you break these conditions, we have the right to require you to remove the animal within 14 days of the permission being removed. If you fail to do this, we have the right to take legal action and recharge you for any legal expenses incurred.

We would ask that if you are unsure if you have permission for a pet then you contact your Housing Officer (details below) and complete a short form.

Fiona – 07393147918 – [fiona@wellhouseha.org.uk](mailto:fiona@wellhouseha.org.uk)

John – 07393147927 – [johns@wellhouseha.org.uk](mailto:johns@wellhouseha.org.uk)

Maureen – 07387105327 – [maureen@wellhouseha.org.uk](mailto:maureen@wellhouseha.org.uk)



## Antisocial Behaviour

**Sadly, despite the current pandemic and government lockdown restrictions, the Association has received a high number of Antisocial complaints regarding parties, noise and people continually breaking the lockdown rules.**

At the moment the Glasgow City Council Noise Team are unable to attend noise complaints due to the restrictions on entering people's properties therefore any noise disturbances can be reported to Police Scotland on 101. Tenants can then inform WHA that they have done this and we can investigate what action we can then take.

If anyone is concerned about lockdown breaches these should be forwarded to Police Scotland, and while this

behaviour on its own may not be a breach of a tenancy agreement, if the behaviour causes nuisance, alarm or distress, then this could be a different matter and we encourage you to report this to your Housing Officer.

For example - if your neighbour is having additional people into their property then this is solely a police matter, however if these people are then entering your garden or approaching you then this could be seen as an act of antisocial behaviour and a tenancy breach.

We ask that residents behave responsibly and abide by the rules the Scottish Government have set out so that we can all remain safe during these unprecedented times.

### Young people's housing aspirations

We are looking for research participants to take part in a study to investigate how social networks shape housing choices, aspirations and expectations.

Participation in this research study will involve an interview lasting around 60 minutes. This interview will be conducted online using Microsoft Teams/telephone at a mutually convenient time. The interview will consist of three parts as follows:

1. Discussion about your housing experiences to date
2. Social Class Measure Survey (5 mins)
3. Interview to create a visual diagram of your 'social network'

If you have any questions relating to data protection these can be addressed to [data.protection@stir.ac.uk](mailto:data.protection@stir.ac.uk) in the first instance.

## PARTICIPANTS NEEDED



### Contact Details:

Trudi Tokarczyk, University of Stirling, Stirling, FK9 4LA  
email: [trudi.tokarczyk1@stir.ac.uk](mailto:trudi.tokarczyk1@stir.ac.uk)

# Equality, diversity and human rights

We hold our equality, diversity and human rights beliefs dearly and strive to continue to deliver on them, committing ourselves to being the best we can be for all of our customers. We pledge to educate ourselves, listen more, do better, and speak up in the face of any inequality and to foster a space where everyone is seen and heard. We urge all of our tenants to share your life experiences, if you wish, to help us shape and inform our services to you. Please get in touch if you want to offer any help to us in further developing our commitment to diversity to all of Wellhouse's people.

## EQUALITY AND DIVERSITY STATEMENT

Wellhouse Housing Association welcomes and respects diversity. We will:

- Make no judgements about you based upon age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation;
- Make no assumptions about your age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation;
- Make no judgements or assumptions about you based upon how you speak, how you dress, where you live or who you associate with;
- Treat you fairly;
- Make it easy for you to deal with us as;
- Treat you as an individual, with dignity and respect;
- Respect your privacy & confidentiality and act sensitively;
- Take time to listen to you and give you open and honest explanations;
- Provide you with the information you need;
- Be professional, reliable and deliver what we promise;
- Keep you updated;
- If there is a problem, put it right as quickly as possible;
- Welcome feedback and make use of it to improve our services;
- Treat all people with whom you associate in the same manner.

We expect you to:

- treat all colleagues, partner organisations and customers in the same manner.

**“We work within an environment of mutual respect and tolerance, where everyone is treated fairly and can feel safe and supported. We welcome all people and the dignity of customers, Management Committee members, contractors and staff is to be protected at all times, therefore we cannot allow any discriminatory or offensive language or behaviour within any part of The Hub, on the telephone, on social media or any other interaction at any time.”**

- ✓ Positive about Wellhouse
- ✓ Positive about the people of Wellhouse
- ✓ Positive about the people who work for and with Wellhouse

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY



# 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.

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](mailto:linda@wellhouseha.org.uk)

## Annual garden competition announcement

Our priority at Wellhouse is the health and safety of our colleagues, clients, partners and all customers. Wellhouse is actively and continuously monitoring the Covid-19 Coronavirus outbreak, in line with local and national authorities, public health advice and WHO guidelines.

With social distancing measures in place, garden centres being closed during this period and staff working remotely, we feel it would be unfair to our green fingered tenants to hold the annual garden competition when many of the gardens would not be at their best

when we are advised that it is safe to return to the office.

However, all is not lost. We would love to hear your ideas for a competition later in the year when we return to "the new normal". Perhaps a recognition award for individuals who went that extra mile for their neighbours during this period? Nominate your local Wellhouse Hero! Tell us what you think! at [info@wellhouseha.org.uk](mailto:info@wellhouseha.org.uk) or drop a note into the mailbox at the front gate. Stay safe Wellhouse!





## Platform News

Whilst the Platform building is closed, we have been looking at ways to support our local community and beyond by bringing some of our creative programme to you at home.

Through working with artists, we've been able to take some of our Taking Part activities online to those who regularly engage with our sessions and want to share details with you in case you'd like to get involved. There's something for all ages across drama, music and visual art. All activities are free!

If you have any questions, would like details on how to join in with any of the groups below, or would just like to say hello, we'd be really delighted to hear from you - please email [info@platform-online.co.uk](mailto:info@platform-online.co.uk) and we will get back in touch.

Stay tuned to the website and our social media for more news over the coming weeks. In the meantime, stay safe and please take care.

### Platform Singers Choir

Our community choir is now taking place online every Friday afternoon on Zoom. Aimed at adults, and run by choir leader Rachel Hynes, Platform Singers is a friendly group and no singing experience is needed! Plus if you need some tech support to help get you online, we can assist with this.

There's lots of health benefits to singing - you can find out more in this article with Rachel.

### Platform Drama for 7-25 year olds

For the past month Creation Station (for 7-11yr olds), Lab Station (12-16 year olds) and Platform Young Company (16-25 year olds) have been meeting weekly on Zoom to chat, collaborate and share pieces of work and performances.

The groups are all artist led and if you are interested in performance, this a great way to meet like minded people. No previous experience required! Read more about the Platform Young Company sessions on Saturday mornings and Lab & Creation Station sessions on Monday evenings.

### Saturday Art Club & Nu Gen...at home!

We have been encouraging our Saturday Art Club 4-11 year olds and our Nu Gen teenagers to get creative at home, with the help of artist Alice Dansey-Wright.

Every Saturday morning we have been emailing out weekly activity packs to our Saturday Art Club mailing list. So far there have been all sorts of bright, wonderful and colourful creations made - including paper dolls and mini theatres!

Our Nu-Gen regulars are meeting on Tuesday evenings on Zoom with Alice and are working through creative activities and sharing their work each week. We will be sharing some of their creations on social media.

### Play Cafe for 0-4yr olds

We're really missing our weekly Play Café sessions on Wednesday mornings for 0-4yr olds and are posting an activity on our social media channels each week at 11am. Check in to see what's happening!





North East  
Recovery Community

**we are  
withyou**

North East Glasgow  
Recovery Online  
Groups

**Monday**

10am Recovery  
Check-In  
(Google Meet)  
asg-digz-uuo

2pm Boxercise  
(Zoom)  
505 087 6128

7pm Yoga  
(Zoom)  
723 738 5521

**Tuesday**

10am Recovery  
Check-In  
(Google Meet)  
asg-digz-uuo

2pm Peer Support  
Group  
(Google Meet)  
asg-digz-uuo

7pm Meditation  
(Zoom)  
723 738 5521

**Wednesday**

10am Recovery  
Check-In  
(Google Meet)  
asg-digz-uuo

2pm PARC Online  
(Google Meet)  
asg-digz-uuo

7pm Recovery  
Meeting  
(Zoom)  
723 738 5521

**Thursday**

10am Recovery  
Check-In  
(Google Meet)  
asg-digz-uuo

2pm Men's Group  
(Google Meet)  
asg-digz-uuo

7pm Meditation  
(Zoom)  
723 738 5521

**Friday**

10am Recovery  
Check-In  
(Google Meet)  
asg-digz-uuo

2pm RENEW  
Women's Group  
(Google Meet)  
asg-digz-uuo

7pm Lets Have Fun  
(Zoom)  
723 738 5521

**Saturday**

10am Recovery  
Check-In  
(Google Meet)  
asg-digz-uuo

2pm Quiz  
(Google Meet)  
asg-digz-uuo

7pm Meditation  
(Zoom)  
723 738 5521

**Sunday**

10am Recovery  
Check-In  
(Google Meet)  
asg-digz-uuo

2pm Check-In  
(Google Meet)  
asg-digz-uuo

7pm Recovery  
Meeting  
(Zoom)  
723 738 5521

Go To Google Play or  
Play Store To  
Download The Apps  
[Google Hangout Meets](#)



[Zoom](#)



**Contact**

Tracy 07970 001028  
Sean 07970 651103  
If Your Having  
Problems Connecting  
Or Downloading The  
Apps



# Wellhouse Community Spirit

This is a great story of a small street working together to keep morale and spirits high during lockdown. This was, and still is, a difficult time for everyone and shows the amazing community spirit shown by some of the residents of Wellhouse. I was told everyone enjoyed it from the safety of their own gardens and the street whilst adhering to strict social distancing rules.

A great positive story that shines a light on how amazing our community can be when it pulls together.

Best Wishes

*Darron Brown*

Darron Brown  
CHAIR



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](mailto:Pat@wellhouseha.org.uk) if you know who you want to contact, or [info@wellhouseha.org.uk](mailto:info@wellhouseha.org.uk)

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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](http://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.