



north news

One Vision: A community where people can flourish and prosper



First Youth Activate delivered in North Glasgow by ng homes and Glasgow University!

Twenty-five young people took part in the Youth Activate programme during the summer, engaging in a range of discussions and workshops. Read the full story on pages 4 and 5.

A new look for your North News!

Welcome to your new edition of North News. Find out about all the refreshing changes on page 3.

In this issue:



Challenging Poverty
page 13



Business Improvement District
page 16



Fire Safety tips for the festive season and beyond
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Welcome...

I'm delighted to welcome you to our 2019 festive edition of North News. I'm sure you will enjoy catching up on the great things that have been happening in North Glasgow since our summer edition and hearing about some of the activities we have planned for 2020.

As you can see, the newsletter has a new look and feel. We listened to the feedback from our communications consultation held earlier in the year with the Board, tenants, other customers and staff and we made some changes to the size, design and layout that we hope you will like, we want you to enjoy this publication so please let us know what you think.

It's hard to believe that another year has almost come and gone. As usual, it's been a busy time for the ng group. As with every year, there have been challenges along the way but I'm delighted to say that our Board members and staff at both ng homes and ng2 have risen to the challenge and continue to show a strong commitment to achieving customer service excellence in the many ways that we support our tenants and residents in North Glasgow.

We are committed to providing good quality homes within a vibrant community where people feel safe and are proud to live. Our Regeneration and Housing Services teams continue to work together to develop and deliver innovative services and events that are making a positive difference for so many people in our community.

The health, safety and wellbeing of our tenants, residents and staff remains a top priority for the year ahead and we are



dedicated to maintaining our focus on strong governance. On page 17 you can see the 2019 Assurance Statement that we provided to the Scottish Housing Regulator in regards to this.

I'm sure that 2020 will be another exciting year! We will continue to promote equality and diversity to ensure that everyone in North Glasgow is treated fairly and provided with opportunities to succeed and we look forward to working closely with you during the next year to achieve our vision of a community where people can flourish and prosper.

Wishing you all a safe and Merry Christmas and a prosperous New Year!

Ann Marie Devlin
Senior Depute CEO, ng homes



The Staff and Board of ng homes wish all our tenants and residents a very Merry Christmas and a Happy New Year

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A New North News

Welcome to your new North News!

As you can tell, we've given your newsletter a bit of a refresh. After gathering and receiving feedback and comments about North News we decided it was time for a change.

We've gotten smaller!

We've reduced the size from the broadsheet style down to a neater, more compact size to make it easier to handle and more modern.

We're environmentally friendly!

The paper used for your North News is from a sustainable source. It's also completely recyclable so please pop it in your paper recycling bin once you're finished.

Not only that, but we're online too, so you can have a flick through the newsletter whenever or wherever you want. Visit our new website and have a look: www.nghomes.net

Contents

We've refocused our contents structure with an emphasis on services, local stories and helpful information.

Spring, Summer and Winter

We'll be producing North News three times a year.

We would like to hear your feedback on the new North News!

We hope you like the new design and we would love to hear your thoughts and comments on it.



If you have any local stories of your own or ideas for a story, please get in touch!

Communications Officer
media@nghomes.net
 0141 630 4286

Our Performance: Complaints and Compliments

1st April 2019 to 30th September 2019

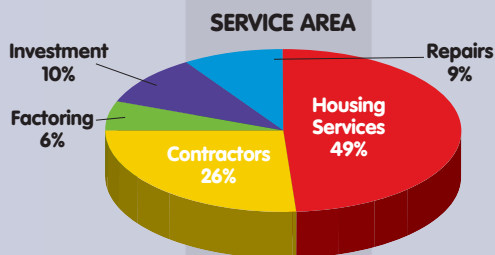
We know we are not perfect however we are striving to achieve excellence in all aspects of customer service. We recognise that from time to time some things can go wrong, we're only human after all, but our aim is to rectify things quickly and effectively, and permanently improve our services in the process.

Number of complaints received in the period = **158**

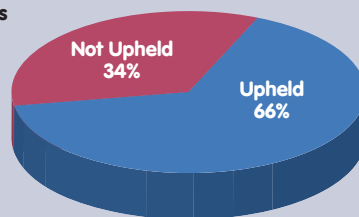
93% of complaints were responded to within our target timescales.

Our Complaints Handling Procedure was developed by the Scottish Public Service Ombudsman in partnership with the housing sector. A guide to our complaints procedure is available at our offices and you can phone us and ask us to send you one out.

Complaints 1st April 2019 to 30th September 2019



COMPLAINTS UPHELD



Compliments during the period included:



Young people graduate from the first Youth Activate course delivered in North Glasgow

ng homes have worked in partnership with Glasgow University over the past 8 years to deliver the Activate Community Development programme in North Glasgow.

During this time, over 300 students from across a range of ages, cultures, communities and public organisations have completed the programme. Some students have even used this as a springboard to complete further studies in College or University, with some going on to graduate from the BA Community Development course at Glasgow University.

Margaret Fraser, Head of Regeneration at ng homes said:

“For some time ng homes and Glasgow University have been working hard to establish a Youth Activate programme, though the difficulty has been trying to organise this during the school term as there were always preparations for exams taking place. We were delighted when Youth Activate launched on 16th July 2019 in Saracen House in Possilpark, with 25 young people attending and giving up two weeks of their summer holidays to study with Glasgow University.”

The participants included people from a range of ages and diverse cultural backgrounds, and came from a number of local organisations including:

- Glasgow Afghan United
- Glasgow Chinese Recreation Centre
- ng homes tenants
- PSYV (Police Scotland Youth Volunteers)
- Springburn Young People
- Ruchazie Church
- DRC Generations Scotstoun

During the programme, the young people took part in discussions and workshops on a range of important local and global topics. This interactive approach enabled participants to gain rich insights and experiences as they worked and learned alongside ‘others’ who would not normally be part of their ‘circle’. The tutors facilitating the programme commented on the enthusiasm of the young people, highlighting how keen they were to get involved and how interested they were in wanting to follow up with the PSYV (Police Scotland Youth Volunteers) scheme.

Alongside the workshops, the young people worked within groups and selected topics for their Community Investigations, which they presented on the final day of the course. These explored a range of subjects such as facilities for young people in North Glasgow, activities for Afghan United, broader environmental issues, young people’s perception of Police and specific safety issues relating to females, amongst others.



Paul Sweeney MP visits Youth Activate students during the Activate programme in Saracen House, Possilpark



Young people from Glasgow Afghan United with their awards, beside Margaret Fraser, John Devine, Bob Doris MSP, Gino Satti and Abdul Bostani



Youth Activate graduate Emma Porter gives a speech at the awards ceremony in Glasgow University

Paul Sweeney, at the time MP for Glasgow North East, met the young people during Youth Activate and commented:

“I was delighted to hear that so many young people gave up more than two weeks of their summer holidays to study with Glasgow University in Saracen House, Possilpark. This is a seriously worthwhile project that can only be of benefit not just to the young people but to the wider community as well. Congratulations to all involved and well done to ng homes and Glasgow University for their involvement.”

On the final day of the Activate Programme, all 25 of the young people presented their Community Investigations at Glasgow University, before heading along to the graduation event later that day.

The Activate graduation took place on Monday 29th July 2019 in Glasgow University and was attended by all Activate and Youth Activate students, their family and friends together with elected members and ng homes staff and Board members.

A number of other awards were presented on the night including to 13 students from ng homes adult Activate programme.

Bob Doris, MSP for Glasgow Maryhill and Springburn who attended the graduation ceremony and presented awards said:

"It was inspirational to see the enthusiasm and dedication of so many of my constituents to make a difference in the communities I serve. It has been a springboard for further study and achievement for many, and an acknowledgment of the wonderful work everyone already does to contribute to their community. It was particularly heartening to see the first group of Youth Activate graduates get recognition, many of whom I have met across Maryhill and Springburn and witnessed first hand their efforts and commitment to improving their community.

"It was a privilege to present the graduates with their certificates. I pay tribute to their achievements and commend ng homes for their ongoing support of this wonderful initiative."

John Thorburn, ng homes Chairperson, said:

"I was very impressed by the number of people who had taken part in the Activate programme and celebrated their graduation at the award ceremony in Glasgow University. They showed that they care passionately about the area and people who live here. I hope that this passion they have will continue to shine through and they are successful in achieving the changes they want to see. Perceptions are only changed by actions and it is clear they are committed to making a positive difference in North Glasgow. Well done to all who took part - carry on with your vision and good work!"

Helen Martin, Lecturer from Glasgow University who was one of the tutors during the course commented:

"The University, and in particular the School of Education's Community Development team are really delighted to have played our part in ensuring young people got the opportunity to participate and contribute to the communities they belong to. They have found their voice and now it's up to all of us to ensure they have a place to share it."

ng homes would like to congratulate all students and we will be recruiting for a further Activate course due to take place in the community soon. If you are interested in finding out more, please contact:

Margaret Fraser – Head of Regeneration

mfraser@nghomes.net

0141 560 6000

ng homes partnership with Glasgow University goes from strength to strength

In the last North News we highlighted the graduation of local tenant, Billy Aird, who graduated with a BA in Community Development.

We are pleased to highlight the success of another student who, once he completed the Activate course, decided to study for his Masters in Community Development.

Abdul Bostani, who chairs community group Glasgow Afghan United, undertook the Activate course a couple of years ago.

Abdul left his family behind in a war-ravaged Afghanistan and arrived in Glasgow in 2001 as an Accompanied Asylum Seeker and lived in the Red Road flats for some time. He felt quite isolated as he did not speak much English and didn't know anyone in the area but with a bit of confidence and courage he joined some neighbours at the local pitch to play a game of football. In 2003 he formed a football team which has now developed into the much bigger community organisation which covers over 20 nationalities.

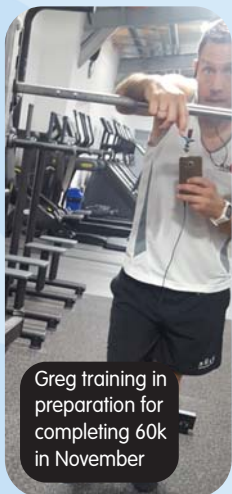
Over the years Abdul has become involved in community integration and has hosted a variety of multicultural events, football tournaments, homework classes and has helped the development of a Women's Group which is now run by volunteers.

This year, alongside his busy voluntary role, he has been studying for his Masters in Community Development at Glasgow University and has been based in ng homes for his University placement, which has been very successful so far.

Abdul has now passed all of his exams and will graduate from Glasgow University in December 2019. His journey is remarkable and from his introduction into community development from the Activate course he has reached his goal of becoming a qualified community development practitioner.

Abdul said: "I came to Scotland in 2001 as a young boy who just turned 18 with no English and no awareness of the local culture, but with huge hopes and aspirations. I never thought that I would get a degree but today I have managed to get 2 degrees whilst living in Scotland. This shows we are living in a country where citizens matter, where opportunities are given based on people's abilities and where everyone can equally reach their potential, and where no talent is wasted. I consider myself as a proud "New Scot" and would like to thank everyone who has helped me to be what I am now."





Greg training in preparation for completing 60k in November



Greg Cann 52.4 miles along the Cotswold Way



Proudly showing his medal for completing the 'Race to the Tower' at the Cotswold Way

Supporting Mental Health

Mental health can be a hard thing to talk about, but you're not alone and there is help at hand.

Everyone has mental health, and just like physical health it's important that we look after it. There are lots of things that we can do to support our wellbeing, including connecting with family and friends, incorporating some physical activity into daily routines and learning something new.

ng homes' Pitstops Project Manager Greg Cann has been raising much needed funds for men's mental health and suicide prevention. Greg tells us what he has been doing throughout November and why it's important to check in on your mental health:

"I've been involved in raising awareness of male mental health and suicide for a number of years now and the reason has been personal. Just over 12 months ago my brother-in-law took his own life after battling with his mental health for a number of years. In the past I was probably the same as a large number of men that only really viewed mental health as a negative – something that was 'wrong' with us. But since working on the Pitstops project and coming to terms with losing a family member it made me realise that mental health is a natural thing and is just as important to look after much like physical health. I think it's important that we all take time to monitor and watch our mental health fitness levels.

"For me, mental fitness centres around things that make me feel good, like my family, exercise and music. Since retiring from rugby, I have focused on running, not for times or glory, but simply to get out. Often accompanied by music, I have completed 5ks, 10ks, half marathons and ultras, and along the way have raised money for mental health awareness charities, notably Movember and the Mens 10k where I was an Ambassador for Glasgow this year.

"Each year I try to participate in Movember Move, by running/walking 60k over a month in recognition of the 60 suicides every hour across the globe. In the UK, figures are just as bad, with a male suicide (75% of total) almost every 2 hours...

"Men die on average 6 years earlier than women, but together we can change that.

"We can stop men dying too young. Remember, it's ok not to be ok."

#ItsOkNotToBeOk

MindtheMen
 #SupportGranted

MindtheMen
 Mondays 7pm - 9pm

SUPPORT GRANTED

We are a suicide prevention peer to peer support group where men can meet in a safe place, talk openly, be listened to and feel supported.

Suicide is the biggest killer of men under 50 in Scotland

LOCATIONS:

West of Scotland Cricket Club 40-44 Peel St Patrick Glasgow G11 5LU	Springburn Community Hub, Springburn Shopping Centre, 230 Springburn Way, Glasgow G21 1TS (enter via car park at rear)
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www.mindthemen.co.uk

Facebook, Twitter, Instagram icons

Springburn Community Hub

In our last edition we featured the Springburn Community Hub which recently opened its doors in the Springburn Shopping Centre.

Six months on from our last edition, we caught up with Helen Carroll, Chairperson of Springburn Community Council, to find out more about the 'Our Springburn: Shaping the Future' events and get an update on the Hub.

The Hub displays and offers a variety of local information and is an efficient signposting service to other service

providers in the area. From local community events, Councillor and MSP surgeries, to providing local job vacancies; 'Job Flashes' are available every Friday in the Hub and include apprenticeships and training opportunities. You'll also find the North Glasgow Uniform Bank available, where children's uniforms from schools in the G21 area and throughout the city are available to pick up for free. For more information about this service, please pop into the Hub or visit their Facebook page: @bankuniform

Over the festive period there'll be various events happening in the local area, so keep your eyes on Springburn Community Council's Facebook page for information on events plus take a look at the Hub's notice board and windows.

As always, Helen emphasises that the Hub will continue to be open and everyone is welcome. The community space is a place for ideas, friendships and conversation. A place to signal that change is happening in Springburn, for Springburn and by Springburn.

Our Springburn: Shaping the Future

At the beginning of the year, Springburn Community Council, along with partners (including ng homes), led a community consultation on the future of Springburn. To round off the project and collate ideas, two Community Planning workshops took place over a weekend in March with over 200 people coming together to discuss and generate ideas, get creative, set goals and visit local site areas. This was a community-led planning and design process addressing local challenges and exploring transformational change.

Kevin Murray Associates, Willie Miller Urban Design and Community Links Scotland supported the community involvement and processed and produced the community's ideas into a cohesive and coordinated action plan.

Alongside the workshops, there were over 2,000 contributions which identified issues in the area along with suggestions on what could be done to solve or alleviate them. A floor-map was created revealing areas with positive links, areas which were disliked and areas that could be improved.

The community planning sessions generated various projects, both large and small, and were categorised into the following themes:

- Green spaces
- Social, community and youth
- Development opportunities
- Activities and events
- Economy and skills
- Shops and services
- Safe streets and spaces
- Transport, movement and connections
- Springburn story, heritage and identity

The Our Springburn project continues to develop, grow and move forward, and is a collaboration between many organisations. A Community Development Trust is planned with a Steering Group already in place to help pull together and shape this. It will be a vehicle for overseeing the regeneration of the Springburn area and the Community Development Trust will be open to community membership, allowing the community to be empowered in shaping a new future.

To find out more, pop into the Community Hub inside Springburn Shopping Centre.

Springburn Community Hub
Springburn Shopping Centre
230 Springburn Way
Glasgow G21 1TS

Facebook: @SpringburnCommunityCouncil
Twitter: @SpringburnCC



Celebration of culture at African Challenge Scotland's Multi-Cultural Music Festival

The African Challenge Scotland 'Multi-Cultural Music Festival' took place on the 24th August 2019 at the Springburn Community Village, in Springburn Park, Glasgow.

The summer event was a celebration of cultures with various exciting displays and entertainment taking place throughout the day. There was live music, performances, exhibitions, community stalls, African food and fun activities for children and young people.

The event created opportunities for attendees to celebrate cultural diversity whilst strengthening community links. The event encouraged cultural expression through various types of performances, including live cultural music. The event was a great success and well attended by the North Glasgow community and beyond.

"The great and amazing thing about being involved with African Challenge Scotland's Multi-Cultural Music Festival is the opportunity to help build a community, foster a sense of pride within a community, and engage a community," said Adelaide Williams, African Challenge Scotland Board member.



"The Multi-Cultural Music Festival is vital in creating "creative space" for cultural energy, while celebrating inclusion and diversity in North Glasgow," said Leila Traore, African Challenge Scotland Youth Ambassador.

Ronier Deumeni, Founder of African Challenge Scotland said: "Huge thanks to ng homes, ng2, Glasgow City Council and all the partner organisations, volunteers and participants for making the day a great success."

ng homes Chairperson, John Thorburn said: "We are once again proud to support this event and encourage cultural inclusion in North Glasgow. We are delighted to see so many people from the community and beyond come together to celebrate at this wonderful multi-cultural event. Well done to everyone involved and who participated in such a fantastic event!"

Summer Camp

ng homes runs a four week Summer Camp programme during July, and has done annually since 2015. The camp is designed to give local children something to do during the summer holidays and help out parents who may struggle during this time. This year the Summer Camp was again organised by ng homes' Regeneration department and included input from all current projects including; Climate Challenge Fund, Build Bridge Bond, Sports Legacy and Link Up.

Traditionally run at Keppoch Campus in Possilpark, 2019 saw an additional camp run in partnership with Active Schools, at Springburn Academy. Both camps lasted for 2 days, and covered a wide range of events from DJ workshops to arts and crafts alongside favourite sports, with something for every child to enjoy.

Over 100 children across 5 local Primary Schools signed up to attend Summer Camp this year, and over the course of the four

weeks there were 47 children on average attending the Keppoch site per day, and 27 attending Springburn. The latter was particularly pleasing since there had never been a camp run in this area before.

The Summer Camps were aimed at primary school ages, and each camp had a range of children from P1-P7. While Keppoch Camp divided its children into three groups dependant on age (5-6, 6-9, 10+), the Springburn Camp kept the ages together, splitting according to activity if smaller groups were required.

ng homes worked with a variety of partner organisations in delivering the various activities, including: Utd Sports, HiBallsLow, Active Schools, Utter Studios who provided DJ workshops, British Red Cross who provided First Aid Awareness and Allan Glens RFC who provided rugby sessions. So a big thank you goes out to



all the organisations and individuals who supported the Summer Camp programme.

Feedback from this year's Summer Camp was overall highly positive with many children commenting that they enjoyed the different activities and getting to meet other people.



St. Aloysius Church in Springburn

ng homes are keen to highlight and showcase the great work and activities that are going on in North Glasgow. We are always looking to build strong partnerships with people and organisations in the community.

In this edition Father John McGrath of St. Aloysius Catholic Church in Springburn has provided some information about the history of the church and the services taking place over the Christmas period.

The first Church of St. Aloysius opened in 1855 and accommodated 500 people, but as the parish thrived it became too small for the needs of the congregation. A new Church was commissioned and opened on the 7th September 1882, able to accommodate approximately 1,000 people. This is the Church you'll see today, situated at 10 Hillkirk Street, right in the centre of the community and it is Springburn's oldest surviving church. The Church was designed by Architects Bruce and Sturrock of Glasgow. It has many interesting architectural features both outside and inside including an ornate altar.



The new church of St. Aloysius, dedicated on 7th September, 1882 by Archbishop Charles Erskine Glasgow. Seen is the steeple which had to be removed in the 1940's.



Interior of St Aloysius in 1940's

Father McGrath ensures that everyone is made welcome at St Aloysius and highlights that the parish is a community made up of all ages and races. In recent years, the ethnic make up of the parish has been enriched with many Philipino, Asian, Indian, Eastern European and African people attending mass and other services within the Church.



What's On

Every day there is Mass at 10am. At the weekends there is Mass at 5pm on Saturday (Vigil) and 11am on Sunday and everyone is welcome!

Over the festive period, St Aloysius will be hosting various services:

Tuesday 24th December 2019

Morning Mass: 10am
Card Service: 8.30pm
Christmas Vigil: 9pm

Wednesday 25th December 2019

Masses: 11am
1pm (in Stobhill Hospital)

Thursday 26th December 2019

Mass: 10am

Saturday 28th December 2019

Morning Mass: 10am
Vigil: 5pm

Sunday 29th December 2019

Morning Mass: 11am
2pm (in Stobhill Hospital)

Father McGrath wishes
you all Christmas Joy
and Peace, and a
Happy New Year.



St. Aloysius Church • Springburn

10 Hillkirk Street • Glasgow G21 1TH

Website:

www.staloyssiusspringburn.rcglasgow.org.uk

Email:

info@staloyssiusspringburn.rcglasgow.org.uk

Phone: 0141 558 5495

Youth Week by Emma Porter

Youth Week kicked off on Monday 14th October 2019 during the school's October Week holiday and saw over 80 young people get involved in a range of activities in the North of Glasgow. Youth Week was supported by many local organisations including ng homes and Springburn Community Council.

The week celebrated young people in the local area and was organised by the Springburn Youth Forum. A variety of activities, performances and stalls were present throughout the week and included networking opportunities, basketball games, anime drawing classes, cricket, rowing, parkour and a Harry Potter movie night.

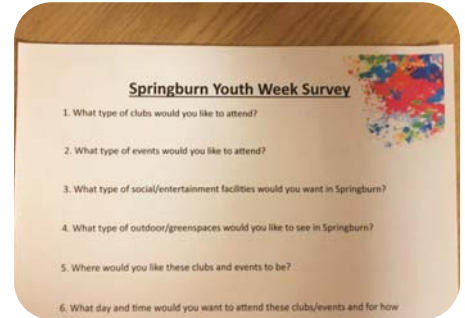
During the week young people were able to get involved and make their voices heard through the Youth Week survey. The survey asked what activities, clubs, events and green spaces they wanted in their area. The feedback was exceptionally positive and Springburn Youth Forum are exploring how to take action based on the feedback received.

The Springburn Youth Forum also hosted Young People's Days on Saturday 19th

October 2019 at the Springburn Park Community Village and welcomed over 50 people to the event, including local Councillors. There were performances from local young people and stalls from local organisations who work with young people, including RSPB, Glasgow Youth Council, Scottish Rowing, African Challenge Scotland and Pinkston Water Sports.

Springburn Youth Forum are now eager to make Youth Week an annual event and are keen to get more local young people involved.

Currently, the Youth Forum are working hard to create a green seating space outside Springburn Academy for pupils to use at lunchtime which will also include a recycling point for the community, as at the moment there are very few recycling areas in Springburn. Based on feedback and comments from young people in the area climate change, looking after the environment and recycling are big concerns for them. This project takes the first step in addressing climate change whilst also providing a useable space for young people.



Springburn Youth Forum aim to have the voices of young people heard, whilst also providing them with activities and events to attend in the area. The Forum is always looking for more young people to get involved so if you would like to join the Forum please get in touch!

Twitter: [@SpringburnYF](#)

Facebook: [@SpringburnYouthForum](#)

Youth Group

A brand new Secondary school aged Youth Group has been set up and operates from the Balgrayhill Community Hall in Springburn. It is supported by ng homes' Regeneration staff and local volunteers.



Staff at Youth Group Halloween disco



Team Mummy - Game at Youth Group Halloween disco

The Youth Group initially launched for 6 weeks throughout August and September, and since then the numbers of attendees has grown substantially!

The Youth Group has hosted a variety of fun sessions, such as sporting activities, dance, music and cooking. The group has also linked in with the newly-formed Youth Forum, supporting local activities, events and clubs for young people in the area.

The Youth Group meets on Tuesday evenings and offers fun and free activities for local young people. To find out more or to get involved, drop us an email:

mycommunity@nghomes.net or call us: **0141 630 4254.**

Bike Boost!



We've launched a new community programme aimed at trying to get more people active using bikes.

To help get us going, we are looking for donations so we can get a fleet of bikes out and into the community.

If you have an old bike that's lying around and not being used, let us know! It can be in any condition and any size. We will give

it some TLC and re-condition it so it can be given to somebody needing it in the community.

We have some bikes ready to go and we're keen to get them to members of the community who have committed to using them for a set time (4-8 weeks) to help get them more active. All we ask in return is that members record and log their weekly

activity to help us monitor the impact of the project.

If you'd like to get involved, hear more about the project or donate a bike, give us a bell!

Call us on 0141 630 4254 or email Greg: gcan@nghomes.net and we will arrange a pick up.

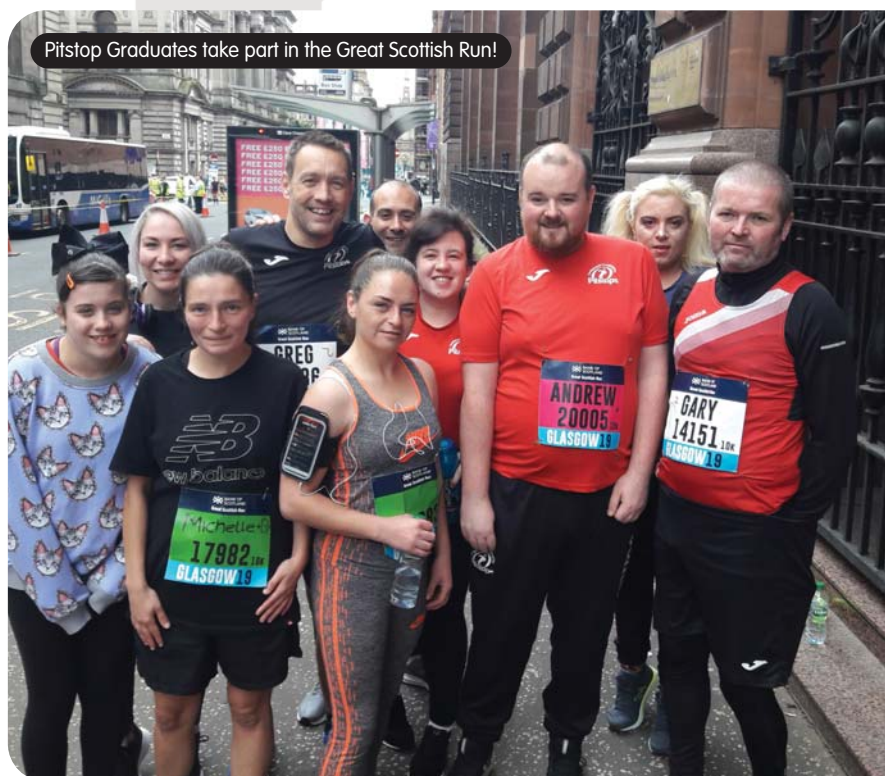
From Pitstops to the Homeless Rugby Cup and the Great Scottish Run

The Pitstops project launched back in 2016 and has since seen 144 graduates from 8 cohorts. The project focused on delivering personal development courses and used sports as a means to prepare unemployed and disengaged adults for the world of work or other positive destinations, like college or voluntary work.

Now that the project has been completed, the Pitstops project was deemed 'fully compliant' by the Big Lottery upon receipt of the final End of Grant Report and they were pleased with the success of the project.

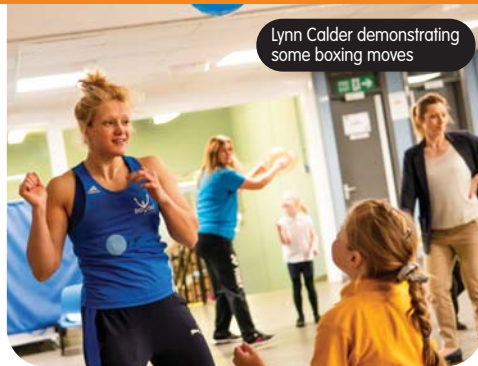
After participants finished their course, graduates were offered post-course physical activities to allow them to further develop their fitness and support both mental and physical wellbeing. The uptake in this was incredible, and many graduates took part and continued to engage with physical activities long after the course finished.

Recently, 4 graduates represented Scotland at the National Homeless Rugby Charity in London while another 8 graduates, who had been participating in the post-course running group, took part in the Great Scottish 10K Run.





ng homes Chairperson John Thorburn and ng homes Board member Richard Porter MBE with Project Coordinator at WSF Mhari Borland, Acting Head Teacher of Barmulloch Primary School Lyndsay Murray, and pupils.



Lynn Calder demonstrating some boxing moves



Barmulloch Primary School pupils get active with balloon activities

North Glasgow primary schools get active with On Our Marks project

Pupils from Barmulloch Primary School enjoyed a fun-filled day of physical activity and a visit from Scottish Champion boxer Lynn Calder on Friday 4th October 2019, as part of the On Our Marks project.

The jam-packed day saw pupils and staff have a go at some boxing moves that were demonstrated by Lynn Calder, and trying out some fun balloon activities from the On Our Marks app and activity card packs.

ng homes Vice-Chairperson Richard Porter MBE gave a short speech congratulating the school and families for getting involved in such a fantastic project, and highlighted that ng homes is proud to support this initiative in the community.

Delivered in partnership by ng homes and Winning Scotland Foundation, the On Our Marks project aims to improve health and wellbeing in primary schools by encouraging children and families to view regular exercise as a fun and accessible thing to do in everyday life. Through this, the project also aims to improve pupil behaviour, raise attainment and create lasting habits and healthy lifestyle changes.

Winning Scotland Foundation provide training, guidance and resources to teachers, parents and pupils to increase their physical activity together. The project comprises three approaches in supporting school staff, delivering information sessions to parents, and providing children with Physical Activity Cards (also available through the app) that provide over 50 fun games to help them be more active at home or school.

A successful pilot took place in Saracen Primary School and Keppoch Nursery in 2017-18, and On Our Marks has now been

expanded across three additional North Glasgow primary schools with funding support from ng homes. The primary schools now involved are: Saracen Primary School, Chirnsyde Primary School, St Teresa's Primary School and Barmulloch Primary School.

The results from the pilot at Saracen Primary School were positive and illustrated that there was an increase of daily physical activity along with a decrease in the amount of time spent watching TV.

Deputy First Minister John Swinney who visited Saracen Primary School during the pilot, commented:

"Active children are healthier, happier and more prepared to learn. Simple but fun initiatives like 'On Our Marks' are helping young people become more active, and having seen how much Saracen Primary pupils enjoyed taking part I am pleased the project is being rolled out to other schools."

Following the pilot, Evelyn Gibson, Head Teacher of Saracen Primary School, said:

"On Our Marks is having a positive impact within the school. We have been able to make important links between the school and parents, our staff are more confident in delivering an active curriculum, and our Pupil Council has been involved in reviewing and improving the school's healthy eating policy. We look forward to continuing to work with Winning Scotland Foundation and ng homes."

Lyndsay Murray, Acting Head Teacher of Barmulloch Primary School, said:

"We thoroughly endorse the philosophy that increased physical exercise will promote improved levels of health, attainment and aspiration. All staff have already benefitted from high quality training in delivering dynamic and exciting physical opportunities

for our children. We are now very excited to share this with our families and to promote healthy lifestyles for the whole family."

Morag Arnot, Executive Director of Winning Scotland Foundation said:

"We are delighted to continue our partnership with ng homes and of course the children, teachers and parents of North Glasgow. On Our Marks is a great example of working in partnership to bring about real and lasting change in activity levels across the whole community."

John Thorburn, ng homes Chairperson said: "We are very pleased to have been able to work with our partners on this great project which has had such a positive impact for so many people in North Glasgow and we look forward to continuing our partnership work in the future."

More about Winning Scotland Foundation

Winning Scotland Foundation is a charity, registered and operating in Scotland, focused on empowering young people to be confident and resilient. By enhancing the attitudes and behaviours of Scotland's young people, they are helping them take control of their health, wellbeing, education and employment. More than 600,000 young people in Scotland have benefitted from their work.

ng homes and Winning Scotland Foundation have worked in partnership for six years in North Glasgow, pioneering a new way of working that supports the local community to respond to local challenges and create lasting change.

ng homes supports Challenge Poverty Week

Challenge Poverty Week launched on 7th October 2019 and prompted us all to reflect on this issue which continues to be a growing problem within Scotland. We are members of Poverty Alliance and support their campaigns to help address the deep rooted issues associated with poverty.

A number of years ago ng homes signed a Charter to Challenge Poverty along with other Housing Associations, with the aim to take action on areas to alleviate the impact of poverty on people's lives, opportunities and health and wellbeing.

Unfortunately too many people continue to be trapped in the cycle of poverty, making it crucial to keep this issue under the spotlight to examine ways to work with our communities for a more just society.

Members of the Poverty Leadership panel attended ng homes Community Networking Breakfast on 9th October to raise awareness of poverty issues and to speak to attendees about what actions are being taken by the members along with encouraging more community activists to join the panel.

What are ng homes doing to tackle poverty?

At ng homes, we partner with Money Advisers from GEMAP who can assist tenants with claiming the correct benefits they are entitled to and help tenants budget better. This is a popular service in both our Springburn and Possilpark offices, and if you're a tenant with ng homes and would like to make use of this service please speak to your Housing Officer who can arrange an appointment.

We run a furniture and furnishing redistribution centre where we receive donations of good quality furniture and give them to people who may be homeless or in hardship. Not only does this help those in need it saves furniture from going to landfill and has a big impact on our carbon footprint.

Regular Swap Shops are held in the community that are delivered by volunteers and supported by ng homes staff. This encourages the community to come together, swap any unwanted items in exchange for something else which might be more needed, and reduce items going to landfill.

Through our partnership with FareShare we arrange a weekly uplift of food to be distributed to those in the community who find themselves in difficult circumstances.

This service can be accessed via your Housing Officer who will be able to assist.



Gerry Quinn, Poverty Leadership Manager (GCC) with Innocent Jakisa, Co-chair of PLP speaking at the Community Networking Breakfast at Saracen House, Possilpark



Over the past two years we have been delivering Family Breakfast Clubs in Springburn and Possilpark. The Springburn Family Breakfast Club is provided in partnership with The Salvation Army operating from their hall at 192 Fernbank Street from 8 a.m. Mondays – Fridays (except Tuesdays). The Possilpark Family Breakfast Club is run in partnership with Possibilities and operates from their venue at 74 Closeburn Street from 8 a.m. Mondays – Fridays.

Our Regeneration and Housing teams work closely together to support tenants and the wider community by signposting and providing food or furniture along with hosting free events for everyone to come along and join in.

We organise a variety of community meals and Welcome to the Community events which are a great way to meet people and find out about the many activities taking place and helpful services available in the area.

If you think you would benefit from any advice or assistance, please speak to your Housing Officer who will be able to help you. If you're interested in finding out more about any of our free events, please visit our website: www.nghomes.net

YOUR COMMUNITY

Activity	Venue	Date and time	Contact	Other
Little Rascals (Link Up)	Possilpoint Community Centre 130 Denmark Street Glasgow G22 5LQ	Mondays, Thursdays and Fridays 9:30am – 11:30am	Gillian Halliday ghalliday@nghomes.net	New parents welcome
Community Table Tennis	Possilpoint Community Centre 130 Denmark Street Glasgow G22 5LQ	Tuesdays 12pm - 2pm	Gillian Halliday ghalliday@nghomes.net	Starts 12th November 2019 Age 18+ Everyone Welcome No experience necessary
Ruchill Older Peoples Group	Ruchill Community Centre 671 Bilsland Drive Glasgow G20 9NF	Tuesdays 12pm - 2pm	Brian Land bland@nghomes.net	New members welcome
Chancers	Possilpoint Community Centre 130 Denmark Street Glasgow G22 5LQ	Wednesdays 11am – 2:30pm	Gillian Halliday ghalliday@nghomes.net	All welcome. Variety of activities. Activities will include sewing, card making, jewellery making
Breaky Clubs	The Grove 182-184 Saracen Street Possilpark, Glasgow G22 5EP	Mondays 9am – 12pm	Brian Land bland@nghomes.net	All welcome
Inner Circle Men's Group	Possilpoint Community Centre 130 Denmark Street Glasgow G22 5LQ	Mondays: 1 - 4pm Thursdays: 12 - 4pm	Gillian Halliday ghalliday@nghomes.net	New members welcome
Carpet Bowls	Possilpoint Community Centre 130 Denmark Street Glasgow G22 5LQ	Fridays 12pm – 2pm	Gillian Halliday ghalliday@nghomes.net	New members welcome and no experience necessary
Womens Health and Wellbeing Group	The DEN Possilpoint Community Centre 130 Denmark Street Glasgow G22 5LQ	Fridays 12:30pm – 2:30pm	Gillian Halliday ghalliday@nghomes.net	New members welcome
Wednesday Social Event	Possilpark Parish Church Saracen Street Glasgow G22 5AP	Wednesdays 9:30am - 2pm	Glasgow Chinese Recreation Centre	Breakfast • Tai Chi • Lunch Variety of activities
Oriental Gym Exercise	Tron St Mary's 128 Red Road Glasgow G21 4PJ	Fridays 10am – 12pm	Glasgow Chinese Recreation Centre	Oriental Gym Exercise Activities
Friday Night Club	Springburn Leisure Centre 2 Kay Street Glasgow G21 1JY	Fridays 4pm – 5:45pm	Greg Cann gcann@nghomes.net	Multi-activity club for P1-P7 ages

- WHAT'S ON GUIDE

Activity	Venue	Date and time	Contact	Other
Family Breakfast Clubs	Possibilities 74 Closeburn Street Glasgow G22 5ST	Monday to Fridays 8am – 8:45am	Margaret Fraser mfraser@nghomes.net	Service for parents and families to have pre-school breakfast
Family Breakfast Clubs	Salvation Army Halls Fernbank Street Glasgow G22 6BD	Mondays to Fridays (except Tuesdays) 8am – 8:45am	Margaret Fraser mfraser@nghomes.net	Service for parents and families to have pre-school breakfast. During school term
Parkrun	Springburn Park/ meet at centre monument Glasgow G21 3AQ	Saturday mornings 9:30am start	Greg Cann gcann@nghomes.net	NB - Must register beforehand, follow link www.parkrun.org.uk/springburn/
Touch Rugby	Springburn Park (Cricket pitch) Glasgow G21 3AQ	Wednesdays 12noon	Greg Cann gcann@nghomes.net	Everyone welcome – learn new skills! No experience necessary. Non-contact, fun & fitness (Age 18+)
Community Networking Breakfast	Saracen House 139 Saracen Street Possilpark Glasgow G22 5AZ	Fridays 10am – 12pm 13 December 2019 17 January 2020 14 February 2020 13th March 2020	Margaret Fraser mfraser@nghomes.net	If you would like to talk at our popular Speakers Corner please contact Margaret Fraser
Swap Shops	Springburn Community Hub Springburn Shopping Centre 230 Springburn Way Glasgow G21 1TS	Thursdays 11am – 2pm Fortnightly – check ng homes website for dates for 2020.	Margaret Fraser mfraser@nghomes.net	Open to all
Song Shimmy Events	Petershill Football Club Adamswell Street Springburn Glasgow G21 4DD	13 December 2019 24 January 2020 28 February 2020 27 March 2020 All 1-4pm.	Margaret Fraser mfraser@nghomes.net	Aimed at older adults Lots of fun - so come along and join in!
Food and Furniture redistribution service	Redistribution centre in Springburn	Ongoing	Dom McInally/ Ronnie Black dmcinally@nghomes.net rblack@nghomes.net	Referrals from Housing staff/community organisations. Accept donations of furniture/furnishings

* Please note that some of our recurring events will not run over the festive period, please email or call us in advance – thank you.

Business Improvement District (BID) coming to Possilpark

Since February 2019 a group of traders from Possilpark have been working with Scotland's Towns Partnership (STP) and ng homes to revitalise the shopping area around Saracen Street and the surrounding areas as part of a Business Improvement area.

A number of meetings have been held to discuss some of the main issues and to explore solutions, including a desire for improved shop fronts, lighting and environmental improvements. We are pleased to say that funds have been made available through the Scottish Government and Glasgow City Council to start the programme of improving local shop fronts.

There have also been conversations with local community members and organisations to find out from them what changes they would like to see in the area. In addition to improving the area physically and environmentally there will be a focus on local community events.

Scotland's Towns Partnership is Scotland's national towns' collective; representing and promoting the diversity of our towns and places, and supporting organisations and groups that have an interest in or ownership of them. They have established a 'Town Centre Toolkit' which contains ideas and examples of how people and organisations can make their town centre more attractive, more active, and more accessible. Created by the Scottish Government, it is a valuable asset for towns practitioners and interest groups alike. The toolkit is divided into three themes; Attractive, Active and Accessible and recognises that working with local people is fundamental to bringing about positive change.

Phil Prentice, CEO of STP and National Programme Director for Scotland's Improvement Districts said:

"Developing the BID in North Glasgow is a really exciting initiative involving local businesses, the local community, ng homes, Police Scotland, the NHS and other local partners. There are wider regeneration plans for the area so a strong and attractive neighbourhood centre will help improve Possilpark on all levels."

Chair of the BID steering group, Gary Walker from Gary Walker Butchers said:

"As a group of traders we have been working for quite some time to develop this project which will make such a difference to the area. We are aware that this will take place over a period of time and see it as a positive move forward. We are delighted that we now have a dedicated person, Jackie Shearer (BID Consultant), to help develop the BID and she will be visible in the Possilpark area over the coming months."

This view was also endorsed by Gerry Facenna, owner and Chairman of Allied Vehicles Group who said:

"As someone who grew up in Possilpark and has grown a successful business in the area, supporting the community and creating jobs, both I and Allied Vehicles



David Facenna, Margaret Fraser, Gary Walker, Jackie Shearer, Brian Kelly, Omar Afzal

Group are proud to play our part in the revitalization of Saracen Street and the surrounding areas. There are amazing people trying to thrive here and improving Possilpark can only be a positive thing."

If you would like any more information on the BID you can contact Jackie Shearer who is acting on behalf of the BID steering group at the ng homes office at 252 Saracen Street or contact Margaret Fraser on mfraser@nghomes.net.



Brian Kelly (Eyepad Opticians) – Gary Walker (Gary Walker Butchers), Omar Afzal (Post Office), David Facenna (Allied Vehicles), Margaret Fraser (ng homes), Jackie Shearer (BID consultant)

ng homes' Governance Assurance Statement

From 2019 all Registered Social Landlords in Scotland are required to submit an annual Assurance Statement to the Scottish Housing Regulator (SHR) clarifying the position regarding compliance with Governance Standards. ng homes' Assurance Statement was agreed by the Board, signed by the Chairperson and submitted to the SHR via the Regulator's landlord portal on 18 October.

At the outset, the Board at ng homes agreed that the best way to satisfy itself and provide assurance was to conduct a robust and comprehensive process of self-assessment. This process was designed to ensure a full evaluation of our compliance with the SHR's requirements and directly link this into the development of the Association's Assurance Statement. The review assessed the Association's governance framework, policies and procedures against the SHR's seven Regulatory Standards of Governance and Financial Management. The Association's approach was in line with the guidance contained within the Social Landlord Self-Assurance toolkit which was produced by the Scottish Federation of Housing Associations in partnership with the SHR.

A Governance Self-assessment/Assurance Working Group was formed, with all managers and 3 Board member representatives, Chairperson John Thorburn, Robert Maguire and John MacLeod taking part. The process included a series of compliance review meetings with a system of identifying and crosschecking sources of evidence the process was then externally validated.

The review has resulted in a bank of evidence to show strong compliance against the SHR's requirements and in addition it has supported the Association in developing a Governance Continuous Improvement Plan which is being refined and implemented to ensure that the high level of focus on good governance is maintained on an ongoing basis.

The Regulator has now published all landlords' Assurance Statements received and if you are interested in learning more about these they can be accessed via the Scottish Housing Regulator's website: housingregulator.gov.scot

Over the next few months the Regulator will be undertaking a project that will result in it sharing lessons from the first round of landlord Annual Assurance Statements. They will visit 10 landlords over December and January to find out more about how they produced their Annual Assurance Statement. The landlords were selected to achieve a geographical mix, a range of sizes and types of landlords, and of different types of Assurance Statement. During the visits the Regulator will ask social landlords about their



experience in producing the first Annual Assurance Statements, the approach they took and how they gained self-assurance, particularly around rent affordability and tenant safety. The Regulator will publish the results of the visits to share positive practice and lessons learned.

Michael Cameron, Chief Executive at the Regulator said: "This is the first year social landlords have completed their Annual Assurance Statements. So, we want to hear about their experience. "We want to hear about the different approaches landlords took, what went well as well as any lessons learned. We will share the findings and any positive practice with the sector when we publish the results in March 2020."

We will keep readers informed of the Regulator's findings in a future edition of North News.

ng homes' AGM

The Association's AGM was held on 10 September 2019 at Saracen House in Possilpark.

In his opening speech, ng homes Chairperson, John Thorburn reinforced the importance of people and community which remains as strong as ever at the Association. He confirmed that the health, safety and wellbeing of tenants, customers and staff is the Association's first priority and confirmed the commitment to ensuring that there is a strong health and safety culture across the ng group. John highlighted that good governance remains at the heart of the organisation and he spoke about the challenges and successes, past and present and looked at the opportunities that lie ahead.

The Chairperson thanked everyone for their contribution over the past year and he gave a special mention to Bill Rossine who had recently resigned from the Board. Bill was the Association's longest serving Board member with over 33 years service. On behalf of the Association, he thanked Bill for his hard work, dedication

ng homes' AGM underway with guest speaker Lesley Baird of TPAS Scotland addressing the audience



and contribution to ng homes and the wider North Glasgow community over the years.

The usual financial formalities were covered on the night including Income and Expenditure, Balance Sheet and the Auditors Report. Bob Hartness, the Association's Deputy Chief Executive (Finance) highlighted some of the key features of this year's accounts before the appointment of Auditors for the year ahead.

In addition, there was a new approach taken this year with a guest speaker Lesley Baird, Chief Executive of TPAS Scotland invited along for the evening. TPAS Scotland is the Tenant Participation Advisory Service and Lesley gave an interesting and entertaining presentation and talk on the ways in which TPAS and ng homes have been working closely together over the last few years for the benefit of tenants and she highlighted the value of this partnership approach.

A celebration of the recent Youth Activate course then followed. The Association had recently worked in partnership with the University of Glasgow to deliver the first Youth Activate course. It was a great success and we were delighted and proud to see so many local young people taking part, doing so well and graduating from the course. The AGM provided the perfect opportunity to congratulate all of the participants on their success and some video clips were shown of the Activate Graduation Ceremony which took place at Glasgow University on 29th July 2019.

As usual, the meeting ended with the Members Free Prize Draw with Scott Gillan, from the Auditors Wylie Bisset drawing the winning membership numbers for the shopping vouchers for Tesco.

Following the Board member election process, the ng homes Board members for 2019/2020 are:

- John Thorburn
- Richard Porter
- Cllr Allan Gow
- Isabella Cross
- Catherine Rossine
- Margaret Thomson
- Tillie Dow
- James Berrington
- Robert Maguire
- Gino Satti
- John MacLeod
- Allan Murphy (Independent Co-optee)



Freedom of Information

The Freedom of Information (Scotland) Act 2002 gives everyone the right of access to information held by Scottish Public Authorities.

The aim of the Act is to increase openness and transparency by allowing people to access information about how decisions are taken and how public services are delivered.

As with all Registered Social Landlords and many of their subsidiaries, ng homes and ng2 have been designated as Scottish Public Authorities for the purposes of Freedom of Information law for certain functions. The functions which are covered by Freedom Of Information law are:

- The prevention and alleviation of homelessness
- The management of social housing accommodation
- The provision and management of sites for gypsies and travellers
- Information supplied to the Scottish Housing Regulator about finance and governance

The Act requires Scottish Public Authorities to adopt and maintain a publication scheme which has the approval of the Scottish Information Commissioner, and publish information in accordance with that scheme. Authorities are under a legal obligation to:

- Publish the classes of information that the authority makes routinely available via our website
- Tell the public how to access the information and whether information is available free of charge or for a payment
- Respond to requests for information and help people who want to access information

Withholding Information

Under Freedom of Information legislation, we may withhold information if there is a good reason to do so. If we withhold information, we will let you know why. If you are unhappy with our decision, or with the way we have dealt with your request, you

can ask us to review our decision. If you do not agree with the outcome of the review you can ask the Scottish Information Commissioner to investigate.

Environmental Information

You have the right to request environmental information. Requests can be made under the Environmental Information (Scotland) Regulations 2004 (EIRs) and they work in a similar way to Freedom of Information requests.

Contact Us

If you have any questions or if you require a copy of the Model Publication Scheme or the Guide to Information in a different format, please contact us at:

FOI - Corporate Services Department
 Ned Donaldson House
 50 Reidhouse Street
 Springburn • Glasgow G21 4LS
0141 560 6000 • foi@nghomes.net

We hold our Guide to Information on our website, along with more information about Freedom of Information and an online form should you wish to make a request.

Bill Rossine

We would like to pay tribute to local man Bill Rossine who recently "retired" from ng homes' Board. Bill was a member of the Board for over 33 years and his experience as an active Board member is second to none.

Bill has lived in Possilpark all his life and has over 50 years experience of working with tenants and residents in his local community. Bill cares passionately about people and the community and he has worked tirelessly over the years to improve the lives of people living in North Glasgow playing a lead role in various tenants' forums, open days and community projects over the years.

Bill's extensive voluntary work over the years received royal approval when the WVRs called for nominations of volunteers who 'go the extra mile' as part of the Queen's

Diamond Jubilee celebrations. Bill was chosen as one of the 60 Diamond Champions from across Scotland receiving a certificate signed by their Royal Highnesses, The Prince of Wales and the Duchess of Cornwall. Bill was then selected as one of 10 volunteers to visit St James's Palace in London to meet their Royal Highnesses.

This accolade is testimony to Bill's dedication and hard work over the years and worthy recognition of his excellent contribution to ng homes and other community groups. Bill has indeed gone the extra mile working tirelessly for the North Glasgow community over many years. He has been a stalwart for ng homes, has played a key part in the ongoing growth and development of the Association and the



ng group and his hard work and commitment reflects the organisation's values and our vision for a community where people can flourish and prosper.

In 2012 the Association's newly refurbished housing office at 252 Saracen Street in the heart of Possilpark was named Kenna Rossine House in honour of the great contribution Bill and Pat Kenna, the Chairperson at that time,

had made to the area.

We are sad to see Bill leaving the ng homes Board however we recognise that he deserves a well earned rest. We will certainly miss his contribution at ng homes but we rest assured in the knowledge that he will keep himself up-to-date with what is going on here at the Association.

We thank Bill and we give him our best wishes for the future and hope that Bill keeps in touch and visits when he can and he will always be welcome here!

ng homes and African Challenge Scotland deliver enhanced Work Experience Programme in North Glasgow

ng homes and African Challenge Scotland continue to strengthen their partnership and work together to deliver their unique Work Experience Programme for young people in North Glasgow. This innovative programme is in its 4th year and has been further refined to provide a comprehensive 2 week work based programme of learning for the young people taking part.

During July and August 2019 local African Challenge Scotland members 16 year old Gervais Hameni and 18 year old Yvan Mbatchou embarked on the programme gaining the opportunity to work with various teams across the business and learn about the variety of jobs within the Housing Association.

During their placement the young people met with staff and learned about the North Glasgow community including the Association's regeneration activities, its investment plans, the type of houses the Association has and the issues the staff deal with on a daily basis.

Tony Sweeney, Depute Director (Corporate Services) at ng homes stated: "The programme is designed to provide those taking part with a general awareness and introduction to the workplace. A key aim is to build the participant's confidence and interpersonal skills and to let them see the types of jobs and career paths that are available in the housing sector. It's been a great success since it was first introduced in 2016, we have learned from our experience in previous years and the programme has been enhanced to maximise the benefit for those taking part."

It's not just the participants who gain from the experience. From an organisational

sense it fits nicely with the Association's Investors in People and Investors in Young People Gold accreditation. It has positive benefits for ng group staff also as they get to share their knowledge and experience and give something back to the community whilst learning from those taking part and often getting to see things from a different perspective.

During the placement Gervais and Yvan gained experience and an understanding of the range of housing services available as they spent time in all areas of the business.

Gervais who started his placement on 8 July said: "I really enjoyed my experience at ng homes. The staff are very friendly, knowledgeable and supportive, I've learnt so much about the company and the community in such a short space of time."

Yvan added: "It was a great opportunity for me to learn about the great work that ng homes do in North Glasgow and the career opportunities that are available in Housing." ng homes Chief Executive, Robert Tamburrini said: "We have been working closely in partnership with African Challenge Scotland for several years now and this type of programme has helped to cement our relationship. This initiative is linked to our vision to create a community where people can flourish and prosper and the experience that the young people will gain will be beneficial should they choose to pursue a career in housing or indeed any other sector."

Ronier Deumeni, Founder of African Challenge Scotland commented: "We are



very grateful to ng homes for their ongoing support and in particular for providing our young people with such a wonderful opportunity to gain valuable work based skills and experience through this programme. We support ng homes vision for North Glasgow and we look forward to continuing to work together to support integration and equality."

John Thorburn, ng homes Chairperson said: "We are delighted to provide the young people with this excellent opportunity to develop their knowledge and skills. This programme is a great example of the power of partnership working and it provides benefits for all those involved. The Board at ng homes is passionate about ensuring that there is equal opportunity for everyone in North Glasgow and it is great to be able to support young people who are exploring their career options."

Youth Board

Providing young people in North Glasgow with a 'voice' is very important for ng homes and two of the Association's Board members have recently been working closely with young people from the area to explore ways in which this can be taken forward.

The young people are very keen to establish a "Youth Board"; this is aimed at people aged between 14 to 24 years from the G21 and G22 postcode areas. This will allow those taking part to become involved in discussions and play an active part in exploring new ideas and approaches in relation to matters that are important to them.

Whilst this is in the early stages of development, the young people currently involved have elected three Co-Chairs and one Vice-Chair and they are now tackling

their first task of mapping the local area. This mapping exercise will cover Springburn, Possilpark, Parkhouse and Balornock and will identify areas in the community for youth provisions. This will help identify the issues that matter to the Youth in North Glasgow and will inform the Youth Board's aspirations and a future programme of action.

The group will be actively looking for new members and the aim is to have a Youth Board that is representative of the whole North Glasgow area. This initiative will provide those taking part with an opportunity for personal development and involvement in wider community focused activities. In addition to working on their own programme, it is envisaged that the young people will have an opportunity to gain an insight into the role of the Association's Board and what is involved in the role of a Board member at ng homes.

This is a very positive initiative, the ng homes Board recognise how important it is for young people in North Glasgow to be heard



and value the contribution that they make to the community. The Association is looking at ways to actively support the development of the group and we will keep readers up-to-date with progress in future editions of North News.

For more information, please contact: **info@nghomes.net**

STEM Inspiration Awards

The STEM Inspiration Awards recognises and celebrates individuals, clubs and organisations working to support and inspire young people in science, technology, engineering and maths.

Ronier Deumeni, Founder of African Challenge Scotland, was shortlisted for the prestigious award in the category 'Outstanding contribution to widening participation, diversity and inclusion in STEM'. ng homes has worked closely with Ronier in his role as Founder and President of African Challenge Scotland to deliver community events, build capacity in the community, develop local people and improve access to support and services. Ronier has been instrumental in supporting these important aspects of our work along with integrating African and other ethnic minorities into the area.

An important initiative in which Ronier has played a key role is in our innovative work placement programme within ng homes. This was designed and developed in

partnership with African Challenge Scotland to support young people from the African Community to build their confidence, develop skills including communications and problem solving skills and to increase their knowledge and awareness of the world of work and career opportunities. This initiative received recognition in the form of a Parliamentary Motion raised by Bob Doris MSP for Glasgow Maryhill and Springburn. This resulted in a visit to the Scottish Parliament for participants and representatives.

A round table discussion with MSPs celebrated the success of the initiative along with identifying key learning points.

Ronier who is an Engineer at Jacobs, an international technical professional services firm, was shortlisted for the award in October and attended the Awards Ceremony in London in early November. The Awards Ceremony was hosted in the House of Lords and Ronier was Highly Commended for his contribution to STEM.

ng homes would like to congratulate Ronier on his Commendation which recognises the excellent contribution he has made – well done!



Help to Save can benefit you with a 50% reward

Help to Save is a savings scheme for people on low incomes who are claiming certain benefits. Help to Save gives you a bonus payment from the government of up to 50% (half) on savings paid into the account up to a maximum of £50 per month. Having savings of up to £6k will not affect your benefits.

The accounts last for four years, with a bonus payments of up to 50% on the high point of the savings in the account after two and four years. Withdrawals are allowed.

You can apply for a Help to Save account online by visiting Gov.uk. If you're eligible and want to apply for an account, you can apply online at tax.service.gov.uk/help-to-save.

Your eligibility will be assessed by HM Revenue & Customs (HMRC) through the Government Gateway and you will not need to submit any paperwork. Your Help to Save account will be held with National Savings & Investments (NS&I).

After two years, you will receive a bonus payment of 50% of the highest balance you achieve in this period. For example, if the highest balance during the first two years is £500, you will receive a £250 bonus payment.

After four years, you will receive another bonus of 50% of the difference between the highest balance achieved during the first two years and the highest balance during the third and fourth years. For example, if the highest balance after the first two years is £500 and the highest balance in the second two years is

£900, the bonus will be calculated on the £400 difference. So, in this case, you will get a second bonus of £200. For those who are trying to save for any purpose then it is an account that should be considered.

More information is available online at moneyadvice.service.org.uk

ng homes
50 Reidhouse St
Glasgow
G21 4LS
0141-560-6000

RENT COMES FIRST

There's no break from paying rent this Christmas

Your rent account must be kept up to date even over the festive season
If you foresee problems, your Housing Officer can help. Please contact:

50 Reidhouse St
Springburn, G21 4LS
0141-560-6000

139 Saracen St
Possilpark, G22 5AZ
0141-336-1300

Our financial partners offer a range of services which can support you through the festive period

gemap
enabling | inspiring | transforming

Scotcash
approachable finance

Affordable Warmth Dividend

The Affordable Warmth Dividend is a one off payment of £100 made by Glasgow City Council to all Glasgow residents aged 80 or over to help keep them warm during the winter months.

Am I eligible?

The Affordable Warmth Dividend is available to anyone that will be 80 years or older on 31st March 2020, and lives in the Glasgow City Council boundary. You can also claim if you are a Glasgow resident living in a residential care home or hospital. The payment can be made to more than one qualifying individual in a household.

How do I apply?

Applications for this year's payment can be made between 5th November 2019 and 31st March 2020.

All residents who have turned 80 since 1st April 2019 or will be 80 before 31st March 2020 can apply for the dividend. There are several ways to apply:

- Online – please visit Glasgow City Council's website and fill out a form online
- Download a form – please visit Glasgow City Council's website and download a form
- Telephone – please phone 0141 287 7961 and request an application form

All residents who received a payment last year do not need to re-apply as they will automatically receive their payment.

For more information, please visit Glasgow City Council's website: www.glasgow.gov.uk/awd

Warm Homes Discount of £140

The Warm Home Discount scheme opened on the 14th October 2019 and helps elderly people and some of those on benefits meet the cost of energy bills every winter.

For many, an automatic discount of £140 will be applied by energy suppliers to electricity bills anytime between now and March next year – but others eligible for the rebate need to take action to secure it as not all suppliers offer the discount automatically.

A full list of those participating can be found online at gov.uk/the-warm-home-discount-scheme/energy-suppliers. The vast majority of energy companies are signed up to the scheme, but some smaller suppliers are not.

Automatic deductions from bills are awarded to a 'core group' of customers – those receiving the 'guarantee credit'

element of Pension Credit. Others fall into the 'broader group' and need to apply directly. For example, people on low incomes, in receipt of certain means-tested benefits such as income support or child tax credits, and who are looking after young children.

Discounts for this group may be limited so customers are advised to contact their suppliers at the earliest opportunity. If you are in the core group but do not receive a letter about the discount by 6th December 2019 call the helpline on **0800 731 0214**.



Council Tax reduction tool

In May 2019 Citizens Advice Scotland launched a new online tool to help people check if they are eligible for a Council Tax reduction. The tool asks a set of questions to help you find out whether you are exempt from having to pay council tax or if you are eligible for a discount or reduction in your bill.

That could be a lifeline for many families. The Citizens Advice network in Scotland helps and advocates for hundreds of thousands of people each year and frequently see cases around Council Tax debt and people struggling with the cost of

living generally. It's clear that many people don't know about the reductions which many households may be entitled to.

Beyond the normal areas of low income there are some circumstances that could lead to a reduction in the charge or total exemption. Some examples include a room (other than a bathroom, kitchen or toilet) which is required by and mainly used by a disabled person that has enough space in the property for the disabled person to use a wheelchair indoors, living with someone who has dementia or other serious illness, being a student, or on an approved training scheme, or a full time carer.



If you need help from Citizens Advice call **0800 085 7145** or www.cas.org.uk/bureaux

The online calculator can be found on our website: www.nghomes.net/citizens-advice-council-tax-calculator

Increased help with funeral costs

Funeral Support Payment is now delivered by Social Security Scotland and has replaced the Department for Work and Pensions (DWP) Funeral Expense Payment for people living in Scotland.

The flat rate element of the Funeral Support Payment will be £700 for the majority of applications, and the Scottish Government has committed to annually uprating this in line with inflation.

The changes mean around 40% more people will be eligible for financial support at the point of bereavement. People will be able to apply over the phone, by post or online for the first time.

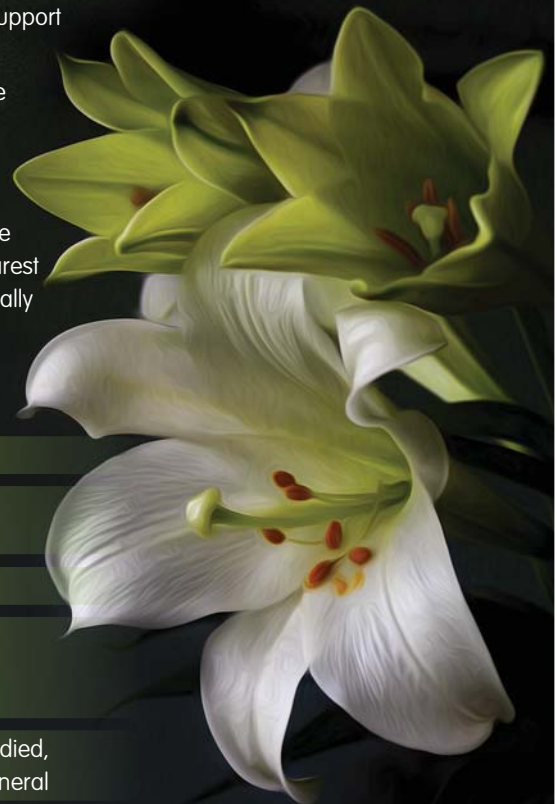
And, once Social Security Scotland is fully operational, face-to-face pre-application support will be available across the country.

Details of who is eligible to claim are on the mygov.scot website together with the other support elements provided through Social Security Scotland.

To be responsible for a funeral, you must be both named on the funeral bill and the nearest relation to the person who died. This is usually a partner, child, parent or sibling.

You can get a Funeral Support Payment if all of the following apply:

- you live in Scotland
- you or your partner are getting certain benefits or tax credits
- the person who died lived in the UK
- the funeral is being held in the UK, EU, Iceland, Liechtenstein, Norway or Switzerland
- you are applying after the person has died, until 6 months after the date of their funeral
- you or your partner are responsible for the funeral



Scotcash Money MOT

Scotcash can help you get your finances back on track with a free and confidential money MOT.



How can Scotcash help me with my money?

Here at Scotcash, we will work with you to make sure that you get the most out of your money.

- affordable loans
- basic bank accounts
- money advice
- income maximisation
- emergency support advice
- saving accounts
- energy advice
- supportive partnerships

With a dedicated team located across the central belt of Scotland and a secure online service, Scotcash is here to help.

You can make an appointment to see a member of staff in one of our branches, or you can chat with us online and apply through the website at

www.scotcash.net.



loans | bank accounts | savings | money advice

The Scottish Fire and Rescue Service is urging families to stay safe this festive period



This winter Scottish Fire and Rescue Service (SFRS) will work closely with local communities and partner agencies to keep Scotland safe from fire and other emergencies - but as always, we need the public's help to reduce the amount of preventable fires we might see in the coming months. We want people to join Scotland's fight against fire and use our six winter safety tips.

- Keep portable heaters away from curtains and furniture and never use them for drying clothes. Make sure you switch them off before you go to bed.
- Unplug fairy lights or other electrical Christmas decorations and blow out candles when you leave the house or go to bed.

- Never leave an electric blanket switched on when you're in bed unless it's marked 'suitable for all night use'. Check your electric blanket, plug and flex regularly for damage. If you're in any doubt, don't use it.
- Leaving cookers unattended or being distracted while cooking is the most frequent cause of fire in the home. Never cook hot food while under the influence of alcohol or drugs.
- Most fatal fires are caused by smoker's materials. Don't smoke in your chair if you've been drinking or you're feeling tired. If you do feel tired smoke outside or stand up and smoke at an open window.
- Check your smoke, heat and Carbon Monoxide alarms are working. Replace batteries if necessary.

Fire safety tips for the home...

- Know what your fire alarm sounds like.
- Do not stop to collect belongings during evacuation.
- Do not assume that it is a false alarm.
- Do not attempt to extinguish a fire if you have not been trained or your own safety is put at risk.
- Warn others in the building.
- Get out, stay out and call the fire and rescue service.
- When smoking use ashtrays safely, do not smoke in bed.
- Ensure cigarettes are extinguished in ashtrays before emptying in the bin outside.
- Never leave candles unattended and ensure that they are fully extinguished before going to bed.
- Take precautions when using your cooker and always turn off the cooker at the mains after use.
- Do not overload electrical sockets and adaptors.
- Don't leave any devices plugged in to charge after the charge cycle is complete - it's best not to leave anything charging overnight or near any flammable material as this could cause a fire.
- Always buy any charger replacements from genuine suppliers you can trust. Counterfeit chargers can fail to meet UK safety regulations leading to fires and injury.

- Never cover chargers while they are in use - don't cover your laptop charger or phone charger while you're using it in bed.
- Check electrical sockets are switched off and unplugged before going to bed.
- Do not wedge open doors. Ensure doors are closed to prevent fire spreading, this could give you precious time to evacuate.
- If you have any questions relating to fire equipment, evacuation or safety points, please contact a member of our homes staff.

A fire in the home can have devastating consequences. It is essential that you have a working smoke alarm on each level of your property. If a fire starts, the alarms will give you and your family time to get to safety.

Having the correct insurance will help with the cost associated with any items lost due to a fire, be sure to check your own policy to ensure that this is covered.

SFRS are committed to building a safer Scotland, and offer a free home fire safety visit. They will assist with providing information about smoke, heat and carbon monoxide alarms and help you with a fire escape plan.

If you think you would benefit from a free fire safety visit, or know someone who might, **call 0800 0731 999 or text 'FIRE' to 80800 or visit www.firescotland.gov.uk**

Over 60's fire safety

People aged 60 or over are more likely to die in house fires. Over the last five years 61% of all accidental dwelling fire fatalities were people aged 60 and over. More than a third of accidental dwelling fire casualties (38%) were also people aged 60 and over.

The Scottish Fire and Rescue Service (SFRS) are appealing for help to ensure those most at risk get free home fire safety visits from local firefighters. Assistant Chief Officer Ross Haggart (ACO), the SFRS Director of Prevention and Protection based in Glasgow explained:

"There are lots of reasons why older people are being affected by fire. Older people may spend more time at home or live alone. They are more likely to be affected by limited mobility or long term medical conditions. Limited sight or hearing can mean an individual is less likely to be aware of fire when it breaks out. Some types of medication can have an impact. Any of these factors can make someone more likely to experience a fire in the home. The result can be devastating. Fire can break out very quickly and smoke will rapidly spread.

With older people clearly being particularly at risk from fire, SFRS are offering a free service which could save lives.

ACO Haggart added:

"We want to reach people before it's too late, before fire has a chance. If you know an older person who, for example, doesn't have working smoke alarms in their home, please tell them about our service or call us to see how we can help. We need your help to make sure every older person is offered that support. Are you aged 60 plus? Have you got a friend, relative or neighbour who could be at risk? If the answer is yes, contact us today!

"We all lead busy lives, but taking the time to check on an older person can really make a difference. Every hour, every day

there is a house fire in Scotland. Our crews constantly work with a number of partners to keep our older people safe but the help of the public is absolutely key to preventing fire tragedies."

To request a free home fire safety visit for you, or someone you know, **call 0800 0731 999 or text 'FIRE' to 80800 or visit www.firescotland.gov.uk**

The visits only take around 20 minutes and help householders spot possible fire hazards and make sure that their home is safer. Firefighters also help residents plan what to do if fire does break out, provide essential information about smoke, heat and carbon monoxide alarms and identify any other agencies who could provide useful support.



Don't let fire cut the party short

People aged 60 or over are more likely to die in house fires. If you are 60+, or have a friend, relative or neighbour at risk, contact us today for a FREE home fire safety visit.

**Call 0800 0731 999
Text 'FIRE' to 80800
Visit www.firescotland.gov.uk**

 **SCOTTISH
FIRE AND RESCUE SERVICE**
Working together for a safer Scotland

IMPORTANT NOTICE



Thieves know that over Christmas there will be high value presents and maybe more cash in your house than normal. Keep your home secure - lock all windows and doors, don't leave gifts in view of the windows and keep cash in your home to a minimum.

Always make sure you know who you are letting into the common close via intercom. If in doubt, don't open.

Make sure the rear and front entrance to your building is secure at all times. If faulty, report to your building factor/ landlord.

When going out, use a timer switch for your lights and consider leaving a radio on.

If you're going away for Christmas, keep your home secure. Lock all windows and doors, set your house alarm if you have one, use timers on lights/ radio, cancel any deliveries and ask a neighbour or friend you trust to keep an eye out while you're away.

Do not leave any valuable items within your vehicle. Make sure your vehicle is secured and locked, and keys are stored within your house – out of sight from thieves. Avoid leaving car keys or valuables within easy reach or visible through a window or door.

Avoid leaving tools, ladders or other items in your garden that can be used to break into your home.

Avoid posting Christmas presents on social media sites.

Be vigilant and keep an eye out for your neighbours and their property. If you hear any disturbances during the night, adopt a good neighbour policy and look out for your neighbours.

Please share the above information on social media and to your neighbours and friends to prevent someone having a disappointing Christmas.

Report any suspicious activities to police (101, or 999 in emergency).



**POLICE
SCOTLAND**
POILEAS ALBA





North Glasgow Community Food Initiative (NGCFI) has operated as a non-profit making organisation since June 2001.

Our vision is to have a society where health, well-being and harmony is supported within active communities.

Our strategic goal is to empower individuals and communities to lead practical and sustainable food related activities that improve health and well-being and which help build stronger, more cohesive communities.

We do this through several activities including cookery classes in schools and with groups, fruit and veg Barras 4 days a week, gardening projects and community meals.

These are all contributed to by our volunteers, but the more the merrier.

We have roles for **cookery assistants, gardening assistants** and **fruit and veg salespeople**.

Fruit & Veg Barra – times and locations		
Tuesday	10.15am - 12 noon	Possil Park Health Centre 85 Denmark Street G22 5EG
	10.30am - 12.30pm	St Rollox Church 9 Fountainwell Road G21 1TN (Term time only)
	2.30pm - 3.20pm	Elmvale Primary School 712 Hawthorn Street G22 6ED
Wednesday	10.15am - 12 noon	Maryhill Health Centre 51 Gairbraid Avenue G20

These are only a selection of our Fruit & Veg Barras, for more times and locations, please see our website www.ngcfi.org.uk

We also have **free** monthly community meals at Balgrayhill Community Hall, please feel free to come along.



Housing Officers

Multi-Storey Flats

Housing Manager: Karen Johnson



Karen Johnson



Bola Akinoye



Catherine Mather



Pamela Hutchison



Terri McChesney



Yvonne Kinnear



Liz MacMillan



Anne Sheeran

For Rent Enquiries:

Bola Akinoye

Carron Crescent
 1292-1330 Springburn Road
 Balgrayhill Road
 Stobhill Road
 Viewpoint Gate, Place & Road

Catherine Mather

Galloway Street
 771-783 Springburn Road
 Blackthorn Street
 Elmvale Street
 Horne Street
 Memel Street

Carron Street
 Carbisdale Street
 Eccles Street
 Carbisdale Street
 Fernbank Street
 Hickory Street
 Carron Place

Pamela Hutchison

Lenzie Terrace
 Broomknowes Road
 Croftbank Street
 Edgefauld Road
 623-700 Hawthorn Street

For Housing Enquiries:

Terri McChesney

1292-1330 Springburn Road
 Balgrayhill Road
 Stobhill Road
 Viewpoint Gate, Place & Road

Yvonne Kinnear

Galloway Street
 Lenzie Terrace
 Carron Crescent

Liz MacMillan

771-783 Springburn Road
 Blackthorn Street
 Elmvale Street

Horne Street
 Memel Street
 Carron Street
 Carbisdale Street
 Eccles Street
 Carbisdale Street
 Fernbank Street
 Hickory Street
 Carron Place

Anne Sheeran

Broomknowes Road
 Croftbank Street
 Edgefauld Road
 623-700 Hawthorn Street

Possilpark

Housing Manager: Sharon Hazlett



Sharon Hazlett



Andrea Campbell



Danielle Quinn



Lesley McLeish



Alison McLean



Lynn Bennett



Gail Hamilton



Gordon McFarlane



Susan McAllister

For Rent Enquiries:

Andrea Campbell

67-101 Allander Street
 107-119 Allander Street
 2-18 Barloch Street
 3-5 Barloch Street
 29-53 Barloch Street
 Carbeth Street
 Hawthorn Court
 100 Hawthorn Street
 Hamiltonhill Crescent & Road
 Killearn Street
 Rednock Street
 98-110 Saracen Street
 Stonyhurst Street
 Broadholm Street
 Bracken Street
 Claddens Quadrant & Street
 Coltmuir Street
 Gadloch Street
 Lamb Street
 Haywood Street
 Knapdale Street

Danielle Quinn

8, 16, 24 Balmore Road
 40, 46, 52 Balmore Road
 72 Balmore Road
 139-221 Balmore Road
 139-162 Barloch Street
 Closeburn Street
 Denmark Street
 4-40 Hawthorn Street

313-483 Hawthorn Street
 Hawthorn Quadrant
 Mansion Street
 138,148,156 Saracen Street
 172-294 Saracen Street
 Walnut Crescent, Place & Road
 Chestnut, Cypress & Spruce Street

Lesley McLeish

134 Allander Street
 Ardoch Street
 Balgair Place, Gardens & Street
 Balglass Gardens & Street
 Balmore Square
 41-59 Balmore Road
 71-83 Balmore Road
 Bardowie Street
 Bilsland Drive
 Hayston Crescent & Street
 Mireton Street
 Panmure Street
 Redmoss Street
 185-277 Saracen Street
 Stronend Street
 Sunnyslaw Place
 Ashfield Street
 Buckley Street
 Crowhill Street
 Glenhead Crescent & Street
 Kippen Street
 Liddesdale Road

For Housing Enquiries:

Alison McLean

67-101 Allander Street
 107-119 Allander Street
 2-18 Barloch Street
 3-5 Barloch Street
 29-53 Barloch Street
 Carbeth Street
 Hawthorn Court
 100 Hawthorn Street
 Hamiltonhill Crescent & Road
 Killearn Street
 Rednock Street
 98-110 Saracen Street
 Stonyhurst Street

Lynn Bennett

Broadholm Street
 Bracken Street
 Claddens Quadrant & Street
 Coltmuir Street
 Gadloch Street
 Lamb Street
 Haywood Street
 Knapdale Street
 Liddesdale Road
 Ashfield Street
 Buckley Street
 Crowhill Street
 Glenhead Crescent & Street
 Kippen Street

Gail Hamilton

8, 16, 24 Balmore Road
 40, 46, 52 Balmore Road
 72 Balmore Road
 139-221 Balmore Road
 139-162 Barloch Street
 Closeburn Street
 Denmark Street
 4-40 Hawthorn Street
 313-483 Hawthorn Street
 Hawthorn Quadrant
 Mansion Street
 138-294 Saracen Street
 Walnut Crescent, Place & Road
 Chestnut, Cypress & Spruce Street

Gordon McFarlane/ Susan McAllister

134 Allander Street
 Ardoch Street
 Balgair Place, Gardens & Street
 Balglass Gardens & Street
 Balmore Square
 41-59 Balmore Road
 71-83 Balmore Road
 Bardowie Street
 Bilsland Drive
 Hayston Crescent & Street
 Mireton Street
 Panmure Street
 Redmoss Street
 185-277 Saracen Street
 Stronend Street
 Sunnyslaw Place

Springburn

Housing Manager: **Lyanne Leslie**



Lyanne Leslie



Linda Forrester



Danielle McLarnie



Laura Sharkey



Lauren McPhee



Gemma Lee



Amanda Milne



Joy Henderson

For Rent Enquiries:

Linda Forrester

Avonspark Gardens, Place & Street
 Dykemuir Street & Place
 Oatfield Street
 459 -463 Petershill Road
 Red Road
 Young Terrace
 Foresthall Crescent & Drive
 Barnhill Drive
 Burnbrae Street
 Barmulloch Road

Danielle McLarnie

104 -138 Balgrayhill Road
 Mosesfield Street
 Bagnell Street
 Broomfield Place
 2-60 Broomfield Road
 721-745 Broomfield Road
 Crichton Street
 Gourlay Street
 Morrin Path
 Auchinloch Street
 Auchentoshan Terrace
 Angus Street
 Atlas Road
 Ayr Street
 Carlestone Street
 Cowlairs Road
 Hillkirk Street
 Kemp Street

Southloch Gardens
 Laverockhall Street
 Midton Street
 Atlas Road
 Springburn Way
 Vulcan Street
 77-163 Petershill Road
 237-251 & 312 Springburn Road
 Valleyfield Street
 St Joseph's View
 Zena Crescent
 Broomfield Crescent & Drive

Laura Sharkey / Lauren McPhee

256-356 Broomfield Road
 Mansel Street
 St Monance Street
 Syriam Gardens, Street & Place
 Downs Street
 Gartferry Street
 Drumbottie Road
 Balgraybank Street
 Hillhouse Street
 Eastburn Road
 Wallacewell Crescent, Place & Road
 Boghead Road
 Cardarrach Street
 Langrig Road
 Lumloch Street
 Campsie Street
 Cockmuir Street

For Housing Enquiries:

Gemma Lee

Avonspark Gardens, Place & Street
 Dykemuir Street & Place
 Oatfield Street
 459-463 Petershill Road
 Red Road
 Young Terrace
 Foresthall Crescent & Drive
 Barnhill Drive

Emma Coats

Crichton Street
 Gourlay Street
 Morrin Path
 Auchinloch Street
 Auchentoshan Terrace
 Angus Street
 Atlas Road
 Ayr Street
 Carlestone Street
 Cowlairs Road
 Hillkirk Street
 Kemp Street
 Southloch Gardens
 Laverockhall Street
 Midton Street
 Vulcan Street
 77-163 Petershill Road
 237-251 & 312 Springburn Road
 Springburn Way
 Valleyfield Street

St Joseph's View
 Zena Crescent

Amanda Milne

104-138 Balgrayhill Road
 Mosesfield Street
 Bagnell Street
 Broomfield Place
 2-60 Broomfield Road
 256-346 Broomfield Road
 Mansel Street
 St Monance Street
 Syriam Gardens, Street & Place
 Downs Street
 Gartferry Street
 Drumbottie Road
 Balgraybank Street

Joy Henderson

Hillhouse Street
 Eastburn Road
 Wallacewell Crescent, Place & Road
 356 Broomfield Road
 Broomfield Crescent, Drive
 721-745 Broomfield Road
 Boghead Road
 Cardarrach Street
 Langrig Road
 Lumloch Street
 Burnbrae Street
 Barmulloch Road

Housing Officers

Springburn

Amanda Milne - Housing Enquiries
 Danielle McLarnie - Rent
 Emma Coats - Housing Enquiries
 Gemma Lee - Housing Enquiries
 Joy Henderson - Housing Enquiries
 Laura Sharkey/Lauren McPhee - Rent
 Linda Forrester - Rent

Possilpark

Alison McLean - Housing Enquiries
 Andrea Campbell - Rent
 Danielle Quinn - Rent
 Gail Hamilton - Housing Enquiries
 Gordon McFarlane/Susan McAllister - Housing Enquiries
 Lesley McLeish - Rent
 Lynn Bennett - Housing Enquiries

Multi-Storey Flats

Anne Sheeran - Housing Enquiries
 Bola Akintoye - Rent
 Catherine Mather - Rent
 Liz MacMillan - Housing Enquiries
 Pamela Hutchison - Rent
 Terri McChesney - Housing Enquiries
 Yvonne Kinnear - Housing Enquiries

Customer Services Officers

Senior Customer Services Officer: **Peter Livingston**



Peter Livingston



Aimi Kerr



Iona Wilson



Lucy Brown



Stephen Lauder



ng2 Adverse weather plan - Winter 2019/20

In preparation for potential adverse weather, including snow and/or freezing conditions, ng2 aims to react proactively to ensure that we:

- Maintain existing services (close cleaning and bulk) as far as reasonably practical.
- Deliver alternative services to ensure that tenants/residents are given every possible assistance in terms of snow clearing/gritting etc. to minimise risk in particular to elderly/infirm/ vulnerable people.

We will:

- Clear snow/grit entrances to all offices and the Ron Davey Enterprise Centre
- Clear snow/grit and target specific areas as directed by Housing colleagues
- Work in conjunction with Glasgow City Council to ensure that all grit bins in the areas are replenished as and when required
- Liaise daily with Housing Managers to agree areas of priority including Retirement Housing and Amenity Housing

In addition to the above we will endeavour to fill all available grit bins when we have severe winter conditions.

Close Cleaners

In the event of the temperature going to 2 degrees or below, there will be no water used to clean closes. We will maintain standards by brushing and cleaning banisters. Close Cleaners will be deployed into gritting when they have finished their own duties.

Grit bins in ng homes' areas

- 195 Fernbank Street
- Reidhouse Street
- Carron Place
- Carron Crescent
- Broomfield Place
- Walnut Crescent
- Crowhill Street x2
- Chestnut Street
- Claddens Street
- Claddens Quadrant
- Balmore Square
- Hamiltonhill Road
- Lenzie Terrace
- 178 Balgrayhill Road
- 198 Balgrayhill Road
- 151 Balgrayhill Road

All the above grit bins will be replenished by ng2 as well as GCC.



ng2 services

ng2 is a wholly owned subsidiary of ng homes, it is a social enterprise delivering services direct to the community. Since its establishment in 2010, ng2 has grown and diversified to provide a wide range of environmental and facilities management services.

Close cleaning

ng2 cleans almost 500 closes every week during the year for ng homes and this remains the flagship service that positively impacts on every one of the Association's tenants and residents who live in tenement buildings.

Bulk uplift

In conjunction with close cleaning, ng2 also provides a bulk pull-through service from the tenements backcourts and a weekly back-court tidying service.

Window cleaning

The close cleaning and bulk services are complemented by a window cleaning service in each close provided by our professionally trained window cleaners.

Environmental services

ng2 employs an Environmental Hit Squad who deliver a wide range of planned and reactive services across ng homes area of operation. This service deals with a wide array of issues ranging from planned activities including the management and delivery of regular planned maintenance of open space areas through to providing a reactive response dealing with everything from fly tipping and discarded household refuse through to dealing with discarded contaminated needles.

Close lighting

Annual statutory electric checks take place in ng homes properties, retirement complexes, office premises and Concierge stations. All properties including void properties are tested and upgraded in line with current legislation.

Void property repairs

As and when properties become vacant they are repaired to high standards to ensure that they are safe and secure for the next tenant. All void work is either done directly by ng2 or their sub-contractors within agreed timescales. We ensure that electrical work carried out on

all ng homes void properties is tested and where required upgraded in line with current legislation and the Scottish Housing Quality Standards.

Concierge service

ng2 supplies labour for ng homes and recruits and deploys concierge staff in all of ng homes multi-storey sites.

DONATE YOUR OLD FURNITURE TO A NEIGHBOUR

As part of our Climate Challenge project we accept and collect good quality furniture for redistribution in the community.

It gives people a headstart in their new home and has a big impact on our carbon footprint.

Contact below for more info:
Dominic McNally - dmcnally@nghomes.net
Ronnie Black - rblack@nghomes.net
0141-560-6000

Puzzle pages

How many Santas?









Christmas Wordsearch

BAUBLES • CAKE • DECORATIONS • GIFT
GINGERBREAD • REINDEER • SANTA CLAUS
SNOWMAN • STOCKING • TINSEL • TREE

Answers may run horizontally, vertically or diagonally, and may even be backwards!



How many of each?

-  =
-  =
-  =
-  =
-  =
-  =



Spot the 10 differences



Christmas Crossword

1. Mitten 2. Present 3. Bell 4. Star
5. (across) Snowflake 5. (down) Santa
6. Fireplace 7. Cookie 8. Snowman
9. Tree 10. Hat 11. Ball 12. Candle

EMERGENCY CONTACT during the Winter holiday...

Tenants can report any emergency repairs including gas central heating or lighting faults in your close or multi-storey block during the holidays by calling the Emergency Contact number 0800 595 595.

TV aerial faults should be reported direct to our Concierge staff on 0141 630 4321 or 0141 558 8264.

Calls made to our offices when they are closed will be directed to our Concierge staff.

Pipes freezing and bursting

During periods of extreme cold weather there is a risk of pipes freezing and bursting.

To prevent this from happening:

- Keep heat circulating in all rooms
- Report any dripping taps and/or pipes to City Building on 0800 595 595
- Find your main stopcock in case of leaks.
If you are unsure of how to locate this please call the office for guidance.

If you have a burst pipe please follow these steps:

- Turn off water at the stopcock or tap
- Switch off your immersion heater or boiler
- Turn on taps in sinks and baths
- Turn on as much heating as you can
- If water comes into contact with any electrical fittings, turn off the electricity supply at the mains
- Call the Emergency Contact Number 0800 595 595 do freeze or

Christmas and New Year Holiday
ng homes offices will close at 3.30pm on Friday 20th December 2019 and re-open at 9am on Monday 6th January 2020

Rent Increase Consultation 2020/21

ng homes will be consulting with all tenants for the rent and service charge options for 2020/21.

The Board met on the 26th November 2019 to consider the options for 2020/21 in order to ensure sufficient resources for the Association to:

- manage the existing stock of properties
- carry out ongoing maintenance, repairs, modernisation and major works
- cover service charge increases from our suppliers and contractors
- service current loans for investment of £25.98m
- support future loans for investment in the stock

The proposals for the rent increase for 2020/21 are:

- 3.0% increase capped at 0.6% over RPI
- 3.5% increase with additional funding for planned maintenance of £120k
- 3.75% increase with additional funding for planned maintenance of £180k

The rent consultation will open on 6th January 2020 and close on 27th January 2020 and tenants of ng homes will be contacted in January by letter to take part in the consultation.

We encourage tenants to take part in the rent consultation annually because your views are extremely important to us.

For more information please email us: info@nghomes.net

How to get in touch with us:

email: info@nghomes.net
web: www.nghomes.net
media centre: <http://mediacentre.nghomes.net>
twitter: [@ng_homes](https://twitter.com/ng_homes)
facebook: [ngsportslegacy](https://www.facebook.com/ngsportslegacy)

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recycle

When you have finished with this newsletter please recycle it.

Springburn office

Ned Donaldson House, 50 Reidhouse Street,
Springburn, Glasgow G21 4LS

Tel: 0141 560 6000

Possilpark office

Saracen House, 139 Saracen Street,
Possilpark, Glasgow G22 5AZ

Tel: 0141 336 1300

CUSTOMER
SERVICE
EXCELLENCE

