



north news

One Vision: A community where people can flourish and prosper

North Glasgow community supported by incredible Angels of the North

Do you believe in Angels?

At ng homes we certainly do. During these challenging times there has been evidence of 'Angels' living amongst us who have been giving their time to support members of the North Glasgow community.

Read about the Angels of the North on pages 12-13!



ng homes staff and volunteers at Springburn Parish Church



Dom and Ronnie from ng homes delivering essential food in the community



Ronier Deumeni, Founder of African Challenge Scotland with volunteers, Glasgow City Councillor Graham Campbell, local MP Anne McLaughlin and the Lord Provost of Glasgow Philip Braat

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Our Performance: Complaints and Compliments

1st October 2019 to 30th June 2020

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 = 130

92% 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, on our website and you can phone us and ask us to send you one out.

Compliments during the period included:

Good customer service.

Thanks for arranging furniture delivery and food parcel.

Thanks for help with heating and thoughtfulness.

Thanks for help with move.

No heating and hot water - I have to say how lucky I was to have yourself, you were lovely, helpful and understanding and I so appreciate that. Thank you!

Thanks for opening up the laundry every week.

Can you pass on my thanks to everyone in ng2 for everything they are doing during this strange time, I am proud of you all for doing a great job!

I can't thank you enough for the food parcel and the hot meal that I get every day. The people who deliver them are just so friendly. I have been feeling quite lonely and anxious and the telephone calls really help, it's good to have someone on the end of a phone who cares.

Thank you to all the Concierge for their help.

Thanks to the close cleaning team for attending during COVID and doing a fantastic job.

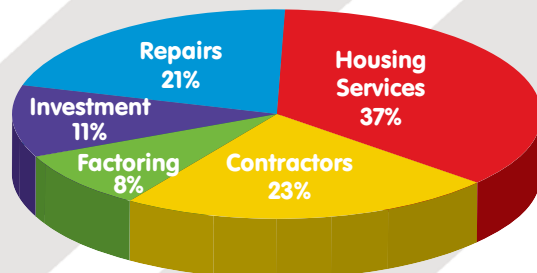
The ng2 team are doing a great job during these trying times.

Thanks for cutting the grass promptly, it looks fantastic.

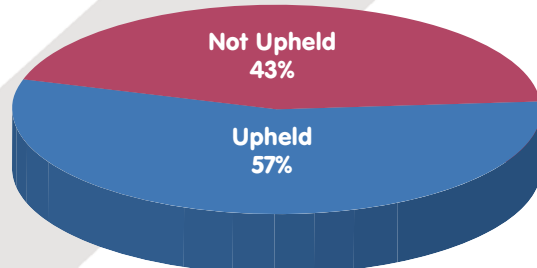
Thanks for attending to aerial problems.

Complaints 1st October 2019 to 30th June 2020

SERVICE AREA



COMPLAINTS UPHELD



Planning for a safe reopening of offices and return to the workplace

A group of staff have been holding regular Safe Return to the Workplace planning meetings over the last few months. There are a whole range of issues to be considered and addressed to plan and facilitate a safe reopening of our offices and return to work. This will ensure that we are ready to proceed whenever the Scottish Government confirm that it is safe to do so.

The meetings have generated a wide-ranging list of issues to be considered including:

- Conducting comprehensive COVID-19 Risk Assessments
- PPE (Personal Protective Equipment)
- Altered workplace (office/site) layouts
- Changes to shift patterns and start/finish times
- Procedures to maintain social distancing
- Cleaning regimes
- Handwashing and hygiene procedures
- New workplace safety procedures / rules
- On-site fire safety and first aid
- Introducing temperature checks
- Home working
- HR considerations incl. staff mental health & wellbeing
- Staff communication
- Staff training
- Public transport concerns

This has identified over 80 actions to be completed and these have been incorporated into a comprehensive Action Plan. In addressing these matters, we are taking account of guidance from

the appropriate bodies such as the UK and Scottish Governments, the Health and Safety Executive (HSE) and ACAS. The Association has also considered guidance from professional groups such as the Chartered Institute of Personnel and Development (CIPD) and sector organisations such as the Scottish Federation of Housing Associations (SFHA), Employers in Voluntary Housing (EVH) and the Scottish Housing Regulator (SHR) and we are liaising with our Health & Safety Advisers ACS to validate our process and the measures we are implementing. Although there still remains uncertainty regarding when exactly the Scottish Government guidelines will allow a safe opening of our offices, one thing that is certain is that reopening the workplace and getting back to 'normal' is not going to be as easy as it was to close it down back in March. The stories that we are all hearing in the news just reinforces the scale and complexity of ensuring a safe return to work across all sectors.

Employers have a duty to provide safe working environments. It is going to be a step-by-step process, but we need to be working now to ensure the workplace is safe and ready for all staff to return as soon as we get the official go-ahead. As mentioned in the Chairperson's Welcome, before we reopen, the offices will be thoroughly deep cleaned and the appropriate health and safety measures will be put in place to ensure the offices are safe for both staff and visitors and this will be a top priority for the Association over the coming weeks.

In the next section you can read about how we will structure and deliver our services over the next few months. We will be updating this information on a regular basis and we will post any changes to our services and information on how you can access these on our website www.nghomes.net



ng homes Route Map out of Covid-19

As you will be aware, Covid-19 has meant significant changes to how we deliver our services to our customers since lockdown in March 2020.

It has been a difficult time for everyone and we thank you for your patience during such an uncertain time. However, with the current easing of restrictions we are now in a position to reintroduce some of our services.

At the start of lockdown (Phase 1), we had staff working from home delivering an emergency service. We continued to have a limited concierge service in place who also took on the role of an emergency contact for all our tenants outwith office hours. We maintained our gas servicing, emergency repairs and continued to provide our money advice service provided by GEMAP over the phone. We contacted around 250 of our most vulnerable households every week and we also worked with partners in the community to deliver shopping and cooked meals to our tenants who were shielding.

During Phase 2, we started to reintroduce some services and we had staff working from home dealing with Arrears, Anti-Social Behaviour and Estate Management issues and we recommenced our Housing Options appointments over the phone, as well as maintaining our services to our most vulnerable households.

As we start to move through Phase 3, we have some staff back in our offices to deliver some services that we can't deliver from

home, such as viewings and sign-ups. These services will be carried out adhering to social distancing guidelines and with the correct PPE. During this phase, we will not be opening our offices to our customers. Please be assured, that this is to ensure the safety of our staff and customers.

We will, however, keep our website and twitter up-to-date with changes as they happen.

Attached is a route map of what we expect our services to look like during Phase 3 and Phase 4, but please be aware this may change due to changes in Scottish Government guidance.

If you have any queries or concerns regarding this, please contact us on 0141 560 6000 and we will be happy to answer them.

Take care and stay safe.

Lynne Cooper
Director of Housing Services



Service	Phase 3	Phase 4
Getting in touch with us	As we enter Phase 3 of lockdown - our offices will remain closed to the public and our staff will be mainly working from home. You will still be able to speak to our Housing Services and Factoring Teams over the phone. During Phase 3, we will start to recommence home visits for Arrears and Anti-Social Behaviour, while adhering to social distancing guidance. You can contact us Monday to Friday 9am-5pm on 0141 560 6000.	We anticipate that we will begin to open our offices during Phase 4, depending on Scottish Government guidance. This service will operate on an appointment only basis to ensure our offices do not become overcrowded. We will provide further information on this, as soon as it is available.
Repairs and Maintenance	We will be continuing with our emergency life and limb service, however during Phase 3 we will start to introduce urgent and routine repairs as well as disabled adaptations. We will also recommence our external works, i.e. roof and gutter maintenance.	We will be working on emergency, urgent and routine repairs, as well as our cyclical maintenance programme.

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Service	Phase 3	Phase 4
Investment Works	<p>During Phase 3, we will not be carrying out any investment works in tenants' homes.</p> <p>Work on our new build site will be undertaken in such a way as to ensure social distancing between site operatives.</p> <p>In existing buildings, works will be undertaken to roofs, external areas, communal areas and void properties.</p> <p>Staff will be issued with appropriate PPE and will undergo site inductions with contractors prior to entering sites.</p>	<p>We will commence work in tenants' homes in line with Scottish Government guidance. Work will be undertaken with appropriate social distancing measures to ensure the health and safety of tenants, staff and site operatives at all times.</p>
Moving to a New House	<p>The Scottish Government guidance has changed and restrictions on house moves have been lifted.</p> <p>During Phase 3, we will reintroduce viewings and sign-ups and we will restart our End of Tenancy Inspections.</p>	<p>We will restart our New Tenant Visits which will take place 4-6 weeks after keys are issued.</p>
Concierge Services	<p>Our Concierge Service will be delivering a full service and will continue to assist our tenants where possible, while observing social distancing guidelines.</p>	<p>As Phase 3.</p>
Landscape Maintenance /Estate Services	<p>Our Landscape Maintenance and Back Court teams will be delivering a full service. Except for pulling through bulk, as this is currently a service that Glasgow City Council have suspended.</p> <p>Tenants and owners should not put out bulk, as it will not be lifted.</p>	<p>Our Housing Officers will recommence full estate and close inspections.</p>
Community Regeneration Services	<p>Our community activities have been suspended due to Covid-19.</p> <p>We will continue to work in line with Scottish Government guidelines to introduce some activities following appropriate social distancing measures.</p> <p>This may include outdoor activities/use of transport to participate in activities for smaller groups of people.</p> <p>We will keep tenants updated via our website/social media platforms and telephone calls.</p>	<p>We anticipate some community activities taking place during phase 4 (indoor and outdoor) with social distancing in place and following Scottish Government guidelines. Groups will be held with smaller numbers attending to ensure compliance.</p> <p>This would include activities for children/young people/older adults and cultural groups. Group sessions will be held for smaller numbers.</p> <p>This may include outdoor activities/use of transport to allow for smaller groups to participate in activities.</p>

Get in touch

Call 0141 560 6000
 Email info@nghomes.net
 Website www.nghomes.net
 Twitter @ng_homes
 Media Centre www.mediacentre.nghomes.net



COVID-19 Safety Measures

We are members of EVH and all members are being issued with advice and guidance on safety measures relating to Covid-19. Here is some helpful information for our service users covering what to expect if we need to visit your home and what we may ask you before we book an appointment.



supporting
social
employers

To help us prepare for our visit there are a few **simple questions** our staff will ask **before** coming to see you:

- 1** Are you or any members of your family displaying symptoms of Coronavirus, such as high temperature, new and near persistent cough, or loss of taste or smell?

- 2** Are you or any of your family considered vulnerable or have you been self-isolating?

- 3** Are you happy for us to enter your home and do you understand that we may need further access within it?


Before our staff member enters your home there are some **simple** steps you can take to help us do so safely. **If possible, please:**

- 1** Leave all internal doors open

- 2** Leave windows open for ventilation

- 3** Keep clear pathways within the home, and free of any obstructions

- 4** Keep all areas well-lit and open window coverings

- 5** Where possible other occupants of the house should vacate the property and stay together in one area such as the driveway or garden or, congregate in one other room


- 6** Shut pets away safely within another room


It is important that you remember to inform us of any change in circumstances before the date we are coming to see you.

COVID-19
Safety Measures

Continued
on page 8





8 **simple steps** our staff **always** take to ensure everyone's safety

- 1** At all times, our staff will ask questions from a safe distance and where possible will do this from outside of the property.


- 2** Our staff will or sanitise their hands before and after every home they visit.


- 3** Our staff may wear a fresh pair of disposable gloves at each home they visit. They will dispose of used gloves safely without compromising you.


- 4** Similarly, where required, staff may wear a fresh face covering at each home they visit. They will dispose of these safely without compromising you.


- 5** Any equipment our staff may use will be disinfected before and after each use.


- 6** To minimise the time we spend within your home, we will try to complete our notes and forms outside of your property.


- 7** Our staff will take care to keep their own clothes clean during visits and will also wear fresh workwear daily.


- 8** Where we have to spend a long time (or stay overnight) in your home, it may not be practical to stick rigidly to all of the above standards (for example keeping pets locked up overnight), but we will do all that we can to minimise risk to everyone within the home, including our own staff.





We are happy to confirm that we have complied with the government's guidance on managing the risk of Covid 19. This guidance is often referred to as **"Five Steps to Safer Working Together"**. This poster explains the five steps.



ng homes dedicated to supporting the North Glasgow community during the Coronavirus crisis

The Association has been working hard to support vulnerable tenants and families in North Glasgow during these unprecedented times.

Our housing and community regeneration teams have been phoning our most vulnerable tenants, checking in and finding out what help they require. Hot meals are also being provided to those who are in particular difficulty due to age or underlying health conditions.

We have partnered with several organisations including: Possibilities, Possilpoint Community Centre, Springburn Parish Church and Partick Thistle Community Trust/Progrez amongst others. The Baby Food Bank has also provided much needed support to families.

Lynne Cooper, Director of Housing Services at ng homes said:

“Our housing and community regeneration teams are working together to support our customers and the North Glasgow community during the Coronavirus crisis. Our team have been phoning vulnerable customers to find out what assistance they may need, and we have been arranging this for them. We understand that the restrictions in place will have a profound impact on families and vulnerable tenants and we are dedicated to getting them the support they require.”

Margaret Fraser, Head of Regeneration at ng homes said:

“The work of community organisations has been outstanding with staff and volunteers working incredibly hard to help out their community. We would like to say a huge Thank You to everyone who has pulled together in a time of extreme need.”



Volunteers at Lambhill Stables preparing food parcels



Volunteers uplifting donations for The Glasgow North Baby Food Bank



Childrens Activity Packs prepared by New Rythms for Glasgow



Dom McInally from ng homes delivering to the Brunswick Centre with Greg Lennon who runs the centre

John Thorburn, Chairperson of ng homes commented:

“There is great work happening right here in our community and I am proud to see people come together to support those who need it most. At ng homes we will continue to serve our customers and community in the best and safest way we can during this pandemic. Thank you to all the hardworking volunteers, our partner organisations and ng homes staff and Board members who have gone above and beyond and shown kindness and dedication to serve the North Glasgow community.”

If you know of anyone who requires assistance, please email [ng homes: info@nghomes.net](mailto:info@nghomes.net). Please provide your details and a contact number/email and a member of our team will be in touch to help.
We encourage you to keep yourself informed by following Government guidelines and advice issued by the NHS.

North Glasgow community welcome an afternoon tea treat

We have teamed up with the Scottish Fire and Rescue Service (SFRS), Police Scotland and local community organisations to provide and deliver afternoon teas to elderly residents and those who are shielding in the North Glasgow community.

The afternoon tea initiative launched in early June with the support of Possibilities a local community organisation based in Possilpark. 125 afternoon teas were delivered on the first day within three of our Retirement Complexes and to individuals in the wider community.

The initiative aimed to reach around 600 people in the North Glasgow community. The Association will be working alongside Partick Thistle Charitable Trust, Progrez and Snack @ Jax to provide these afternoon teas.

The afternoon tea goody bags were filled with rolls kindly provided by McGhee's Bakery, cakes and a delicious cherry scone provided by Lomond Foods and all topped up with jam and clotted cream. Vital safety flyers from SFRS and Police Scotland were also included, along with one of our recent articles which highlighted the work of local volunteers.

Karla Stevenson, Fire Officer at the Scottish Fire and Rescue Service said:

"This is a fantastic initiative which will not only provide a lovely afternoon tea, but it lets members of our community who are shielding or self-isolating know that the Scottish Fire and Rescue Service and our partners are still here for them. This pandemic has been challenging in so many ways and unfortunately there has also been an increase in accidental house fires this year but initiatives like this will help us reach those who need us – we can provide free home fire safety advice and provide smoke alarms. If you know someone who is over 50, smokes and either lives alone or has mobility issues or uses medical oxygen then please make the call – call us on 0800 731333 or text 'fire' to 80800 to put them in touch with us."



Melanie, Glen and Jim from Possibilities, Karla from SFRS, Brian and Magdalena from Police Scotland, Glasgow City Councillor Graham Campbell, Bailie Jacqueline McLaren, Ann McLaughlin MP, Paul Kelly, Manager of Partick Thistle Charitable Trust and Dom and Margaret from ng homes

Anne McLaughlin, MP for Glasgow North East

who helped deliver the treats to local residents said:

"People are doing their best, sticking to the rules that keep everyone safe, and life can be difficult. Locally, we are very organised in terms of food provision and moving our attention to emotional wellbeing. This lovely gesture combines the two – a wee treat that says, 'we haven't forgotten you'. Many people have barely been out of their homes since March and we are aware of the huge psychological pressure this is putting on people. The community afternoon tea all across the North of Glasgow is a lovely idea and I want to thank all the organisations involved."

Richard Porter MBE, Vice Chairperson of ng homes said:

"It's been a very challenging time for people who have been shielding now for over 10 weeks. The calls our staff are making to people are showing that they are missing human contact and this, in turn, increases a sense of loneliness and anxiety. Many had previously taken part in community activities that ng homes' regeneration team provided,



The goody bags were filled with rolls, cakes, a delicious cherry scone with clotted cream and jam, along with some other treats!



Bob Doris MSP, Bailie Jacqueline McLaren, Stephanie (ng homes) and Glasgow City Councillor Allan Gow delivering afternoon teas!



The Afternoon Tea bags have been prepared and are ready to be delivered in the North Glasgow community!

such as the monthly Song Shimmy, Welcome to the Community and Community Afternoon Tea activities, so we thought that if we can't get them to an afternoon tea then we would take it to them."

In addition to the afternoon teas, ng homes is currently working with a variety of organisations and businesses to support community members with food parcels and other forms of support which has been made possible through existing funding from The Scottish Government and the National Lottery.

Facemasks donated to volunteers in North Glasgow

In North Glasgow we have an incredible group of volunteers who are working alongside the Association to support their local community. When a young Glasgow woman heard about this she wanted to help and got in touch with us to say that she was making 'home made masks' and would like to donate some to the volunteers.



Margaret Fraser, Head of Regeneration at ng homes visits Briège Ward Foley to collect masks for North Glasgow volunteers



Cathie Yuill (Baby Food Bank), Helen Carroll (Springburn Parish Church) with ng homes staff Dom and Ronnie

Briège Ward Foley's motivation was to impact on the shortage of masks together with the fact that the NHS needed masks as a priority without the public draining resources. So she started on her mission of making these for family and friends.

Briège said:

"I wanted to make them kind of 'funky' so they are not frightening for children and a bit fun to wear. The fabric I have chosen includes a haribo pattern, unicorns, paisley pattern and spots. They are really fun to make and I hope that people enjoy wearing them as much as I have enjoyed making them."

Margaret Fraser, Head of Regeneration at ng homes said:

"When I heard about what Briège was doing I was really impressed and agreed to uplift them, keeping our social distancing of course. Briège had over 70 bright and colourful masks ready for us and the next day we started to hand these out to the volunteers. The fact that they are so sturdy, with an inner layer, and can be washed and re-used was a benefit. They fit so well and look good too – so our heartfelt thanks go to Briège for helping out."

So far, the masks have been given out to volunteers at Springburn Parish Church and members of the Baby Food Bank. Others were passed out to volunteers at Possibilities, The Arc steering group and Love Milton who were absolutely delighted.

Bailie Jaqueline McLaren was on hand at Possibilities in Possilpark when the masks were being handed out and was so



Volunteers show their appreciation to Briège whilst wearing their masks

impressed with them, she asked if some could be distributed to volunteers in the Milton area. She commented:

"When Margaret showed me the really cool masks I knew the local volunteers from Milton would absolutely love them. They wanted a team photo to highlight their thanks and appreciation to Briège for making these brilliant creations. I have a Unicorn one which I love. Thank you Briège for thinking of others during this crisis."

Glasgow North East MP, Anne McLaughlin said:

"The masks are fantastic, they look great and I think people will feel less self conscious about wearing Briège's designs. Anything that encourages folk to wear them when they are in shops or on public transport is really helpful. What a great use of time stuck indoors."

Volunteers Robert Young, Terry Campbell and Helen Carroll with Dom McNally from ng homes



North Glasgow community supported by incredible Angels of the North

On a daily basis volunteers from various organisations have been linking up and working together with ng homes to help sort food parcels, uplift prescriptions, and prepare and deliver hot meals to those who are self-isolating or shielding during the strict lockdown measures.

Volunteers have also been checking in with people and keeping their spirits up through regular phone calls, while also finding out if they need any assistance.

The selflessness and kindness of the volunteers is testament to the wonderful community spirit that has always been so evident in the wider North Glasgow area.

ng homes would like to take this opportunity to say thank you to the incredible volunteers who are working tirelessly to support the North Glasgow community during this crisis. A big thank you to:

- Springburn Parish Church
- Possibilities
- Baby Food Bank
- Salvation Army (Springburn)
- Young Peoples Futures
- Partick Thistle Charitable Trust
- Brunswick Centre
- Glasgow Afghan United
- African Challenge Scotland

- Glasgow Chinese Recreation Centre
- Sunshine Wishes Charity
- Lambhill Stables

ng homes is delighted to have received support from The National Lottery Community Fund. The award of over £81,000 will allow for the provision of food parcels and hot food for those in need in the community and will allow two dedicated ng homes staff members to carry out this vital service.

Neil Ritch, Scotland Director of The National Lottery Community Fund said:

“In these uncertain times our priority is to ensure that National Lottery money continues to flow to charities, voluntary sector organisations and grassroots



groups. I would like to congratulate ng homes on their award, theirs is an important project which will help people get through the current crisis and a great example of how our grant holders are stepping up to support their communities."

Additional support has been given by The Scottish Government with an award of £30,000. The funds will support the project for one year and ng homes will work to support tenants and the wider community.

ng homes have received many comments of appreciation from tenants for the key service that has been provided by the Association and partner organisations. **One tenant** said:

"I can't thank you enough for the food parcel and the hot meal that I get every day. The people who deliver them are just so friendly. I have been feeling quite lonely and anxious and the telephone calls really help, it's good to have someone on the end of a phone who cares."

Bob Doris MSP said:

"Our communities in North Glasgow have come together in the most wonderful way to help those in great need at this hugely challenging time. My heartfelt thanks to everyone - the housing associations, youth groups, churches, local traders and various community organisations. Many locals have volunteered to ensure that food, medicines and other essential items have been delivered to struggling households in recent weeks. With 100,000 new claimants for Universal Credit in Scotland in just 5 weeks, that amount of need is likely to grow and be with us for some time. I am privileged to play my part working with so many inspiring people in the communities I am proud to represent."

John Thorburn, Chairperson of ng homes commented:

"It is incredible to see community members and local organisations come together to support the wider community during these challenging times. I'd like to thank all the hardworking volunteers and staff who are providing support to our customers."

ng homes would like to thank the Scottish Government and the National Lottery who are providing funding to maintain services supporting the community.



Scottish Government
 Riaghaltas na h-Alba
 gov.scot

Partick Thistle Charitable Trust celebrates its 25,000th meal since lockdown

ng homes has been working alongside Partick Thistle Charitable Trust and Progrez as part of our food response during the Covid-19 pandemic.

Since lockdown they have been providing daily hot meals to those in the community who have been shielding. This has been welcomed by people in the community who not only get to enjoy a delicious meal but have remarked on how much they enjoy seeing the friendly faces of the volunteers and the opportunity for a wee chat. Partick Thistle Charitable Trust have shown their outstanding team spirit which demonstrates the importance of their place in the North Glasgow community.

In the eighteenth week of lockdown, the Trust along with the Chairperson of the charity, Randle Wilson, celebrated providing a total of 25,000 meals to the North Glasgow community with elected members, staff, volunteers and partners. Randle thanked the Trust and all the partners involved for this amazing achievement and for supporting the community during these challenging times.

Randle Wilson, Chairperson of Partick Thistle Charitable Trust commented:

"This milestone of 25,000 meals delivered during the Covid lockdown period is a testament to the hard work and compassion of the staff at Partick Thistle Charitable Trust, Progrez and ng homes. The individuals concerned have shown a great commitment to the service and it simply would not have worked without all of them pulling together to ensure that our residents get a nutritious meal with fresh ingredients delivered with a smile each day. This achievement is a living example of what can happen when good partners get together and take a transparent and positive approach to the challenge."

Glasgow City Councillor, Allan Gow said:

"When I first met with Partick Thistle Charitable Trust in 2018, it was to assist their involvement with Glasgow City Council's new 'holiday hunger' programme. Neither Paul Kelly (Manager of Partick Thistle Charitable Trust) nor I could have dreamt that two years later we would be marking the Trust's 25,000th food package! It is a quite incredible achievement and could not have been delivered without a real team effort involving



Partick Thistle Charitable Trust Chairperson Randle Wilson and Manager Paul Kelly with Bob Doris MSP, Glasgow City Councillor Allan Gow, Partick Thistle Manager Ian McCall and Chief Executive Gerry Britton, and Head of Regeneration at ng homes Margaret Fraser

Partick Thistle FC, ng homes, the National Lottery, Glasgow City Council and the Scottish Government. But the real stars are the volunteers who actually make the food, who go to the cash & carry, who pack the bags, who use their own transport to deliver to those in need locally and who keep turning up week after week! Without their commitment, the programme would not have been as extensive and many who needed support might not have received it, so I want to thank all of them for what they have done. And it's not just about practical food support. During the Covid-19 Crisis, many people we visited were shielding and as time went on came to look forward more and more to a wee visit and chat with their delivery driver. This ongoing contact was every bit as important as the food items and keeping isolated people 'in touch' is something we now turn our minds to as some sense of normality returns. Once again, the crisis has allowed our Glasgow North communities to show their mettle, to look after those who need it, to work together and across boundaries and to make new connections and friendships which can continue long after this crisis has passed. I am proud to have been a part of it."

Possilpark Traders rise to the Covid-19 Challenge

Over the past year there has been ongoing work and plans for Possilpark to become a Business Improvement District (BID). This has been made possible through funding and support from Scotland's Towns Partnerships and is being hosted by ng homes.

Driven by local traders, a steering group to take this forward has been formed with funds made available through the Scottish Government. One of the team's early successes has been to secure funds from Glasgow City Council to start a programme of improving local shop fronts,

which will make a huge improvement to the area visually with the scheme being based on the heritage of Saracen Street.

Designs have been produced by Murray Russell Architects who are based on Saracen Street, with shop signage and lighting in the first instance. A planning decision is anticipated around August 2020 with works planned to commence soon thereafter. An exhibition displaying the scheme will be part of a series of engagement events for property and business owners and the wider community.

The heritage of the area has also been a key focus for the Improvement District's logo. At one time, Saracen Street

was full of wonderful signwriting, canopies and intricate window displays. Inspired by this retail heritage, the Canal Heritage Fund supported the BID with funding to design a logo and create an exhibition about Saracen Street which will take place this year.



Friday Night 'Stay Safe, Stay In' activity is a hit in North Glasgow

With every day 'feeling the same' for some people we wanted to do something special and to brighten up their week, so we teamed up with local chip shops to provide a Fish Tea!

The activity was launched on the 10th July with Vito's Fish and Chip shop based in Hawthorn Street. Over 50 suppers were delivered, together with a personal hygiene pack containing; face masks, gloves, sanitizer, vital safety messages from the Scottish Fire and Rescue Service and Police Scotland, the Scottish Government's Route Map and the popular Vera Lynn song 'We'll meet again'. It was appropriate that we launched this on the day that face masks became mandatory in shops and also the day that the forces sweetheart, Vera Lynn, was laid to rest.

The activity has been funded by The Scottish Government Wellbeing Fund and we are looking to take it out to over 600 people in the local community with Vito's Chip shop and with home deliveries being made by ng homes staff.

Jackie Shearer who is the BID Co-ordinator, has been working to support local traders and businesses during lockdown. With many lockdown restrictions being eased, Saracen Street should soon be back in full swing although with social distancing in place, of course.

It has not been easy for the business community these last few months but over lockdown they really came together with the wider community and by working alongside ng homes' Regeneration team, food and other services were provided to respond to a range of local needs.

The owner Vito Di Nardo said:

"When I was approached by ng homes, I was very happy to get involved. It is a great way to reach people who have been isolated and I know from experience that a 'chippy' is a welcome treat. I have been very impressed to see the amazing work going on in the community during this time and I and am so full of praise for everyone who has relentlessly been working for this project and others, and this demonstrates how much they care for this wonderful community in North Glasgow."

In the coming weeks ng homes will be working with 'Mr Chips' and 'Sarry Suppers' on Saracen Street in Possilpark to continue to deliver our 'Stay Safe, Stay In' Fish Teas.

Margaret Fraser, Head of Regeneration at ng homes said:

"During this period we have been working across the community and local traders have been a vital part of responding to the needs of the community. Possilpark is looking to establish itself as a Business Improvement District to revitalise the local shopping area. We are delighted to be working with a range of local businesses across Possilpark and Springburn. For

Gary Walker Butchers and Shoptmart Convenience Store and the Post Office provided food as part of ng homes' partnership for food parcels and hot meals for the elderly, those in isolation or with underlying health conditions. Eyepad Opticians offered a free spectacle repair service for older people in the community and Possibilities provided free hot meals to the elderly and vulnerable which were accessed through referrals from housing staff and other agencies.

Plans are afoot for a series of digital engagement events to update traders and other interested members of the community on the progress of this project.



Margaret Fraser, ng homes with Vito Di Nardo, owner of Vitos, Egidia Di Nardo and Bob Doris MSP

those who have been at home for a good period of time it will be a different experience going out shopping which is why we included the personal hygiene pack and details of what to expect when going out shopping. We want to allay any anxieties that people may feel and encourage them to shop locally and be part of the overall community again."

Bob Doris MSP who came along to support the launch of the activity said:

"This activity is both tackling social isolation and also supports local businesses and is an excellent use of the Scottish Government's Wellbeing fund. My thanks to ng homes, everyone at Vito's chippy and all the volunteers. This is proving to be a great success during these difficult times and I am delighted to have given my support."



Brian Kelly (Eyepad Opticians), Gary Walker (Butchers), Omar Afzal (Shoptmart), David Facenna (Allied Vehicles Ltd), Margaret Fraser (ng homes) Jackie Shearer (BID Consultant) Taken pre-Covid





Rossie Stone and Tony Fitzpatrick delivering a workshop



The rainbow is very symbolic in Tony's book and it has also become a symbol of hope during the Covid-19 pandemic.

The Dream – You Can Do This

Over the past year ng homes has been working on a very exciting project that is aimed at local children within schools and across cultural groups. A children's book called "The Dream - You Can Do This" has been written by author Tony Fitzpatrick who is a former Scottish professional footballer.

The main principles of the book include caring for the environment, good citizenship, health and wellbeing, and respect for yourself and others. The main character of the book, Babakoochi bear, has a dream to be a footballer, a bit like the author himself! Tony, who was born and brought up in Possilpark, became a professional footballer and is now Chief Executive at St Mirren Football Club.

The project also involved Rossie Stone, founder of Dekko Comics who we previously worked with on community projects turning local children's ideas and thoughts on climate change into two comic strips – The Green Champions and Journey of the Big Carbon Footprint.

A series of workshops led by Tony and Rossie were delivered and focussed on exploring with the children what their 'dreams' were and how they would achieve them. Tony told the story of Babakoochi, which was the nickname of his young son Tony who sadly died when he was only 6 years old. His openness of personal loss and realising his own dream really motivated young people and got them to think about their own aspirations. This was followed by Rossie showing them techniques to create their own cartoon characters and stories. The story is now well underway, and the book will be a comic book style called 'The Dream – You Can Do This'. Within the book the Rainbow is very symbolic and it is interesting that this also became a symbol of hope during the Covid-19 crisis.

It was intended to release the comic strip to over 3,000 children in the community after a launch by the children and those involved,



Tony Fitzpatrick with local schoolchildren

however due to the Covid-19 pandemic this was delayed and we are now going to launch this through ng homes' Media Centre and on Dekko Comics' social media platform. So, watch this space!

Tony Fitzpatrick said:

"This has been such a wonderful project. To help the wider community of North Glasgow for young and older people to realise their potential of how talented and creative they are and given the chance to express themselves. As a local lad growing up in the Possilpark area, I have witnessed over the years how welcoming and friendly the people of North Glasgow are, they are very special people. For myself to get the chance to introduce Babakoochi, who is a legacy for my son, to the wider community is a dream come true."

Rossie Stone from Dekko Comics said:

"For over 3 years now I have been collaborating with ng homes on developing important messages through the power of comics and books. Stories are a great medium where you can communicate clearly and in a fun way to a very wide range of readers, and visual comics helps unlock their creativity and imagination among young children - as I have found through working with ng homes. There is such brilliant talent and creativity within the children of North Glasgow, as well as very good hearts keen to help make the world a better place. I am very thankful for the tireless work ng homes does, as I'm sure the communities they help are, and I am honoured to have been given the opportunity to be a small part of it."

The project was funded by The Lottery Fund Awards for All programme and we would like to thank them and all the young people, teachers and volunteers who took part for their support.

School pupils in North Glasgow get 'Money Wise' with great initiative

Young people are being taught how to be 'Money Wise' thanks to the Children's Safety Education Foundation's (CSEF) campaign which is being sponsored by ng homes. The programme is being run at two secondary schools in North Glasgow; All Saints Secondary School and Springburn Academy.

The CSEF's Money Wise programme aims to improve students' life skills and future employability by teaching them about all aspects of financial education over the academic year through the Money Wise booklet. The booklet provides accessible and fun information on a topic many students struggle with and aims to equip them with the skills they need to succeed after leaving school.

Lynne Cooper, Director of Housing Services at ng homes and John Thorburn, ng homes Chairperson, visited All Saints Secondary School to see the initiative in action and hear feedback from the pupils. Both also gave a short talk to the pupils about the importance of being money wise along with Michael Fitzgerald, who is the school's Liaison Officer for the Children's Safety Education Foundation (CSEF).

John Thorburn said: "We are committed to doing all we can to help local people succeed and we were delighted to sponsor this great initiative. It was great to visit All Saints Secondary and meet the



All Saints Secondary School pupils with John Thorburn, ng homes Chairperson, Michael Fitzgerald, Schools Liaison Officer for the Children's Safety Education Foundation, and Christine Merrick, Teacher at All Saints Secondary

young people and hear their feedback about the Money Wise programme."

Lynne Cooper said: "Many of the students at All Saints Secondary and Springburn Academy could potentially be our future customers, employees or Board members. By providing textbooks that show them how to set-up bank accounts and pay bills it will stand them in good stead not just as future customers, but for their life ahead."

Christine Merrick, Teacher at All Saints Secondary commented: "The Money Wise booklet has been a really useful resource for me as a teacher as it clearly lays out the key financial knowledge a young adult should have in a simple and accessible format. I have even learnt some new things myself! We have had great feedback from pupils who have found the booklet really helpful, including good facts and tips!"

Michael Fitzgerald, Schools Liaison Officer for the Children's Safety Education Foundation said: "In this ever-changing world, learning life skills such as financial literacy is vital for our young people's development. The CSEF regards the partnership with ng homes in North Glasgow as key in helping to achieve this."



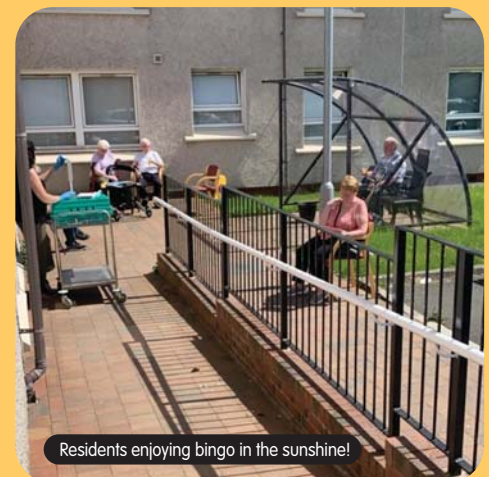
Car Park Bingo!

The residents at Hawthorn Street Retirement Housing Complex enjoyed an afternoon playing bingo, but not as they know it!

As the residents couldn't play inside in the lounge area, they took bingo outside. With social distancing in place, the residents gathered out in the car park of the complex on a sunny afternoon and played a few games of bingo!



Car Park Bingo



Residents enjoying bingo in the sunshine!

African Challenge Scotland Covid-19 relief and the impact on BAME communities in Glasgow

African Challenge Scotland (ACS) has played a major role in the relief efforts in Glasgow during the Covid-19 lockdown. With the organisation's long-established community engagement through multicultural events and other empowerment programmes since 2014, it has a better understanding of the needs of Black Asian Minority Ethnic (BAME) communities.

A huge financial crisis has unfolded in the wake of the Covid-19 lockdown among BAME communities with many losing their major source of income. African Challenge Scotland has been able to support more than 350 BAME families through the support and funding grants received from the National Emergencies Trust through Foundation Scotland, The National Lottery Community Fund, The Scottish Government, Refugee Survival Trust, ng homes and East Dunbartonshire Food Bank. Through this initiative, engagement with the BAME communities has shown that many BAME families, especially single parents and refugees, are struggling to meet the basic family needs during the lockdown. Within the first week, the number of families reaching out for support was massive and exceeded 145. This showed that BAME families were already suffering from unemployment and struggling under tremendous financial pressure to pay their bills and meet other demands even before the pandemic.

African Challenge Scotland has worked tirelessly to ensure that no families are left without support. This initiative would not have been successful without the effort of many passionate community volunteers and young people from across all ethnic backgrounds. Those helping have included the Lord Provost of Glasgow, Philip Braat, Councillors Graham Campbell, Christina Cannon, Ruairi Kelly, Annette Christie, Anne McLaughlin MP, Bob Doris MSP, ng homes staff and African Challenge Scotland's young ambassadors and adult volunteers. African Challenge Scotland deeply appreciate the selfless services of the passionate and dedicated volunteers who they have always been able to depend on over the years.



Dom and Ronnie from ng homes with Ronier Deumeni, founder of African Challenge Scotland, Anne McLaughlin MP, Glasgow City Councillor Graham Campbell and volunteers from African Challenge Scotland

Robert Tamburrini, ng homes Chief Executive said:

"The commitment of volunteers organised by African Challenge Scotland and other partner organisations like ng homes to provide basic groceries to local families during lockdown has been truly remarkable. The time and commitment they put in to assist their neighbours throughout North Glasgow is proof positive that there is a real sense of community action and spirit."

Bob Doris MSP for Maryhill and Springburn said:

"It has been a privilege to assist African Challenge Scotland offer culturally appropriate food to members of the community who have been struggling or isolated. Having worked with them over many years, they never fail to show great community leadership. My heartfelt thanks for everyone's efforts which have made a real difference right across the communities I represent."

Anne McLaughlin MP for Glasgow North East said:

"The work African Challenge Scotland is doing is so important and it's been important to me in my work as an MP. In delivering food with them I have met people in extremely isolated positions who I've been able to help. One woman had been in her flat for three months with her three-month-old baby. When I told her, she could form a bubble with a friend she said she didn't know anybody in Glasgow. Not a single person. African Challenge Scotland is getting to the people who need them the most."

Ronier Deumeni, Founder of African Challenge Scotland

said: "Over the last 14 weeks, many of our incredible volunteers have made a difference through their extraordinary acts of kindness by providing African food parcels, toiletries, feminine products, and financial support to BAME families across Glasgow and beyond. This was possible with the support from all our funders, partners and ng homes."

Innovative employment programme benefits young people from African Challenge Scotland

African Challenge Scotland has partnered with Glasgow Theatres to tackle workplace diversity and create employment opportunities for young people in North Glasgow through an innovative employment programme. While the programme has been paused due to the Coronavirus pandemic, the young people will be taking part in the programme when it is safe to do so and in line with Government guidance.

Young people from African Challenge Scotland, Robert Tamburrini Chief Executive of ng homes and Ronier Deumeni Founder of African Challenge Scotland met in early March to discuss the partnership and the employment programme which would be available to the young people.

Robert Tamburrini addressed the young people in attendance and encouraged them to take up employment opportunities as it would allow them to develop their skills, knowledge and experiences which would equip them for future prospects.

The purpose of the programme is to diversify the theatre's Customer Experience Team and encourage young people to consider the employment programme as a route into employment. The programme will also promote and develop a more inclusive and diverse workplace.

The programme delivered by Glasgow Theatres will support 8 trainees from the Glasgow Black, Asian, Minority Ethnic (BAME) community aged 18 years and over to develop their skills and knowledge by becoming part of the front-house team at various theatre locations for 6 months. The trainees will undergo a varied training programme with support and supervision from staff in different areas within the team. Training will include delivering excellent

customer service and adhering to the company's procedures and policies.

African Challenge Scotland Founder, Ronier Deumeni said:

"This is an amazing opportunity for young people in North Glasgow and beyond. By connecting young people with employers, real opportunities are created, and the trainees can collect a rich and varied skillset from employees in the workplace which will allow them to enhance their prospects and life experiences. The aim of the programme is to promote and develop a more inclusive and diverse workplace in all sectors, so that everyone in Scotland has the opportunity to fulfil their potential. This programme is part of an ongoing

commitment to improving the lives of citizens in North Glasgow which began five years ago with ng homes. We are grateful to Glasgow Theatres and we hope that our partnership will grow from strength to strength."

ng homes Chairperson, John Thorburn said:

"This is an excellent opportunity for young people from the BAME community and I wish every success to those who take part. ng homes is committed to engaging with all members of the North Glasgow community and we are delighted to continue our longstanding partnership with African Challenge Scotland."



Young people from African Challenge Scotland learning about the innovative employment programme



Ronier Deumeni, African Challenge Scotland Founder and Robert Tamburrini, Chief Executive of ng homes with young people from African Challenge Scotland

Springburn Youth Forum



by Emma Porter

The Springburn Youth Forum is made up of a group of young people who aim to champion the voices of young people who live in Springburn, North Glasgow.

We want young people in the community to be able to voice their ideas and thoughts on projects in the local area.

We are always looking for more young people to get involved in the Springburn Youth Forum so please get in touch:



Twitter @SpringburnYF



Facebook SpringburnYouthFourm



Instagram SpringburnYouthFourm

Afghan United provides much needed support to community

During the Coronavirus crisis, Abdul Bostani, Chairperson of Glasgow Afghan United, sprang into action to support those members of the Afghan community and asylum seekers with food support and welfare calls.

He quickly put together a team of volunteers to help provide culturally appropriate food to families who had to isolate at home. They have continued to work with families and other partner organisations to support them through this difficult period.



Afghan United volunteers preparing to deliver food in the community

Springburn Community Hub

by Helen Carroll

The Hub celebrated its one year anniversary on 14th February 2020! I can't believe a whole year has gone by! It's been a wonderful year, full of discussions, new groups, new friends and new plans.

This year saw the start and continuation of a number of groups within the Hub, such as Chat and Chill where we welcome everyone to join us for a good old natter and tea/coffee, Mind the Men where they meet to support mental health for men, and ng homes' Swap Shop. For more information please visit Springburn Community Council's Facebook page.

Please note that there has been some disruption due to Covid-19.

Springburn Community Hub

Helen Carroll • Director

Spirit of Springburn C.I.C.



Springburn Community Council



ng homes maintain the Customer Service Excellence Standard

Since our last issue of North News, we have received the result of our Customer Service Excellence annual review. The external Assessor, Robert Sullivan was impressed by the commitment to customer service excellence that was displayed by staff at all levels within the organisation and commented on the high level of service being delivered.

It was a very positive review highlighting that the Association continues to meet the Customer Service Excellence Standard with an increase in the number of areas being assessed as Compliance Plus. The review process focuses on the customer journey and this involved the Assessor speaking to customers, staff, Board members and partner organisations as well as observing staff interacting with customers. The Assessor commented: "You demonstrated that you operate in a culture of continuous improvement and learning" and he noted that the Association had made several changes to services as a result of analysing customer journeys and improving these."

The Assessor's report also highlighted the value of ng homes' approach to partnership working, acknowledging the Association's work with other organisations to strengthen and broaden partnerships in ways that benefit customers and the wider

community. He stated:

"You have become a role model and catalyst for change, you are well known for your community involvement and development work in addition to housing services."

Tony Sweeney,
Director of Corporate Services at ng homes
 said:

"This was an exceptionally good result and it is testament to the commitment of our

"ng homes was found to have a deep understanding of, and commitment to, Customer Service Excellence."

Board and staff in ensuring that our tenants and other customers are valued. The Assessor was keen to understand how we serve and support our customers throughout their journey with us and we are pleased that he was able to identify many examples of excellent customer service. The report shows that we care about our customers and it has identified a great deal of good practice together with some areas for continuous improvement."

John Thorburn, ng homes Chairperson congratulated the Association's staff on this achievement, commenting:

"Everyone at ng homes is committed to delivering Customer Service Excellence and we are delighted to hear that we continue to make progress in this regard. The Assessor emphasised that although we were already performing to a high standard he had seen significant improvements with the increased level of Compliance Plus. It is great that the Assessor has recognised the tremendous work of our staff who are making a real difference to the lives of local people."

Customer Service Excellence Standard

The Customer Service Excellence Standard is recognised across the UK and it lies at the heart of an overarching strategy to provide public services for all customers which are efficient, effective, excellent, equitable and empowering. Customer Service Excellence was developed to offer companies and organisations a practical tool for driving customer-focused change.

The foundation of this tool is the Customer Service Excellence Standard which tests in great depth those areas that research has indicated are a

priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude.



ng homes Investors in People Gold and Health and Wellbeing accreditation

We are delighted to advise our readers that the Association has retained its Investors in People Gold status along with the Health and Wellbeing accreditation for a further three years.

ng homes has been accredited as an Investors in People (IIP) organisation since 2002 and has been recognised with the Gold status and the Health and Wellbeing award since 2014.

This year the Association undertook a comprehensive review. Our IIP Specialist, Alix Malcolm visited the Association for two days in February to conduct the review of our Investors in People Gold status and the Investors in People Health and Wellbeing Award. The Assessor praised the contribution of our staff across the business and recognised the importance placed on staff development within the Association and the positive impact our work has on the North Glasgow community. Following the review, we received a comprehensive Assessment Report confirming our continued accreditation.

The IIP Gold and Health and Wellbeing Awards reflect the ongoing commitment and desire of all our staff to develop the skills, knowledge and attributes to enable them to provide an excellent service to our tenants and customers. This positive result reflects the continued focus on investing in our people which is passionately supported by the Association's Board.



The Assessor met with staff from various teams and she said:

"I am satisfied that you fully meet the requirements of the Investors in People Standard. I congratulate you on the additional accreditation at Gold Level. This is a fantastic achievement, and well deserved."

Tony Sweeney, ng homes Director of Corporate Services commented:

"We are delighted to maintain our IIP Gold status together with the Health and Wellbeing accreditation. I would like to thank our Assessor, Alix Malcolm for carrying out our review whilst supporting and guiding us along the way. Also, a big Thank You to all our staff who took part in the process. Overall it was a great experience and our Accreditation Report will be very useful for us going forward."



ng homes app coming soon!

After the successful launch of ng homes' new website, an app is also being launched.

The app will allow you to report a repair, apply for a house, access publications and much more!

Keep an eye on our Twitter page and website for updates!

If you are interested in being one of the first to try the app, please email:

media@nghomes.net

 **Twitter:** [ng_homes](https://twitter.com/ng_homes)

 **Website:** www.nghomes.net



Rent Consultation 2020

For our 2020 rent consultation we invited all tenants to take part in a survey together with invitations to three separate events across Springburn and Possilpark.

This year we embraced digital methods of communication by inviting tenants to take part via text messages for those we hold mobile numbers for, and through the online form that was promoted via our Twitter and website.

The rent options were: **3%** **3.5%** **3.75%**

The rent consultation closed on 27th January and we were delighted that 1,239 tenants took part. The majority of tenants voted for the increase option of 3% which was endorsed by our Board. Thank you to all our tenants who got involved.

Well done to the winners of our free prize draw for taking part in the consultation!



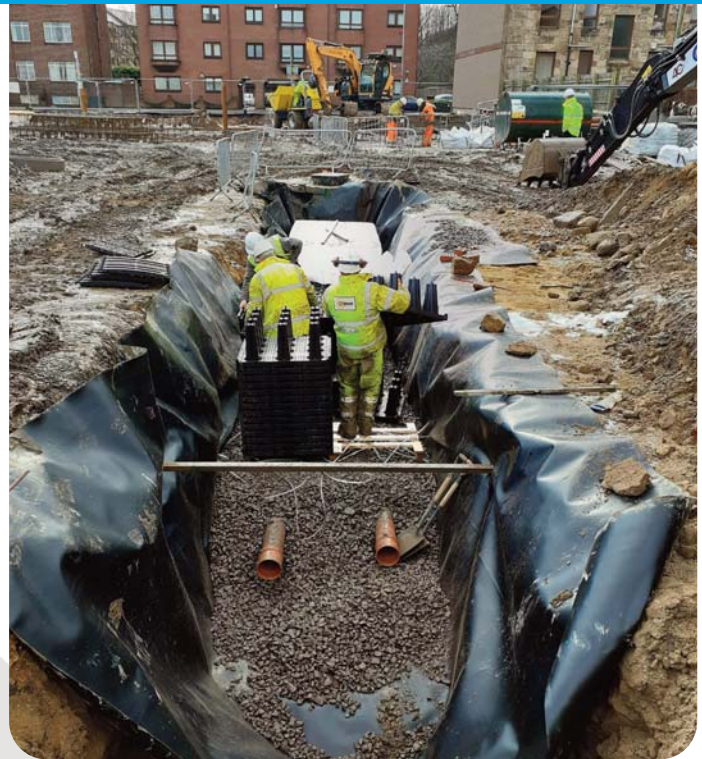
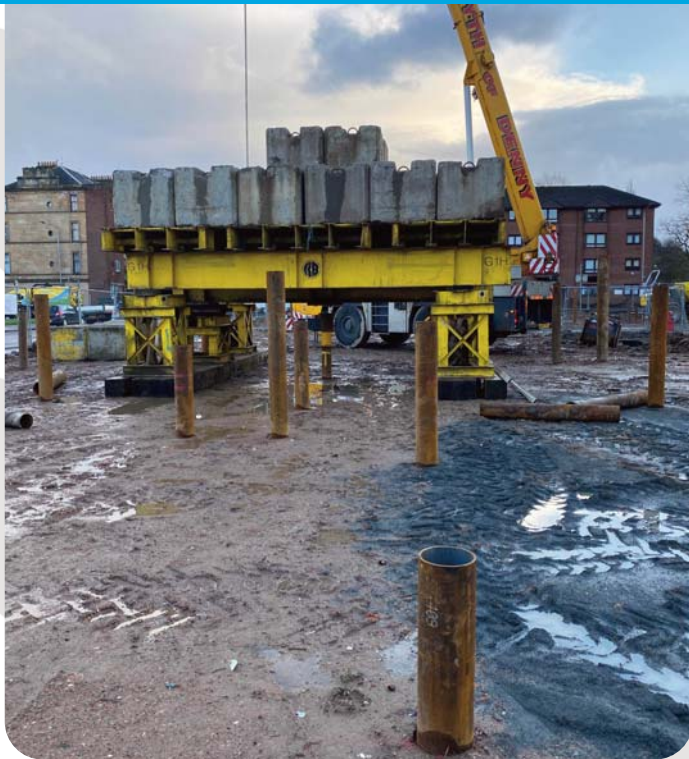
Housing Officer Terri McChesney with winners Lynda and James



Congratulations to Marc and Laura



Ann collecting her prize from Housing Officer Gordon McFarlane



Keppochhill New Build Update

By **Kate Waddell**,
Investment Project Co-ordinator

Last summer we included an article in North News about our new build development at Keppochhill Road. We are delighted to update you with our progress and are pleased to report that the works are progressing well on site, despite the Covid-19 pandemic.

Works started on 25 November 2019 and the excavation of the foundations and the pile testing is now complete. This was a vital step in the construction process. The piling work was extremely noisy and disruptive, and we thank our residents for their patience during this time.

Due to the Covid-19 pandemic, the site and compound was shut down on 26 March 2020. Cruden returned to work on 15 June

2020, although they had been on site doing some preparatory work prior to that to ensure legal compliance and the site and welfare facilities have been altered to allow social distancing as per Scottish Government guidelines. It is now anticipated that there will be a 12 week delay due to Coronavirus, with an anticipated completion date in mid-July/August 2021.

The next step is to erect the steel frame section of the new build. Work will only be carried out within the hours allowed and this may include Saturdays. There will be some disruption caused and we appreciate residents' understanding and patience. Noise will be kept to a minimum and noise levels will be recorded so that they do not exceed the maximum levels permitted.

Scaffolding is now in the process of being erected around the site and the blockwork underbuild is ongoing on Millarbank Street and Gourlay Street.

Should residents have any queries regarding the site works, please contact:

Alastair Buchanan • Site Manager
Cruden • 07702 867 175

Applications for properties are not immediately available, however if you would like to be notified of when to apply please contact us and provide your contact details.

0141 560 6000 • info@nghomes.net

If you have any questions about the new build development please contact:

Kate Waddell • Investment Project Co-ordinator
kwaddell@nghomes.net



District Heating and Investment Project

We are pleased to announce that as part of our commitment to reducing fuel poverty and ensuring that our homes meet the new energy efficiency standards set by the Scottish Government, we are launching an Air Source Heat Pump District Heating Project in our 24 high multi-storey flats at at Balgrayhill Road, Viewpoint Place, Croftbank Street and Edgefauld Road.

Current heating systems will be replaced with a new modern, energy efficient district heating system that uses the latest technology. Also included in this programme is renewal of all cold water supplies and fire safety upgrade works.

We appreciate that there will be disruption to our tenants and we greatly appreciate their patience and understanding while the works are carried out. All tenants who will be affected by the works have already been contacted, however should you have any queries please contact:

Barry McKenzie
Technical Officer
bmckenzie@nghomes.net

ng2

ng2 was established in 2010 and started with a team of 8 close cleaners managing around 200 closes. Ten years on, ng2 has expanded its services and has grown to employ over 70 members of staff who attend to over 5,000 ng homes properties across Springburn, Possilpark, Balornock and Parkhouse. ng2 is a wholly owned subsidiary of ng homes and delivers services direct to the community.

The Winter Season

During the winter months, ng2 maintain footpaths by removing any leaves or foliage to ensure they are safe and clear from obstructions. When snow and ice arrive, ng2 are hard at work gritting surfaces and clearing snow.

The Summer Season

Over the summer ng2 start the grass and hedge cutting schedule, along with weeding and litter picking. This schedule is subject to weather conditions.



ng2 staff

ng2 services

ng2 carry out a range of services throughout the year including garden maintenance, environmental works, close cleaning, joinery, painting, home support team, and void monitoring and managing.

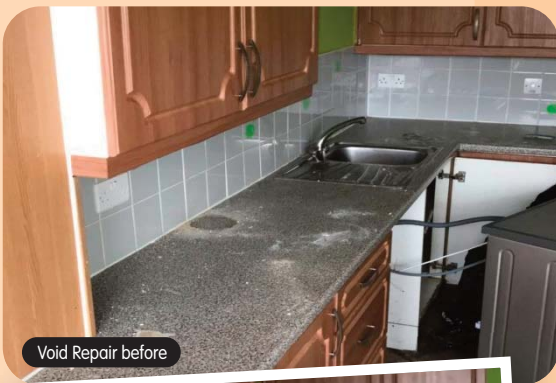
Please note that there may be a disruption to services during the Covid-19 pandemic.

Our staff have been trained on health and safety procedures including the importance of social distancing, wearing PPE and disposing of it correctly, frequent hand washing and using hand sanitiser.

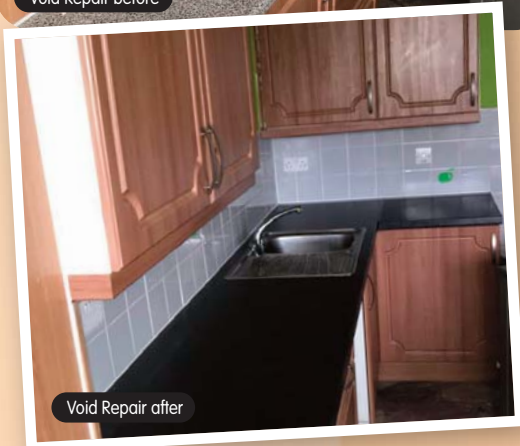
Going the Extra Mile

The ng group want to recognise staff who go the extra mile and have launched a 'Going the Extra Mile' recognition scheme.

Andy Lyttle, Care & Repair Officer at ng2 was recently nominated after helping a tenant in a tricky situation who locked themselves out of their property. Andy was able to attend promptly and assured the tenant the job would not take long, and before you know it the tenant was back in their home. Andy always strives to deliver an excellent and efficient service, and in this instance Andy has been a true champion for ng homes!



Void Repair before



Void Repair after



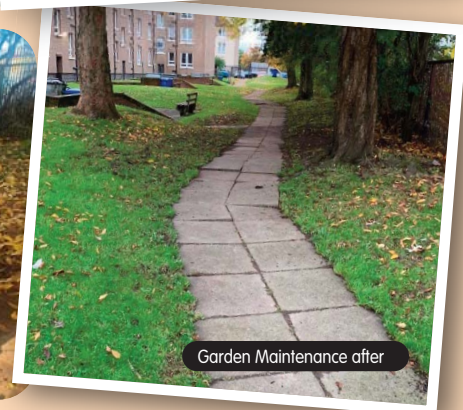
Garden Maintenance before



Garden Maintenance after



Garden Maintenance before



Garden Maintenance after

Scotcash

Scotcash has worked in close partnership with ng homes since 2011, with a dedicated member of Scotcash staff based in the ng homes office 2 days a week. Following a recent survey of the service, carried out on behalf of the Association, it is clear that they have continued to provide excellent customer service with access to essential financial products for those living in North Glasgow. Our tenants clearly value the face to face appointment option available to them on the 2 days the Scotcash office was open within Ned Donaldson House (please note that this service is currently unavailable due to Covid-19. We will notify our customers when this service becomes available).

Through the provision of their main service, affordable loans, **Scotcash** has been able to assist over 1,500 residents with affordable loans totalling in excess of £849,000 – offering a safe and affordable alternative to high cost pay-day lenders and dangerous loan sharks.

Thanks to the recently created online process, making a loan application is now even easier than before – meaning that **Scotcash** services are even more accessible.

While affordable loans are the main service provided by **Scotcash**, they also offer assistance to open a Bank account, help with savings accounts and can provide advice on services available such as Warm Home Discounts.

In the recent survey of ng Homes tenants who have used the **Scotcash** service, there were some excellent testimonials to the good work that Scotcash do, and one which certainly summed things up was:

“It eases my mind knowing that I can access credit occasionally – there’s a friendly voice and a human face, a backup for an emergency” - **Scotcash** & ng homes customer.



Scotcash, a Community Interest Company, was set up to provide access to financial services for those who find mainstream services difficult to obtain.

A poor credit rating or being on benefits would not necessarily mean that you wouldn't be approved for a loan and **Scotcash** offers a range of services and products, not just affordable credit. They also offer savings accounts via one of their Credit Union partnerships, help to open a bank account, and energy and fuel advice. They aim to give their customers an alternative to expensive forms of credit and help those on a low income make the most of their money. Originally founded with support from organisations including Glasgow City Council and Glasgow Housing Association, and to cover the Glasgow area only, they aimed to tackle financial exclusion. **Scotcash** have been so successful in doing that, that they have now expanded to cover the whole of the UK and continue to work with many of their original partners including RBS, G-Heat and Home Energy Scotland as well as many others. **Scotcash** provides an ethical lending alternative. They will not lend more than is affordable, and repayments are manageable according to customers'

needs. The amount of interest you will pay on a **Scotcash** loan is lower than you would pay on a home collected loan and they are very flexible about payments which are collected by direct debit and can be set up weekly, fortnightly, 4-weekly or monthly. There is even the option for a payment holiday if you have an unexpected expense. Loans can also be granted for as little as £100.

They have offices in Glasgow City Centre for any enquiries or appointments (closed during the pandemic) but loan applications can also be made online via their website. For more information call them on **0141 276 0525** or visit their website for webchat: **www.scotcash.net**

	Scotcash	Sunny
Loan	£500	£500
Admin Fee	£30	–
Monthly repayment	£109.18	£165.53
Number of repayments	6	6
Total Amount Payable	£655.05	£993.23
APR	**227.7%	*1293.0%
TOTAL SAVING	£338.18	

*Loan featured on www.sunny.co.uk as at August 2019
 **Rates may vary, T & C's apply – admin fee deducted from loan
224.1 % Scotcash Representative APR

Help to Save



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.

You can save between £1 and £50 each calendar month. You do not have to pay money in every month. You can pay money into your Help to Save account by debit card, standing order or bank transfer. You can pay in as many times as you like, but the most you can pay in each calendar month is £50. For example, if you have saved £50 by 8 January you will not be able to pay in again until 1 February. You can only withdraw money from your Help to Save account to your bank account.

You get bonuses at the end of the second and fourth years. They're based on how much you've saved. After your first 2 years, you'll get a first bonus if you've been using your account to save. This bonus will be 50% of the highest balance you've saved. After 4 years, you'll get a final bonus if you continue to save. This bonus will be 50% of the difference between 2 amounts:

- the highest balance saved in the first 2 years (years 1 and 2)
- the highest balance saved in the last 2 years (years 3 and 4)

If your highest balance does not increase, you will not earn a final bonus.

Your Help to Save account will close 4 years after you open it. You will not be able to reopen it or open another Help to Save account. You'll be able to keep the money from your account. You can close your account at any time. If you close your account early you'll miss your Onext bonus and you will not be able to open another one.

You can open a Help to Save account if you're any of the following:

- receiving Working Tax Credit
- entitled to Working Tax Credit and receiving Child Tax Credit
- claiming Universal Credit and your household earned £604.56 or more from paid work in your last monthly assessment period

If you get payments as a couple, you and your partner can apply for your own Help to Save accounts. You need to apply separately.

You also need to be living in the UK. If you live overseas, you can apply for an account if you're either a:

- Crown servant or their spouse or civil partner
- member of the British armed forces or their spouse or civil partner

Details are available on the link on the Association website in the tenants/welfare reform section or on Money Advice website at www.moneyadviceservice.org.uk/en/articles/help-to-save-explained

You can apply for a Help to Save account online by visiting www.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).

For those who are trying to save for any purpose then it is an account that should be considered.

MyGov Benefits - ILF Scotland Transition Fund

If you're aged 15 to 25 with a disability or impairment you can apply to the Transition Fund for money to help you take part in a new activity or learn a skill.

What you can use the money for

You can use Transition Fund money to take part in a new activity or learn a skill that will help you to become independent and continue to spend more time with other people.

You can use the money for things like:

- art or music lessons
- a device or piece of technology to help you with your impairment
- joining a class or club
- travel training
- driving lessons (vehicles are not usually funded)
- training courses

Visit For more information, visit: www.mygov.scot/benefits/



School age payment grants



Social Security Scotland
 Tèarainteachd Shòisealta Alba



Scottish Government
 Riaghaltas na h-Alba
 gov.scot

School age payment grants of £250 are payable to families claiming Universal Credit, Income Support, Income Based Job Seekers Allowance, Pension Credit, Housing Benefit and Child Tax Credit (CTC).

These cash payments are to provide support to families of children who start Primary One in August 2020.

You can apply for this payment if your child was born between 1 March 2015 and 29 February 2016. You can apply now and applications will be open until February 2021. To apply please visit www.socialsecurity.gov.uk or call **0800 182 2222**.

School Clothing Grant



Families on low income may be eligible to receive a school clothing grant of £110 for each child. The award is given for the cost of purchasing essential school clothing for families who are on qualifying benefits. Due to COVID-19, the grant this year has been increased to £190. This is made up of £110 clothing grant and £80 to help families to provide food whilst free school meals are not available.

If you receive any of these benefits you could be eligible:

- Housing Benefit/Council Tax reduction
- Universal Credit with a monthly earned income of no more than £610
- Income Support or Income based Job Seekers Allowance or income related Employment Support Allowance
- Child Tax Credits with an income of less than £16,056
- Working Tax and Child Tax Credit with an annual income of less than £15,050
- Support under Part VI of the Immigration and Asylum Act 1999



If you need any help to apply, then please contact your Housing Officer.



Benefit Calculator

Every year over £20 billion of benefits entitlement goes unclaimed in the UK. This is because some people aren't aware of what they're entitled to.

Did you know that we have a benefit calculator on our website? It has been invaluable during Covid-19 in helping our tenants to identify and claim any benefits they may be entitled to. The calculator has helped out tenants who have never had to claim benefits before and are finding themselves in financial difficulties due to a reduction in their household income due to Covid-19.

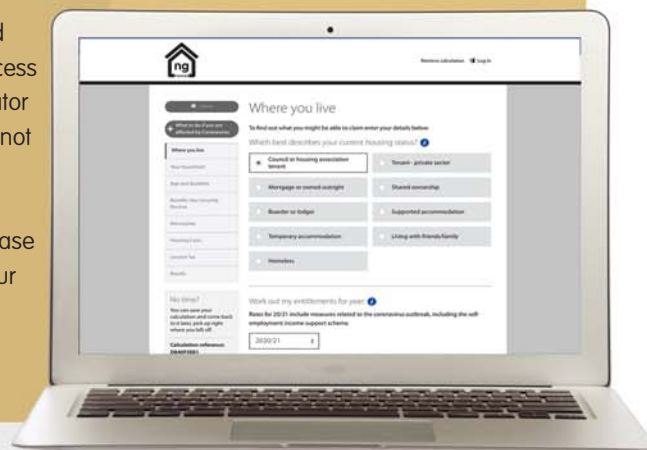
We introduced our calculator last year and it has been a valuable tool for residents and staff to ensure that no one is missing out their on entitlement. Since the Covid-19 outbreak, the calculator has been updated to reflect any of the emergency benefit changes.

The ng homes benefit calculator is free for all to use, you can use it 24 hours a day 7 days a week and be assured that the information input is not stored and the results are only viewed by you.

Access the calculator here:

www.nghomes.net/benefits-calculator

If you need help to access the calculator or you cannot access the calculator online, please contact your Housing Officer.



Housing Officers

Multi-Storey Flats

Housing Manager: Karen Johnson



Karen Johnson



Bola Akintoye



Catherine Mather



Pamela Hutchison



Terri McChesney



Yvonne Kinnear



Liz MacMillan



Anne Sheeran

For Rent Enquiries:

Bola Akintoye

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



Susan McAllister



Alison McLean



Lynn Bennett



Gail Hamilton



Gordon McFarlane



Ashleigh McIntyre

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

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
 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/ Ashleigh McIntyre

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 McErlane



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 McErlane

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

Customer Service Officers

Senior Customer Service Officer: **Peter Livingston**



Peter Livingston



Aimi Kerr



Iona Wilson



Lucy Brown



Stephen Lauder



Sophie Morrison



Sinaed Callaghan



**Our staff have the right
to be treated with
respect and dignity at
all times.**

**Most people respect
this.**

**Thank you for being one
of them.**

COVID-19 Home Fire Safety Checklist

With all of us spending more time at home due to COVID-19 there can be an increased risk of fire.

Here are some steps to help you stay safe in these challenging times:

- Don't leave cooking unattended** and don't cook if you're tired, under the influence of alcohol or drugs or on strong medication.
- If you smoke, **smoke outside**, at an open external door or window and never while under the influence. **Always use an appropriate ashtray.**
- Using a laptop? Make sure it's placed on a hard surface **to prevent overheating.**
- Always turn** computers and laptops **off at night.**
- Don't overload** electrical sockets.
- Make sure all common areas and exits are **kept clear** of any combustible materials and don't leave any items in escape routes.
- With bin collections reduced at this time it is important that flammable items like cardboard or paper are **safely stored.**

At night when you go to bed:

- Ensure white goods such as washing machine, dishwashers or tumble dryer are **switched off**, and **never used while sleeping or out**
- Switch off** all electrical appliances not designed to be left on overnight.
- Don't leave** chargeable items like phones and tablets **charging overnight.**
- Turn off** portable heaters and put a fire-guard around the fire place.
- Keep mobility aids and any methods of calling for help **accessible** for a cared for person.
- Before going to bed, check any candles and cigarettes are **extinguished.**
- Make sure the main door keys are **accessible and in a safe place.**
- Close all the internal doors** before going to bed.

And finally:

- Make sure you have **working smoke alarms.** Test them **once a week.**



firescotland.gov.uk



#Coronavirus #StayAtHome #TestitTuesday



The Scottish Parliament
 Pàrlamaid na h-Alba

Bob Doris MSP

MSP for Glasgow Maryhill and Springburn Constituency



During the coronavirus pandemic, I'm holding surgeries by phone or video call on request. Please contact me to arrange an appointment.

0141 946 7700

bob.doris.msp@parliament.scot

Help at Hand...

Universal Credit

If you're concerned that your income may be affected due to the Coronavirus or you need advice on benefits, please visit the



Universal Credit website:

www.gov.uk/universal-credit.

Here you'll find information about claiming Universal Credit, what to do if your earnings change and how to make a new claim.

GEMAP

Telephone only appointments will be available from GEMAP during the outbreak as they continue to support financial inclusion and money advice services.

To read their notice on the Coronavirus, please visit their website: www.gemap.co.uk.

If you need benefit advice please contact GEMAP on 0141 773 5850. Please state that you are an ng homes tenant and GEMAP will assist with a telephone appointment.



GEMAP are providing information on the latest benefit and welfare rights information. Please visit their website detailing helpful advice on PIP, energy costs, Universal Credit, new style ESA and much more.

Your Annual Gas Servicing

We are continuing to carry out our tenant's annual gas servicing. We understand that these are unprecedented times however we have a legal obligation to ensure that all residents are safe by carrying out annual gas servicing to boilers when they are due.

Our contractors are fully equipped with the correct PPE and have been trained on safe working practices, including adhering to social distancing rules, during the pandemic. Should you receive a notification that your gas service is due and you have concerns about granting access to your property or anything else regarding your gas service, please do not hesitate to get in touch.

Please contact your Housing Officer who will be happy to discuss any concerns you may have, or email us.

Email: info@nghomes.net • Telephone: 0141 560 6000



Salvation Army

Telephone Support for older people

The Salvation Army is a mission partner with Faith in Later Life that provides resources to help churches connect with older people. This partnership has now helped to create a new telephone-based worship and support project called Daily Hope. The free phone line **0800 804 8044** has several options including hymns, prayers, reflections and advice about Covid-19, as well as a personal message from the Archbishop of Canterbury. Created in partnership with the Church of England, Faith in Later Life and the Connections group of Holy Trinity Church in Claygate Surrey, the Daily Hope telephone service is available for anyone but is designed particularly with older people in mind, many of whom do not have access to the internet.



The Glasgow North Baby Food Bank provides vital service for families

The Glasgow North Baby Food Bank Team has been operational since last October and has been successfully working within North Glasgow and beyond.

The Baby Food Bank was co-founded by Catherine Yuill, Tracy Pender, Gemma Coyle and Maggie Watson through an initial response from a local family in desperate need of support for their young baby. They were quick to offer help and identified that this was a current gap in provision and one which they quickly addressed. This amazing group of women have worked tirelessly in supporting the community and during the pandemic have been working within Springburn Parish Church food hub. During this time they have seen an increase in referrals and during an average week support up to 50 families. Items include; baby formula, nappies, toiletries, wipes and baby food. A big 'Thank You' from ng homes, community partners and families for all you do!

Puzzle pages

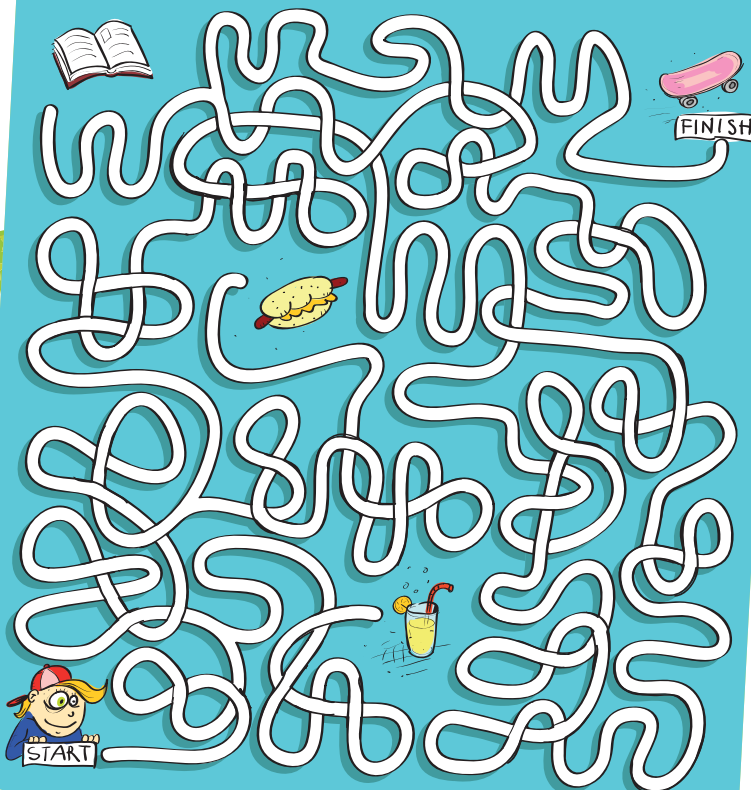
Summery Wordsearch

Beach • Bikini • Bucket • Deckchair • Holiday
 Icecream • Lemonade • Sand • Seashell • Shorts
 Spade • Starfish • Sunshine • Swimmer
 Answers may run horizontally, vertically or diagonally and may even be backwards!

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

Skater Maze

Can you help our Skater boy find his lost skateboard?



Spot the 10 differences in our Farmyard!



Elected Representatives

Local Councillors

Canal

Gary Gray, Scottish Labour
Robert Mooney, Scottish Labour
Allan Gow, SNP
Baillie Jacqueline McLaren, SNP

Springburn/Robroyston

Martin McElroy, Scottish Labour
Aileen McKenzie, Scottish Labour
Graham Campbell, SNP
Christina Cannon, SNP

Member of Parliament Glasgow North East

Anne McLaughlin MP

Member of Scottish Parliament Glasgow Maryhill and Springburn

Bob Doris MSP

Emergency Repairs

Our team will only be able to deal with emergency repairs until further notice. Please be advised, that emergency repairs are classed as life and limb repairs and you should not call if the repair does not fall into this category. To report an emergency repair please call us on **0141 560 6000**.

Office Closures

Our offices remain closed but you can contact us Monday to Friday 9am-5pm on **0141 560 6000**, or email us: **info@nghomes.net**.

When we do reopen it will be in line with Scottish Government guidance and we will be introducing an appointment-only system. Please refer to our website and social media channels for information on when we reopen. Alternatively, please call us and we can advise: **0141 560 6000**.

Public Holidays

September Weekend

Friday 25 September 2020

Monday 28 September 2020

ng homes would like to say a big Thank You to the wide range of volunteers, businesses and organisations who have come together to support your community.

Stay Alert, Shut Out Scammers - Police Scotland

Police Scotland have issued advice to stay alert and watch out for scammers during the Coronavirus pandemic.

Stay alert and dont:

⊗ Reply to suspicious messages or calls



⊗ Open links and attachments in unsolicited emails and text messages



⊗ Buy things online that seem to be sold out everywhere else

⊗ Share your bank card details or personal financial information

⊗ Send money upfront to someone you don't know

⊗ Share news that doesn't come from official sources

⊗ Make donations to charities without double-checking their authenticity



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)

This is a Carbon Balanced Publication



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

