



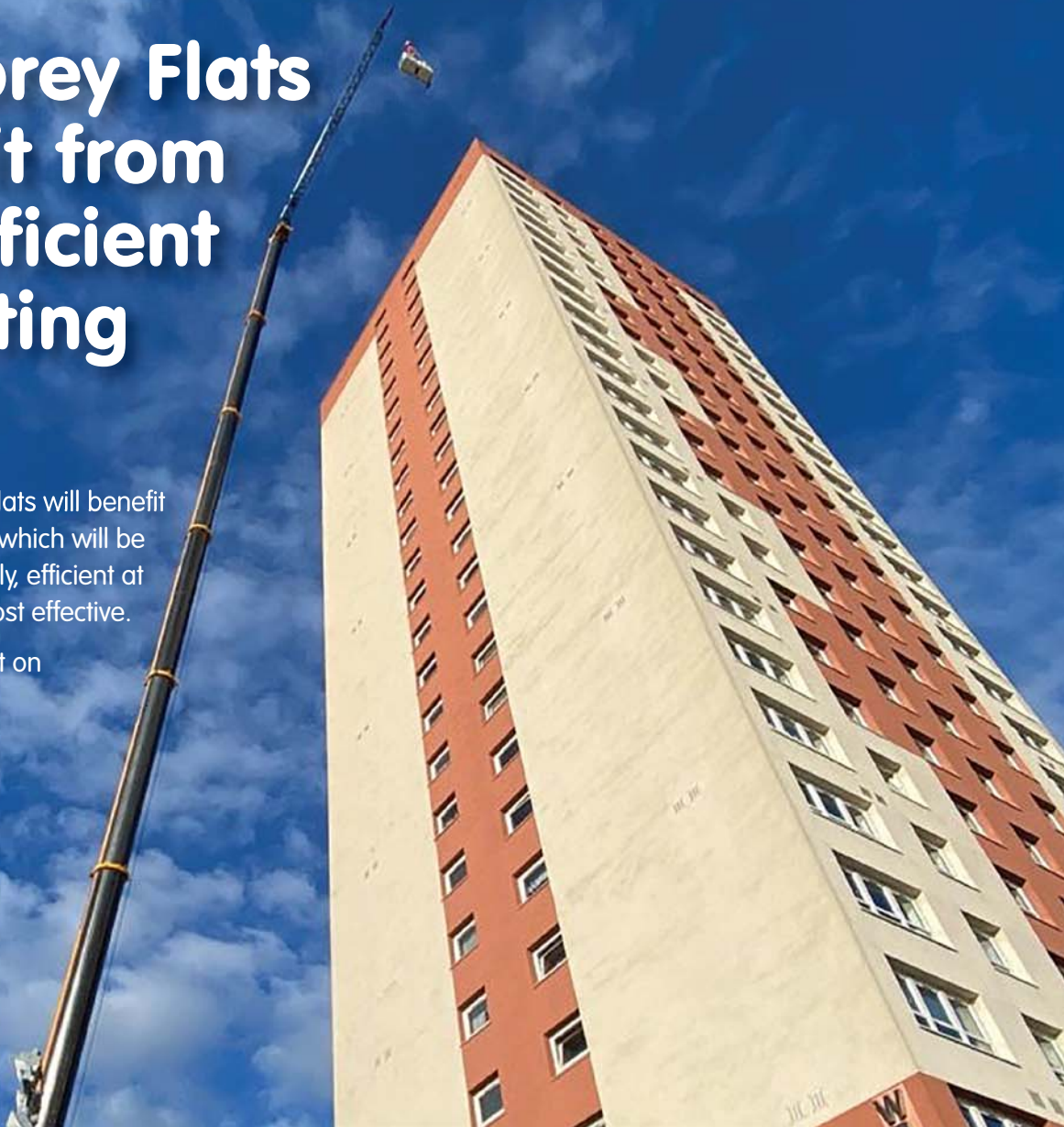
# north news

One Vision: A community where people can flourish and prosper


## Multi-Storey Flats to benefit from highly efficient new heating system

Tenants in the Multi-Storey Flats will benefit from a new heating system which will be more environmentally friendly, efficient at producing heat and more cost effective.

Read more about the project on pages 18-19!




### In this issue:



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Covid-19 Information



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# Welcome...

**Season's Greetings to you all and welcome to the 58th issue of North News.**

**I hope that you and your families are keeping safe and well during these difficult times.**

Our offices remain closed to the public in line with the Scottish Government's guidance, however, please be assured that our staff continue to work hard to support the North Glasgow community and deliver essential services to our tenants and residents. Our staff are focused on ensuring that we are supporting you during these unprecedented times and they are carrying out a wide range of duties from cleaning and disinfecting

communal areas to delivering food parcels to those in need.

Please visit our website for the most up-to-date information regarding the services we can provide or call us on 0141 560 6000.

Our staff have implemented some key changes to ensure that all our offices and workplaces are safe and Covid secure and that we will be ready to open for business as soon as the Scottish Government's guidelines allow this. You can read more about the changes we have put in place on page 4.

In this Winter issue I trust you will find lots of helpful information, covering financial support and advice, local business information and our services over the winter months. We are also



pleased to be launching our app that is now available to download. We would welcome your feedback on the app so please do get in touch with your comments. You can find out more about this on page 3.

I hope you find this issue informative and enjoyable, and we wish you all a wonderful festive season and a more enjoyable 2021.

*John Thorburn*  
Chairperson, ng homes

## Office closure over the festive break

The Association will close for the Christmas and New Year break at 4pm on Tuesday 22nd December 2020. We will re-open at 9am on Wednesday 6th January 2021.

However, during this period you can always contact our Concierge team, who maintain a 24-hour service, on **0141 560 6000**. If you need to report an emergency repair, please call **0800 595 595**.



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

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**COVID-19  
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**HELPFUL  
INFORMATION**

# Ready, steady, download!

## ng homes' new app is now available!

The app is available to download for free from the Apple App Store or Google Play. You can contact us, report a repair and even apply for a home all from your smartphone! We welcome your feedback and encourage our tenants to get in touch so we can continually develop and improve the app.

**media@nghomes.net**

 **Twitter: ng\_homes**

 **Website: www.nghomes.net**



# Our Performance: Complaints and Compliments

1st July 2020 to 30th September 2020 (Q2)

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 = 54**

**89%** of complaints were responded to within our target timescales.

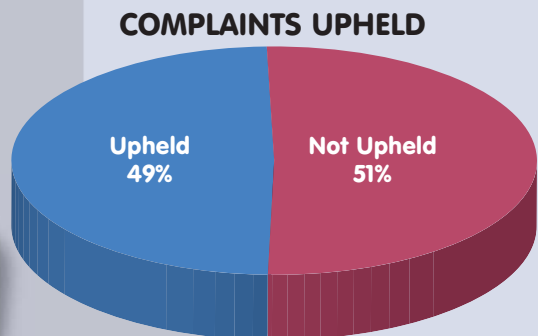
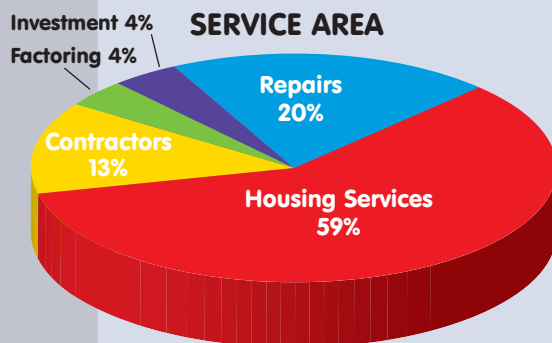
Our Complaints Handling Procedure was developed by the Scottish Public Service Ombudsman in partnership with the housing sector. A guide to our complaints procedure is available at our offices and you can phone us and ask us to send you one out.

**Compliments during the period included:**

Thanks to Hit Squad who cleared away mattress and rubbish left at Killearn Street.

Thank you for getting the team around so quick it's really appreciated.

## Complaints July to September 2020



# Covid-19 Update

**The health and safety of all our customers and staff is paramount. We have been following the Scottish Government's guidance to ensure that our offices are safe for the return of our staff and customers, but only when we are allowed to do so.**

We have been working behind the scenes making changes to our offices. Our offices have benefitted from the installation of glass screens between desks for our staff, automatic hand sanitiser dispensers have been placed around the offices and we have put up clear signage around our workplaces highlighting social distancing, symptoms of Covid-19 and reminders of the importance of regular hand washing.

We are working with a specialist cleaning company called Greenerleaf who regularly deep clean our offices together with a process called 'fogging'. Fogging involves spraying the office with an electrostatic spray.

This sprays disinfectant which effectively clings to every surface, disinfecting it and killing any germs that are on it. It offers long lasting protection against bacteria and viruses as it covers surfaces with a protective shield giving up to 28 days protection, even after normal cleaning and washing down procedures. Once the product has bonded to the surface it will provide continuous protection and will repeatedly kill pathogens again and again.

## Consultation

We have consulted with all of our staff who have been part of the process. Queries, concern or comments have been recorded and documented in a Frequently Asked Questions document. The document addresses each query or concern and we have actively encouraged staff to get involved.



## ng homes Route Map out of Covid-19



## ng homes Route Map out of Covid-19

We created a Route Map detailing our actions in Phases 1 and 2, and what our services may look like in Phases 3 and 4 which was included in the last issue of North News. You can access our Route Map on our website: [www.nghomes.net](http://www.nghomes.net)

# Remember **FACTS** for a safer Scotland

**F**  
**A**  
**C**  
**T**  
**S**

Face coverings



Avoid crowded places



Clean your hands regularly



Two metre distance



Self isolate and book a  
test if you have symptoms



[nhsinform.scot/coronavirus](https://nhsinform.scot/coronavirus)  
#WeAreScotland





# North Glasgow Community comes together to support those in need during the pandemic



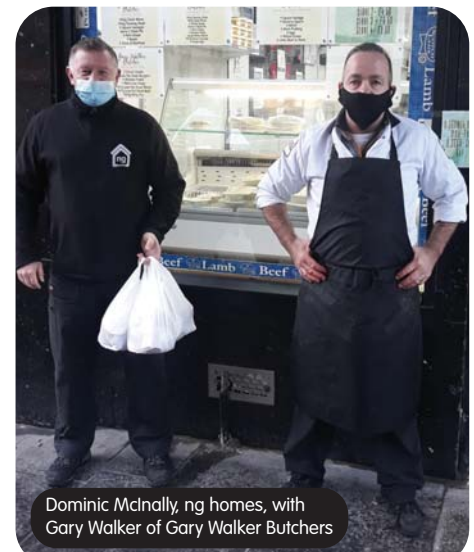
**The last nine months have been very challenging as people struggle to cope with the effects of Covid and many finding themselves in situations of hardship, isolation and loneliness.**

ng homes were successful in obtaining a variety of funding which has allowed us to work alongside local community hubs and distribute essential items across the community. We will continue to support community organisations and provide this essential service in the coming months. Other local organisations have also received funding to support the community. We would like to thank the Scottish Government, Glasgow City Council and the National Lottery for their financial support. It has allowed a variety of community hubs across the country to provide this much needed service. The funding also supported the delivery of daily hot food to those who were shielding or vulnerable, as well as culturally appropriate food to support the needs of our diverse community.

In the last edition of North News we paid testament to the 'Angels of the North' who are individuals and groups who have been at the forefront of a community

response to provide food parcels, hot meals and other support to people during this time. These 'Angels' have given their time selflessly, and continue to do so, during this difficult time and we would like to thank them for this. We are looking forward to the time when the pandemic is over and we can have some real community celebrations to thank all of these Angels in person. But for now, a big Thank You to: Springburn Parish Church, Possibilities, Glasgow Afghan United, African Challenge Scotland, Young Peoples Futures, Lambhill Stables, Brunswick Centre, Partick Thistle Charitable Trust/Progrez, Glasgow North Baby Food Bank The Salvation Army and Manorview Hotel Group, .

In the meantime, we are aware that we are still in the midst of restrictions and the usual festive celebrations will be very much different. There are a range of partner organisations working across the area to support those in need. If you need help in any way then please contact your Housing Officer, Health Practitioner or a member of ng homes' Regeneration department on: [info@nghomes.net](mailto:info@nghomes.net) or call us on **0141 560 6000**.



# Festive Christmas tree lights up Saracen Street!

**Saracen Street's Christmas tree this year is a real cracker. Measuring 20 feet high it is located at Saracen Cross and has been decorated with pretty lights and memorial baubles dedicated to local people and their families. The tree adds extra sparkle to the lights across Saracen Street bringing a bit of much needed cheer to one and all.**

**Glasgow City Councillor Allan Gow** who visited the Christmas tree with Bailie Jaqueline McLaren commented: "We've all had a difficult year, and the scale of the challenge for our community has been enormous. It is fitting that the scale of our community Christmas tree exceeds that challenge! It's the best tree we've ever had in Canal! Final decorations and banners are still to be completed, and there will be added poignancy this year with our remembrance baubles too. But this tree isn't just a great place to visit with your family, it is a symbol of our community's resilience and hope for a future where we can continue to look after each other and work together to make things better. Thanks to ng homes and all other partners for delivering such a beacon!"

It's been a challenging year and this festive period will be no exception. The planned Christmas programme of events and gatherings has changed shape to take into account the lockdown regulations and social distancing. We hope you can now join us in a range of online activity including: home crafting kits to light up your window, online storytelling, online workshops ranging from herbs for health to drumming, free giveaways and a Treasure Hunt.

This year's programme has been a collective effort amongst many community groups and agencies including: ng homes, Possilpark Business Improvement District,



Councillor Allan Gow and Bailie Jaqueline McLaren together with TV celebrity Karen Dunbar at the beautifully decorated Christmas tree at Saracen Cross

Allied Vehicles Ltd, Concrete Cooperative, Possilpark People's Trust, Possibilities, Young Peoples Futures, St Matthew's Centre, The Grove and Thriving Places.

This has been funded by Glasgow City Council Canal Area Partnership, ng homes and Possilpark Business Improvement District through Scotland's Towns Partnership and the Scottish Government. For more information please visit the Possilpark Business Improvement District's Facebook page:

[www.facebook.com/PossilparkB](https://www.facebook.com/PossilparkB)



# It's a rap with Karen Dunbar

**Many of you will know the very talented Karen Dunbar from the popular television programme, *Chewing the Fat*, from the opening ceremony at the Commonwealth Games and from taking part in 'Still Game' at the Hydro only last year!**

Like with most people, the Covid crisis impacted on Karen's plans for the year. However, she decided to use her talents to connect with the community through creative communication and came up with the idea of people telling their stories through rap.

**Karen** said:

"At the start of the year I was so busy with other commitments and had theatre and events lined up... then Covid happened and these were cancelled. I always had an idea of doing something with music and I like to create with people. I'm used to working with an audience and Hoover the energy off them – it's all part of my act. I remember speaking to my pal at the start of lockdown and we spoke about learning yoga or Spanish, but after a month we still did nothing. I felt good

about myself if I did a washing... and there was hardly anything there. I said to my pal 'At this time thousands of people will be practising self-improvement and millions won't – so we just need to keep the heid!'"

Karen was very aware of the loneliness and anxiety which was impacting on the mental health and wellbeing through creative communication. Karen has been undertaking rap workshops with a diverse range of groups including female refugees, LGBTI, vulnerable young people, and has linked in with ng homes to work with groups in the North of the City.

Susan McGinlay, a local resident in North Glasgow and member of Glasgow's Disability Alliance got involved in the workshop. Susan, who also volunteers at Possibilites, took part in the community initiative 'This is my life and my story through Covid-19' that encourages people to reflect on better memories whilst also recording their lives through the pandemic. **Susan** said:

"Karen set a very welcoming atmosphere and we were all encouraged to put our



Karen Dunbar delivering a virtual workshop

ideas in. It felt very much a team effort and we left every day feeling great. It was amazing to do something so different, and it felt so good to be rapping instead of napping. Karen introduced humour to it and everyone was so productive and we all felt valued."

## Musical Memories

**A new community initiative launching soon will be exploring the benefits of music whilst creating an audio scrapbook. Music plays such a big part in people's lives, often bringing back memories.**



Karen gets festive with her Christmas playlist

Music is wonderful in that it can transport you back in time to a memory long ago, where you're able to remember how you felt. It's also a great way to connect with other people. To get the ball rolling, Karen Dunbar takes us through her favourite Christmas songs, along with the ones that have her frantically hitting the 'Skip' button!

**If you are interested in finding out more or getting involved, contact Margaret Fraser, Head of Regeneration, on [info@nghomes.net](mailto:info@nghomes.net)**

**Are any of your favourites on the list below?**

**I can't help but sing along and dance to:**

- Darlene Love - Christmas (baby please come home)
- Elton John - Step into Christmas
- Slade - Merry Xmas Everybody
- The Ronettes - Sleigh Ride
- John Lennon - Happy Christmas (war is over)
- Greg Lake - I Believe in Father Christmas
- Wizard - I Wish it Could be Christmas Every Day
- Beach Boys - Little Saint Nick

- The Waitresses - Christmas Wrapping
- Dean Martin - The Christmas Blues

**Don't even play that!**

- Jona Lewie - Stop the Cavalry
- Paul McCartney - Wonderful Christmas Time
- Cliff Richard - Mistletoe and Wine
- Shakin Stevens - Merry Christmas Everyone
- Chris Rea - Driving Home for Christmas
- The Pogues and Kirsty MacColl - Fairytale of New York
- Wham! - Last Christmas
- Mariah Carey - All I Want For Christmas Is You
- The Darkness - Christmastime
- Barbra Streisand - Jingle Bells?



# This Is My Life... and my story through Covid-19

We are all aware of the severe negative impact of social isolation on individuals and the community. When social networks are reduced it results in a withdrawal from community life, which in turn has a detrimental impact on people's overall health and wellbeing. The pandemic has had a negative impact on the isolation and loneliness felt by older people, many of whom have been in a shielding or isolating situation.

ng homes' Housing and Community Regeneration staff have been working closely with our older residents during lockdown when many were shielding. We assisted with delivering food parcels, hot meals and carrying out welfare calls. We were very aware of the anxiety and isolation felt by people and decided that we would bring some activities to them through our 'Afternoon Tea in a Bag' project and 'Stay Safe Suppers' using local cafes and chip shops. In addition to this we provided people with their own personal PPE pack containing face coverings, sanitisers and important information.

Following on from this we developed a 'Memory/Activity' pack alongside designers from The Printbrokers which is being distributed to over one thousand older people in the North Glasgow community. This pack contains a book called 'This is My Life... and my story through Covid-19'. It has a focus on people reflecting on their happier memories and key experiences through their lives, and also includes an activity pack, notepad and colouring pencils.

Glasgow City Councillor Allan Gow helped distribute some of the packs and said:

"Having been involved in the delivery of the afternoon tea bags some months ago (weren't the scones lovely?), it was great to see (and smell!) ng homes' Stay Safe Suppers. The memory book is a fantastic idea and I congratulate ng homes on this. I particularly liked the 'personal' story element of it, allowing us to think perhaps of happier times. While it is hard for many of us just now, these good times will come again! Thanks to all the staff who made this happen, and to our local shops and businesses for mucking in. It really does make a difference!"

If you'd like to learn more about the Memory/Activity pack or request a pack, please contact us:

Email: [info@nghomes.net](mailto:info@nghomes.net) • Phone: 0141 560 6000



## Would you like to be a Pen Pal?

Do you remember the times when we used to write letters and how enjoyable it was to both write and receive a letter from a family member or friend? Now we communicate by text, email, Instagram, Whatsapp and so on, the art of letter writing has reduced.

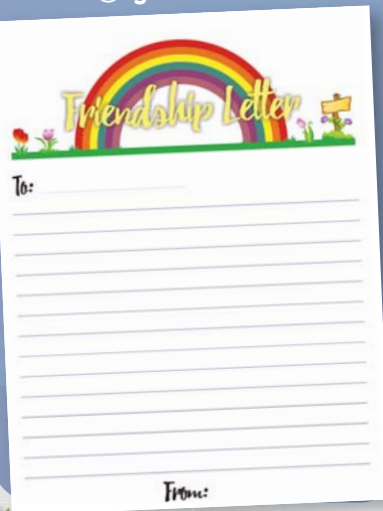
At this time, more than ever, there is a need to communicate in a meaningful way.

That is why we have teamed up with some local schools and older adults in the area on a 'Pen Pal project'.

We have started off with P6 pupils from Balornock Primary and Tron St Mary's Church using our 'Friendship Letters'. There is real excitement about this from the children who have written their letters and have received their first letters back.

We are keen to include other schools in the area and to link them up with adults. If you would like to take part then we would love to hear from you.

Please contact Margaret Fraser on [mfraser@nghomes.net](mailto:mfraser@nghomes.net)





# The Dream You Can Do This

In the last edition of the North News we highlighted the work of Tony Fitzpatrick, an author and former professional Scottish footballer, and Rossie Stone, founder of Dekko Comics, who worked with local children at the start of the year and in 2019 to produce a comic strip called 'The Dream – The Adventures of Babakoochi and Friends'.

Children were asked to think about their dreams and aspiration at workshops held with Tony and Rossie. The children developed their stories with Tony and then were shown drawing techniques by Rossie. The children used the techniques to draw their very own comic characters!

This project was funded by the National Lottery Awards for All and will be launched online in December with copies available to distribute to children.

You can check out Tony Fitzpatrick's stories about Babakoochi Bear online:

[www.babakoochibear.com](http://www.babakoochibear.com)

Rossie Stone's Dekko Comics are brilliantly engaging and a creative solution to breaking down motivational barriers. Find out more online: [dekkocomics.com](http://dekkocomics.com)



## Barclays support North Glasgow through the Pandemic

By David Martin, Head of Corporate Relations Scotland & Northern Ireland, Barclays

In April, Barclays announced a £100m Community Aid Package to support charities that are helping people and communities most impacted by Covid-19. £10m of this funding has been donated through their 100x100 UK COVID-19 Community Relief Programme, with ng homes being one of 100 UK charities each receiving a donation of £100k, allowing their important work to continue.

ng homes were chosen by a selection committee for the meaningful work they are doing in supporting the immediate needs of people in communities, including low income families, those



facing financial hardship, isolated elderly people and key workers. This donation will allow ng homes to continue and build on their food distribution, hot food delivery service for those isolating and support for those in extreme hardship with basic household items.

**ng homes' Chairperson, John Thorburn, said:**

"This has been an extremely challenging time for the community who have really pulled together to support one another. We would like to thank Barclays for recognising the work of ng homes and their ability to work alongside community partners to co-ordinate much needed support to people during this time. This

award from Barclays is a real boost to the community and will go a long way to support people as they recover from the crisis."

**Scott Stewart, Head of Barclays Scotland, said:**

"This crisis has had a significant impact across Scotland and we know this is an incredibly challenging time for many. By reaching those most in need of support, local charities like ng homes have played a vital role in this crisis, and continue to do so. We hope that the donations we are making to local charities will allow them to amplify their vital work and support more people as we lift out of this pandemic."



# What's on...

## Peace & Goodwill to all Colston Wellpark Church



@ColstonWellparkParishChurch

Colston Wellpark Parish Church, located at 1378 Springburn Road G21 1UX, continue to operate as part of the East Dunbartonshire **Food Bank** – open on **Mondays and Fridays 2:00pm – 4:00pm**. For further information call either 07813 255052 or 07425 134131.

Due to Covid-19 restrictions most of our other activities have been curtailed but we are still open for **worship on a Sunday morning at 11:00am** and recordings of our services are also posted on our Facebook page

@ColstonWellparkParishChurch

*We wish you all a very Happy Christmas.*

Rev. Leslie Grieve

NORTH GLASGOW COMMUNITY  
 FOOD INITIATIVE

## Community Cook Along

All ingredients available for pick up/delivered

STARTING JANUARY 2021  
 EMAIL  
 SPRINGBURNFOODHUB@NGCFI.ORG.UK

**Glasgow Kelvin College**

**WANT TO STAND OUT FROM THE CROWD?**



**5-WEEK ONLINE INTENSIVE COURSE**

**ARE YOU:**

- Looking for work?
- Wanting to catch the eye of employers?
- Applying for positions but not making the final cut?
- Needing an extra boost to get that job?

SPEND 14 HOURS PER WEEK FOR 5 WEEKS TO

## Get THE EDGE...

TUESDAY TO THURSDAY 9AM - 3PM

**ABOUT THE COURSE**

Setting aside 14 hours per week over 5-weeks, our online intensive 'Get the Edge' course will help you...



**TUESDAY**  
 Job seeking skills:

- Writing an eye-catching CV
- Creating distinctive presentations
- Training using Microsoft Teams
- Prepare and practice for that perfect job interview

**WEDNESDAY**  
 Updated vocational skills:

- Developing customer service skills
- Understanding the latest health, safety and infection control guidance (including COVID-19 protection)
- First Aid Training
- Food Safety

**THURSDAY**  
 A healthier body and mind:

- Interactive personal fitness challenge sessions
- Personal goal setting
- Motivational coaching and personal achievement
- Healthy Cooking & Menu Planning

## What's on at Possibilities

By Melanie Fyfe, Manager at Possibilities

Possibilities delivered 8 social clubs per week pre-Covid. The nature of the virus and the Government guidance resulted in our inability to continue delivering these well subscribed activities. However, through weekly Zoom team meetings and a Facebook staff group we have adapted our social clubs to become virtual!

Through a Facebook members group, called "Possibilities Online!" and a telephone support service we continue to offer a supportive, entertaining and inclusive service to our members, parents and carers. Content is created by staff members and volunteers. From word searches to art time-lapse videos, from hosting our virtual club night to editing 'a day in the life' videos, our amazing staff create, produce and perform all our features! Through "Possibilities Online!" we engage our members to participate in the many video and live projects currently being produced.



A beautiful bookmark made through the Book Trust Project by Possibilities

**To get involved, get in touch!**

**Phone: 0141 336 3562 • Website: possibilities.org.uk**



## Daily Hope

Call the free phone number **0800 804 8044** for hymns, prayers and reflections. We wish everyone a Happy and Holy Christmas. Keep safe!

5-week online intensive 'Get the Edge' course  
 Gain the extra skills and knowledge employers value  
 Study without your benefits being affected  
 Use the latest Microsoft technology to deliver your training

Visit [www.glasgowkelvin.ac.uk](http://www.glasgowkelvin.ac.uk) for more information

**Glasgow Kelvin College**

@ edge@glasgowkelvin.ac.uk 0141 630 5000 123 Flemington St, Glasgow, G21 4TD



**Our new community project is looking to get more people cycling for work, for fun and for fitness, and we are looking for some people to help us get started! To do this, we are looking for a fleet of bikes to get out to the community and we are looking for donations.**

Do you have an old bike lying around that is not being used?

Do you know where there is a bike that no one is using?

They can be in any condition and any size – we can use them all!

Let us know and we can re-condition it with our partners and get it to someone who is needing it in the community.

We are looking for people interested in cycling to help us shape our plans for 2021. If you are interested in getting active through cycling or would like to make a difference to the local community, please get in touch!

## Get involved!

If you would like to hear more and maybe get involved, get in touch and we can have a more detailed chat.

Call us on **0141 630 4254** to discuss or arrange a pickup.

**Project Supported by Cycling Scotland & Social Housing Fund**



# Sports Kit Exchange

**We want to get the community moving and active, but we appreciate that some families may not have the right kit or equipment to get involved.**

That is why, alongside our friends and partners 'Glasgow's Preloved Uniforms', we are looking to collect donations of any old sports kit and equipment (including trainers and boots) so we can pass them on to those in need within the community.

Do you have any old sports kits, uniforms, shirts, equipment or football boots lying around that are not being used?

As long as they are in wearable condition and (relatively!) clean, they can be in any size or style – we can use them all!

Please get in touch and we can arrange a pick up - call us on **0141 630 4254**.

 [nghacommunity](#)

 [ngha\\_community](#)



# Greener North Glasgow being tackled by School Pupils

By Linda Hamilton, Headteacher, Springburn Academy

Our pupils are very involved in leading aspects of school life and many of them expressed that they wanted to become active participants in their local area by raising awareness of environmental concerns such as fly tipping and litter.

Some pupils, parents and carers expressed that their journey to school is often difficult due large amounts of waste being dumped on their route so we were delighted to partner up with our friends from ng homes, Saracen Primary and Broomlea Primary to design a range of bright, attractive and informative posters which will hopefully make people think twice before dumping their waste in our community.

This campaign motivated our pupils and staff and enhanced learning across the curriculum. It also enabled our pupils to demonstrate creativity and innovation in relation to issues that directly impact them. They all demonstrated that they care about their local community and it was great to hear them saying that they wanted to make it a better place for everyone.

We always strive to ensure that our pupils feel empowered to make change and this real life campaign has ensured that they know that their voices matter and that they are important. We are really looking forward to seeing the designs that the children have created being turned into posters and banners and we can't wait to see them being proudly displayed in the community.



## Litter Campaign

Children from St Teresa's have been working hard on an environmental campaign which aims to tackle littering. The children have designed and created their own posters highlighting the negative effects of littering in the local community.

Key messages from the posters include that littering is a threat to animals, it is bad for the environment and that it has a negative impact on the community.

These amazing posters will be transformed into banners to be distributed across the local community. This campaign is being supported by ng homes.



# North Glasgow Loves Local

**The Covid crisis has had an effect across the community and local businesses are also feeling the strain. Some of the businesses that have been open throughout the pandemic have commented on seeing more people re-discovering their local shops!**

A nation-wide campaign, called 'Scotland Loves Local' which is supported through Scotland's Towns Partnership, is encouraging people to 'think local' to support their high streets, but to do so in a safe manner and in line with Scottish Government guidance.

ng homes currently hosts the Business Improvement District in Possilpark (BID) where we are working alongside a steering group of local traders who are adopting their own campaign called 'Remaking Saracen'. Many of these traders have had immense support through the crisis and have worked alongside ng homes and other organisations. They have been supported with funding from the Scottish Government, the National Lottery and Scotland's Towns Partnerships.

During Scotland's Towns Week, which is an annual celebration of the nation's towns and city districts as well as all those organisations and individuals who support Scotland's places, the BID was recognised as one of a number of 'High Street Heroes'.

A big Thank You to local traders who have come together with ng homes to help improve the look and feel of Saracen Street.



Funding was secured from the Scottish Government's Town Centre Action Fund.



The fund, administered through Glasgow City Council, will see a heritage shop front programme kicking off in the new year. The aim is to peel back some of the existing shop fronts to reveal original features alongside an array of new additions such as lighting and signage.

**Glasgow City Councillor Allan Gow** commented:

"The shop local campaign was perfectly timed for us in Possilpark as we have all been working to raise the profile and importance of our local shops in Saracen Street and elsewhere across the ward. Our local business owners have worked so hard to support their communities in recent months and it makes perfect sense for our communities to support them too. Together, we will all get through."

We're currently looking for old images of Saracen Street and your stories of shopping there so we can build up an archive. You can post your images or stories direct to our social media pages – facebook @**PossilparkBID** and Instagram **possilparkbid** – or get in touch with Jackie Shearer on **07740 600084** or **getinvolved@possilparkbid.co.uk**.

## Thank You to our local businesses

**Supporting local businesses has never been so important as it is now. Many of them have been keeping the supply chain going, have been providing other practical support through the pandemic and have been at the forefront of a joint approach with ng homes and community organisations.**

We would like to say a special thanks to some of these local businesses: Gary Walker Butchers, Shoptmart/Post Office, Eyepad Opticians, Sarry Suppers, Mr Chips, Vitos, Snack@Jax, Lomond Foods, A Weir Butchers, Café Torino, Glasgow Fruit Market, McGhee Bakery, FSD food supplies, Oriental Foods, Strawberry Garden and Bookers.

We would also like to thank Allied Vehicles Ltd, Andy Chung from the Chinese Cultural Welfare Society and Jimmy Lin from the Glasgow Chinese Recreation Centre for supplies of face coverings, sanitiser and gloves to support the community.

We would also like to thank our funders for support during our Covid response: the Scottish Government, Glasgow City Council, the Scottish Government's Wellbeing Fund, the Scottish Government's Communities Fund, the National Lottery, Allied Vehicles Ltd, Barclays, Scotland's Towns Partnership and Glasgow City Council's Areas Partnership.



# Backing Springburn's Businesses



**Thanks to funding sourced by ng homes from Scotland's Towns Partnership, Springburn and Balornock has joined the campaign to 'shop local'.**

This new initiative will help traders to get support for safe shopping equipment and 'shopper service' that will help people to get to their local shops. There will also be a directory of local businesses and key support organisations which will be in the form of an app.

The local directory has been designed by Handheld Community and will be launched in December. It will be an amazing asset for the community to help people shop locally. The app will spotlight the local businesses in the community, providing essential information and more details about the business. This will also be available in printed format.

**Amy Rewe from Handheld Community** said:

"We're excited to be working with ng homes on this fantastic initiative that will help local businesses. It also supports local residents to feel more engaged and connected to their local community, which is essential in the recovery efforts in these difficult times that we face together. While we have been out visiting the local businesses who are in the local directory, it has been heart warming to see the great sense of community spirit that is still very much alive and thriving in Springburn. We hope that the involvement and input of Handheld Community and Girls Clubs can be at least a very small part of helping this excellent community to not only recover, but to become a blueprint for a new paradigm in community regeneration and an example of what can happen when groups come together with a single common vision for the greater good."

Local businesses are vital to the community and many of these have been impacted through the pandemic.

**Jacqui Colquhoun from Snack@Jax** said:

"It was a very unsettling time when we closed down after trading for the last 6 years. We received help from the Business Support Grant which helped to cover some of our overheads and now that we have re-opened we are working hard to maintain our business. We rely on local customers, whether it is people who live here or work in the area. We welcome this initiative and the local directory to let people know that we are back in business."

**Bob Doris MSP for Glasgow, Maryhill and Springburn** said:

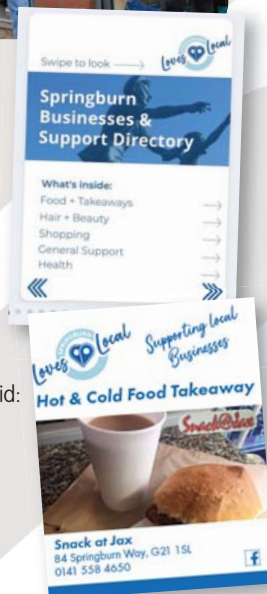
"It was great to catch up with Weir's Butchers recently to highlight the importance of supporting local shops during Scotland Loves Local week. Local shops kept going right through lockdown and have supported our local communities. Local high streets and shopping centres, just like here at Springburn Way, have done their bit and we must aim to support them. Where we can, let's give them our custom and do what we can to support the local economy. We have ambitious plans for Springburn and supporting local retail is an important part of that."

**Chair of ng homes, John Thorburn, who is also a local** Springburn resident said:

"It is important that the community spirit shown through this crisis continues and by supporting local shops this also helps the local economy."

**Scotland Loves Local**

The Springburn Businesses and Support Directory is available by visiting: [www.springburnloveslocal.com](http://www.springburnloveslocal.com)



This app has been developed by ng homes and Handheld Community.

## Glasgow North Baby Foodbank

**The Glasgow North Baby Foodbank was established by a group of mothers in the local North Glasgow community to address a gap in the provision of essential baby items to families who need it most. They are a volunteer community-based group who have been working hard to help families to make their life a little easier. The Glasgow North Baby Foodbank are able to help with formula, baby food, nappies, wipes, toiletries, breast pads and more. They can also assist with sourcing winter clothing and shoes, and other essential equipment.**



Throughout the pandemic they have been extremely busy helping hundreds of families.

The group work alongside health professionals and organisations such as ng homes, Springburn Parish Church food hub, Young Peoples Futures, Possibilities, Aberlour and Stepping Stones, amongst others. The service has been made possible through the very kind donations from a number of businesses.

If you need support from the Glasgow North Baby Foodbank, please contact your health

professional, local family organisation or your Housing Officer.

If you need any further help, please contact: [babyfoodbank@gmail.com](mailto:babyfoodbank@gmail.com).



Founders of North Glasgow Baby Foodbank



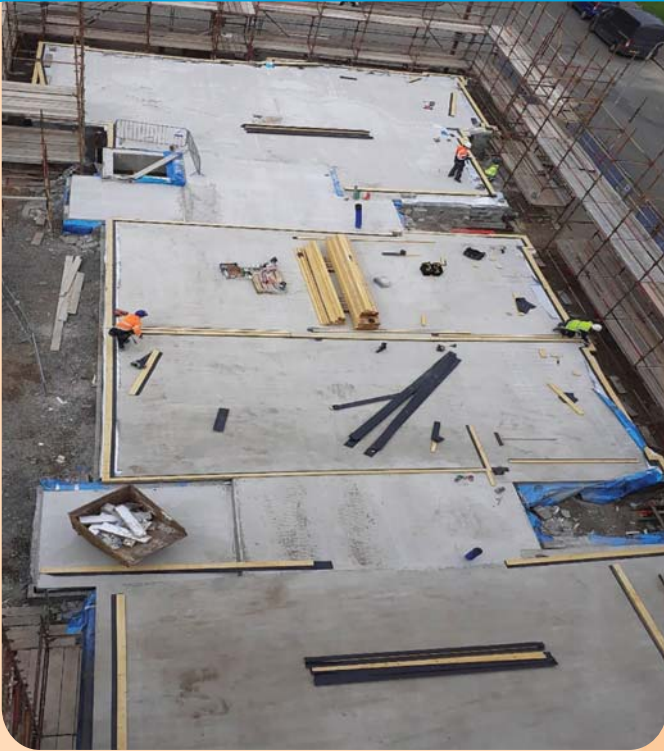
# Keppochhill new build development update

**The Keppochhill new build development of 49 units (consisting of 21 mid-market rent and 28 social rented properties) is perfectly situated close to the city centre. The location has excellent transport links and great access to local shops. This new build development is part of ng homes' ongoing commitment to regenerating North Glasgow by providing much needed homes and commercial opportunities.**

Due to the Covid-19 pandemic, the site and compound was shut down on 26 March 2020. The contractor, Cruden returned to work on 15 June, although they had been on-site doing some preparatory work prior to that to ensure legal compliance.







The site and welfare facilities have been altered to allow social distancing as per Scottish Government guidelines. The anticipated completion date is still July/August 2021 and the Association will keep residents, stakeholders and staff advised of any future disruptions/delays due to the pandemic.

A residents newsletter will be delivered to inform of when the Stopping-up Order will be put in place and to advise of any noise related work about to start. Sound checks are being carried out on site.

When works are undertaken that will remove a right of access over a road/pavement a formal application for a Stopping-up Order must be sought to allow interested parties to assess the implications of the works.

**The following works have been duly completed in September 2020:**

- Concrete floor slab to Close B
- Concrete floor slabs to steel frame upper floor level 1

**The following works are currently on-going:**

- Erecting main scaffold at Closes C & D
- SFS to steel frame
- Soleplate to timber kit

**Future Progress will include:**

- Roof works to steel frame
- Timber kit erect
- Window installation

# Multi-Storey Flats to benefit from highly efficient new heating system

**Tenants in 6 of the Association's Multi-Storey blocks in Springburn will soon benefit from a new heating system which will be more environmentally friendly, energy efficient and more cost effective.**

This project is partially being funded by the Scottish Government and Energy Savings Trust, and the contractor carrying out the works is Easy Heat Systems Ltd.

We are replacing the existing heating system in the Multi-Storey Flats with Air Source Heat Pumps. An Air Source Heat Pump is a renewable energy source meaning it is better for the environment. It works by extracting heat from the outside air in the same way that a fridge extracts heat from its inside.

It can generate heat from the air even when the temperature is as low as -20C. Heat pumps have less impact on the environment as they need electricity to run, but the heat they extract from the air is constantly being renewed naturally.

The air-to-water system distributes heat via your wet central heating system just as your current system does, however the heat pumps work much more efficiently at a lower temperature than a standard boiler system would. The Air Source Heat Pumps are placed on the roof of the building and are supplied in modular units, this means even if some of them stop working the system will still provide heat to the properties in the building.



## Communal Works

We will be installing the pipework in the communal areas along with the other works making the building "Sprinkler Ready". The installation of sprinklers is complex and requires intrusive works in every room of the home, so we will NOT be taking the sprinkler system into homes in the Multi-Storey Flats unless legislation requires us to do so.

In addition, we will be installing a new, state of the art fire detection system both within the communal areas but also within the homes themselves. This will include new wiring, new smoke detectors, new heat detectors and a new property alarm system.

While these communal works are being carried out, we are going to be installing new CAT6e cabling. This will be used to support a new secure door entry system for each block, improving the safety and security of its tenants. These additional works will be carried out at the same time as the communal works for the heating system so as not to cause any further disruption.

## Door Replacements

We will be upgrading the fire safety of each home by removing the old front door, and replacing it with a new and improved 60 minute fire rated door.

## Water Tank Removal

We will also be removing the old (and rather large) cold water storage tanks and replacing them with boosted mains fed cold water.

## Communal Ventilation

We will install Automatic Opening Vents in each block. In the event of a fire, these encourage smoke to leave the common areas and let fresh air in.

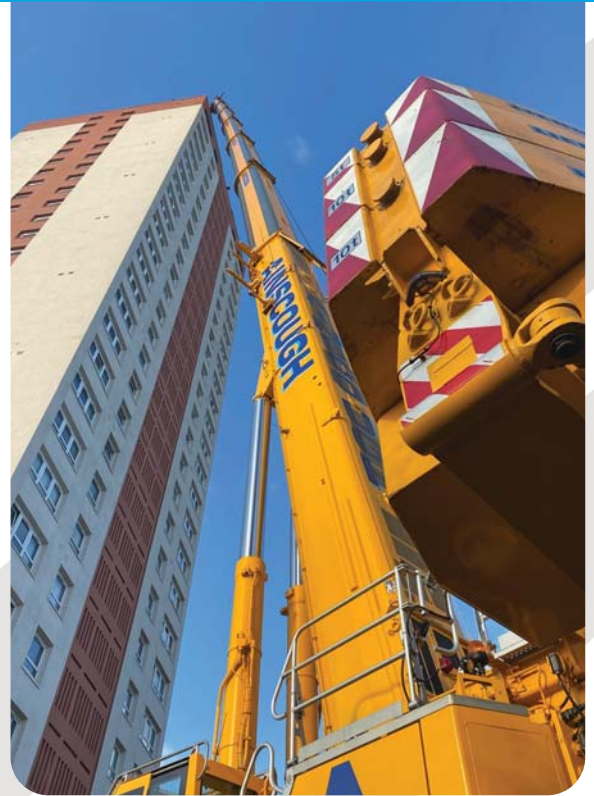
As an additional fire safety measure, we will be blocking up the old Georgian wire windows with a fire rated board and a finish that will match the common area decoration.

## Compartmentation

Fire Compartmentation is an important part of the passive fire protection within the overall fire safety system of a building. It is achieved by dividing the premises into 'fire compartments' through the use of fire doors, floors and walls of fire-resisting construction and fire stopping to services that penetrate through these dividing elements. We will be 'fire stopping' all the penetrations within your home to ensure maximum safety.

## Soil Waste Pipe

In addition to the other works, we will be installing a new soil waste pipe which will require us to core through each floor in the block. This will be done at the back of the cupboard where the water tank currently sits.



# ng homes continues to meet Investors In Young People gold standard



**The Association currently has Investors in People (IIP), Investors in Young People (IYYP) and Health and Wellbeing (HWB) accreditations at gold level. Our people are our most important asset and ensuring that we support our staff to learn and develop is central to the success of the organisation. This is vital in ensuring that we continue to deliver outstanding customer service to our tenants. The Investors in People framework helps us to ensure that we have the right blend of talent, skills, motivation and leadership across the business and the Investors in Young People Award is a key component of our plan for the future.**

The IYYP Award was developed by Investors in People with support from the Scottish Government, the value of this lies in recognising organisations as an employer of choice, recognising practices and pathways that have positive outcomes for young people and creating a talent pool for the future, so it has a social impact too by helping reduce youth unemployment. Investors in Young People provides young people with opportunities and importantly it gives them a voice. It allows organisations like ours to tap into fresh insights, new ideas and diversity of expectations and supports organisations to be dynamic and increasingly productive.

The Association has recently been allocated a new designated IIP specialist/assessor, their role is to provide support in maintaining our IIP portfolio and to help us to meet our business objectives through applying the Investors in People model. A key part of this process focuses on regular reviews and assessments being conducted at the relevant times. Our current IYYP gold accreditation was achieved in March 2019 and is valid for three years, the interim assessment takes place around the mid-point of the award and therefore this took place over two days on 27 and 28 October 2020. The Association's Corporate Services Manager and HR Officer liaised with the Assessor and planned and co-ordinated the internal assessment process. Due to the Covid-19 pandemic the meetings between the Assessor and staff were conducted remotely using Microsoft Teams technology.

As part of the review process the Assessor met with the Chief Executive and the Director of Corporate Services prior to conducting the assessment with relevant staff members including managers. The outcome was very good with the Assessor speaking very highly of all the staff that he had met during the review and highlighting the Association's positive approach in recruiting, developing and supporting young people within the workplace and he also praised the HR Officer for the support provided in organising the review in a very efficient and professional manner.

**Tony Sweeney, ng homes Director of Corporate Services** commented:

"We were delighted to hear the Assessor say that the review had been a great success and to receive confirmation that the Association continues to meet the requirements of the IYYP gold standard. The Assessor was extremely impressed by the way staff embraced the process, their candour and the positive story they had to tell about their experiences and career development within the Association and we will use the feedback in the Assessor's report to support our focus on learning and continuous improvement."

**John Thorburn, ng homes Chairperson** stated:

"Investing in young people is an important part of our approach to organisational development at ng homes. In addition to demonstrating our commitment to youth employment, we recognise that this brings many benefits to the Association including helping to tackle challenges such as an ageing workforce, the need for fresh ideas, skills gaps, talent development and succession planning. The IYYP framework provides a clear pathway to achieving success, progressing through the framework has led to our gold accreditation and we are proud to hear that we continue to meet this standard."

Our next Investors in People and Health and Wellbeing assessments are scheduled to take place during 2021 and we will provide readers with news on these assessments in future issues.





# ng homes' Concierge provide vital service throughout the Covid crisis

ng homes' Concierge team have been providing a vital service throughout the Covid crisis to the Association's tenants and other customers.

The team have maintained a 24-hour service to tenants and have carried out safety patrols, monitored CCTV and assisted tenants in various ways. The Concierge have also been providing an essential cleaning service to disinfect high frequency touch points across the Multi-Storey Flats and Retirement Housing Complexes.

The rigorous cleaning regime was implemented quickly by the Concierge team which tackled disinfecting the high frequency touch points in all the common areas and by using an Electrostatic spray gun to give an added layer of protection across our Multi-Storey Flats and Retirement Housing Complexes.



**Electrostatic spray gun**  
**How does it work?**  
The gun sprays a disinfectant solution by electrostatic charge, the strength of the charged particles is greater than gravity so they are immediately attracted to the targeted surface area and do not fall to the ground creating a 360-degree coverage.  
**Why do we need it?**  
Germs and bacteria are quick to spread and settle in tight corners and hidden spots. An electrostatically charged spray can reach the entire targeted area evenly. The cloud of charged particles completely envelops the surface and sanitises every part of it.



# ng2 continues to deliver key services to tenants and the community

ng2 have been working tirelessly during these challenging times to ensure key services are provided. During lockdown, the ng2 team delivered various services to customers of the Association, but only when safe to do so and in line with Government guidance.

## Grass maintenance

Some gardens and open spaces had not been cut since October 2019. This was due to the service pausing over the winter months, and then resuming in the spring. With lockdown imposed in March, we managed to provide this service to over 3000 gardens and open spaces when our service resumed again.

## Close cleaning

The Team resumed this service as quickly as possible with the aim of concentrating on disinfecting and cleaning all common touch points in closes. This included disinfecting the handles on doors, grab handles, the door entry faceplates, the buzzer system, bannisters and window handles.

## Back court tidy ups

ng2 environmental teams have been concentrating on clearing away all the rubbish from all 468 of the back courts and we aimed to clean them every week.

## Void properties

ng2 staff have worked in conjunction with our Housing Services team in prioritising void properties for Homeless Applicants.



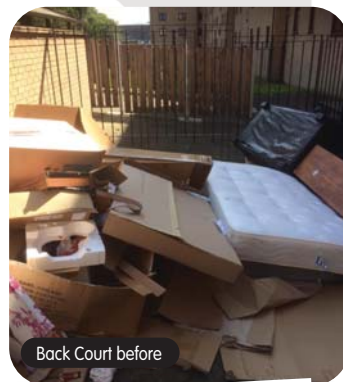
ng2 staff member disinfecting a vehicle



ng2 staff member disinfecting common touch points



Back Court rubbish before



Back Court before



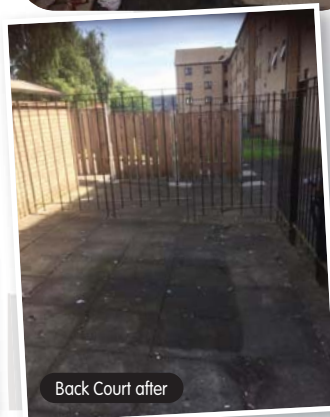
Bulk uplift before



ng2 clearing away rubbish



Back Court rubbish after clearance



Back Court after



Bulk uplift after



After clearance

# IMPORTANT NOTICE



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

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

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

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

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

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

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

Avoid posting Christmas presents on social media sites.

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

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

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



**POLICE**  
**SCOTLAND**  
POILEAS ALBA



Bob Doris MSP at Cowlares with Glasgow City Councillors Jacqueline McLaren and Allan Gow discussing plans to secure 850 new energy efficient homes. Cowlares links Possilpark and Springburn and is a key strategic site to connect local communities. In the distance is Sighthill, another area undergoing significant regeneration.



# Help Shape North Glasgow

**Bob Doris MSP has organised a series of online community consultation events for January 2021 to ensure local residents have their say on how Glasgow City Council can shape North Glasgow in the years ahead. Each online event will also have a presentation by Council officials on a draft Strategic Development Framework for the North - a long term strategy to improve housing, local amenities, transport, active travel, green space, derelict land and much more.**

**Bob** said:

"I want to ensure that our communities play a central role in shaping any framework and to encourage ambitious community-led plans across our constituency and secure investment. I know public engagement events will be challenging in the context of Covid-19 and are likely to be predominantly online.

However, I will work with local councillors and our communities to ensure there are meaningful consultation events right across the constituency."

## Get in touch

Email Bob Doris MSP at: [office@bob-doris.scot](mailto:office@bob-doris.scot) for access to full details and to register for the consultation events in January 2021.

Details of the framework which you can help shape can be seen online: [www.bob-doris.scot/shape](http://www.bob-doris.scot/shape)

There is also a resident survey which can be accessed from the Glasgow City council website at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)



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](mailto:bob.doris.msp@parliament.scot)**







**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. **Scotcash** offers a range of services and products not just affordable credit.

**Scotcash** can assist with savings accounts via one of their Credit Union partnerships, help to open a bank account, and energy and fuel advice. ng homes has supported this community initiative for over 10 years as part of the commitment to tackling exclusion and supporting tenants.

**Scotcash** aims to give their customers an alternative to expensive forms of credit and help those on a low income to 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 and 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 customer's 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.

For more information call them on **0141 276 0525** or visit their website for webchat: **www.scotcash.net**

	<b>Scotcash</b>	<b>Satsuma</b>
<b>Loan</b>	<b>£500</b>	<b>£500</b>
<b>Admin Fee</b>	<b>£30</b>	<b>–</b>
<b>Monthly repayment</b>	<b>£109.18</b>	<b>£158.00</b>
<b>Number of repayments</b>	<b>6</b>	<b>6</b>
<b>Total Amount Payable</b>	<b>£655.05</b>	<b>£948.00</b>
<b>APR</b>	<b>**227.7%</b>	<b>*1293.0%</b>
<b>TOTAL SAVING</b>	<b>£292.95</b>	

\*Loan featured on [www.satsumaloans.co.uk](http://www.satsumaloans.co.uk) as at November 2020  
 \*\*Rates may vary, T & C's apply – admin fee deducted from loan  
**224.1 % Scotcash Representative APR**

We know that money might be tight and you may be tempted to spend your rent money on other things at this time of year, but please remember that your rent still needs to be paid.

Our offices remain closed however if you need to speak to someone about ways to pay your rent, call us on 0141 560 6000.

If you foresee any problems please contact your Housing Officer as soon as possible. We can help and provide advice for financial support.

Phone: 0141 560 6000      Email: [info@nghomes.net](mailto:info@nghomes.net)  
 Website: [www.nghomes.net](http://www.nghomes.net)

## Tenant Hardship Loan

The Scottish Government wishes to offer a loan to assist private and social sector tenants, where they are experiencing difficulties paying their rent because of COVID-19 restrictions. The aim of the loan is to protect tenants from eviction due to rent arrears, providing short term support that allows tenants to pay rent arrears that have arisen since 01 January 2020 and/or pay up to 3 months of future rent payments. The loan is intended to provide support where other forms of financial support are unavailable to the tenant. Where a tenant is eligible for other forms of support – for example Discretionary Housing Payment – then they would be expected to take these up rather than apply for this loan.

For more information please visit:

<https://tenanthardshiploan.est.org.uk>

# GEMAP

**GEMAP offer free and confidential financial advice and support. GEMAP can help with Tax Credits, savings, living with debt, bank accounts, Credit Unions, Council Tax Reduction, Universal Credit and much, much more. Visit [www.gemap.co.uk](http://www.gemap.co.uk) for a full list of services available and see how GEMAP can help you.**

From the 1st April 2020 GEMAP have secured **£1,764,696** in additional income for ng homes' tenants who have used the service. There have been 536 referrals to GEMAP highlighting the demand for the service. GEMAP advisors are following Scottish Government guidance and working from home due to Covid-19, and they are able to offer telephone appointments. If you are an existing client, then all appointments will become a telephone appointment instead of face-to-face. If you are not an existing client and are looking for some advice or to arrange an appointment, call **0141 773 5850** or email **info@gemap.co.uk** and GEMAP will be able to assist you.

## Case Study

An ng homes tenant was booked in for a telephone appointment with GEMAP regarding Housing Benefit, Council Tax Benefit, Attendance Allowance and Pension Credit. The tenant had recently retired and was paying full rent and Council Tax. A GEMAP advisor assisted the client with all claims and requested backdated payments. All claims were successful, and a further benefit check was completed. It revealed that the tenant had entitlement to additional

premiums and therefore an increased amount of other benefit – Pension Credit. An application was made over the phone and their Pension Credit payment was increased and a backdate awarded. The tenant's income increased and rent arrears and further debts paid were then paid in full. In total the client's financial gain was **£19,679.60**.

**This is an incredible achievement and has positively impacted the tenant. See what GEMAP can do for you by giving them a call or email today.**

**gemap**  
Enable | Inspire | Transform

**Our Advisors are waiting for your call...**

**Please call 0141 773 5850**  
...If you would like to speak to someone at GEMAP about any of the following:

- Rent Arrears
- Universal Credit
- Payday Lender
- Benefit Sanctions
- Fuel Disconnection
- Debt Problems

We can also be contacted at [info@gemap.co.uk](mailto:info@gemap.co.uk)

## Heating Cost Help

### Winter Fuel Payment

This is a UK-wide benefit that helps people born on or before 5 July 1952 to pay their heating bills. In Scotland this benefit has been extended to also cover families with severely disabled children. The deadline for claiming payments for winter 2020 to 2021 is 31 March 2021. To check your eligibility please visit: [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment).

### Warm Home Discount

You could get £140 off your electricity bill for winter 2020 to 2021 under the Warm Home Discount Scheme. To qualify you must:

- Get the Guarantee Credit element of Pension Credit – known as the 'core group'
- You're on a low-income and meet your energy supplier's criteria for the scheme – known as the 'broader group'

How you apply for this scheme will depend on how you qualify for the discount. To find out more, please visit:

[www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

### Cold Weather Payment

You can get £25 for each 7 day period of very cold weather between 1 November and 31 March. After each period of very cold weather in your area, you should get a payment within 14 working days. You may get Cold Weather Payments if you're getting:

- Pension Credit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit
- Support for Mortgage Interest

**To find out more, please visit:**  
[www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)

# Fair Start Scotland

**Fair Start Scotland is a Government funded programme that is currently running as a remote service which provides employment support to those who need it.**

Fair Start Scotland run a comprehensive training programme which is designed to support and help individuals with their tailored needs. We also have dedicated Key Workers who are able to provide help with CVs, interview skills and we can also help with interview clothes and travel expenses for people moving into work.

**Joining Fair Start Scotland will not impact your benefits in any way, and you can exit yourself from the service at any time if your circumstances change.**

## How Fair Start Scotland can help

Fair Start Scotland can support you if you have struggled to find a job which meets your needs.

### This may be because you:

- have a disability or additional support needs
- have a health condition
- have caring responsibilities
- are a single parent
- have been unemployed for a long time
- are a care leaver
- are from a minority ethnic community
- are a refugee
- are a person with a conviction



Fair Start Scotland's services are delivered by different providers across the country. If you choose to take part you will speak with an advisor who will give you support and guidance for up to 12 months to find work.

### Your advisor can help you:

- recognise your skills and create a CV
- prepare for interviews
- find opportunities to help you gain skills and experience
- find jobs which meet your needs

### Fair Start Scotland can support people by:

- Breaking down barriers keeping them from finding work
- Recognising their skills, attributes and assets
- Helping them progress towards employment
- Personalised face to face and digital support
- Improving soft skills such as confidence building
- Engaging them in a range of creative and social activities
- Boosting morale, communication skills and motivation
- CV's and interview preparation

- Self-employment support if required
- Travel expenses and uniform costs
- Up to 18 months pre-work support
- 12 months in-work support
- Training

### After you've found a job

Fair Start Scotland will continue to give support after you've found a job. This means that there is someone to help should you have any problems or questions up to 12 months after you start working.

### Eligibility - who can take part

You may be able to use Fair Start Scotland's services if you live in Scotland and:

- have the right to work in the UK
- are over 18 and out of work

You may also be able to use the service if you are 16 or 17 and are either:

- disabled; or
- receiving Employment Support Allowance or Universal Credit

### Get in touch

**Call the main helpline to speak to someone about getting support from Fair Start Scotland: 0141 471 5056**  
**Email: [infofairstart@peopleplus.co.uk](mailto:infofairstart@peopleplus.co.uk)**  
**You can call or text Fair Start Scotland's Engagement Key Workers Annmarie and Sarah on 07873 302172 or 07815 998518.**  
**Please note that Fair Start Scotland will be closed over the festive period from 24th December 2020 until January 5th 2021.**

## Scottish Child Payment

The Scottish Government is introducing a new Scottish Child Payment for low-income families with children under the age of 6. The Cabinet Secretary announced that the Scottish Child Payment will open for applications early November 2020 with the first payments beginning from the end of February 2021. Low-income families with a child under the age of 6 will be able to apply



for £10 per child, per week. This is equivalent to £520 per year and there are no limits on the number of eligible children supported by the Scottish Child Payment.

To be eligible you must be a household with children under the age of 6 and in receipt of a qualifying benefit (Universal Credit, Legacy Benefits and/or Pension Credit).

To find out more, please visit the Scottish Government's website: [www.gov.scot/policies/social-security/scottish-child-payment](http://www.gov.scot/policies/social-security/scottish-child-payment).



# Scottish Fire and Rescue Service Safety Message



**Over the winter months and festive period there is an increase in the number and severity of fires in the home. ng homes has teamed up with the Scottish Fire and Rescue Service (SFRS) to put together a quick guide to help make sure you have a fire safe winter.**

## Virtual Home Fire Safety Visit

The Home Fire Safety Checker helps you check how safe your home is. Why not take a few minutes to complete the survey? The results will highlight advice and further information. Visit the Scottish Fire and Rescue website to take the survey.

## Alcohol/Cooking/Smoking

Never cook hot food while under the influence of alcohol or drugs. House fires can be caused by leaving grills/pans unattended or being distracted while cooking.

It is always safer to smoke outside. If you can't go outside, then standing up at an open window or outside door is the next best option. Don't smoke in your chair if you've been drinking or you're feeling tired. Make sure cigarettes are completely extinguished and ash trays safely emptied before going to bed.

## Portable Heaters

Keep portable heaters away from furniture, bedding or curtains. Don't sit too close and turn off portable heaters before going to bed.

Only use gas or paraffin heaters in well-ventilated areas. Heaters consume oxygen so you could suffocate if a room is not properly ventilated.

## Candles and Tea Lights

Always extinguish candles when you leave the room, go to bed or leave the house. Ensure candles are on a heat resistant

surface, out of reach of children and positioned out of the way of objects that may catch fire, and never place them where they can be knocked over by household pets.

## Electric Blankets

Unplug electric blankets before going to bed, unless it has a thermostat control for safe all-night use. Don't leave them folded as this damages the internal wiring. Have electric blankets tested regularly. Replace your blanket if it is damaged or defective or as recommended by the manufacturer.

## Festive Safety

Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed.

## Keep in touch

Keep in touch with friends, relatives and neighbours who live alone or who may be at risk.

## The MyGlasgow App

MyGlasgow is a mobile phone app that enables you to report issues to Glasgow City Council. You can attach photos, video or any other contextual information to your report and pinpoint the exact location via

integration with Google Maps.

Once submitted your report is routed to Glasgow City Council for processing and allocation to the relevant Service Delivery Team.

If you do not have access to a smart phone, you can visit the Glasgow City Council website:

[www.glasgow.gov.uk](http://www.glasgow.gov.uk).

If you would prefer to call, please dial: **0141 287 9700**.

## Glasgow City Council – Bulk Uplift

**Glasgow City Council have advised that from 12 November 2020 they will be collecting the existing build-up of bulk waste from known locations around the city. From early December onwards they will then operate a by-request-only service for bulk uplifts from residents in flats and main door properties.**

A request-only service means the council will no longer be collecting bulky waste from designated pick-up points on 'bulk day'.

Further details on how residents can make a request will be made available on Glasgow City Council's website and via social media.

After a request is made, householders will be advised how to present their bulk waste ahead of collection. Just leaving items on the street or in a back lane will be regarded as fly-tipping and the people responsible will be open to enforcement action.

While resources are limited due to the ongoing impact of the pandemic, it is still Glasgow City Council's intention to arrange an uplift within 28 days of a request. An appointment-based system is in development that specify when the uplift will take place.

**Please note that the following services will continue as normal:**

- General waste bin collection.
- Blue recycling bin collection.
- Resumed - Brown recycling bin collection.



# Tenant compliments

## Douglas Thour

Lyanne Leslie (Housing Manager, Springburn) was very professional and courteous. The property was unfurnished at first, but I quickly got support to furnish my new home through ng homes, the local church and the social welfare fund. It's my permanent home, it's lovely, in a great area too and if I had any problems the staff at ng homes were quick to resolve them. ng homes have been very good throughout the process. The wardens Stephanie and Gemma have been very good as well. I don't feel isolated or alone, there's always someone to turn to, and I am now standing on my own two feet!"

## Paul Nelson

"Lyanne Leslie (Housing Manager, Springburn), Sharon Hazlett (Housing Manager, Possilpark) and David Cowan (Maintenance Manager) were very supportive throughout being



rehoused. They are all stars! Lyanne actively looked for a house for us that would suit our family's needs and requirements to ensure it was suitable.

Unfortunately, we had a terrible time with another Housing Association, and ng homes have been amazing.

We were housed throughout lockdown and the property is fantastic. I couldn't ask for any more. ng homes provided support for all our family and we are so grateful.

Nothing was too much for the staff and the whole team have been amazing, we have nothing but praise for them."

## Marilyn Bradley

"I had been having problems with my boiler for several years. It was a continual cycle of it breaking down and getting it repaired. It was around a couple of months ago I called ng homes and spoke to Sinaed, Customer Services Officer, who noticed that I had been having a lot of issues with the boiler. Sinaed escalated this to David Cowan, Maintenance Manager, who then contacted me. After explaining to David the problems I had been having he said I would benefit from a new boiler and heating system installed. At first I was having nightmares about the process as it sounded very disruptive and I was worried.

John Pollock from City Building visited my home to carry out a survey before the works began. John was great and carried out the survey efficiently and I was reassured that the work would be done quickly, to a high standard and that no mess would be left behind. I was told that due to the nature of the works that I would need to vacate my home for the day. ng homes arranged for the Regeneration team to come and move my furniture for me. Dom and Ronnie were amazing, they were such a great team and I can't thank them enough. There was no way I would have been able to move all my furniture on my own.

I was nervous about what state my home would be in when I returned, but the only way I knew that the work was done was the new shiny radiators on the wall and the newfound comfort and warmth from the heating system! There was no damage at all. I was so relieved and happy when I got home! John Pollock came back out after the works were completed to check everything was satisfactory and that I was happy. And I was. I was delighted! Hats off to everyone involved! David Cowan was there throughout the process – he checked up during and after the process. He even visited after too to ensure everything was okay and I was happy with everything. David has been just brilliant and I can't thank him enough. That evening I was even treated to a Fish Supper as part of ng homes' community initiative that delivers fish suppers to older people in the community. It was wonderful and such a great initiative for the members of the community. I can't thank everyone enough – ng homes and City Building have been absolutely brilliant."



Marilyn Bradley enjoying the warmth of her home!

## ng homes' partnership with City Building

ng homes has a longstanding partnership with City Building. The quality of work, working practices, service to our tenants and performance is exceptional. Our partnership is one of the top performing of all the Associations in Scotland, and we are very proud of this joint achievement, especially with all of the challenges of Covid. We have a responsibility to ensure that all of our properties with gas are serviced annually. Due to some households shielding, we had a very small number of properties where we were unable to service the gas, however by working in partnership with City Building we were able to quickly return to 100% compliance. We look forward to developing and continuing our partnership with City Building long into the future!

# Housing Officers

## Multi-Storey Flats

**Housing Manager: Karen Johnson**



Karen Johnson



Bola Akinloye



Catherine Mather



Pamela Hutchison



Terri McChesney



Yvonne Kinnear



Liz MacMillan



Anne Sheeran

### For Rent Enquiries:

#### **Bola Akinloye**

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



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  
 Garferry 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

### TBC

If your address is below,  
 please contact the Springburn  
 team who will be happy to  
 assist you.

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  
 Garferry 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 Services Officers

Senior Customer Services Officer: **Peter Livingston**



Peter Livingston



Iona Wilson



Lucy Brown



Stephen Lauder



Sophie Morrison



Sinaed Callaghan



Alan Nicolson



# ng2 Adverse weather plan - Winter 2020/21

**Christmas and New Year Holiday**  
We will close at 4pm on Tuesday 22nd December 2020 and re-open at 9am on Wednesday 6th January 2021

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

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

## We will:

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

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

## Close Cleaners

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

## Grit bins in ng homes' areas

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

All the above grit bins will be replenished by ng2 as well as Glasgow City Council.

**While we aim to provide this service please be aware that Covid-19 may have an impact on the level of service we can provide.**

## How to get in touch with us:

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

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## 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

