



north news

One Vision: A community where people can flourish and prosper

COP26 event in North Glasgow!

During COP26, ng homes along with partners McDermott Group, Momentum Four and Easy Heat Systems LTD delivered a unique event of their own: showcasing the new district heating network using air source heat pumps at ng homes' multi-storey flats.

The event saw delegates from COP26 visit the multi-storey flats in North Glasgow. Visitors were transported to the North of the city in a fully electric bus and were given an informative tour, highlighting how the project was conceived, utilising the £4.5m of LCITP grant funding from the Scottish Government and a £4.5m loan facility from Energy Savings Trust, and what it was like installing and using the largest mobile crane in Europe!



The electric bus that transported delegates



The largest crane in Europe was on site in Springburn!

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Welcome...

Since taking up the position of Chief Executive in September I have been busy working alongside our Board and staff identifying ng homes' key projects for the future and navigating the challenges that face us and the housing sector.

It has been a very busy few months and I have enjoyed meeting with Board members and staff across the ng group. What is very clear from my meetings is that the Board and staff remain committed to delivering excellent customer service.

In this issue you will find lots of helpful information, including details on financial support and advice and

information on our services over the winter months. This includes our Winter Weather Plan together with emergency details should you require them. We have lots of community news and stories which I hope you find enjoyable to read. We also have information relating to our Tenant Participation Strategy together with updates on our new build at Keppochhill Road and our recent re-assessment for the Customer Service Excellence Standard.

We plan to open our offices initially on an appointment-only basis as soon as the Scottish Government guidance allows us to do so. We will keep you advised in this regard and in the meantime please be assured that our staff are continuing to provide a wide range of services from our various sites and remotely. You can read about this



on the next page, however if you have any questions please do not hesitate to contact us or visit our website for the latest updates.

Season's Greetings to you all and wishing you a prosperous New Year!

John Devine
CEO, ng homes

Christmas Closure

The Association will close for the Christmas and New Year break at 4pm on Thursday 23rd December 2021. We will re-open at 9am on Friday 7th January 2022.

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 Update



There has been a considerable amount of work put into developing safe procedures and guidelines to allow us to re-open our offices.

Please be assured that our offices will open when it is safe to do so and that we will be implementing appropriate health and safety measures. The timescale for this is dependent on there being no restrictions reimposed and the Scottish

Government guidelines at the time. Staff members who have been working remotely will be returning to the offices when the Government guidelines allow this and we will also make plans to re-open to our customers thereafter. We will share our plans with our tenants and other customers via our website and social media channels. In the meantime, 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 Performance: Complaints and Compliments

1st April 2021 - 30th September 2021 (Q1 & 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 = **116**

95% 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 for:

Getting a no fly-tipping sign erected so quickly.

The close cleaners for doing a great job on the stairs with special cleaning solution which looks great.

Being so efficient and helpful.

The flat and starter pack.

Giving the Glasgow Baby Food Bank the chance to take part in wellbeing sessions. We even have our own song about the Baby Food Bank.

Gardeners worked hard and did a great job.

Support during the application process for a house.

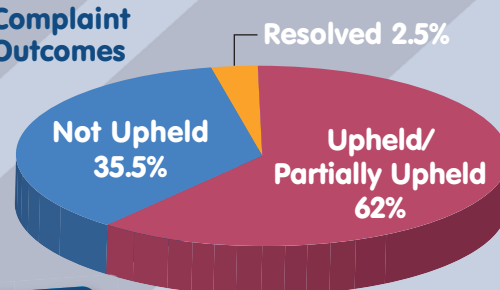
Arranging lock change, really appreciated.

Superb service from plumber, a very pleasant and efficient gentleman who assessed the problem quickly and sorted it just as quick.

Help with ongoing issue re. secure entry fobs.

Complaints April to September 2021

Complaint Outcomes



You Said

Complaint re continuous flooding problem from common drains in back court over 6 months which had not been resolved.

We Did

Repair attended to and repairs team have now set up a weekly report showing more than one visit to any of our properties to highlight any repeat issues.

You Said

We received 12 complaints about garden maintenance mainly from residents complaining that their grass and/or hedges had not been cut and were overgrown.

We Did

We explained that the programme of works has been delayed due to the weather and staff shortages and provided revised dates for the work.

You Said

Complaint regarding cleaning and maintenance to the external and some internal areas of a multi-storey block.

We Did

Concierge attended to rectify the issues noted on the complaint. They will inspect these areas regularly to maintain this standard. Quote for painting to be obtained.

Tribute to Paul Kelly, Manager of Partick Thistle Charitable Trust

It is with great sadness that we acknowledge the passing of Paul Kelly, Manager of Partick Thistle Charitable Trust (PTCT).

Paul passed away on 4th November 2021 at the age of 57 following a battle with severe Covid-19 complications. Tributes to Paul came from far and wide and it is clear that this remarkable man made such an impact on the lives of many people.

Paul was renowned as a footballer. He was the highly regarded Team Manager of St Roch's. Paul's playing career included Pollok, Cambuslang Rangers, Ashfield and Petershill. It is a measure of the admiration for Paul that the West of Scotland Football League asked all member clubs to observe a minute's silence at their matches.

In addition to his illustrious football career, Paul was well known in North Glasgow for his work in the community. In his management role within the PTCT he supported the development of young people, adults and families through the

variety of popular community programmes. Many of these initiatives have had long lasting benefits and life changing opportunities for some, particularly the young people who looked up to him.

Paul worked alongside family members and colleagues to develop activities around Petershill Football complex and could often be seen lending a helping hand at 'ng homes' monthly 'Song Shimmy' activities and at larger community events. He was at the forefront of delivering the Summer holiday programmes and, in his own words, the success to him was "when the kids left with their faces red and smiling." That was a typical statement for Paul as he was well known for his readiness to laugh which was infectious.

When the pandemic struck in March 2020 Paul's first thought was 'what can we do to help people in the community who are shielding or vulnerable?'. Together with his team, and partnering with 'ng homes' and other local organisations, they started



delivering daily hot meals to older people in the area and this continued for around 15 months. They also maintained their 'Festive Friends' programme, this time delivering meals to older people during the Festive period. Paul was very clear that the response was more than providing food and the social contacts and chats on the doorstep were so welcomed by people and brightened up their day. Paul's impact on the community cannot be understated, he was always the first to step up to challenges and how to work together to solve these.

Paul was a true leader; compassionate, empathetic, encouraging and gave generously of his time. He will be remembered in our community as a wonderful colleague, friend, mentor and community worker and we are immensely grateful that he chose to devote many of his years to the North Glasgow community.

It is fitting that the Petershill Football Complex will be renamed the - Paul Kelly Football Complex.

His memory will never be forgotten, and we wish peace and comfort to his family as they deal with this terrible loss. Rest in Peace Paul.



Paul with partners at Partick Thistle celebrating their 25,000th meal since lockdown



Supporting and Connecting the North Glasgow Community with Lottery Funding

In our last issue of North News we were delighted to announce our funding award from the National Lottery Fund to provide additional support to residents. This was for a three year project; Supporting, Connecting and Building Resilience of North Glasgow Community.

The application itself was built on previous work carried out within the furniture distribution project and the intensive work throughout the pandemic. The main elements of the project include building on the furniture referral service and providing additional support alongside a range of community partners. This will include areas such as financial advice, food support, information on community services, health and wellbeing services and entrepreneurship opportunities.

The project is supported by three staff members at ng homes, and as lockdown has lifted Dominic, Ronnie and Paula have been very busy.

ng homes Chairperson, John Thorburn, said:

“This project is very important in supporting tenants who are moving in through the homeless route or find themselves in hardship. It not only helps them to make ‘their house a home’ through the provision of



Project staff at ng homes – Ronnie Black, Paula Mailey and Dominic McInally

pre-loved furniture, but the additional support with local partners will help them to feel more connected to the local community. Of course, on another level, it positively impacts on carbon reduction.”

Some of the partner activities that we are continuing to develop through this programme includes work with the local Credit Union in Possilpark to assist tenants in accessing this service and a partnership with Scotland Loves Local and UnLtd Scotland to help local people to try out their own business ideas.

We continue to accept good quality furniture for redistribution, however we are unable to accept used white goods. If you have furniture to donate or any questions about the project, please contact one of the project staff:

- dmcinally@nghomes.net**
- rblack@nghomes.net**
- pmailey@nghomes.net**
- Call: 0141 560 6000**



The Glasgow Baby Food Bank providing a lifeline to families

The Glasgow Baby Food Bank was founded by four Springburn mums in 2019 and they now have a full team of 10 supporting this wonderful project and have recently achieved non-profit status, limited by guarantee.

The group initially sprung into action after hearing of a breastfeeding mum who was hospitalised due to seizures and was separated from her baby. After contacting various food banks they realised that none catered for babies. They immediately put out a call for donations and set up a referral system for people to obtain formula milk, nappies and other items.

They have been a lifeline for families for many years and they have worked tirelessly through the pandemic to support people during this difficult period.

The Glasgow Baby Food Bank is a crucial service that helps families in times of need with essential baby supplies and support. They work in partnership with various support services and organisations by providing these vital services to families. They go above and beyond to make things that little bit easier for families.



Glasgow Baby Food Bank Limited

babyfoodbank@gmail.com

Margaret Fraser, Deputy Director of Regeneration at ng homes said:

"I have had the pleasure of working with the founder members and volunteers through a variety of initiatives such as Community Green Champions, Swap Shops, and the family breakfast club. They are such a force for good within our community and always look at ways to help families and children. They worked tirelessly throughout the pandemic helping over 3,000 families and were a lifeline for parents. They are worthy winners of two awards at Glasgow Times Community Champion Awards held at City Chambers on 1st December; The Public Service Award and Lord Provost Special Recognition Award."



Members of the Baby Food Bank with Glasgow's Lord Provost at the Awards ceremony

If you feel you could benefit from their help then you can contact a member of the team through email and they will be happy to help guide you to the right channels to meet your needs.

If you wish to donate you can contact them on:

babyfoodbank@gmail.com

Twitter: **@babyfoodbank**

Tictok: **glasgowbabyfoodbank**

Facebook:

glasgowbabyfoodbanklimited



Glasgow Chinese Recreation Centre

The Glasgow Chinese Recreation Centre was established as a charitable entity in early 2018.

At present it has more than 300 members from the local Chinese community. During the pandemic, all its normal activities were suspended, but their core members devoted their time to help with PPE distribution, and food and festival gift pack distribution.

Now that the lockdown has been lifted the group have continued with their services which are now being held at St Matthews Centre, 200 Balmore Road, Possilpark on Wednesdays between 10:30am – 2:30pm.

If you would like to learn more or get involved please email Michael Kam, Housing Integration Officer at ng homes: mkam@nghomes.net.



Chairperson of the Glasgow Chinese Recreation Centre, Jimmy Lin, with members, ng homes and Police Scotland staff.

Borrow tools and equipment by joining the Glasgow Tool Library

The Glasgow Tool Library (GTL) is a local charity that operates like a regular library, but instead of books, people can borrow tools and equipment for repairs, renovations, gardening, craft, carpentry and more.

The library collects donations of all sorts of under used tools and equipment sitting in sheds, garages and cupboards. With the help of a team of volunteers, GTL maintains and repairs the equipment, ensuring tools are safe to use, before putting them back in the community. GTL's inventory has everything from sanders and circular saws, knitting and sewing machines, leaf blowers, strimmers, ladders and lawnmowers, barbecues and camping equipment.

It is easy to use the service, by registering as a member on the GTL website or dropping by the shop during opening hours. GTL member's can get their hands on over 600 tools and there are a number of membership options to fit everyone's needs. The Standard Membership is only £20 per year, which allows people to borrow as many tools as they want for 12 months. The Tool Library also has a Pay it Forward Membership and a Concession Membership option, providing the opportunity to pay more or less based on your financial circumstances. GTL also offers Organisational Memberships, tailored for the needs of different groups, from allotments and households to small businesses and third sector organisations.

As **co-founder and Project Coordinator Chris Strachan** says:

"The Glasgow Tool Library was set up to provide affordable access to tools and equipment that can often be very expensive to buy. There are so many tools sitting unused in people's garages and sheds that could be used by more people if they were shared by the community. By sharing resources we are also reducing waste, which is good for the environment as well as our wallets."

The tool library service opened in 2019. In the past two years the library has lent over 1,500 tools to 350 people. This is estimated to save between £45,000 and £75,000 for our members - that's a saving of between £128 and £214 for every member! This has also prevented over six tonnes of carbon through borrowing resources rather than buying.

And there are more people joining every day. Due to this success the organisation is moving to a bigger location at 818 Garscube Road in November. This move marks a big step forward for the charity as they look to increase their membership and donations, and therefore its social, environmental and economic impact.

The library service is supported by a volunteer programme that invites a collective of people to help with a range of library activities, including sorting and cataloging tools, running the library service, repairing and maintaining tools, as well as



organising a range of other events and activities.

GTL also runs regular events that aim to teach people practical and money saving skills, such as DIY and home maintenance knowledge, and how to build your own furniture. Launching next year they have a year long programme of DIY classes for women in North Glasgow.

If you're interested in becoming a member, attending a workshop, becoming part of the volunteer collective, donating tools, or offering your ideas about activities you would like to see happening at the tool library as it grows, get in touch with staff, Chris and Cat!

Address and opening times:

818 Garscube Rd, G20 7ET

Saturday 10am - 1pm

Wednesday 3pm - 7pm

hello@glasgowtoolibrary.com

www.glasgowtoolibrary.com



Partnership between African Challenge Scotland and Glasgow Theatres tackles workforce diversity



African Challenge Scotland (ACS) is a voluntary organisation based in Glasgow but it is Scotland-wide. It helps build more successful integrated communities, relieve poverty, advance education and promote cultural and sporting links between the African and Scottish communities.

African Challenge Scotland have partnered up with Glasgow Theatres to tackle workplace diversity and create employment opportunities for young people in North Glasgow.

The partnership will look at diversifying the theatre's Customer Experience Team through positive discrimination and encourage young people to consider the employment programme. The aim of the programme is to promote and develop a more inclusive and diverse workplace.

Orlane Hilary Tientcheu said:

"This is my first employment in the UK. I am delighted to also obtain my first contract in life and I am very excited. This opportunity will help me to develop my skills and knowledge.

It would allow for a rich and comprehensive experience that will equip me with the essential skills for the future."



Valiny Kounda El De Tchoussa said:

"Delighted to be part of the Glasgow Theatres team. This is an excellent opportunity for young people from the BAME community in Glasgow. I am grateful for the work that African Challenge Scotland is doing and also for this amazing initiative with Glasgow Theatres to tackle workplace diversity and create employment opportunities for young people like me."



Pierre Carlex Dang said:

"As a young person, I've always known about African Challenge Scotland as an organisation because they helped me when I was younger. When this opportunity came up, they contacted and invited me to apply. By taking up this opportunity, I realised quite quickly that it is all about developing my skills and gaining the confidence to grow.

The training at both venues was great! I genuinely felt like the team were amazing and it is just such a fab place to work."



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 six years ago with ng homes. We are grateful to Glasgow Theatres and we hope that our partnership will grow from strength to strength."



Springburn Park Men's Shed – the kettle's always on!

The Men's Shed operates on Tuesdays, Wednesdays and Thursdays from 10am to 3pm at the Springburn Park Community Village. The Men's Shed is run by volunteers and they welcome all men over the age of 18, and it is a place where they can socialise and work on projects or hobbies.



The Men's Shed is split into several areas: a social area, a woodworking shop, a metal fabrication shop, gardening equipment and an outdoor area for horticultural activities. The members (known as 'Shedders') are all local unpaid volunteers who have worked tirelessly to repair and maintain the Shed which is now fully equipped. The Men's Shed is a place to help others or to get some help, play a game of cards relax over a tea or coffee, have a laugh with new and old friends, and maybe create something for yourself or our local community in our workshops.

Since lockdown ended, their membership has almost doubled and they have close to 60 members. Shedders can choose to work on their own project for themselves, family members or friends. They can also work on projects to benefit the local community, for example: repairing household furniture, repairing garden planters, building mud kitchens and outdoor play equipment for local schools and nursery. They have most recently helped out with maintaining the grounds of a local hospice and two memorial gardens.

Tom Bennett, Secretary of Men's Shed, said: "Some of our Shedders are skilled workers who retired and, overnight, lost a lot of friends and social life. They miss the working environment and the banter. The Men's Shed is a great place to connect with others, relax, learn new skills and make friends. We encourage new members to join us and get involved."

If you would like to find out more, please get in touch! As they say, "the kettle's always on!"



Our new email is: info@springburnmensshed.org
Address: 100 Belmont Road, Springburn Park, G21 3AY
Facebook: @spmensshed
Twitter: @Park_Shed
Telephone: 07594 915264

Community Clean Up programmes

ng homes are working alongside Glasgow City Council's Neighbourhoods, Regeneration and Sustainability Department to be a 'People Make Greener Community Clean Up Hub'.

This involves the installation of a Clean Up Hub which includes litter pickers and other equipment and will be available for community-led clean ups. The hub itself will be installed over the coming weeks at Millennium Square in Possilpark. Litter picking equipment will be available to a range of community organisations and volunteers.



ng homes staff with litter picking equipment

Pollak Credit Union

With the support of the Scottish Government Communities Recovery Fund, ng homes are partnering with Pollak Credit Union (PCU) to provide additional support to community members.



The credit union offers a wide range of banking benefits and can deal with all of your banking needs. They also provide access to budgeting and savings accounts with great incentives.

As part of our partnership, ng homes can support you in opening an account through verifying the details needed to open an account, help with the paperwork involved and support you further through the process.

If you are considering opening an account with the credit union and would like more information on this initiative then please contact Margaret Fraser at mfraser@nghomes.net



Community Hub grows from strength to strength

The Springburn Community Hub in Springburn Shopping centre has been flourishing since its re-opening in August, helping people in need with a variety of services on offer.

The Community Hub has been closed during the pandemic, however as restrictions have eased the Spirit of Springburn have re-opened the space.

The Hub now offers employment support, a weekly Councillor surgery, and mental health support.

Helen Carroll, Chair of the Spirit of Springburn Charity, said:

“We have seen so many people come through our doors for so many reasons, and it just shows the need for spaces like this in the heart of the community. We have been firefighting issues like hunger and wellbeing over the past year and a half, but now the dust is settling we are seeing that people are crying out for help



Volunteers of the Community Hub based in Springburn Shopping Centre

with work and benefits too. We’re trying to bring in as many groups and services as we can to help answer this call for help people are making.”

The Hub has also secured funding for a ‘Community Fridge’ that will help tackle both food waste and food poverty locally.

Hub volunteer Anthony Carroll commented:

“It’s fantastic that the hub will be able to help redistribute food to folk in need that would otherwise go to waste. With COP26 just behind us now, projects like this are the way forward in helping cut food poverty while also reducing our food waste and making our community more sustainable.”

Junior Parkrun

Springburn Park is now hosting a Junior Park Run every Sunday morning. The event is for any young person who wishes to walk, jog or run 2km. The run takes place in the park, starting next to the bowling green.

The Junior Park Run is an introduction to jogging for young people from 4 to 14-year-olds. Parents and guardians can accompany any runner around the run.

Starting at 9.30am, the route takes the runners down the hill towards the playpark, around the cricket pitch and lower section of the park twice, then finishing back towards the bowling green.

The runs are completely free to participate in, but runners will need to register, to do so please follow this link:

<https://support.parkrun.com/hc/en-us/articles/201853851-How-do-I-register-for-the-junior-events->

The Junior Park Run is delivered by the local athletics club, Springburn Harriers with support from local partners.



Glasgow Afghan United aims to tackle environmental issues

COP26 has been called our last chance to avoid a catastrophic rise of 1.5C in global temperatures, something that would exacerbate extreme weather, threaten vulnerable species and push the world's poorest even further into hardship.

Around 30,000 attended the event in Glasgow, the city now home to most of Scotland's Afghan community. At Glasgow Afghan United (GAU) we've been working hard to respond to COP26 and we've also made environmental issues a key part of what we do.

The GAU school has been working with children to understand what COP26 is and what it means for all of us, along with helping support them with homework from teachers that relates to the summit. During the October week, three of our young people were able to spend time at Scottish renewables firm Autonomous IoT to develop their science, technology, maths and engineering (STEM) skills while learning more about how wind and solar power can help reduce our carbon



Glasgow Afghan United
 Unity Equality Peace and Diversity
 Charity Number SC044077

footprint. With access to basic resources like reliable and affordable power still a major issue in Afghanistan, this is an issue that has a direct bearing on the lives of millions of people there and in other countries – something the COP26 leaders have a chance to address through commitments to renewables.

Our allotment allows members valuable direct access to green space they can call their own, which is beneficial for their physical and mental health and wellbeing. It also allows them to grow their own food and plants, helping to drive local production of goods for greater sustainability as well as cutting household costs. Thanks to a lot of

hard work we've had a bumper year with strawberries, chillies, herbs and much more. This year drought and the withdrawal of foreign aid has created a major problem with food supplies in Afghanistan and many people are hungry. We called on the COP26 leaders to make productive progress on food production and sustainability.

Our Women's Empowerment Project has also been focussing on what climate change and COP26 mean for the world's women. It's essential that women's voices are at the forefront in COP26 so that we can harness all the talent and vision from groups so often marginalised and silenced in their own countries and communities. It's only by overcoming sexist structures that lock women out of discussions and decisions that we can find the solutions we need. We called upon COP26 to put women front and centre for the entirety of talks to drive the change in communities across the world.

If you would like to learn more about Glasgow Afghan United, please visit their website: www.glasgowafghanunited.co.uk

See The Person

See The Person (STP) is a newly established organisation driven by a passion and commitment to support those in the Glasgow area.

We first opened our doors in 2019 for a short period before Covid-19 hit. Throughout lockdown we opened our 'virtual social group' bringing weekly cooking, arts and crafts, quizzes and bingo sessions to our members to provide structure, fun and social opportunities.

As we try to get back to normality, we have finally reopened our doors to a new venue in the heart of Possilpark! We are running a weekly social group for adults 16+ with disabilities in the Possilpark Parish Church on Saracen Street.

Our social group provides activities like arts and crafts, cooking, pool, table tennis, karaoke, bingo - you name it and we provide it!

One of our members describes See the Person as: "more than a social group - you guys really do care about us!"

We aim to go above and beyond our social group time and provide information and support through our Facebook page. STP is about seeing each of our members as individuals and continually supporting them to reach their goals!

If you'd like to join, we would love to have you along! We run weekly sessions 11am-1pm every Saturday out of the Parish Church. You'll find information about our activities that week and membership forms on our Facebook page [@seethepersonglasgow](https://www.facebook.com/seethepersonglasgow).

In the new year we plan to open our first under 16's social group too. So keep your eyes peeled for news and updates on our social media page!



North Glasgow gets funding boost from Scotland Loves Local

ng homes and Possilpark Business Improvement District (Remaking Saracen) are delighted to have been awarded funding through Scotland Loves Local, which is administered by Scotland's Towns Partnership with the support from Scottish Government's centres and neighbourhoods across Scotland.

ng homes has been a firm advocate of the 'Shop Local' campaign through hosting the Business Improvement District in Possilpark and the 'Springburn Loves Local' campaign. The importance of 'shopping local' was apparent through the pandemic and continues to be a strong focus as we move the local economy through the recovery period.

On announcing the funding, **Community Wealth Minister Tom Arthur** said:

"The Scottish Government is supporting our communities to deliver renewed local prosperity. I hope these grants will help spur on many of the projects which are vital to unlocking the innovation and action which will make our towns and neighbourhoods stronger".

Funds received for North Glasgow include £20,000 towards a project to encourage local

shopping, including a pop-up "Dwell before you Sell" initiative with local entrepreneurs to create more opportunities and diversity, as well as bringing vacant shops back into use. This will take place across Possilpark and Springburn.

A further £20,000 has been awarded to Possilpark Business Improvement District (Remaking Saracen) towards a year-round creative lighting scheme. This will boost the look of Millennium square with fairy lights, decorating the trees and coloured up-lighters highlighting the Saracen Foundry heritage monument. Additional lighting techniques will provide a welcome message around Saracen Cross. We hope this scheme will not just give a wow factor to the area but also make it feel safer through the dark winter nights.

Scotland's Towns Partnership, Chief Officer Phil Prentice said:

"The work taking place across Scotland to revitalise and reimagine our communities is quite remarkable. There's real innovation among the projects being supported. I am sure these grants will go a long way to turning these ambitious visions into action, delivering real benefits. We look forward to seeing how they progress."



If you would like more information please contact Margaret Fraser at mfraser@nghomes.net

Remaking Saracen – yes we can!

Here's a quick round up of what we've been doing and what's to come.

With the end of the year approaching, our sights are on **Christmas** and together with the community, the Business Improvement District has contributed to this year's 20' Christmas Tree - it really makes a difference to the dark nights.

We are campaigning for everyone on Saracen Street to dispose of their **waste and rubbish** in the correct way. Businesses on Saracen Street **must** have a commercial waste supplier, and we can help. If you are unsure of what to do, get in touch on **0774 0600084** or by email getinvolved@possilparkbid.co.uk.

We really must work together to keep the street clean and free of waste.

You may have noticed recently that Saracen Street has been a hive of activity. We've been refurbishing some **shop fronts** returning them to heritage frontage. Look what we revealed! This work has been funded by Scottish Government's Town Centre Action Fund and we hope we can continue with more shops in the new year with phase two funding.

And lastly, the efforts of everyone in pulling together to lift the look and feel of Saracen Street has been recognised. The Remaking Saracen campaign was shortlisted to the final three of Scottish Urban Regeneration Forum's annual awards in the category of 'most improved place'.

Please do stay in touch with Possilpark's Business Improvement District at www.possilparkbid.co.uk where you can sign up for our monthly newsletter.



ng homes showcase energy saving project during COP26

During the two weeks of the climate conference, partners including McDermott Group, Momentum Four, Easy Heat Systems LTD and ng homes engaged with leaders in social housing and others about their combined endeavours to increase sustainability, reduce energy usage, save tenants money and reduce fuel poverty.

The energy saving project provides a revolutionary difference to the way that tenants live and heat their homes. Six of ng homes' 25-storey blocks will see a £25 million retrofit strategy to upgrade the heating system and improve fire safety. Upgrading heating systems which are nearly 20 years old, the new work will see the blocks benefit from the installation of a new district heat network using air source heat pumps, making them some of the most energy efficient tower blocks in the UK.

The event allowed attendees an opportunity to understand how the project was conceived, how funding applications were developed, how the system was installed and commissioned, and ask questions of the expert staff who were on hand at all times. Visitors were taken up on to the roof of one of the multi-storey flats to view the air source heat pumps in situ and gained a full understanding of what it was like to install them using the largest mobile crane in Europe.

Councillor Allan Gow, who is also an ng homes Board member, was amongst those visiting the site and said:

"I knew this was an ambitious project, having spent considerable time discussing and approving it with other Board members. To see it brought to life was quite breathtaking - and it's not just the technology on the roof - it's the technology in the flats themselves which can go on to make a big difference to our tenants lives. More warmth for less cost with real choice and flexibility. New fire safety upgrades and general fabric improvements. It is an outstanding set of outcomes for all concerned.

"The contractors deserve high praise too and their ability to work in real partnership is excellent. I was delighted to meet some of them on my visit during COP26. If ever Glasgow had a great environmental story to tell the world, and if we all wondered whether the fancy language of world leaders actually meant anything for the rest of us, then our air source heat pump with smart technology for our high rises is it!"

This exceptional project, situated in the Springburn area, demonstrated the impressive work being carried out which would have a substantial benefit to tenants fuel consumption.

John Currie, Project Manager, said:

"Being a part of this Springburn project has been fantastic so far. It is genuinely refreshing spending time on a project knowing that we are making a real and tangible difference to people's lives in the work that we do every day, and this sentiment is echoed by each of the operatives we have on site."

ng homes Chairperson, John Thorburn, said:

"We were delighted to welcome COP26 delegates to North Glasgow at this exciting time for the Association. This project is both innovative and ambitious and its success reinforces the value of working in partnership with other stakeholders. It has provided ng homes with the opportunity to play our part in addressing the climate crisis whilst making a positive difference to the lives of our tenants within the tower blocks. We were very happy to be able to showcase our work and share our experience of this venture with visitors from the COP26 Conference."



Bob Doris MSP for Glasgow Maryhill and Springburn constituency was so impressed with the visit that he raised a Parliamentary Motion:

Motion Number: S6M-02114

Lodged By: Bob Doris

Date Lodged: 12/11/2021

Title: ng homes and Scottish Government Partnership to Reduce Fuel Poverty and Help Alleviate Climate Challenge

Motion Text: That the Parliament welcomes what it sees as the ambitious project to reduce carbon emissions and fuel poverty, and promote fire safety, which is being taken forward by ng homes in high-rise housing stock in the Balgrayhill, Edgefauld, Viewpoint and Carron Estate areas of Springburn, north Glasgow; understands that it will see air source heat pumps installed on the roofs of various high-rise flats to provide heating and hot water for 600 homes, saving up to an estimated 60% of heating costs for tenants, as well as reducing energy consumption by 70% when fully complete, which it understands will be around summer 2022; commends ng homes and the Scottish Government for their combined investment of £35 million to deliver this new system and various fire safety enhancements to the properties; acknowledges the key role in delivering the project that has been played by McDermott Group, Easy Heat Systems and M-Four; believes that the project will play its part in Scotland's efforts to become net zero and alleviate climate change, saving around 684,000kg of carbon emissions, as well as helping low income families to be able to afford to heat their homes; considers that this partnership between ng homes and the Scottish Government is an excellent example of how Scotland can meet both its climate obligations globally and advance climate justice at home, and looks forward to many more similar projects being rolled out in the years ahead.

Heating our homes, reducing bills, creating new jobs - and saving the planet

By Jacqueline McLaren
Councillor for the Canal Ward

This week I had the privilege to attend a COP26 event here in the North of Glasgow, organised by our very own ng homes.

The visit was to see first-hand a newly installed District Heating System that ng homes have installed for their tenants in two tower blocks on Balgrayhill Road.

ng homes have housing stock across the North of Glasgow and are a very active landlord. Their aim with this new system is to help residents impacted by the scourge of fuel poverty. Through no fault of their own, too many Glaswegians still struggle to heat their homes.

Two of their 25 storey blocks have recently undergone a massive £25 million retrofit to upgrade the old heating systems and improve fire safety.

The tower blocks were built in the 1960's and the current heating systems are already nearly 20 years old. This new District Heating System though is revolutionary and smart, controlled by cutting-edge artificial intelligence which can regulate the temperature to meet the demands of the building.

Working alongside cold water mains, again cutting-edge, it uses an Air Source Heat pump which provides savings of up to 60% of heating costs for tenants. And on top of that, it is great news for the planet, reducing emissions and reducing energy consumption by 70%.

It really is incredible.

The works will see six blocks benefit from the installation of the new system, making them amongst the most efficient tower blocks in the UK and the first tenants to have such a system installed in their homes.

The delegates at COP26 would be proud of this housing provider's achievements in the global challenges we face in the world with climate change.



Baillie Jacqueline McLaren and Cllr Allan Gow visiting the project in Springburn with McDermott and M-Four staff, ng homes CEO John Devine, Deputy Director of Regeneration, Margaret Fraser and former CEO of ng homes Robert Tamburrini.



The full electric bus which transported delegates from COP26 to North Glasgow. The bus was designed in partnership with Rossie Stone from Dekko Comics, and pupils from Elmvale, Saracen Primary and St Teresa's, staff from ng homes and children from African Challenge Scotland, Glasgow Chinese Recreation Centre and Glasgow Afghan United.



Systems like this one could be replicated in tower blocks across North Glasgow by other social landlords with similar housing stock.

It could also be considered when we build homes across Scotland.

It is definitely something which should be discussed for homes fit for a 21st century city and country. One of the things the SNP City Administration wants from COP is to attract the investment this city needs to make those changes that future-proof us for the demands of climate change. Retrofitting our homes and providing new district heating systems is a big part of that and something we're making plans to have rolled out across the city. But here we are, blazing the trail in the north of the city.

In areas like North Glasgow with many on low incomes and living in areas of high deprivation this quite simply could be a game-changer. Other social housing landlords will definitely be following this lead in helping to



alleviate fuel poverty within their own housing stock. When we talk about the new green economy, it's about providing our people with the skills in construction to make this happen over the next decade.

If we can bring down the cost of energy bills while lowering our carbon footprint with the introduction of this new innovative heating system during COP26, and at the same provide jobs and training, then it's a win-win for us all.

As a little add-on, as part of my visit we were picked up by an electric bus which I must say is one of the quietest buses I've ever been on, it was pretty impressive.

COP26 gives us the opportunity to look at different ways in which we live, work and build homes for our future generations.

*This story and images first featured on Glasgow Times website.





Rossie Stone with pupils who designed the Big Carbon Footprint with Glasgow's Lord Provost, Philip Braat



Rossie Stone with pupils who designed the comic strip for the fully electric bus which was part of the COP26 event

From COP26 to North Glasgow – The Journey of the Big Carbon Footprint

By Margaret Fraser,
Deputy Director of Regeneration at ng homes

As Glasgow hosted COP26 it was a time for us to reflect on our individual and community actions toward tackling climate change.

For many years, ng homes' tenants and the wider community have participated in many activities across age groups and cultures. These include our 'Swap Shop' activities, Upcycling Fashion Show, Green Champions and Young Green Champions. Our Concierge also got in on the act with their innovative 'chute recycling scheme' and ng homes' Furniture Recycling programme also made a huge impact on carbon reduction. We have carried out a variety of environmental initiatives and 'Love Food Hate Waste' workshops. The activities were so successful that ng homes were awarded twice by Keep Scotland Beautiful for; Outstanding Contribution to Climate Change and Youth Engagement for the work with children on a comic strip project.

The comic strip programme was delivered alongside Rossie Stone, from Dekko Comics.

He worked with school children from Elmvale, Saracen Primary and St Teresa's, staff from ng homes and children from African Challenge Scotland, Glasgow Chinese Recreation Centre and Glasgow Afghan United to explore issues related to Climate Change. The result was the production of two comic strips; 'Young Green Champions' and 'Journey of the Big Carbon Footprint' which have been distributed far and wide.

We were therefore delighted to showcase the images that the children created on a fully electric vehicle which we used to transport delegates from Glasgow City Centre to North Glasgow to see the amazing work being carried out within our multi-storey flats.

The children and their parents also visited the site along with Lord Provost, Philip Braat. Their comic strips were distributed across the community and branded bags with one of the comic strip pages highlighted on the front were given to those who were involved in the comic strip project.

The children highlighted a proverb that they used within the project:

"The earth does not belong to you...it was loaned to you by your children."

They continue to be Green Champions and support their Volunteer parents in many community initiatives.

Rossie Stone, from Dekko Comics, said: "It was an absolute pleasure to work alongside the children in translating their thoughts and ideas into the comic strips. They presented a very powerful message and are to be commended for their work in supporting actions to mitigate climate change. I was so pleased to see the images of the children as illustrated by Dekko Comics travelling through Glasgow during COP26."

ng homes will continue to work with children and the community on issues of Climate Change. If you would like to get involved then please contact: mfraser@nghomes.net

For information on Dekko Comics then please visit their website on www.dekkocomics.com



Rent Increase 2022/23

Your rent makes a significant contribution towards the delivery of our services. We are currently preparing to set rent levels for April 2022 – March 2023.

We know from experience that you want us to provide improved houses with an efficient and modern service while maintaining rents at an affordable level, comparable with other social landlords. We are committed to providing excellent services to all our customers through the provision of quality housing and regeneration activities.

Over the last few years, our rent increases have been one of the lowest among neighbouring Housing Associations.

In line with previous years, we are giving you options and asking you to consider what you think the rents should be increased by:

Option 1 - 2.9% increase

This is equivalent to a rent increase of **£11.22** per month
(This is based on an average 3apt rent)

Option 2 - 3.15% increase with additional funding for planned maintenance of £60k

This is equivalent to a rent increase of **£12.19** per month
(This is based on an average 3apt rent)

Option 3 - 3.40% increase with additional funding for planned maintenance of £120k

This is equivalent to a rent increase of **£13.16** per month
(This is based on an average 3apt rent)

As always, we are mindful of the financial climate, and we know that from time to time, some tenants will struggle to pay bills including rent or that you may need advice on benefits and completing forms, our staff are here to help. If you do need financial assistance, please contact our Money Advice Team (GEMAP) on 0141 773 5850 for a telephone appointment. Tenants will be receiving a letter and Rent Consultation form shortly.

Tenant Participation Strategy approved!



We recently asked for your views on our Tenant Participation Strategy that was being reviewed, and we would like to thank everyone who contacted us about this.

We can confirm that the strategy was approved and can be viewed on our website: nghomes.net/policies-and-strategies.

We also created a summary version of the strategy which is available upon request. The summary details the different ways you can get involved and how you can have your say on ng homes services and policies. These range from focus group consultations to online surveys and estate walkabouts.

If you are interested in knowing more, please contact our Independent Tenant Participation Officer, Leza Lafferty from TPAS Scotland - she would love to talk to you!!

Low level involvement

Postal and online surveys, consultation surveys or events, tenant satisfaction surveys, reading ng homes' newsletter 'North News', speaking to staff, gather information from the TVs in our reception areas, attend housing services open days, or engaging with ng homes' social media channels.

Medium level involvement

Estate walkabouts, being included in the 'consultation register', attending Tenants Conferences, attend Registered Tenant Organisation (RTO) meetings as a visitor, or becoming a member of our youth group.

High level involvement

Registered Tenant Organisation member, Focus Group member, Residents Improvement Group Member, or a member of our Board (Governing Body).



ng homes 2021 Customer Service Excellence Assessment

The Association completed our 2021 Customer Service Excellence (CSE) Assessment over 2 days on 8th and 9th November and the external Assessor has advised us that the result was very positive.

CUSTOMER SERVICE EXCELLENCE



This was the full re-assessment, required to be conducted every 3 years as part of the renewal process for maintaining the CSE Standard. It was a comprehensive review with the Assessor meeting staff, customers and members of partner organisations. The Assessor was keen to hear about good examples of 'customer journeys' where the Association had made a positive difference for our tenants and other customers and he was impressed with the excellent level of joined-up working across the ng group and the strength of partnership working with external organisations.

The Assessor met with tenants during the review and highlighted that they had provided excellent examples of support and high levels of service. The Assessor was very impressed by how much staff care about our tenants and

other customers and by the variety of ways they have demonstrated this including developing and delivering innovative services during these challenging times.

The Association was also supported in the review by partners who have helped us to make a real difference. They kindly took the time to meet with the Assessor and discuss the important role the Association plays in working with others to benefit the North Glasgow community.

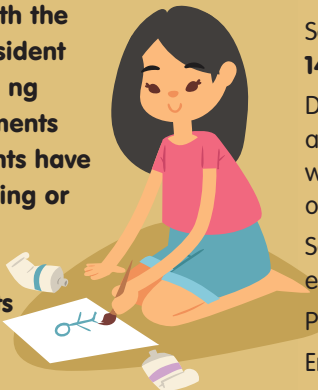
The Assessor advised that he will be recommending that we continue to meet the requirements of the CSE Standard and that the Association should be awarded this for the next 3 years and early indications from the review are that our areas of 'Good Practice' and 'Compliance Plus' have increased, which is very good news.

We have been advised that we will receive the official report and confirmation of the result shortly and we will share the news at that time.

This is an excellent result and reflects the power of effective partnership working and the positive attitude, hard work and commitment of all our staff and the support provided by the Association's Board.

New 'Resident Approved' logo coming soon!

The ng homes' Resident Improvement Group (RIG Group) came up with the idea of displaying a 'Resident Approved symbol' on all ng homes policies or documents that tenants and residents have been involved in producing or scrutinising. ng homes agreed this was a great way to show that tenants were involved but we need a design...



We are asking for your help with this! Children up to the age of 12 can take part in designing the new Resident Approved logo!

Interested in taking part, or know someone who would love to get involved? Here are the details...

The design needs to include the following wording:

- ng homes
- Resident Approved

Send your design to us by **14th January 2022.**

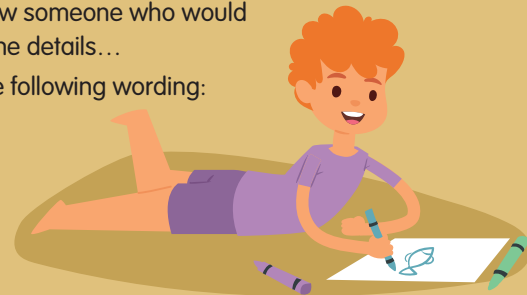
Don't forget to include your name, address, age and phone number/email address along with your design so we can contact you if you are the winner! The Resident Improvement Group and ng homes staff will be voting on the winner, and that lucky person will win a Samsung A7 Tablet!

So let your imagination run wild and send your designs into us via post or email!

Post to: Ned Donaldson House • 50 Reidhouse Street • Springburn, G21 4LS

Email: info@nghomes.net

Good luck!





Keppochhill New Build Development

The new build development comprises 49 new units for ng homes at Keppochhill Road, Millarbank Street and Gourlay Street, Springburn. The development consists of 28 social rent flats (four of which are 2-bedroom wheelchair adaptable flats) and 21 mid-market rent (MMR) units of 2-bedroom flats for general family and elderly amenity housing.

The design and construction of the new build flats at Keppochhill Road has a clear focus on sustainability and reducing carbon output. The building has been designed to meet the Scottish building regulations Silver standard sustainability level. The building envelope has highly insulated walls, floors and roof spaces whilst the windows and glazed areas have also been designed and specified to minimise heat loss.

The roof facing Millarbank Street has been fitted with in-line photo-voltaic panels to capture the sun and convert this to electricity. Highly efficient gas boilers are installed in each

apartment and every radiator is fitted with a Thermostatic Radiator Valve (TRV) to allow maximum user control over the temperature within the rooms.

Sustainable design features and a well-constructed airtight building combine to deliver a development that will allow ng homes to tackle fuel poverty in the local community and ensure their tenants are given accommodation where they can feel comfortable and secure.

The completion date is now January 2022. This will be kept under constant review by the Association. Like most UK construction projects, our Keppochhill development has faced significant challenges of labour and material resource difficulties being experienced by the contractor, due to Covid-19 and Brexit.

However, the team have worked closely together to continue to face the challenges and the works are progressing well.

The superstructure works are now complete with the facing brickwork and windows blending in well within its surroundings. The external landscaping is progressing well with hard landscaping, final surfaces substantially progressed to the rear



Meet the Board

In the 'Meet the Board' series we will be featuring members from ng homes' Board in North News – first up we have Chairperson John Thorburn and Vice-Chairperson Catherine Rossine.

The Board is the governing body that controls ng homes. The Board is responsible for the strategic direction, setting standards, monitoring performance and the effective running and financial management of ng homes and is the employer body, with senior staff accountable to the Board.

To learn more about ng homes' Board, please visit: www.nghomes.net/governance

John Thorburn, Chairperson

1. How did you get involved with ng homes?

As a shared owner I was interested in learning more about the Association and the services it provided. I knew a neighbour who was a Board member and I asked them to nominate me, which they did. I've been on ng homes' Board for 18 years now!



2. What was your first impression?

At first I felt confused and I didn't realise how complex it all was. I wasn't sure how all the departments worked and interlinked. It took a while to get my head around things and after a few Board meetings I was getting the hang of it!

3. What has surprised you most about working with ng homes?

I think ng homes is much more involved in the community and connected with their tenants than people realise. ng homes provides more than just homes - there's so much more to it and it's a bit more complex than just bricks and mortar. They're involved with the community, local organisations and businesses, they consult with tenants and always try to help customers, either through the services they deliver or by signposting to other organisations.

4. What do you find most challenging in your role?

The most challenging thing as the Chairperson of the Board is ensuring that members understand what is happening at Board meetings, especially when we have new members. I think it's really important to let new members know why things are done a certain way and give some history behind some decisions. I think it's quite important to mentor new members too and find out areas that they are really interested in and get them involved in that.

5. What's the best thing to happen since you have been involved with ng homes?

The establishment of ng2 has been a big plus. This has been incredibly successful in bringing employment into the local area and to improve services for the community. I think it's great that ng2 offers employment opportunities in the local area along with providing training and experience to ng2 employees. We're very fortunate to have ng2.

6. 3 words that sum you up

Dedicated. Tenacious. Friendly.

7. Who do you admire most and why?

I would have to say Donald Dewar. I admire people who stick to what they believe in and don't change their views in order to be popular. I think they have a great attitude in really fighting for what matters.

Catherine Rossine, Vice-Chairperson

1. How did you get involved with ng homes?

I got involved to help improve local housing and the environment. When I joined the Board, Possilpark was a very different community to the Possilpark that I grew up in. Happily ng homes has made great, and very successful, efforts to regain that community and, hopefully, the improvements will continue.



2. What was your first impression?

How hard the staff work. That's been especially evident over the last 18 months. All our staff have worked very hard to keep the Association operating as near normal as possible under very difficult and exceptional circumstances. I don't think anyone outside ng homes realises the effort put in by all staff in all areas of the Association.

3. What has surprised you most about working with ng homes?

Again the dedication of all staff and Board members to improve the local area.

4. What do you find most challenging in your role?

Keeping up with changing legislation and regulations, which sometimes seem to change on a daily basis.

5. What's the best thing to happen since you have been involved with ng homes?

The awards that the Association has received - Investors in People, Investors in Young People and many more.

6. 3 words that sum you up

Enthusiastic, determined and friendly.

7. Who do you admire most and why?

My dad, Bill Rossine who was a Board member at ng homes for many years. I hope I'm still going strong when I reach 97!!





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
Website: www.nghomes.net

ng homes
50 Reidhouse Street
Springburn, G21 4LS



Boost for low-income families before Christmas

Low income families will benefit from a £320 uplift before Christmas as part of the Scottish Government's commitment to tackling child poverty.

Eligible families with children in school will receive payments of £160 per child in October and December. Two Bridging Payments of £100 have already been made via local councils, taking the total to £520 this year.

The cash is equivalent to the Scottish Child Payment (SCP), a £10-a-week benefit which provides regular, additional financial support for families in receipt of qualifying benefits to assist with the costs of caring for a child aged under six years old.

SCP will be extended to all eligible under-16s by the end of 2022, with quarterly Bridging Payments made in the interim. The Scottish Government also intends to double the SCP to £20 per week as quickly as possible following the expansion.

Bridging Payments are made for each child in receipt of free school meals due to low income and are distributed by local authorities. In 2022, four equal payments of £130 will be made to eligible families at Easter, summer, October and Christmas to broadly align with the start of school holidays.



How to get the payment

Your local council will make any payment.

If your child gets free school meals because you're on a low income and get a qualifying benefit you do not need to apply for it. Your local council will make the payment to you automatically.

You have to apply for free school meals to get the payment if you meet the eligibility criteria for them and:

- you have never applied before or had help with school meals during the school holidays
- your child gets universal free school meals in primary 1 to 3 (extending to primary 4 from August 2021)

Contact your local council to apply for school meals and get the payment.



Tel: 0141 276 0525
Webchat: www.scotcash.net



Your ethical and affordable community lender

£500 over 6 months	SCOTCASH	LENDING STREAM*
Loan	£500.00	£500.00
Admin Fee	£30.00**	-
Monthly Repayment	£104.50	£165.54
Number of Repayments	6	6
Total Amount Repayable	£626.97	£993.24
APR	178.5% APR [†]	1333% APR [†]
Total Saving	£338.18	-

Christmas is a time of the year that many of us look forward to, but with things like presents, food, and nights out, the cost can add up. You might be thinking of borrowing, but if you can't go to mainstream sources of credit like banks, turning to some other lenders can be very expensive. This is where **Scotcash is here to help.**

Our **affordable credit** is just that: affordable. The amount of interest you will pay compared to some other lenders will be lower.

Scotcash offers a free, confidential **benefit check**. We can provide flexible repayments on the date of your choice. We also offer **repayment holidays**, as long as you let us know in advance.

To find out more and apply online from the comfort of your own home, visit us at www.scotcash.net.

55 High Street | Glasgow | G1 1LX

Scotcash CIC is authorised and regulated by the Financial Conduct Authority. Our FCA register number is 672746

Calling to pay your rent? The calls are now free!

Calls to Allpay will not cost you any money now that they have switched to a 0330 number. To make a payment over the telephone to Allpay you'll need your Allpay card.

Please call **0330 041 6497**.

Please remember that it is still important to pay your rent. If you are facing any difficulties, please contact us and we will be able to assist you.

Do not send cash through the post.





ng2 Adverse weather plan - Winter 2021/22

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 tenant's/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 Amenity Housing, Retirement Housing complexes and Vulnerable areas as set out below:

Retirement Housing

- Kemp Street Sheltered
- Carron Crescent
- Gourlay Street
- Hawthorn Street
- Barloch Street

Amenity Housing

- Hillkirk Street / Hillkirk PL
- 771-779 Springburn Road
- 101 -131 Campsie Street

Vulnerable Areas

- Ned Donaldson House
- Saracen House
- 252 Saracen Street (old Housing Office)
- 264 Saracen Street (Pollock Credit Union Office)
- Red Road Office
- Abbeyfield House
- Ron Davey Centre

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.

As well as the above, we will endeavour to fill all available grit bins when we have severe winter conditions.

Concierge – Will salt/grit Ned Donaldson House and all Retirement Housing on night shift and at weekends.

Garden Maintenance/Hit squads – In severe weather conditions Garden Maintenance team and Hit Squads time will be split between voids and gritting/clearing snow.

Close Cleaners – Close cleaning and gritting

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.



Housing Officers

Multi-Storey Flats

Housing Manager: Karen Johnson



Karen Johnson



Bola Akintoye



Catherine Mather



Pamela Hutchison



Gemma Lee



Yvonne Kinnear



Liz McMillan



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
 Fernbank Street
 Hickory Street
 Carron Place

Pamela Hutchison

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

For Housing Enquiries:

Gemma Lee

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

Yvonne Kinnear

Galloway Street
 Lenzie Terrace
 Carron Crescent

Liz McMillan

771-783 Springburn Road
 Blackthorn Street

Elmvale Street
 Horne Street
 Memel Street
 Carron Street
 Carbisdale Street
 Eccles 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



Gail Hamilton



Danielle Quinn



Alison McLean



Lynn Bennett



Daniella Sprott



Gordon McFarlane



Susan McAllister

For Rent Enquiries:

Gail Hamilton

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

TBC

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

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

Daniella Sprott

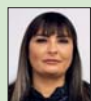
8, 16, 24 Balmore Road
 40, 46, 52 Balmore Road
 72 Balmore Road
 139-221 Balmore Road
 139-162 Barloch Street
 Closeburn Street
 Denmark Street
 4-40 Hawthorn Street
 313-483 Hawthorn Street
 Hawthorn Quadrant
 Mansion Street
 138-294 Saracen Street
 Walnut Crescent, Place & Road
 Chestnut, Cypress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

Gordon McFarlane/ Susan McAllister

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

Springburn

Housing Manager: Lyanne Leslie



Lyanne Leslie



Linda Forrester



Laura Sharkey



Lauren McPhee



Andy Wilson



Joy Henderson



Ashleigh McIntyre

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

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
 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
 Garfferry 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:

Andy Wilson

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

Ashleigh McIntyre

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
 Garfferry 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
 Craigenbay Street
 Campsie Street
 Cockmuir Street



Bob Doris

MSP for Glasgow Maryhill and Springburn constituency

The killing of Sir David Amess MP must not reduce contact with Parliamentarians

We were all horrified by the tragic killing of Sir David Amess MP. The aftermath brought politicians of all parties and members of the public together in condemnation. However, the reaction cannot be for politicians to be less accessible to the public we represent. If anything we should engage more.

Email contact, virtual and telephone meetings are all effective but they must complement face to face engagement, not replace it. I have introduced a rolling programme of 'pop-up' offices and advice surgeries at various locations across the Glasgow Maryhill and Springburn constituency. This has already included the Springburn Community Hub (in Springburn Shopping Centre), Lambhill

Stables and Glasgow Club Milton. For full details of pop-up offices and advice surgeries call

0141 946 7700 or check out **www.bob-doris.scot**

Action on flooding

I have been working on this issue across various areas. This includes working with the owners of Springburn Shopping Centre and Scottish Water to tackle flooding at the entrance to the Shopping Centre. The work is ongoing, but progress is being made.

Backing Bus Travel for under 22's

I have supported the Scottish Government in delivering free bus travel for young people under 22. This will begin at the end of January 2022. The Young Scot card is likely to be used to access free travel but final details are still being developed.



Visit **www.bob-doris.scot/FreeBus** for more information. We remain committed to free bus travel for over 60's also.

Get the Benefits you are entitled to

I have been supporting the Scottish Government to introduce and increase the value of various benefits which can offer real support and assistance to many households in need. With the UK Government shamefully removing £20 per week from Universal Credit (something I have campaigned against) getting what you are entitled to has never been so important. I am keen to get as many qualifying households to get what they are entitled to.

This includes the Scottish Child Payment. £10 per child per week for families who meet the qualifying criteria. Support is targeted at under 16 and there is a commitment to double the payment to £20 as soon as possible. Other benefits include the Best Start Grants and Best Start Foods. These financial supports are payable at different periods between pregnancy and when a child starts primary school.

There are several more Scottish specific benefits including for carers and young job seekers. For details of Scottish Government benefits and how to apply go to **www.socialsecurity.gov.scot/benefits**

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your stair? It may not necessarily be in your flat! A fire started in a common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole stair. Items left in a common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice
CALL 0800 0731 999
or visit our website at
www.fireScotland.gov.uk



A new way to report repairs on our website and app

We've been looking to improve the Report a Repair section on our website and app.

When you click Report a Repair you'll now find multiple options available to you, and this will allow you to select the area of the home that the repair is required.

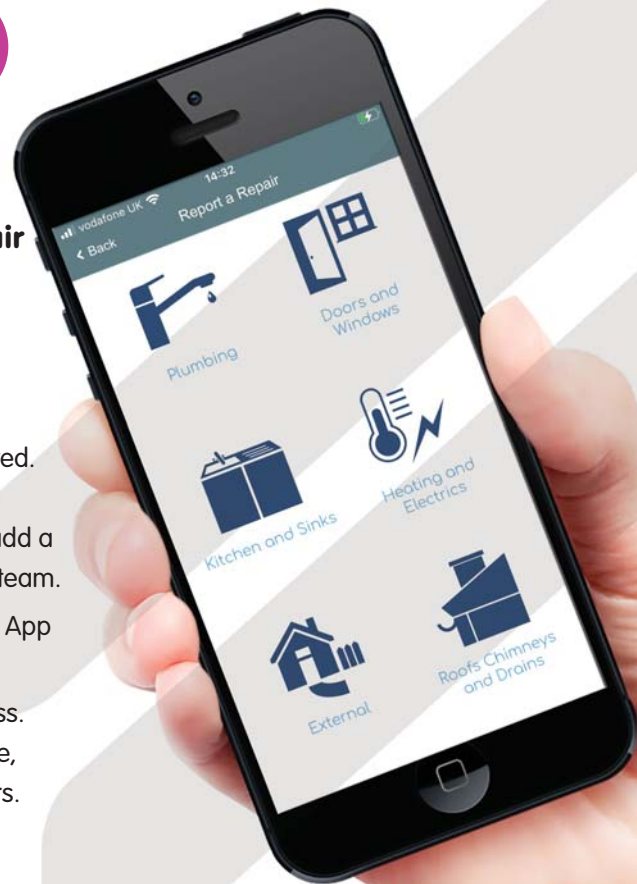
The new feature lets you specifically pinpoint what needs repaired. You can still add your comments to the repair request as well.

One of the great things about the new process is that you can add a photo of the area needing repaired which will help our Repairs team.

Remember to download the free ng homes app from the Apple App Store or Google Play.

We would love to hear your feedback on the new repairs process. We'd like to hear your thoughts on what could we could improve, or what can we do to make the process easier for our customers.

Please email us: media@nghomes.net.



Local Elected Members

Anne McLaughlin MP

Contact the Member at their constituency address:

Springburn Old Library & Museum
179 Ayr Street, G21 4BW
Phone: 0207 219 6484

Email: anne.mclaughlin.mp@parliament.uk

Bob Doris MSP

Contact the Member at their constituency address:

Maryhill Burgh Halls, 10-24 Gairbraid Avenue
Glasgow G20 8YE
Phone: 0141 946 7700

Email: Bob.Doris.msp@parliament.scot

Local Councillors

Ward: Canal (16)

Councillor Allan Gow • allan.gow@glasgow.gov.uk • 0141 287 4238
Party: Scottish National Party

Councillor Gary Gray • gary.gray@glasgow.gov.uk • 0141 287 7041
Party: Scottish Labour Party

Bailie Jacqueline McLaren • jacqueline.mclaren@glasgow.gov.uk • 0141 287 0223
Party: Scottish National Party

Councillor Robert Mooney • robert.mooney@glasgow.gov.uk • 0141 287 3934
Party: Scottish Labour Party

Ward: Springburn/Robroyston (17)

Councillor Graham Campbell • graham.campbell@glasgow.gov.uk • 0141 287 4875
Party: Scottish National Party

Councillor Christina Cannon • christina.cannon@glasgow.gov.uk • 0141 287 4791
Party: Scottish National Party

Councillor Martin McElroy • martin.mcelroy@glasgow.gov.uk • 0141 287 3779
Party: Scottish Labour Party

Councillor Aileen McKenzie • aileen.mckenzie@glasgow.gov.uk • 0141 287 5615
Party: Scottish Labour Party



Possible bin strikes over the festive season

There may be bin strikes across Glasgow this festive season.

Should the bin strikes go ahead, we have useful information from Scottish Fire and Rescue Service (SFRS) on how to safely store refuse.

The Scottish Fire and Rescue Service is encouraging the safe storage of waste should refuse collections be disrupted in Glasgow as a result of ongoing industrial action.

Businesses and residents are being reminded to ensure waste is stored appropriately and that common areas, stairwells and fire exits are kept clear to avoid any fire risks.

SFRS safety advice includes:

- Store any refuse in a secure area if possible
- Consider storing excess dry paper, cardboard and washed plastic and glass recycling in bags within a shed, garage or available bin store until normal service resumes
- Keep garages and sheds locked if refuse, cardboard or paper is being stored in these locations
- Keep refuse, cardboard and paper away from naked flames or heat sources such as cookers or heaters
- If possible, keep refuse stored away from electrical sockets, chargers and multi-point adaptors
- Keep all flammable liquids locked away

- Continue to recycle where possible and limit any accumulation of refuse in areas that may be easily accessible
- Keep escape routes clear at all times
- Warn other people if a fire breaks out. Then get out, stay out and call the Scottish Fire and Rescue Service out by ringing 999

You must keep communal areas, stairwells and fire exits free from any obstructions.



Please note that refuse collections are the responsibility of Glasgow City Council. You can report bulk uplift, fly tipping and graffiti to the council via their MyGlasgow app.

The "More Services" section also has handy links to useful information. Whether it's school

holidays, paying your council tax or a quick link to twitter announcements, all the things you need are only a tap away.

You can download the MyGlasgow App from Apple App Store or Google Play.



How to get in touch with us:

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

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recycle

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Springburn office

Ned Donaldson House, 50 Reidhouse Street,
Springburn, Glasgow G21 4LS
Tel: 0141 560 6000

Possilpark office

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Possilpark, Glasgow G22 5AZ
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