



north news


One Vision: A community where people can flourish and prosper

Keppochhill new build development brings affordable housing to North Glasgow



ng homes' new build development is located on the former Springburn Halls site and it will bring 49 homes to North Glasgow. You can read all about the progress in building the new homes on page 19!

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Welcome...

Welcome to the Spring issue of North News, and the first of 2021!

In this issue I trust you will find lots of helpful information, ranging from financial advice to community support services. We have included our Landscape and Open Space Maintenance programme for 2021/22 which I hope you find useful. Please remember that the programme may be subject to change due to the weather or Government guidance.

The Association is following the Scottish Government's guidance and therefore our offices remain closed to the public. Please be assured that our staff are providing as many services

as possible to support you during these challenging times. Please visit our website for the most up-to-date information regarding the services we can provide, or call us on 0141 560 6000.

In the last issue of North News we highlighted the launch of the ng homes app and I am delighted to see so many customers download and use the app. We would welcome your feedback on the app so please do get in touch with your comments.

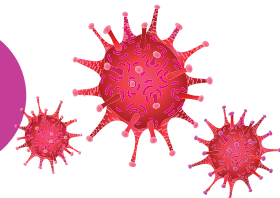
As you may have heard, Robert Tamburrini, CEO of ng homes, will be retiring after 28 years with the Association. Robert has been instrumental in the development of the



organisation and he will be greatly missed. You will hear more about that in the next issue of North News.

John Thorburn
Chairperson, ng homes

Covid-19 Update



It has been a difficult past year and we would like to thank you for your patience during such an uncertain time. There have been significant changes to how we deliver our services to our customers over the past year however we have maintained an essential and key services to our customers, such as emergency repairs and our 24/7 Concierge service.

Since March 2020 we have made changes to our offices to ensure that they are Covid secure. The offices have benefitted from glass screens, automatic hand sanitiser dispensers and clear signage demonstrating social

distancing. All of our offices are deep cleaned monthly through a process called 'fogging' which offers long lasting protection against bacteria and viruses. Please note that our offices remain closed to the public in line with current Scottish Government guidelines.

For the most up to date information, please visit our website: www.nghomes.net. Alternatively, if you have any queries please don't hesitate to get in touch:

Call: **0141 560 6000**

Email: info@nghomes.net

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Our Performance: Complaints and Compliments

1st October 2020 - 31st December 2020 (Q3)

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 = **42**

98% 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 helping out with moving furniture in preparation for boiler and heating refurbishment.

Thanks for dealing with flooding issue.

Thanks for excellent service.

Interesting, informative and very well produced North News. The article entitled "Heating Cost Help" was particularly useful.

Thanks to staff who cleaned communal landing.

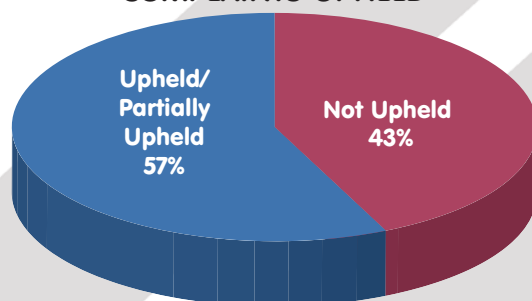
Thank you for assisting with water issue.

Happy with service provided by plumber.

Thank you for assisting with a litter pick in the area.

Complaints October to December 2020

COMPLAINTS UPHELD



You Said We Did

We have been listening to our customer's feedback to help us improve our services. The selection below highlight some key services that we have recently improved on:

You Said A customer informed us he was unable to get through to us on the phone at 6.30pm

We Did We arranged for more out of hours phone lines to be raised by our IT department

You Said A customer complained about an ongoing problem with their boiler and also water penetration from flat above

We Did We installed a new boiler and treated and painted affected walls and ceiling

You Said A customer complained about issues with stair cleaning in the close

We Did The close cleaning supervisor will inspect regularly to ensure that the stairs are cleaned to the correct standard

You Said A customer complained that there was a lot of dust and mess left behind in the close by the contractor during kitchen, bathroom and rewires

We Did We arranged for a deep clean of the close to be carried out once all the works were complete

You Said Complaint received on behalf of a vulnerable customer about a delay in repair causing them to have no hot water which under normal circumstances is a non-emergency repair

We Did We held discussions with repairs contractors regarding repairs categories during the pandemic to ensure they are fit for purpose

Time for Reflection and Hope

By Margaret Fraser, Head of Regeneration, ng homes

On 23rd March 2021 we marked 'National Reflection Day' which was organised by Marie Curie. This was held on the day of the first National lockdown and gave us time to reflect on one of the most challenging periods we have faced and to remember those who have suffered loss and difficulties during this time.

As we think back to March 2020 when the news that Covid-19 was spreading around the globe, media sources were dominated with rising infection numbers and Governments began to outline their response and subsequent restrictions. It became clear that this unprecedented situation would require the community to mobilise.

As the effects of the pandemic hurtled through the community with lockdowns, school closures, queues at the supermarkets, stockpiling of goods, older people shielding, fear of becoming infected by Covid-19, increased anxiety and mental health – it was clear that we had to find a new way of supporting our tenants. Communication with tenants, community members and partners was vital.

Prior to the pandemic there was a great deal of community activity across the area for all age groups and cultures. Alongside this, we worked with many community partners and tenants in designing and

delivering these activities. Therefore we were well placed to come together as a community to support those who were shielding, isolated, vulnerable and anxious about what was ahead.

ng homes' Housing and Regeneration departments worked together to identify those most needing support. We successfully applied for a range of funding to support purchases of food, hot food and other items to support our food distribution centre, community food hubs and other local organisations. We had to work differently and made connections with large wholesalers, the Glasgow Fruit Market, local butchers and food stores for culturally appropriate foods to support our tenants.

In a previous issue of North News we highlighted the incredible work of volunteers and staff across the community organisations, faith groups and at the ng group who have selflessly and tirelessly worked to help community members. Despite the implications of the virus, they put themselves directly at the centre of the community to provide support. We dubbed them the 'Angels of the North' and the amazing community response could not have happened without them. They are the lifeblood that runs through this community and have helped thousands of individuals



during this time with welfare calls, uplifting prescriptions, preparing and delivering food, fuel support and so much more.

So, as we reflect on the past year we want to say a sincere 'Thank You' to all of those who have helped friends, neighbours and community members through this period. We would also like to thank the funders for all their support.

Thank you to:

Springburn Parish Church
Tron St Marys
Colston and Wellpark Parish Church
Salvation Army
Partick Thistle Charitable Trust/Progrez
Possibilities
Brunswick Centre
Young Peoples Futures

Lambhill Stables
North United Communities
North Glasgow Baby Food Bank
Sunshine Wishes Children's Charity
Glasgow Afghan United
African Challenge Scotland
Glasgow Chinese Recreation Centre
Stronger Together Enterprises
Manorview Hotel Group

Thank you to our funders:

Scottish Government
The National Lottery
Glasgow City Council
Barclays
Allied Vehicles Ltd
Glasgow Life
Social Housing Fuel Support Fund
Scotland Towns Partnership

Possibilities teams up with the Easter Bunny to spread some Easter joy

By Possibilities

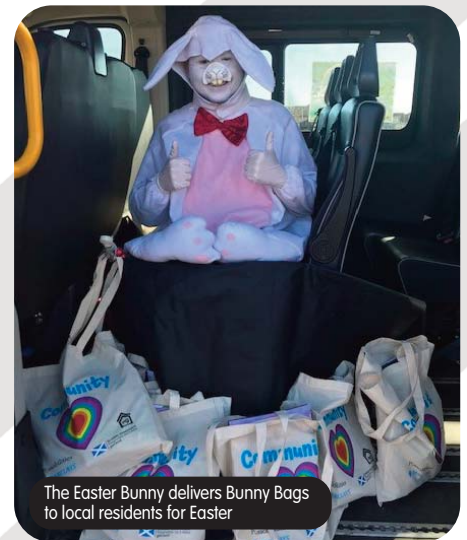
We have been working in close partnership with ng homes for the past year to help the North Glasgow community. Last year we delivered over 500 afternoon teas during the summer, provided daily hot meals to vulnerable people, had the Christmas Grinch deliver Christmas gifts with the support of Allied Vehicles... and lots more!

This Easter, Possibilities and ng homes kept in touch with the Easter Bunny. Lockdown has affected everyone in different ways and the Easter Bunny said they were feeling under the weather and didn't want to

celebrate Easter saying 'they couldn't be bothered'! We worked hard to make the Easter Bunny a happy bunny again! One day the Easter Bunny was out on a walk and saw many sad faces, and they started to wonder how they could cheer everyone up. After some thought, the Easter Bunny decided to get some help from the busy bunnies at Possibilities and ng homes to make up BUNNY BAGS with lots of goodies and Easter eggs inside!

The Easter Bunny went out delivering Bunny Bags in the Bunny Bus over Easter and it cheered many people up! It also enabled Possibilities to distribute happiness jars that contain happy quotes inside to help spread a little joy and happiness.

We would like to thank the local community and ng homes who have been very generous donating chocolate eggs for the Easter Bunny and



The Easter Bunny delivers Bunny Bags to local residents for Easter



The Easter Bunny in the Bunny Bus

Possibilities to distribute across the North Glasgow area.

A big thank you from the staff and volunteers from Possibilities.

Local Business Directory proves to be a big hit in North Glasgow

Over the past few months we have been creating a directory of local businesses and community organisation to encourage people to shop local. With funding from Scotland Towns Partnership we have been able to develop this directory and the funding has also supported the provision of PPE and sanitising equipment to help business operate safely.

The directory runs alongside the 'Springburn Loves Local' app which will be updated regularly.

The launch of the directory took place recently, with specially designed bags containing the directory, face coverings, sanitisers given out to businesses and community members.

There to launch the directory was local MP **Anne McLaughlin** who said:

"This is a great initiative from ng homes. It's about time Springburn was selling itself to the rest of Glasgow. We've some great local businesses and this directory will help people to shop local. I'd encourage everyone to have a look through because you might find businesses you knew nothing about. And everybody get a Springburn bag. They are fantastic, I love walking about with a bag that clearly says I'm proud of Springburn."

Phil Prentice, CEO of Scotland's Towns Partnership said:

"If citizens, communities and businesses across the country continue to back this campaign, Scotland Loves Local will help to rebuild a more sustainable and resilient post pandemic economy. Through marketing, gift cards and digital support, we will help ensure local spend stays local longer. The First Minister has committed an additional £10m to fund a faster and bigger roll out of Scotland Loves Local this year."

You can access the Springburn Loves Local app by visiting:

<https://app.handheldcommunity.com/c/5ny>



Local MP Anne McLaughlin launches the Springburn Business Directory with ng homes staff and Board members, community volunteers and local Councillors

Scotland and North Glasgow Loves Local

The Scotland Loves Local campaign is a national initiative designed to encourage Scots to go back to their roots, think local first and support their local high streets safely and in line with public health guidelines.

The pandemic has severely affected local businesses with some losing vital trade and others being forced to close. ng homes have been working closely with Scotland's Towns Partnership to highlight the importance and benefits of shopping locally. In fact, during the pandemic many of the local businesses have become a lifeline in supporting the Community and, in many cases, gone the extra mile to help the most vulnerable within our community.

As restrictions are now beginning ease, we can all play our part in helping local businesses recover. As part of our funding from Scotland's Towns Partnership we are moving forward to support the Business Improvement District in Possilpark; Remaking Saracen. Funding has also supported the Springburn Loves Local app and the publication of a new directory for Springburn and Balornock.

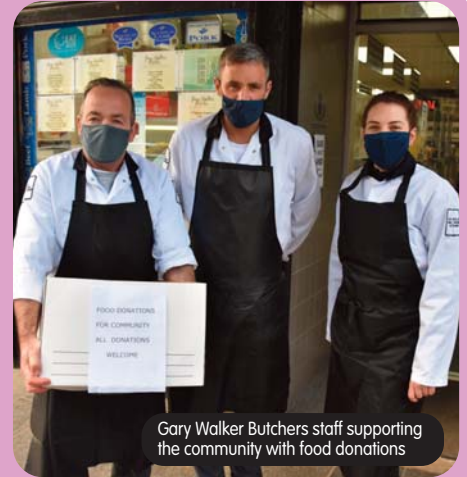
Throughout the pandemic, ng homes Regeneration Department and other local hubs have been working closely with some of the local businesses to provide support with food parcels, hot food supplies and PPE. We would like to thank our High Street Heroes and wish them well as restrictions are lifted. In this edition we will feature two of our High Street Heroes.

Gary Walker Butchers, Possilpark

Gary Walker Butchers has shown tremendous support during the Pandemic through being a source of good quality butcher meat, supporting families during the Festive period with hampers and organising food donation drop off points for food to be distributed to local community food hubs. They have helped with deliveries to both hubs and home deliveries throughout the pandemic.

John Thorburn, Chairperson of ng homes, said:

"The impact of the pandemic has affected many businesses, many of them who have served our community so well for decades. Their input through this crisis has been vital in maintaining supplies and community spirit. We would like to thank the staff at Gary Walker Butchers for being part of the overall community response."



Gary Walker Butchers staff supporting the community with food donations



Gerry Facena of Allied Vehicles receiving his Springburn Loves Local directory and bag

Allied Vehicles Ltd

From the very start of the pandemic, Allied Vehicles immediately looked to the community to see what other support they could give, despite the fact that businesses themselves were working through an unknown situation. Their support included funds for vulnerable tenants to provide basic household items, toys and gifts for older people during the Festive Season and warm winter jackets which were distributed across the community. In addition to this they supported local organisation, Possibilities, to help repair their vehicle for them to deliver hot meals, Christmas gifts and most recently the Easter Bunny's Bunny Bus for Easter.

They have also been a major supplier of PPE equipment which has been distributed to local businesses and community members to maintain safety measures as we move out of the pandemic.

Glasgow City Councillor and ng homes Board member Allan Gow said:

"Initially when the pandemic struck, none of us knew quite how best to help, but people across our communities started to come together and we quickly realised we COULD actually make a difference. Allied Vehicles – not just the company but their staff, many of whom are local – were a great example to the rest of us by just offering to do what they do – quickly changing their arrangements to allow service to continue and offering real flexibility to those who needed them. This large company is rightly held in great respect by our communities, and the last year has just cemented exactly why. Thanks to the owners and all the staff, you've been great!"



Glasgow Afghan United honoured for 'significant impact' through sport

The Glasgow-based charity, Glasgow Afghan United, has been honoured for their significant work in improving the lives of ethnic minority citizens during the pandemic.

The organisation works with members of Glasgow's diverse communities to achieve unity, equality, peace and diversity through sport, education, empowerment and more. This work includes cricket sessions, taekwondo groups, language classes, homework clubs, and more, as well as regular cultural events, support groups and the annual Refugee Festival Football Tournament.

While face-to-face sessions have been suspended during the coronavirus pandemic, the community-led charity has continued its skills development, mental health support, fitness and other work with men, women and children through virtual sessions. The work has now been honoured for the Sports Council for Glasgow. The charitable body has awarded Glasgow Afghan United its Sport Impact Award 2020.

Abdul Bostani, president of Glasgow Afghan United, commented: "We are very happy and honoured to win the Sport Council for Glasgow's Sport Impact Award 2020.

"We would like to express our thanks to those who believed in us and our organisation for nominating us and recognising us at this level.

"The Covid-19 pandemic never stopped Glasgow Afghan United from trying to improve people's lives through sport and education and we will continue to work hard to support our city's communities throughout 2021 and into the future."

CURRENT PROGRAMS
We provide a number of online sessions, activities and additional help on a daily basis for all individuals within our communities

ESOL English Classes
Beginner: Wednesday 12-1pm
Elementary: Friday 5-6pm
English Cafe: Weekly
1:1 English Support: Wednesday 5-6pm

Health, Wellbeing & Emotional Support Sessions
Every Friday: 6-7pm (Women)

Childrens Language Classes

Farsi Classes
• Class 1: Saturday 2-3pm, Monday 4-5pm
• Class 2: Saturday 1-2pm, Wednesday 4-5pm
• Class 3: Saturday 3-4pm, Wednesday 8-9pm
• Class 4: Saturday 12-1pm, Friday 4-5pm

Pashto Classes
• Class 1: Saturday & Sunday 10-11am
• Qaida: Saturday & Sunday 12-1pm, Wednesday 7-8pm
• Tajweed: Saturday & Sunday 11-12pm, Friday 7-8pm

Additional School Support (English)
Saturday, 12-13yr olds: 7-7:45pm | 14-15yr olds: 7:45-8:30pm
Wednesday, 12-13yr olds: 7-7:30pm | 7:30-8pm.

Football (Youth & Adults)
Youth: Games & Training, Every Saturday
Adult: Games & Trainings, Every Sunday

Support Drop in Sessions
Every Wednesday: Applications, Translation, Study help
1-2pm & 6-7pm

Food Packages & Hot meals
Delivery: When required and available

Email us: glasgowafghanunity@gmail.com for additional information

OSCR Registered Charity SC040077

Glasgow Afghan United offering health, wellbeing and emotional support for women

Glasgow Afghan United run weekly emotional, health and wellbeing sessions through Zoom for women of all ages and backgrounds, targeting those who have been isolated and depressed, but the sessions are open for all. It is a chance for the women to get together and have the opportunity to talk and learn from each other's experiences.

The Health, wellbeing and emotional support sessions also involve 1 to 1 confidential calls to help comfort and give individuals who are suffering from mental health a safe place to talk and to give advice about possible next steps.

The participants that attend the sessions range in ages from teenagers to the elderly, with a mix of backgrounds. The emotional health and wellbeing session have been very useful and successful amongst the participants. The participants usually learn new things

and have the opportunity to talk about their personal experiences and achievements in life. All participants have been very supportive to each other and they get encouraged to discuss any issues or ask any questions that they have.

Participants have commented:
"I really look forward to Fridays for this session, after attending today's session I know that I will have a very peaceful sleep tonight"
"I love attending these sessions, because of the restrictions we can't get together much physically, attending the sessions gives me the feeling as if I have been invited to a friend's house"

For more information about the health, wellbeing and emotional support sessions, please contact:

Abdul Bostani, President of Glasgow Afghan United
bostani.abdul@gmail.com
www.glasgowafghanunited.co.uk/

Glasgow Lord Provost thanks businesses and volunteers supporting North Glasgow community during pandemic

Glasgow Lord Provost, Philip Braat, recently visited North Glasgow to meet with some amazing businesses, groups and volunteers to say 'Thank You' for supporting the community throughout the pandemic.

Margaret Fraser, Head of Regeneration at ng homes co-ordinated the visit and arranged for local groups to meet with the Lord Provost to highlight the various ways in which they have supported the community during these challenging times. **Margaret** commented:

"There is really amazing work happening in North Glasgow - business, local organisations and volunteers have pulled together to support the community in the best way they can."

The Lord Provost visited Gerry Facenna, owner of Allied Vehicles, who provided a wide range of support to people in the local area. Allied Vehicles are also suppliers of accredited face coverings which they distributed during the pandemic. During the visit, Allied Vehicles donated 50,000 face coverings to ng homes and 150,000 to the Lord Provost and they will be used by frontline council staff, community members and local organisations both across North Glasgow and Glasgow City.

The Lord Provost thanked Allied Vehicles for their very generous donation:

"I want to thank Gerry and the team at Allied Vehicles for the community work they have done over the years, but this considerable offer of masks is an extremely generous gift. These masks will ensure that many volunteers, groups and keyworkers, who deliver on the frontline to protect us, keep us safe and provide services to our communities, can continue to do their incredible work in a safe manner."

The Lord Provost met with Possibilitites, a local organisation who operate the 'Cook N Care' service alongside a range of other activities.

Melanie Fyfe, Manager at Possibilitites said:

"It was a delight to meet with the Lord Provost and tell him about the support we have provided during the pandemic. Our service continued throughout with dedicated staff and



Dom McNally and Ronnie Black from ng homes met with the Lord Provost to highlight the great work ng homes has done in the community



Gerry Facenna from Allied vehicles met with the Lord Provost and kindly donated face masks



The Lord Provost met with staff and volunteers from Stronger Together at their premises in Springburn to hear about their key work in the community



The Lord Provost meeting with the members of the Glasgow Chinese Recreation Centre

volunteers delivering it. Possibilities delivers hot meals, activities, breakfast clubs, education classes and provides a laundry service to vulnerable and disabled people. Possibilities has 50 volunteers that help to make this possible."

The Glasgow North Baby Food Bank volunteers met with the Lord Provost to highlight the vital service they provide to support parents and families in the local area. The volunteer-led group have provided an essential service throughout the pandemic.

Towards the end of the Lord Provost's visit he met with staff and volunteers of Stronger Together Enterprises based in Springburn. Staff member Consolata Tasinda told the Lord Provost about the key work they carry out in the area, including food support for families and older people, activities and welfare support, and also developing social enterprise opportunities.

The Lord Provost expressed a big 'Thank You' to all the people that he met with and said that he is keen to come back to North Glasgow soon to meet with others in the community.

The Lord Provost commented:

"The past year has been a difficult one for all of us, filled with many personal challenges. But it has also been a year that has made me extremely proud of my fellow Glaswegians, as I saw, and still see, people from all walks of life coming together to help their neighbour and their fellow citizen, while showing compassion towards those less fortunate. Having been out helping various community groups and volunteers during the Pandemic, I have seen that work and compassion first-hand, and it never ceases to amaze me how resilient our people are in the face of adversity.

I thoroughly enjoyed my visits to the various groups and volunteers in North Glasgow and it was great being able to personally thank them for all their incredible work. It is their selflessness and dedication to their communities that fills me with hope of a brighter future ahead. I cannot wait to visit more groups throughout North Glasgow and the rest of the city to thank them and, where possible, lend them a helping hand!

Thanks also to ng homes for organising the visits and for their own commitment to helping the communities in the North of Glasgow."

African Challenge Scotland dedicated to supporting BAME communities

By Ronier Deumeni, Founder of African Challenge Scotland

African Challenge Scotland is delighted to be partnering with ng homes to support the BAME communities through funding from Barclays, The National Lottery, MEARS Group, Refugee Survival Trust, Impact Funding Partners through the Scottish Government Wellbeing Fund, Jacobs Engineering and East Dunbartonshire Food bank.

The support has been crucial for the communities. Our food parcels, Tesco vouchers and deliveries helped people from African and Caribbean backgrounds to get foodstuffs that they know and traditionally eat, but can't get from other food banks. Another important element of our support is how this has helped people to keep contact with Africans in the wider community and helped to keep their spirits up.

The commitment of our volunteers and the support received from ng homes and other partner organisations to provide basic groceries to local families during lockdown has been truly remarkable and amazing.

We have managed to get out and about around Lanarkshire to support families and save lives. With the support from many partners we led and coordinated a weekly emergency food delivery to more than 1975 hard-pressed and self-isolating African families (over 7,578 people) across Glasgow, Paisley, Renfrewshire and Motherwell, just to list few, throughout the emergency period. A big thanks to all our amazing volunteers, local elected members, our partners and all our funders who have made this possible. In recognition of the hard work, African Challenge Scotland received two motions from both the Westminster and the Scottish Parliaments.

Due to the fantastic work and commitment by our staff and volunteers we have a very strong and exciting programme planned for 2021, and beyond, including new partner opportunities and new volunteers with the African Challenge Scotland team.

African Challenge Scotland's short and long-term projects during this pandemic included:

- Homework clubs with mentors
- Participatory budgeting leading to entrepreneurship
- Support with CV's, college and university applications for STEM subjects
- COVID-19 Resilience Response Programme
- Free Homework Help Classes for children and young people
- Women's Support Group
- Mental Health support
- Asylum seekers and refugees support

African Challenge Scotland and response to covid-19

EDM 781: tabled on 22 July 2020

Tabled in the 2019-21 session.

This motion has been signed by 9 Members; it has not yet had any amendments submitted.

Motion text

That this House recognises the work of Glasgow North East based organisation African Challenge Scotland during the covid-19 outbreak; acknowledges that the organisation provided traditional African food to people in need in the Black, Asian and Minority Ethnic (BAME) communities, including families, asylum seekers, refugees, people shielding and people who were unable to access food because of lockdown restrictions; notes that they have delivered food across all of Glasgow but particularly within the Glasgow North East Constituency; thanks the many volunteers and youth ambassadors, including Gervais Homeni, Olivia De-Williams, Sally Diara, Yvan Mbadjou, Justin Kelassa, Adelaide Williams, Madelle Mbota, Yves Sobze, Paul Toukam, Ernest Yeyap, Stephen Ugwuanyi, Annie Keptche, Ignace Pelamie and Michelle Fantin for their selfless efforts; recognises that the work was made possible thanks to funds from the National Emergencies Trust through Foundation Scotland, National Lottery Community Fund, Refugee Survival Trust and the Scottish Government; notes the partnership work between African Challenge Scotland and NG Homes; acknowledges the leadership, drive and enthusiasm of its founder, Mr Ronier Deumeni who led the voluntary work while continuing to work full-time as an electrical engineer throughout the outbreak; appreciates the valuable contribution that African Challenge Scotland has made over a number of years supporting BAME communities in building more successful and integrated communities by relieving poverty, advancing education and promoting cultural and sporting links between Africans and the wider Scottish population; and wishes everyone involved success in the future.

Throughout the coronavirus crisis, the internet is keeping us connected to friends and family,

informed and entertained, and able to learn, work, shop and access health information and other public services. However, many BAME families can't access these benefits because they don't have the confidence, kit and connectivity at home. We are doing everything we can to support the community and get them online as it has been an essential lifeline for what has been a very difficult year. African Challenge Scotland have distributed Chromebooks and 24 months free internet access to families who are on a low income and who are digitally excluded. We have thanked the #ConnectingScotland programme, and funding from the Scottish Government, Glasgow City Council and SCVO which has made this possible.



African Challenge Scotland works to empower, improve and transform the quality of life of the deprived and less engaged African Communities in Glasgow and Scotland.

www.africanchallengescotland.co.uk
africanchallengescotland@yahoo.co.uk

Registered Office: 151 Balgrayhill Road, Glasgow, G21 3AN
Registered Scottish Charity Number SC046055

Make Something Better

By Glasgow Girls Club

Glasgow Girls Club have linked in with ng homes to deliver a series of creative workshops with Karen Dunbar, Carol Laula and Laurie Duffy. The series entitled **Make Something Better** is for an intergenerational audience and aims to help connect people to their community, beat isolation and loneliness, while learning new skills and having fun.

ng homes and Girls Club have been coordinating the workshops via zoom and groups like the Baby Foodbank have been taking part. Participants are enjoying 4 weeks of song and rap workshops with Karen and Carol, followed by 4 weeks of crafting with Laurie. By the end they come out with a finished piece of music and some crafty keepsakes too.

The talented **Karen Dunbar** is having a ball delivering the workshops and said:

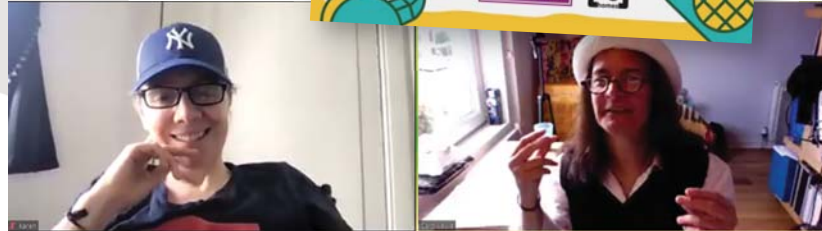
"Make Something Better is a group of people (ran by me and Carol) getting together to do just that! We're making music, telling stories, connecting, and having a great laugh into the bargain."

Karen is joined by one of Scotland's finest singer / song writing talents, **Carol Laula**, who said: "Every time I've a Make Something Better, it's like the weekend came early!!! Such MAGIC fun, sharing our stories and our songs and LOTS of laughs."

Laurie does a magical job of picking up the thread from the themes and music that is created while the group are with Karen and Carol, to create some fabulous visual craftiness, helping to weave it all together to complete an audio visual masterpiece that the groups can cherish forever.

Laurie said:

"The MSB project is a fantastic opportunity to get creative, whether it be through music/crafting or just having a good laugh, we will all work together to make something better!"



Comfort Zone

Comfort Zone are welcoming people to their online well-being reiki sessions to help with stress and improve self-care. Community bags will be given to all those taking part and these include an exercise mat, blanket, inflatable pillow, eye covering and essential oils to get people into the relaxation zone.

Classes are being led by qualified instructor, Maureen Murphy. Participants are asked to find a quiet peaceful area in their home to get the most out of the sessions. The class begins by firstly learning breathing techniques followed by hand positions to enable people to take control and calm their breathing to help their energy flow. As the sessions progress those taking part will learn how to still the mind, relax and have a general feeling of wellbeing that they can continue at home in their own time.

Members of the North Glasgow Baby Food Bank attended one of the first sessions and said:

"It was amazing just to be able to take time out and think about yourself for a while. It was something different and we had never taken part in anything

like this before. What a great experience and we are looking forward to future sessions. We would thoroughly recommend it."

To sign up, please email info@glasgowgirlsclub.org



Community Activities are on the horizon

Spring is in the air and it is time for new beginnings. As we ease our way out of the lockdown and restrictions we can start planning for when we are able to meet again safely at both indoor and outdoor venues.

As part of the recovery from the pandemic, ng homes are working alongside a range of partners to organise and deliver a variety of activities across age groups and cultures. As we know, social connections are very important to health and wellbeing and this is now a focus as we move forward.

During the coming months we will be restarting our 'Afternoon Tea' programme and will operate this as a 'home delivery' service until we can meet again in small groups. We are also hopeful of starting our 'Welcome to the Community' and 'Song Shimmy' events for older members, albeit in smaller numbers.

We are working alongside Possibilities to deliver 'Happiness in a Jar' packs which

contain some arts and crafts, toiletries and community news items to cheer people up and keep them updated on community support.

Another activity is around 'Relaxation' workshops for women working alongside Comfort Zone and these will initially be held online and then in groups as restrictions are lifted.

We are currently working on rap music and art workshops with Karen Dunbar, Carol Laula and Laurie Duffy along with Glasgow Girls Club and hope to showcase this in the community over the summer months.

Other art groups are ongoing with Glasgow Afghan United Women's Group and we are keen to support others to become involved.

Over the Summer we will be working alongside a variety of organisations to design and deliver outdoor events such as 'Tea in the Park' events and 'Pop Up' gatherings and picnics for families and children.

We will keep all of these updated on ng homes website and advertise through local networks.

In the meantime, we have a few activities that are now live:

- Knitting Our Community Together - put your knitting skills to good use and make someone happy!
- North Glasgow Pen Pals – Friendship letter linking in with older people and schoolchildren and facilitated through ng homes Regeneration department.
- Online Chess classes with chess player and tutor, Colin Paterson, and Rossie Stone from Dekko comics who will translate chess instructions into comic strip form.

If you would like to take part in these or any of the activities above then please contact us through info@nghomes.net or Margaret Fraser on mfraser@nghomes.net

Bicycle shelters coming to a multi-storey near you

We have good news for those living in ng homes' multi-storeys with bikes. As part of an active travel programme, new bike shelters will be developed, manufactured and installed at a number of multi-storey flats across the area to provide dedicated outdoor, secure storage for bikes. This has been made possible with funding from Glasgow City Council's Active Travel Infrastructure Fund and the Scottish Housing Fund.

A lack of storage space for bikes at home can be a barrier in taking up cycling, which we know is great for our physical and mental health and can even save us money on bus and train fares. The new bike shelters will provide easy access from the front door to your bike whether you're a fair weather cyclist or you cycle daily for work or shopping – no more trudging wet bikes into the house.

Dedicated bike shelters will also reduce the many risks associated with storing bikes on landings, corridors and verandas.

Drawing on the heritage of the area, creative workshops will be offered to local residents to enhance the overall look of the bike shelters, linking them specifically to the area you live. A programme of cycling development will also take place this year ranging from learning to ride a bike to short cycle trips.

For more information please contact Greg Cann, Project Manager at ng homes.

Call: **0141 560 6000** or email: info@nghomes.net



What's happening at Possibilities...

Online classes for young people

Possibilities run classes either online or by posting resources for 16 years or older on literacy and numeracy at various levels. If you know someone or you want to brush up on reading, writing, spelling, grammar and numbers or just want to know more, let the tutor Margaret Elliot know by contacting her on **0141 336 3562** or email possibilities@gmail.com and Margaret will get back to you.

Online learning: You will need to have a Facebook account and be 16 or over. The lessons can be done at any time. The lessons can be done over and over as many times as you want. For example, if a learner tried level 2 for literacy and their % was low, they may want to try it again or do level 1. No one except the tutor will see their % results. Please contact possibilities@gmail.com and we can send you a link to the Facebook group.

Cook 'n' Care is back!

Possibilities Cook 'n' Care have resumed their home delivery for daily hot meals, delivered Monday to Friday. Homemade meals are cooked each day, and the varied menu provides healthy and nutritious meals! Our service is being provided by friendly and reliable members of the community. This service is open to anyone, regardless of age.

Costs for a three course hot meal are £4.50 per day and other options available. Please contact us to discuss any dietary requirements and we will do our best to meet them.

To find out more information please call us on: **0141 336 3562**

For further details, please visit our website: www.possibilities.org.uk



Possibilities
Promoting Independent Living
in Glasgow

The Steamie

Our laundry service is designed primarily to support those living at home who may have trouble lifting – or those who just want a break from the washing!

One large bag of laundry costs just £11, including pick up and delivery! You can expect your clean laundry to be returned to you within 3 working days.

We can wash and dry any item(s) for you including bedding, quilts, most items of clothing, sports kits, as well as soiled items which you may have difficulty cleaning effectively at home.

Our service is significantly cheaper than many others available in the city, so why not take advantage of this great service! Call us to arrange a pick up! **0141 336 3562**

Volunteering opportunities!

If you would like to help the community and get involved with our fantastic projects, please contact Margaret:

Email: melliot@possibilities.org.uk

Call: **0141 336 3562**

Remaking Saracen: It's Streets Ahead!

By Brian Kelly, Eyepad Optical and Chair of Possilpark BID

Whilst the last year has been devastating for small businesses, the Possilpark Business Improvement District (BID) has been supporting businesses through these tough times.

Government grants and the furlough scheme has certainly helped businesses and new grants to support preparations for returning to 'business as usual' are much welcomed. With all of this, the BID is working to improve the look and feel of Saracen Street to make it the city's most friendly street!

We're celebrating Saracen Street's heritage as a proud retail area developed a century ago by the growing scale of Walter MacFarlane's Saracen Foundry.

A celebration of this – in postcard form – will be on display, encouraging the sharing of your memories and photographs of this very special street.

The Scottish Government's Town Centre Action Fund will enable 12 shop fronts to be refurbished as an initial programme over Spring and these will be enhanced with specially made street planters.

A big part of improving any streetscape is to ensure it's free of rubbish and fly tipping. Saracen Street continues to see more than its fair share of dumped binbags and debris. However, this will come to a halt as our new 'waste management' programme comes into effect with a number of traders signed



Brian Kelly outside of his shop, Eyepad Optical, on Saracen Street

up already to our recycling commitments and 'waste leadership' pledge.

Lastly, a big thank you to the local community who continue to shop local. In celebration, the BID will be installing new street banners promoting #shopsaracen and promoting a range of new and enticing initiatives and offers.

As always, stay in touch with the BID through the coordinator, Jackie Shearer on: getinvolved@possilparkbid.co.uk

ng homes is where the heart is

by Lowland RFCA

It takes a lot to make a home. Few understand this better than Margaret Fraser, Head of Regeneration at ng homes, the largest community-controlled housing association in Glasgow.

Margaret and her team are firm believers in the idea that a house should be a home; that is why ng homes are committed not just to providing good-quality accommodation

for people in the Springburn, Possilpark, Balornock and Parkhouse areas, but also to helping those neighbourhoods thrive through employability training and community engagement.

Margaret has been continually building and nurturing a strong sense of community spirit, ensuring that everyone feels able to have a say in their area's activities, and getting residents directly involved in organising various events. Examples of which include "Welcome to the Community" monthly gatherings, Tai chi lessons, Burns/Rumi Suppers, family breakfast clubs and afternoon teas.

"There was one common denominator with all of that," **Margaret** said, "and it was the friendliness that was involved. It was the fact that whenever people came into anything, they were immediately either friends with others or they would make friends. There was always a lot of smiling, a lot of hugging, a lot of getting together right across the age groups and cultures."

When the pandemic put a stop to social gatherings and forced residents indoors for almost an entire year, Margaret remained determined to keep that community spirit alive: afternoon teas were soon bagged up and delivered to older neighbours; local fast food outlets prepared hot meals and delivered en masse to keep the "Welcome to the Community" programme moving, and pen pal projects were set up to encourage communication and relationship-building.

With so much planning and distribution work needed, especially in recent times, it is little wonder that ng homes were inspired, both as a housing association and as an employer, to sign the Armed Forces Covenant with Lowland RFCA.

ng homes Chairperson John Thorburn commented: "Prior to signing the Covenant, we employed members of the Armed Forces, and we were well aware of the many transferable skills they have, which would be a benefit to an organisation like ours. We recognised very clearly that, as the Armed Forces Covenant says, no-one should suffer disadvantages, and as a local employer we were more than happy to take part."

As an Armed Forces covenant signatory, ng homes are fully committed to providing both employment and housing support to those in the Armed Forces community, and would highly recommend that other employers within their network consider doing likewise.



NG Homes Ltd

We, the undersigned, commit to honour the Armed Forces Covenant and support the Armed Forces Community.

We recognise the value Serving Personnel, both Regular and Reservists, Veterans and military families contribute to our business and our country.

Signed on behalf of:

NG Homes Ltd

Signed: Robert Tamburrini
Name: Robert Tamburrini
Position: CEO
Date: 11/02/2021

The Armed Forces Covenant

An Enduring Covenant Between
The People of the United Kingdom
Her Majesty's Government
and

All those who serve or have served in the Armed Forces of the Crown and their Families

The first duty of Government is the defence of the realm. Our Armed Forces fulfil that responsibility on behalf of the Government, sacrificing some civilian freedoms, facing danger and, sometimes, suffering serious injury or death as a result of their duty. Families also play a vital role in supporting the operational effectiveness of our Armed Forces. In return, the whole nation has a moral obligation to the members of the Naval Service, the Army and the Royal Air Force, together with their families. They deserve our respect and support, and fair treatment.

Those who serve in the Armed Forces, whether Regular or Reserve, those who have served in the past, and their families, should face no disadvantage compared to other citizens in the provision of public and commercial services. Special consideration is appropriate in some cases, especially for those who have given most such as the injured and the bereaved. This obligation involves the whole of society: it includes voluntary and charitable bodies, private organisations, and the actions of individuals in supporting the Armed Forces. Recognising those who have performed military duty unites the country and demonstrates the value of their contribution. This has no greater expression than in upholding this Covenant.



Farewell Abbeyfield House

Established in 2002, Abbeyfield House has been more than a home, it has been a community warmly welcoming everyone who has walked through their doors.

The Abbeyfield Glasgow Society was established in 1961 with the purpose to provide support and accommodation for the elderly, coupled with improving the quality of everyday life.

The Society went on a new venture in the early 2000s to build and establish a purpose built care home in Springburn, and ng homes played a crucial part in this. ng homes obtained finance amounting to £1.5 million from Scottish Homes which met the cost of the care home in Reidhouse Street, Springburn, and the Abbeyfield Glasgow Society

raised half a million which was sufficient to meet the cost of equipping, furnishing and meeting the rental outlay of a 20 year lease. It was commissioned by and contracted to the Glasgow Health and Social Care Partnership to provide 24 hour care services for the elderly.

In 2002, Abbeyfield House opened its doors. The mission was to enhance the quality of life for older people through providing high quality accommodation along with a socially active and stimulating environment. People have come together over the years to share company and enjoy life at Abbeyfield House.

Abbeyfield
Making time for older people

Sadly after 20 years of providing a welcoming, safe and secure home, Abbeyfield has now closed. Abbeyfield was rooted in the North Glasgow community and it is very sad to see it go. Located in Springburn, they developed strong bonds with the wider community to enhance not only the lives of its residents, but also older people living locally. Over the years Abbeyfield House has enjoyed hosting local community events for all older people to enjoy and has welcomed and supported many residents, each with their own stories to tell.



One resident served with the Royal Navy in the escort of convoys carrying supplies to Russia in the Second World War. It was a dangerous voyage through Northern waters in the Arctic Circle, at the mercy of not only enemies, but the perilous and unforgiving weather. The resident at Abbeyfield House was awarded the Ushakov Medal in recognition of their service along with a presentation made by the Russian Consulate General from the Russian Embassy.

There have been many fascinating lives lived at Abbeyfield House and some residents enjoyed reminiscing of days past with other residents.

Abbeyfield House closed its doors on the 16th April 2021. It had a historic 95% occupancy level but sadly the Local Authority had been unable to meet the full cost of providing care for some years, a situation which was continuing to deteriorate. In the circumstances, closure was inevitable but the decision was not taken lightly. Residents have since been relocated.

David G Brown, Chairperson of Abbeyfield House commented:

“Glasgow Health and Social Care Partnership undertook the relocation of the residents. To their credit this was carried out with due care and consideration for residents and their relatives. The residents who agreed to receive the Covid-19 vaccination had already been given their first and our wish that they receive their second before relocation was honoured. The Trustees of the Abbeyfield Care Home are grateful to the Management of ng homes for their help and interest in the progress of the home and the wellbeing of the residents over the years.”



Customer Service Excellence Standard maintained by ng homes

The Association's annual review of the Customer Service Excellence (CSE) Standard took place in January 2021 and the official report highlights a very positive outcome for ng homes. The annual review is a significant event as it allows the Association to identify areas of good practice.



The Association has received the result of the Customer Service Excellence Review which demonstrates an improvement since last year with 18 areas of good practice and 9 areas of Compliance Plus identified and the review will be instrumental in the Association's pursuit of continuous improvement.

The Assessor, Robert Sullivan, commented that the result was very positive. He advised that the Association continue to meet the requirements of the Standard and have demonstrated additional areas of best practice and increased areas of full compliance and Compliance Plus.

The comprehensive review process examines the customer journey with ng homes and the Assessor spoke with various stakeholders, including customers, partner organisations, staff and Board members. Paul Kelly from Partick Thistle Community Trust and Paula Mailey from the Salvation Army, ng homes' partner organisations, kindly took the time to meet with the Assessor and their contribution

was excellent. The Assessor also met with tenants during the review and their feedback was extremely positive. This is an outstanding result and reflects the positive attitude, hard work and commitment of all of the Association's staff and the support they received from the ng homes Board.

The Assessor was very impressed by how much staff care about tenants and other Customers, and commented on the innovative approaches taken by staff during these challenging times to communicate and support customers.

John Thorburn, ng homes Chairperson, commented:

"It is an excellent outcome for what has been a challenging year delivering services to our customers. Our customers are at the heart of what we do, and the ongoing recognition of our work delivering outstanding customer service highlights how much we and our partner organisations care about making a difference to our customers and community."

The Customer Service Excellence Standard is recognised across the UK and the five criteria for CSE include: Customer Insight, The Culture of the Organisation, Information and Access, Timeliness and Quality of Service, and Delivery. Delivering services in line with the Standard provides benefits for organisations and their customers.

Become a member

If you are a North Glasgow tenant or reside in the Association's local area you can become a member of ng homes.

To become a member you will need to complete a Membership form and there is a one off fee of £1. You can request a form to be sent to you by:

Visiting our website:

www.nghomes.net/become-a-member

Calling: **0141 560 6000**

For £1 you get:

- ✓ Membership of the Association
- ✓ A vote in the election of the Board
- ✓ And if you are 18 year of age or over, you could stand for election to the ng homes Board

Formed in 1976 to benefit the community and prevent further decline in the area, the Association now owns around 5,400 properties for rent across the communities of Springburn, Balornock, Possilpark and Parkhouse.

- We have one vision: A community where people can flourish and prosper
- The Association is accountable to the local community, and controlled by a democratically elected voluntary Management Board who are committed to:
 - providing high quality rented housing and services
 - improving the quality of life in North Glasgow communities
 - addressing the needs of the most disadvantaged
 - encouraging people to make decisions that directly affect them
- The Association provides a factoring service to 1400 owner-occupiers with a proven track record for quality and value for money
- We are regulated by the Scottish Housing Regulator
- We have invested well over £250m in North Glasgow communities since 1976
- We spend £12m annually on repairs and maintenance on our properties
- We are actively involved in regeneration activities in the North Glasgow area providing training, local jobs and local community services

Rent Consultation

This year we utilised digital methods to carry out our rent consultation, and this included an online survey and text messages, along with letters being sent out to all our tenants.

We are delighted that 902 tenants took part. The majority of tenants voted for the increase option of 2% which was endorsed by our Board.

The rent options were:

2%

2.25%

2.5%

Thank you to all the tenants who took part, and well done to the winners of our free prize draw. All tenants who took part were entered into the draw, and this year 5 tenants were randomly selected to win £50 of Tesco vouchers.

The lucky winners were: June Mackintosh • Thomas Corr • Janette Bratton
Ronald McDonald • Robert Stirling

Join the Springburn Focus Group today!

We are looking to recruit members for our focus group who are interested in improving the Springburn area. This focus group is for people who are living in the central Springburn, Balornock and South Balornock areas.

If you're interested in joining and making a difference to your area, please contact Leza Lafferty at leza.lafferty@tpasscotland.org.uk

Tenant Participation Policy

We are currently reviewing our Tenant Participation Policy and a draft strategy will be on our website soon for consultation.

The Association is committed to consulting with tenants, seeking tenant's views on policy reviews and supporting tenants and resident groups. We welcome tenants to assist us with reviewing the Tenant Participation Policy – if you would like to get involved or find out more, please contact Eileen McGovern at info@nghomes.net or Leza Lafferty at leza.lafferty@tpasscotland.org.uk

Would you like to join ng homes' Resident Improvement Group?

If you have a real interest on how services are delivered and how they can be improved, then why not come and join our Resident Improvement Group?

The group will:

- Look at previous performance and assess what ng homes are doing well and what they are not doing so well on.
- Look at how these services can be improved.
- Tenants will work in partnership with ng homes to explore solutions.
- They will then report back with their own recommendations and continue to monitor that these recommendations are put in place.



The Resident Improvement Group will be independently supported by TPAS Scotland and full training will be provided. Travel expenses (if required) will also be reimbursed.

If you are interested or just want to know a bit more, please contact:

Leza Lafferty • Development/Membership Officer

07593 565183 • leza.lafferty@tpasscotland.org.uk

TPAS working with ng homes to support tenant engagement

Leza Lafferty, who works for TPAS Scotland, will be working with us for 2 days per week providing support on tenant engagement, our tenant participation strategy and tenant scrutiny.

"Hi, I'm Leza, and I work for TPAS Scotland. I started working in Housing in 1992 when I joined Glasgow City Council as a Trainee in Parkhead then I covered several different posts in Easterhouse before taking up the role as Housing/Maintenance Assistance with Easthall Park Housing Co-operative in 2000. After working there for 5 years I was then promoted to Housing Officer and helped manage the GHA stock transfer in 2011. I left Easthall Park in April 2018 to join TPAS Scotland as a Tenant Participation Officer and I was based in Stirling working closely with the tenant's groups there and promoting tenant participation with the staff. I have now gained a permanent post with TPAS as a Development/Membership Officer and will be working on various projects, including ng homes for 2 days a week. I am hoping to work closely with staff and tenant groups to encourage joint working and tenant involvement where possible."



About TPAS

TPAS are Scotland's national tenant and landlord participation advisory service, helping tenants, landlords and communities to have a strong influence on the future of their homes and communities. TPAS exist to ensure that communities continue to improve and thrive through community engagement.

The team is made up of experts who not only provide the best advice, support and training to our members but also deliver it in a friendly, inclusive and engaging way. As a not-for-profit social enterprise, TPAS invest all our profits back into their organisation and also the communities they work with.

TPAS has a fantastic Board made up of representatives from tenant groups and landlord organisations from all areas across Scotland. Each Board participant is focused on ensuring our members receive a structured approach to create better housing, community spirit, greater participation, education, co-operation and delegation to ultimately reduce poverty and distress.

For more information about TPAS Scotland, visit their website: www.tpasscotland.org.uk



Bulk Uplift

Glasgow City Council has now withdrawn the Bulk Uplift service. Please do not leave any items outside as the Cleansing team will no longer be collecting these items. Items that have been dumped outside will be considered as fly tipping.

At this time you may request an uplift free of charge (please note that there will be a charge for this service at a later date and this will be £35 for 10 items, we will provide an update when this comes into effect).

If you need to arrange an uplift, you must contact Glasgow City Council directly to arrange this.

ng homes cannot arrange for bulk to be lifted by Glasgow City Council.



DocuSign®

We have launched a new way to sign Tenancy Agreements and Tenancy Terminations making the process quicker and more efficient!

Forms can now be sent and

DocuSign

signed digitally, without compromising security, and can be sent to any device! DocuSign® supports up to 43 local languages and has robust security standards, making it the leading platform to sign forms from anywhere. If you have been asked to sign a form via DocuSign®, a member of the Housing team will explain the process to you.

New affordable homes coming soon!

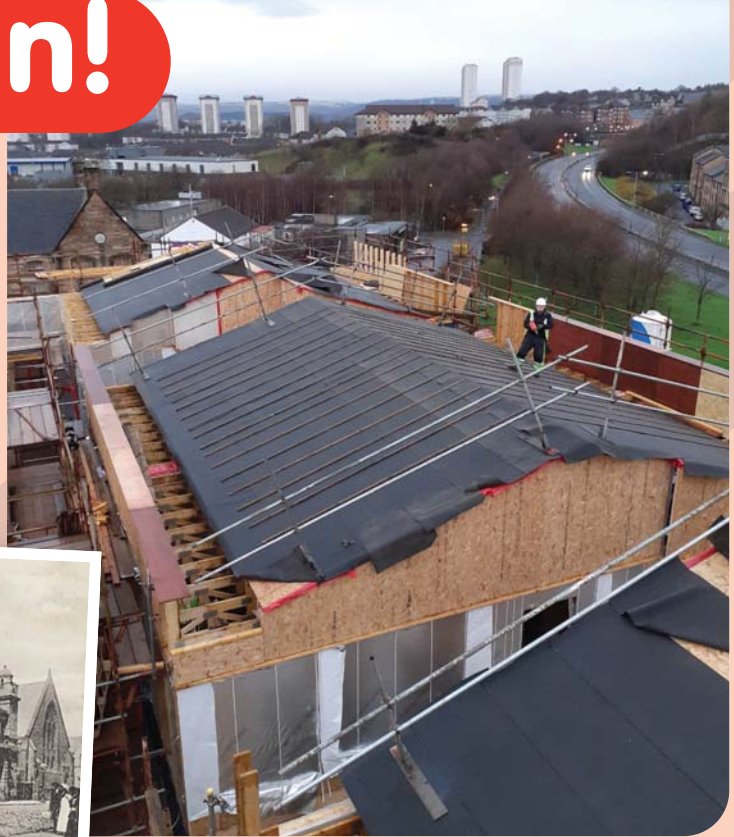
New homes will soon be available at 50 Keppochhill Road G21 1AN and 5, 7 and 9 Millarbank Street, G21 1AP.

In earlier editions of North News we have kept you up to date with progress in building new homes on the site of the former Springburn Halls at Keppochhill Road, Millarbank St and Gourlay St. The project will deliver a total of 49 affordable flats including 28 flats for social rent, 21 flats for mid-market rent and 1 commercial unit for rent.

There was a standstill period during the Coronavirus lockdown in 2020 which meant that the site was closed. The contractor Cruden have started work

again on site and are progressing well, but unfortunately the project had a slow restart due to furlough and low staffing levels among suppliers and factories. There have also been consequential delays associated with winter working which would have otherwise been avoided.

At this stage the estimated completion date is late-September 2021. You can find further updates on our website www.nghomes.net/keppochhill-development.



Once again, our contractor has achieved a very good score from the Considerate Constructors' Scheme. The aim of this scheme is to improve the image of the construction industry against the Scheme's site code. An array of excellent Covid-19 precautions have been introduced including temperature checks on entering site, key fob entry, one-way systems, exclusion zones and regulated entry to canteen and toilets.



Mid-Market Rent FAQ

What is Mid-Market Rent?

Mid-Market Rent is a scheme to help working households on low and modest incomes access high quality affordable rented accommodation. ng property Scotland Ltd (ngps) have 5 one bedroom flats and 16 two bedroom flats available for mid-market rent from September 2021 at Millarbank Street, Springburn, formerly the site of Springburn Halls.

Who is it for?

Mid-Market Rent, provided by ngps, mainly aims to help people who may have difficulty accessing social rented housing or buying their own home. Your application will be prioritised using the following criteria:

- You should be employed or have an offer of employment
- You should have a household income of between £19,000 - £40,000

What type of agreement will I have?

You will be issued with a Private Residential Tenancy Agreement provided for private rented housing. The agreement will be in the name of ngps (which is a subsidiary of ng homes). More detailed information on your new tenancy will be issued to you by our the ngps team as part of the allocation process.

The Shelter website also contains useful information on different tenancies:
scotland.shelter.org.uk/

Will I have to pay a deposit?

A deposit of one month's rent will be required prior to taking entry. This is a security deposit and will be retained to meet the costs of any damage/dilapidation caused to the property by you, or for any unpaid rent after the property has been vacated. The Housing (Scotland) Act 2006 made provision for the implementation of a

Tenancy Deposit Scheme in Scotland and in March 2011 the Tenancy Deposit Schemes (Scotland) Regulations 2011 came into force which places a duty on landlords, who receive a deposit in connection with a tenancy, to protect this deposit with an independent third party. ngps will use a third party deposit scheme to hold all rental deposits.

Will my deposit be returned?

At the end of the tenancy, you will need to agree with us how the deposit should be allocated. The third party will then repay the deposit, in accordance with the agreement unless there is a dispute between the parties over the deposit allocation. If there is a dispute, the Scheme provider will ask for evidence from all parties as to how they feel the deposit should be allocated. It will then carry out an adjudication process and issue a draft report for review by all involved. Once comments have been received then there will be a final decision and the Scheme will pay out the deposit in accordance with that decision. This means that there will be delays in landlords and tenants getting their deposits back, particularly if there is a dispute.

How is my rent set and paid?

The rent you pay will normally be higher than that for a comparable social rented property, but lower than a privately rented home. Your rent will be required in advance. For example, this means that rent paid for 1st October 2021 should be paid on or before 28 September 2021. This also means that at the end of a tenancy the last rental payment is a month before the tenancy ends. This is standard practice within private lets.

Please note that one month's rent in advance AND a deposit is required upfront prior to moving into one of our mid-market rent properties.

When will my rent increase?

Your rent will be reviewed each year and any increase will normally take effect from 1st April.

Can I buy my property?

You won't have an opportunity to purchase your Mid-Market Rent property.

Who is responsible for maintaining the property?

ngps, as letting agent of your property, is responsible for the on going maintenance. Full details of the respective repairs responsibilities will be issued to you as part of the sign-up process.

If my financial situation changes what should I do?

If there are any changes to your financial situation which mean you will have difficulty paying your rent, you must contact the ngps team as soon as possible and they will talk you through your options.

How do I apply?

If you see a property advertised which you think you might be eligible for, you should complete a Mid-Market Rent application form, which is available from our office. To obtain a form, please call us on **0141 560 6000** or email us on mmr@nghomes.net.

Please note that due to high demand for Mid-Market Rent properties, we will only accept applicants who fulfil the criteria and have provided the necessary evidence along with their application.

For the full FAQ please visit our website which has more details:
www.nghomes.net/mid-market-rent-faq/

If you have any queries or would like the FAQ in another format, please call us on 0141 560 6000 or by emailing info@nghomes.net



Interested in making North Glasgow a community where people can flourish and prosper?

ng homes has vacancies on its management Board.
Read on to find out more...



ng homes is a leading community-based Housing Association that provides housing and support services to almost 7,000 tenants and owners within North Glasgow. The Association is a registered social landlord and is regulated by the Scottish Housing Regulator. Our customers are at the heart of our business, we are accredited with the Customer Service Excellence award and we strive to deliver a first-class service in all that we do.

Our vision is to create a community where people can flourish and prosper. To support us in achieving this and as part of our focus on succession planning, we are now looking for enthusiastic and committed people who share our passion for the community to join our voluntary management Board.

As a Board member at ng homes you will be part of a team that is responsible for the overall strategic direction of the business together with ultimate control of corporate governance and financial management. In this role you will also have the opportunity to help shape the future of the services we provide for our tenants, residents and other customers in the North Glasgow community.

The Association has a dedicated and committed staff team and we are recognised with Investors in People and Investors in Young People at gold level together with the Investors in People

Health & Wellbeing Award. The Board works closely with the Association's Chief Executive and the senior management team in setting and achieving the Association's aims and objectives. This role will provide you with the opportunity for personal and professional development. At ng homes, you will learn about the wide range of activities undertaken within a progressive, customer focused organisation operating within the Scottish housing sector and you will be able to use and develop a wide range of skills, knowledge and experience.

We aim to ensure that our voluntary management Board is representative of the community we serve and applications are welcome from all. We would particularly welcome applicants with a proven track record in community action and /or skills, knowledge and experience in the following areas: housing / asset management, finance, corporate governance, business management, property maintenance, human resources, risk management, health, safety & wellbeing, law, IT or data protection.

This is a voluntary unpaid position however appropriate expenses can be paid in line with the Association's Payments and Benefits Policy. You would be expected to prepare for, attend and contribute to evening Board meetings, take part in training sessions, and participate in additional Sub-Committee meetings. New Board members will receive a comprehensive induction together with ongoing training and support to assist them in their role.

Board meetings are currently conducted remotely using Microsoft Teams and you would be supplied with the appropriate IT equipment (iPad) and training.

If you are interested and would like to learn more about this opportunity please email Tony Sweeney, Director of Corporate Services at

tsweeney@nghomes.net to register your interest or call Tony on **0141 630 4269** for an informal discussion.

The closing date for initial responses is 25 June 2021.



Pollok Credit Union for all your banking needs

Pollok Credit Union was founded 28 years ago and has grown to be one of the biggest Credit Unions in Glasgow and West of Scotland area with over 7,000 members.

With branches in Possilpark and Maryhill they are locally based and



offer a wide range of benefits. Members are insured by the Financial Services Compensation Scheme and benefit from free Life Savings Loan Protection when they join.

They are an ethical lender with no set up loan costs or early repayment fees and provide affordable credit with repayments based on affordability and a decreasing balance.

Pollok Credit Union is a local community-based savings and loans organisation – owned by their members – people like you who live and work within the 'G' postcode area. Benefits or salaries can be paid into the account and direct debits set up for bill payments. A debit card can be issued to withdraw funds or purchase items and the savings and loan scheme is one of the most ethical you will find. There is an online portal and an updated mobile app is on its way.

With the support of the Scottish Government Communities Recovery Fund, ng homes are partnering with Pollok Credit Union to provide additional support to some of the most vulnerable within the community. This will help to support financial advice and assistance.

Margaret Fraser, Head of Regeneration at ng homes, said:

"The focus for ng homes over the past year of the pandemic has been to provide much needed emergency support. We are now looking to support people as we move into the recovery stage and part of this is to work with local partners in providing financial support and advice. This also ties in closely with supporting our local traders and organisations. Pollok Credit Union is an ethical non-profit organisation and provides local access to its customers. We are pleased to be working in partnership with them to support our tenants."

Jim Garrity, Manager of Pollok Credit Union said:

"We are delighted to be asked to partner ng homes in this project as over the years they have become known as an organisation that empathises with their tenants and improves the lives of their residents through access to affordable credit and financial services."

So why not become a member of Pollok Credit Union and reap the benefits of:

- All your banking needs
- Access to low costs loans at competitive rates
- Savings Accounts with great incentive
- Non-contributory life insurance for loans and savings
- Access to the Budgeting Services

And so much more...

To join you must live or work in the 'G' postcode area – you can join online now by visiting www.pcu.org.uk and downloading the application form.

If you'd prefer to contact Pollok Credit Union by phone, please call **0141 881 8731** for an application form to be sent out. There is a joining fee of £2.50 and identification and proof of address is required. Don't hesitate and please give us a call if you have any queries!



**Free support
for job seekers.**



Jobs & Business
Glasgow



Job hunting during a pandemic

There's no doubt about it: living through the coronavirus pandemic is strange. We're all finding it tough to adjust to the changes and this could be even more so if you also find yourself worrying about money and unemployment.

Were you job hunting before the COVID-19 outbreak or have you recently lost your job as a result? Thankfully, jobs are out there but the job market is changing. Where some companies are letting people go, others find recruitment booming.

To find out more:

Freephone: 0300 123 2898

Email: contact@jbg.org.uk

Text: 07393 75329

Website: www.jbg.org.uk

Jobs & Business Glasgow provide free support for unemployed job seekers. They can help you to feel confident in your skills for work, assist you to create CV's and cover letters, and provide advice on job applications, and interview techniques.

They offer access to workshops and training courses, covering areas such as anxiety and stress, wellbeing, confidence development, basic computing, and industry training in sectors such as care and construction. Paid work experience placements are available, with access to financial support to assist the transition into work. They also help organisations across Glasgow to recruit staff and bring these vacancies directly to their clients.

Support is currently being delivered via phone, social media, and email.

JBG has been a fantastic support. I found myself out of work during the pandemic. My Advisor was friendly, approachable and couldn't do enough to help. Highly recommended. James

Supporting people in Scotland to get into work for 3 years running

PeoplePlus are **proud to be celebrating our 3rd year anniversary** of delivering the Fair Start Scotland programme.

PeoplePlus work in partnership with the Scottish Government to deliver the Fair Start Scotland Programme. PeoplePlus is a leading public service provider, supporting hundreds of thousands of people each year. **Our mission is to make a direct difference to the lives of 1 million people by 2022.**



Fair Start Scotland

Fair Start Scotland is here to support you, to find the job that is right for you. It is a voluntary programme that we deliver in Glasgow and the Highlands & Islands which offers you tailored support for up to 12 months before and after you begin work.

There are lots of people who want to work but find it difficult based on their circumstances and here at PeoplePlus we have a lot of experience helping people back into work by helping to break down the barriers that might be stopping you from working. These barriers may include:

- Health conditions
- 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

What can the service offer

- A tailored individual development plan that's personal to you and your circumstances so we can help to get you to where you want to be.
- Access to LearningPlus, an online training tool that gives you access to various courses across a range of sectors.
- We will talk to you about your skills and match you to the right employer and the right job through our pre-screening process.
- In-work support, meaning that you still get help after you've started a job.

You will also be given your own dedicated Key Engagement Worker. They can help you with things such as:

- Creating a CV or building on an existing CV
- Preparing you for interviews
- Helping you to learn new skills and gain new qualifications
- Finding jobs which meet your individual needs

Who can benefit from the Fair Start Scotland Programme?

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

For further information contact us

Email: infofairstart@peopleplus.co.uk

Phone: **0141 471 5056**

Website: www.peopleplus.co.uk/employability/fair-start-scotland

You can also find us on Facebook: [@PeoplePlusScotland](https://www.facebook.com/PeoplePlusScotland)

Get ready for spring with our top energy saving tips

Most people who contact Home Energy Scotland, the Scottish Government's free impartial energy saving advice service, are keen to make sure they're not overpaying on their bills.

And with longer days and (hopefully) better weather just around the corner, spring is a great time to be looking at ways you could save some pennies. Have a look at our top tips to help you prepare for warmer months ahead and see what you could save over a whole year.



1. Reset your thermostats

During the winter, you probably set your temperature at a high level so be sure to reset your thermostats to reflect the warmer weather. Dropping the heat by just 1°C can save you on average £80 per year. And don't forget to reset any thermostat timers – more sunlight means your house will naturally be warmer and lighter, so you'll not need the heating on as much, if at all.

2. Get a better energy deal

Did you know that switching energy supplier could save you hundreds each year? According to OFGEM, switching from a Standard Variable Tariff to the market's cheapest tariff could save you around £305. It's easy to switch, and there are a number of energy comparison websites you can use to find the best deal for you, including the Citizen Advice Bureau's Comparison Tool.

3. Change the way you pay

Contact your supplier directly to find out if there is a better way for you to pay your bill that might save you money. For example, most suppliers offer a discount for paying your bill by direct debit. You may also get discounts for receiving bills online, as this cuts down on paper and reduces costs for the supplier and is good for the environment.

HOMEENERGYSCOTLAND.ORG

0808 808 2282

FUNDED BY THE SCOTTISH GOVERNMENT



4. Embrace the great outdoors

If you have a garden or a drying green take full advantage of the warmer weather! This could save on average £35 a year on your electricity bill. Less time spent indoors also means less money spent on your energy bills, so why not head outdoors for a bike ride or take a stroll around the park if you can? Enter our greener travel quiz to win a Garmin Vivoactive 3 GPS Smartwatch. Full details at www.homeenergyscotland.org/wingreentravel.

5. Switch off

If you're planning any day trips away, remember to switch appliances off at the wall. Turning off appliances rather than leaving them on standby could save you around £30 a year on your bills each year.

For more energy saving tips and free advice to help you reduce your bills and keep warm at home, contact Home Energy Scotland on freephone 0808 808 2282, visit homeenergyscotland.org or follow 'HomeEnergyScotSC' on Facebook and @HomeEnergyScot on Twitter.



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** 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

| | Scotcash | Satsuma* |
|-----------------------------|-----------------|-----------------|
| Loan | £500 | £500 |
| Admin Fee | £30** | – |
| Monthly repayment | £109.18 | £158.00 |
| Number of repayments | 6 | 6 |
| Total Amount Payable | £655.05 | £948.00 |
| APR | ^ 227.7% | *1293.0% |
| TOTAL SAVING | £338.18 | |

*Loan featured on www.satsumaloans.co.uk as at November 2020.
 ** Taken from loan amount paid to you.
 ^Rates may vary, terms and conditions apply.
224.1 % Scotcash Representative APR

MyGlasgow App

You can use the app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. 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.

MYGLASGOW

Housing Officers

Multi-Storey Flats

Housing Manager: Karen Johnson



Karen Johnson



Bola Akintoye



Catherine Mather



Pamela Hutchison



Terri McChesney



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
 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 McMillan

771-783 Springburn Road
 Blackthorn Street

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

Anne Sheeran

Broomknowes Road
 Croftbank Street
 Edgefauld Road
 623-700 Hawthorn Street

Possilpark

Housing Manager: Sharon Hazlett



Sharon Hazlett



Andrea Campbell



Danielle Quinn



Lesley McLeish



Alison McLean



Lynn Bennett



Gail Hamilton



Gordon McFarlane



Susan McAllister

For Rent Enquiries:

Andrea Campbell

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

Danielle Quinn

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

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

Lesley McLeish

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

For Housing Enquiries:

Alison McLean

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

Lynn Bennett

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

Gail Hamilton

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

Gordon McFarlane/ Susan McAllister

134 Allander Street
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 Hayston Crescent & Street
 Mireton Street
 Panmure Street
 Redmoss Street
 185-277 Saracen Street
 Stronend Street
 Sunnylaw Place

Springburn

Housing Manager: **Lyanne Leslie**



Lyanne Leslie



Linda Forrester



Danielle McErlane



Laura Sharkey



Lauren McPhee



Gemma Lee



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

Danielle McErlane

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

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

Laura Sharkey / Lauren McPhee

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

For Housing Enquiries:

Gemma Lee

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

Emma Coats

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

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
 Gartferry Street
 Drumbottie Road
 Balgraybank Street

Joy Henderson

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

Customer Service Officers

Senior Customer Service Officer: **Peter Livingston**



Peter Livingston



Lucy Brown



Stephen Lauder



Sinaed Callaghan



Alan Nicolson



Shannon Doherty



Michael Anderson

Landscape and open space maintenance programme

ng2 have continued to provide key services to customers of the Association in line with Government guidance.

The Landscape and Open Maintenance schedule for 2021/22 is as follows, however these may be subject to change due to the weather or Government guidance.

April-October

There are 14 grass cuts, strimming and litter picks – we aim to carry out 2 cuts and strims per month. However there are times when the weather can be unpredictable and if we have heavy rainfall we cannot cut the grass, subsequently delaying or stopping the programme. If there are persistent periods of sunny weather this can cause grass and hedges to grow quickly and may lead to areas being cut 3 times within a month.

We will always aim to have all 14 cuts completed by the end of October.

2 hedge cuts – Plus 1 other where required within the winter months, and this is will be dependent on when your 2nd cut was carried out and if the weather is warmer than usual for the Autumn months.

6 Shrub beds visits per year - there are 2 squads of 2 people for the shrub maintenance. 1 for backcourt and gardens the other for open spaces.

Dog Fouling

This can be an issue throughout all of the estates. If there are areas that are identified as bad with dog fouling our contractor will not cut the grass. This will be passed to ng housing services staff and they will contact the residents (tenants, owners and shared owners) within the block.

Open Spaces

There are areas where we maintain open spaces through the estates. There is a team of 2 who deal specifically with these areas.

- All areas will be cleared of grass cutting and debris to the best of the teams ability
- All areas will be sprayed with weedkiller twice per year, once in April and once in August

Close cleaning and backcourt cleaning and de-littering

A small minority of owners pay for this service, the owners who don't pay are responsible for taking their turn at cleaning their part of the common close.

There is one team dedicated to close cleaning and another team dedicated to cleaning the backcourts. This service includes:

- Brushing and clearing the close entrance from the pavement to the close entry
- Litter pick both the front and back gardens (if the front garden is an owner this is the owner's responsibility)
- Brush out and tidy the bin areas
- De-weed the area
- Brush and demoss the hard standing areas



Public Holidays

The Association will be closed on the following dates:

Spring Holiday Friday 28 May and Monday 31 May

Glasgow Fair Friday 16 July and Monday 19 July

On these dates, if you have an emergency please call **0141 560 6000** where you will be diverted to our Concierge team. For emergency repairs, please call **0800 595 595**.

How to get in touch with us:

email: info@nghomes.net
web: www.nghomes.net
media centre: http://mediacentre.nghomes.net
twitter: @ng_homes
facebook: 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