



north news

One Vision: A community where people can flourish and prosper

Glasgow Baby Food Bank recognised at TPAS awards



Members of the Glasgow Baby Food Bank celebrate their award win with ng homes Chair John Thorburn

The work of the Glasgow Baby Food Bank has received further recognition at the 2022 TPAS National Good Practice Awards, held in Glasgow in June.

Since 2019 they have supported over 3,700 families with essentials from formula/baby food to nappies, wipes, toiletries, clothing, equipment and furniture.

Their work was also recognised at the 2021 Glasgow Times Community Champions Awards held at the City Chambers back in December where they were presented with the Public Service Awards and the Lord Provost's Special Recognition Award.

Read more on the 2022 TPAS National Good Practice Award win on page 6

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Are you a stakeholder of the Association? Find out more on how to stand for the ng homes Board! page 22



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Helpful information and advice for staying safe in the summer sun page 26

Welcome...

Welcome to the Summer issue of North News! I am writing this welcome with a twinge of sadness - it will be my last one as Chair of the Association's Board. It has been an honour to serve the Association and the community in the role of Chair and I will be staying on the Board as there's a big job for us still to do. I am looking forward to seeing who will step into the Chairperson role at the upcoming AGM in September and they will have my full support.

It has been a challenging time since our last issue and we've been kept busy as we start to get back into the swing of things with community events making a long-awaited return following the lockdown.

In this issue I trust you will find lots of helpful information, ranging from financial advice to community events and the completion of our new-build project at Keppochhill. We have included our

Landscape and Open Space Maintenance programme for summer 2022 which I hope you find useful. We have lots of community news and stories which I hope you find enjoyable to read. We also have information on our latest reassessments for Investors in People and for the Customer Service Excellence Standard.

As we continue to work our way out of the pandemic and adjust to changes, we are continuing to keep the health and safety of our tenants, customers, and staff as a priority. Our offices are currently open on an appointment-only basis. Please see the Covid update below for more information on how to book an appointment and please note that our website will be kept up-to-date with regards to this.

It's been fantastic to see the North Glasgow community come alive again as events and community groups gather together once more.

You may have noticed that we have reduced the frequency of North News. We plan to run these summer and winter.



We would love to hear your feedback or any thoughts you have – please get in touch! We love receiving all your stories to feature them in North News and on our website.

If you do want to get involved and feature in the next issue, or if you have any comments or suggestions, please get in touch by email on media@nghomes.net

Please be sure sure to follow our website and social media for the latest news.

In closing, I would like to thank you for all the support you have given me over the last five years in my role as Chairperson.

John Thorburn
Chairperson, ng homes

Covid-19 Update

As we continue to work our way out of the pandemic and adjust to changes, the health, safety and wellbeing of our tenants, customers, and staff remain our top priority.

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

offices. Our offices are currently open Monday to Friday 9:00am-4:30pm for our tenants and other customers on an appointment-only basis. If you would like to make an appointment with one of our team, please contact **0141 560 6000** or email info@nghomes.net

Staff are working on a hybrid model - currently working remotely part of the

week and from their offices for the rest in line with Government guidelines.

We will be looking to review our procedures and guidelines in September and will share our plans with our tenants and customers via our website and social media channels.

In the meanwhile, please visit our website or call us on **0141 560 6000** for the most up-to-date information.



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HELPFUL INFORMATION

Our Performance: Complaints and Compliments

1st October 2021 – 31st March 2022 (Q3 and Q4)

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 = **101**

88% 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.

As well as receiving complaints, 19 compliments were recorded in our register for Q3 and Q4. These included the following messages of thanks:

Thanks for helping with electricity, really appreciate it.

Housing Officer is absolutely fantastic!

High praise to the ng2 cleaning staff who did a great job cleaning back courts and car park area which was an unpleasant job.

Thanks for help and assistance in getting a replacement fence erected. It is really good to know there are caring people like you working hard for all of us. The men that carried out the job were excellent, hard-working, polite and tidy. Nothing but high praise from start to finish.

Housing Officer is a star for working late to help tenant.

Sincere thanks for the work re drainage at property. Staff involved were professional, knowledgeable, courteous and an asset to ng homes.

Thanks for mid-market rent property

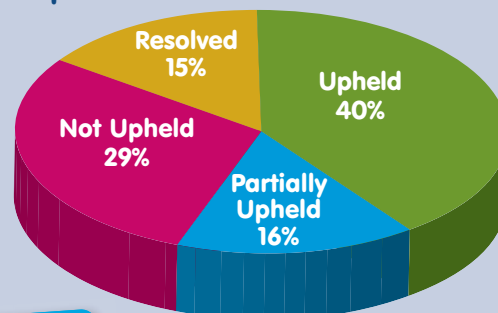
Thanks for clearing away bags of rubbish in the street, flytipping and debris from mattresses which had been set on fire.

Thanks to window repair tradesman who really knew his job and carried out the work efficiently and effectively.

Delighted with refurbished shower bathroom and the tradesmen who carried it out.

Complaints October 2021 – March 2022

Complaint Outcomes



You Said

Tenant was unhappy that ng homes offices are not open to the public during the pandemic and therefore were unable to offer appointments to inspect his plasterwork.

We Did

We explained that the office was closed due to the Scottish Government's advice to work from home but that we are offering a full service. An appointment was arranged to carry out the inspection at the tenant's house.

You Said

Tenant was unhappy with the smoke alarms installed as part of upgrade which were intermittently beeping.

We Did

We advised the customer we were aware some batches of alarms had developed a fault, although this was not dangerous, and arranged for the contractor to replace them.

You Said

Customer was left with no internet due to a contractor accidentally cutting the wire.

We Did

We apologised to the customer on behalf of the contractor and arranged for the contractor to rectify the issue the following morning.

You Said

Tenant complained that contractors were making a lot of noise in the loft area, dust was coming down into the kitchen and tenant had not been advised that any work was to be carried out.

We Did

We apologised for our contractor not following the procedure of notifying residents in advance of works. The contractor confirmed they had now sent a letter to all residents affected. In future ng homes will ensure contractors advise tenants in advance of work commencing.

Bike Shelters ready for use in North Glasgow

As readers of North News will be aware, bike shelters have been getting installed at several locations across North Glasgow over the last few months.

We have good news for those waiting for a space – the shelters are now complete and ready for use! Around 100 spaces are available for tenants of the Balgrayhill, Croftbank Road and Eccles Street areas as well as next to our new-build homes in Keppochhill. The shelters at Balgrayhill and Croftbank come fitted with a 'repair station' to oil chains or deal with a puncture.

The new shelters will provide easy access and protection from the weather – no more bringing in the mud and rain or struggling to get a bike through doors. ng homes benefitted from funding through Glasgow City Council's Active Travel Infrastructure Fund and the Scottish

Housing Fund enabling us to install these shelters at no cost to tenants.

Providing secure outdoor storage, these shelters will also help to free up space on balconies and keep stairwells free and clear. Dedicated bike shelters can also reduce the many risks associated with storing bikes on landings, corridors, and verandas.

Spaces are already in use as part of a pilot run with our multi-storey flats – feedback has been very positive, with tenants who have been using the new storage areas delighted to have secured a space. We know storing bikes at home can be a barrier to taking up cycling. These shelters aim to help make it easy to cycle which is not only great for our health and the environment but can also help with everyday costs, saving money on bus and train fares or taking the car for short distances.



Space in the shelters is available to tenants on a first-come-first-served basis. If you are interested in learning more or to take advantage of the storage, contact **Greg Cann, Project Manager** at ng homes on gcann@nghomes.net or **0141 630 4254**. You can also speak to your housing officer/concierge.

Pedalling away with community bike sessions

The Association recently reconnected with Cycling UK to deliver 'Play Together on Pedals' taster sessions, aimed at getting 3–6-year-olds cycling using balance bikes.

A great day was had with over 10 local families taking part – so much so, we are looking to develop a regular session in the future using local volunteers trained previously.



Dr Bike maintenance session

A number of 'Dr Bike' maintenance sessions have been held since the last issue of North News, using funds from a Cycling UK grant, with over 20 bikes maintained for local residents in the Possilpark & Springburn areas. These sessions proved so popular that we are working to identify community partners to deliver these on a more regular basis. We are also looking at getting local people with an interest in becoming trained mechanics involved, with the aim of helping us develop local bike 'hubs' throughout our community.

Make sure to keep an eye on ng homes' social media over the coming months as workshops and more are currently being planned to help get you out and about enjoying your communities by bike!



'Play Together on Pedals' session

Honours for well-known volunteer Ronier

Ronier Deumeni, founder of African Challenge Scotland (ACS), has been recognised for his efforts in promoting and developing representation and inclusion within the workplace and communities

A Jacobs Harambee member and ambassador, Ronier has played a pivotal role in promoting the inclusion of ethnically diverse individuals. His efforts have resulted in the creation of Jacobs Harambee's Action Plan for Advancing Justice and Equality.

He was recognised in the 2022 Empower Top 20 Future Leaders Role Model List, having previously received an 'Outstanding Contribution to Widening Participation, Diversity and Inclusion in STEM' award from the House of Lords for inspiring young people to pursue a career in Science, Technology, Engineering and Mathematics.

Ronier said "I'm very humbled and honoured to have been named amongst incredible leaders on the 2022 Empower Future Leaders Role Model list.

"I'm very thankful to the Black and ethnic minority Communities across Glasgow and Scotland, volunteers at African Challenge Scotland, and North Glasgow Housing Association for all their support. "Congratulations to my fellow nominees for the well-deserved recognition!"

The Empower Future Leaders Role Model List recognises and celebrates business leaders and future leaders who help break down barriers and pave the way to increasing representation and inclusion within the workplace and their respective communities.

African Challenge Scotland aims to provide opportunities for black and minority ethnic (BAME) communities. Ronier helped establish an innovative work placement programme within ACS and ng homes, designed to support young people from BAME communities to enhance their confidence, develop communication and problem-solving skills, and increase their knowledge and awareness of the world of work and career opportunities.

ACS were active throughout the pandemic through short and long-term projects, including emergency food delivery to 3,758 families during lockdown.



Ronier has also been named as a Platinum Champion for outstanding service and dedication to Crisis and Welfare as part of the recent Platinum Jubilee celebrations.

Launched by the Royal Voluntary Service the awards are an official Jubilee project to celebrate outstanding volunteers across the country who are making a difference every day.

Ronier added "I am truly privileged, humbled and honoured beyond words that my hard work and efforts helping and assisting others have been acknowledged and that I've been named a Platinum Champion. "Thank you to all those who have inspired me to constantly endeavour to create positive change. This honour is entirely yours and any 'medal' is absolutely for you."



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Since 2019 they have supported over 3,700 families with essentials from formula/baby food to nappies, wipes, toiletries, clothing, equipment and furniture.

Their work was also recognised at the 2021 Glasgow Times Community Champions Awards held at the City Chambers back in December where they were presented with the Public Service Awards and the Lord Provost's Special Recognition Award.

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

"I have worked with this amazing group of women for many years, and they have been involved in many initiatives such as Green Champions, Family Breakfast Clubs and Swap Shops. They recognised a gap in service and have helped those most



Members of the Glasgow Baby Food Bank celebrate their award win with (left to right) Karen Dunbar, Margaret Fraser, ng homes Deputy Director of Regeneration and John Thorburn, ng homes Chairperson



Glasgow Baby Food Bank Limited

babyfoodbank@gmail.com

vulnerable: babies, children and families.

They have worked tirelessly to support people and offer such a vital service in such a friendly and dignified manner.

"The difference they have made is immeasurable. The other special factor about this group is that they have brought their own children along on this journey with them and this gives the children a valuable insight

into communities working together. It is hard to imagine the distress to families if this project was not here and it is a credit to all those who work within this project.

"I am delighted that they have won this prestigious award and look forward to them being part of our ng homes Tenant Participation group moving forward."

The Baby Food Bank were thrilled with the win. "We would like to take this opportunity to say a humble thank you to ng homes for putting us forward for this award. It is a great honour to be recognised for the hard work that each and every one of the Glasgow Baby Food Bank team volunteers do tirelessly everyday.... big thank you from the (Baby Food Bank) team!"

Who are the Glasgow Baby Food Bank?

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

Established in 2019 by a group of mothers from North Glasgow, they came

together to address a gap in the provision of essential baby items to families. Their service addresses an unmet need and helps to ease the strain of child poverty through the provision of crucial baby essentials and signposting families to other support organisations.

The project is now managed by a group of 10 volunteers and last year it was successful in achieving non-profit status.

The group was very busy pre-pandemic, however the need for their service became ever clearer during the

pandemic. It has now hit a new high due to the cost-of-living crisis with increase in fuel and food prices.

If you feel you could benefit from their help, please contact the team and they will be happy to help guide you to the right channels to meet your needs.

Email: babyfoodbank@gmail.com

Twitter: [@babyfoodbank](https://twitter.com/babyfoodbank)

Tiktok: [glasgowbabyfoodbank](https://www.tiktok.com/@glasgowbabyfoodbank)

Facebook:

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

National Lottery project goes from strength to strength

Last year in North News, we announced our funding award from the National Lottery Fund to support the “Supporting, Connecting and Building Resilience of North Glasgow” community project.

The project provides the delivery of a furniture and furnishing redistribution service which has been vital in helping people ‘make their house a home’. The project accepts donations of good quality furniture and passes it on free of charge to those referring as homeless or in need. It also supports a ‘wrap-around service’ working alongside community partners to offer further assistance to those in need. This has included specific financial advice and support, help with energy costs, helping people set up credit union accounts and supporting mental health initiatives.



The project employs three staff members – Dom McNally, Ronnie Black and Paula Mailey – who are always available to help.

National Lottery Community Fund (NLCF) Scotland Chair Kate Still and Scotland Director Neil Ritch stopped by Saracen House for a visit on Wednesday 6th April 2022 as part of their Strategic Review for Scotland launch. They were on hand to meet with people in the community who have benefited from the funding and to meet with those involved in the partnership working for the project.

Welcomed by ng homes Chair John Thorburn and CEO John Devine, the visit was highly successful and provided the opportunity for partners to put their views and ideas forward. Guests received a presentation sharing activities and elements of the project followed by networking with attendees.

Scotland Chair Kate Still said “Thanks to the team from ng homes and all your partner network for taking the time to talk about the fantastic projects that you are running across North Glasgow.

“It was brilliant to hear how you and the team and your partner network are making such an amazing difference to the lives of families in the City. It was inspiring to hear individual stories and to learn about the practical issues facing people we help through our funds.

“All your insights were really helpful. I am thoroughly impressed by the way you and your partners have adapted during the



Partners meeting at Saracen House



Scotland Lottery Director Neil Ritch with Consolata Tasinda from Stronger Together Enterprises



Scotland Lottery Chair, Kate Still, at Saracen House for the Strategic Review Launch

pandemic and it was really timely to get your feedback on the aspirations and plans for the future, given the launch of our new strategy renewal today. My best wishes and sincere thanks to you and all the team”.

Donate your pre-used furniture to a neighbour!

Make a house a home

Building Resilience

Communities

Supporting

Connecting

As part of our National Lottery Funded Project we accept and collect good quality furniture for redistribution in the community.

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

Please note: We do not accept used white goods.



Contact below for more info:

Dominic McNally - dmcnally@nghomes.net

Ronnie Black - rblack@nghomes.net

0141 560 6000



ng homes Community Networking Breakfasts return in style

ng homes are delighted to announce that their popular Community Networking Breakfasts are once again taking place in Saracen House, Possilpark following a two-year break due to the pandemic.

The community breakfast programme was initially set up to help local organisations and residents connect with and support each other. It is a winning formula with a 'Speakers Corner' where local organisations talk about what they do and share resources for the benefit of the community.

Speakers at previous community breakfasts have included the Glasgow Baby Food Bank, Dekko Comics, Glasgow City FC and Springburn Youth Forum. The diversity of the event allows for some great conversations and connections to be formed.

There is also a 'marketplace' where community information and leaflets are displayed.

The event in May was attended by the new Lord Provost, Jacqueline McLaren, in her first official role. She said "I have attended ng homes' Community Networking Breakfasts on a number of occasions, and it really is an excellent way for organisations to connect with each other. The atmosphere is friendly, welcoming and there are always interesting speakers. It is wonderful to see this taking place in the community again"

Geraldine Donnan from Glasgow Life commented "This was my first 'Breakfast' and I found it very useful in engaging face to face with other organisations within the area. So many emails are being sent out at the moment and it's difficult to not only read them but to see what support is being offered. To come together and talk face to face is invaluable. Well done to ng homes for making this happen."



Attendees listen to Glasgow Lord Provost Jacqueline McLaren at May's Community Networking Breakfast

June Burgess, Funding Officer from Glasgow Council for the Voluntary Sector (GCVS) added "What a great event!

It was good to meet so many local organisations and to raise awareness of the free funding support service at GCVS. Good to hear the presentations and it was lovely to be at an in-person event again too."

The Community Networking Breakfast programme is open to all – no invitation needed! Why not come along and connect with others in the community.

If you have any questions or wish further information, please contact **Paula Mailey, Community Resilience Officer** on pmailey@nghomes.net

Upcoming Community Networking Breakfasts:
Friday 29th July 2022
Friday 26th August 2022
Friday 30th September 2022

Mark your calendar!

Saracen House
139 Saracen Street,
Possilpark
10am – 12noon

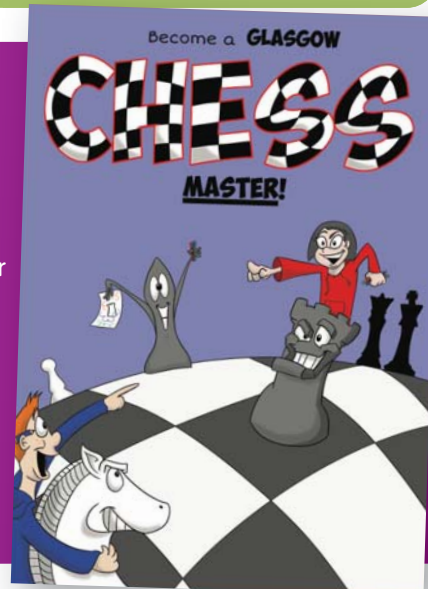
Anyone for Chess?

ng homes have been hard at work with Dekko Comics and Chessmaster Colin Paterson to work on a comic strip outlining the rules of chess.

Children from local schools and community groups have been keeping busy finishing their designs for chess pieces and stories around this and are ready to launch the comic strip this summer.

We are excited to see the community chess sessions come together and are currently working on arranging venues within the local community.

The sessions will be open for all age groups and will be running both online and in person. If you are interested in taking part, then please contact **Paula Mailey** on pmailey@nghomes.net or a member of ng homes Regeneration team.



Celebrating the Dragon Boat Festival in Possilpark

Representatives from the Glasgow Chinese Recreation Centre, ng homes and Glasgow City Council

The Glasgow Chinese Recreation Centre celebrated the Dragon Boat Festival at St Mathew's Centre on Balmore Road at the beginning of June.

Opened by the Lord Provost, Jacqueline McLaren, the celebration included speeches, music, food and a time to socialise with members of the community.

The Dragon Boat Festival is a traditional celebration in Chinese culture and has been in existence for thousands of years commemorating an ancient poet. Modern day dragon boat racing has become a sport exercise. Rice dumplings are a festival feature, frequently found on dining tables celebrating dragon boat racing.

Chair of Glasgow Chinese Recreation Centre (GCRC), Jimmy Lin said

"We have a large number of Chinese members and we work to promote integration within the community. Events like this support us to bring the community together to share our cultures. It was a very happy event, and I would like to thank our members, guests and volunteers in attending this event. We would like to say a special thanks to Lord Provost Jacqueline McLaren for her continued support to our groups and our community."



Celebrating the return of the Dragon Boat Festival

Lord Provost Jacqueline McLaren added "It was wonderful to attend the launch of the Dragon Boat Festival today. I look forward to seeing this community event in Canal Ward going from strength to strength in the coming years.

"Special thanks to the Chinese Recreation Centre for hosting and particular thanks to Jimmy Lin and Mary Lam for their ambitious plans for the future".

The Scottish Fire and Rescue Service (SFRS) attended as part their community engagement efforts. **Watch Commander and City of Glasgow Local Authority Liaison Officer Steven Morrison** said "This event was an excellent opportunity

to engage with newly elected members, partner agencies and members of the community.

"We are committed through proactive engagement workstreams to raise awareness and provide access to the safety services we provide, to all members of our communities. By doing so we hope to contribute to the safety and wellbeing of all."

The GCRC has now resumed their events and activities after stopping during the pandemic. If you would like to learn more or get involved, please email **Paula Mailey, Community Resilience Officer** at ng homes on pmailey@nghomes.net



Members of the GCRC at the Dragon Boat Festival with Councillor Robert Mooney, Lord Provost Jacqueline McLaren, GCRC Vice-Chair Mary Lam and GCRC Chair Jimmy Lin

Remaking Saracen – It's Streets Ahead

We first told you about plans to bring improvements to Saracen Street through Possilpark's Business Improvement Bid (BID) in our Summer 2021 issue of North News. Plans are now moving forward following a successful community consultation on the future of the area.



Members of ng homes staff, BID Steering group, Glasgow City Council staff and Police Scotland at Saracen House during the 'Day of Action'

The BID went to ballot from January to March 2022. This was an intensive period with much door-to-door work taking place to ensure local businesses cast their all-important vote. A successful outcome was reached on 25 March.



Possilpark's BID becomes the third business improvement district in Glasgow and is also the first Business Improvement District which has been hosted by a Housing Association.

The BID's initiatives to boost the look and feel of Saracen Street continues with the shop front refurbishment programme nearly complete and plans to generate further income to start a second phase which is now underway. Following the results, more businesses have come forward to be part of future phases.

A successful Day of Action brought together local partners along with representatives from Glasgow City Council and Police Scotland and housing staff from ng homes' Possilpark office.

Together the 17 businesses are participating in the BID's waste management initiative with a follow-up event planned for later in the year.

During the pilot, the team have worked hard to make significant improvements for local businesses and the wider community. Over the coming weeks, a programme of activities will be rolled out based on the recent business survey which includes a waste audit and summer events.

For up to date information, please email getinvolved@possilparkbid.co.uk or go to the website www.possilparkbid.co.uk.

Did you notice...?

You may have noticed that the new Creative Lighting scheme for Millennium Square is up and running. We are delighted to have received funds from the Scottish Government's Scotland Loves Local programme to put this in place. Trees have been illuminated as has the heritage monument to the Saracen Foundry, we think it looks great! Saracen Street's Shop Front Refurbishment programme is just about coming to the end of phase one and we are hopeful of a second phase. We are delighted with the finished results – they do bring back the heritage quality of the original architecture and design!



Lights at Millenium Square

Scotland Loves Local supports local enterprises and businesses

We are currently working with UnLtd Scotland, Business Support agencies and local residents who are interested in setting up their own social enterprises or businesses to support the budding enterprises.

We have also identified a high number of women who want to establish a 'Women into Enterprise Group'. Other individuals have also come up with great social enterprise ideas and we are taking this forward in partnership with Glasgow Kelvin College and UnLtd. We are looking to further identify opportunities and partners to firmly establish Enterprise opportunities to build community wealth and sustainability.

This initiative ties in with the Scotland Loves Local campaign to support local traders who were such a vital support during the pandemic. You may have seen this campaign in the local press recently following the news that 84,500 Glaswegian households will be receiving a Scotland Loves Local gift card.

ng homes have received funding from Scotland Towns Partnership to help people to 'Dwell Before they Sell' to help them to try out their ideas using vacant or unused shop spaces and other support they need. If you have a business idea that you are interested in taking forward, please contact **Margaret Fraser, ng homes Deputy Director of Regeneration** on mfraser@nghomes.net



Loves Local Gift Cards

ng homes is continuing to work with shops in both Possilpark and Springburn to encourage them to sign up for the 'Loves Local' scheme. The aim of the scheme is to encourage people to 'think local' first and support businesses on their local high streets. We are keen to ensure that your business can maximise this opportunity.

These cards will provide an opportunity for Glasgow businesses, who have signed up for the scheme, to benefit from a much-needed cash injection.

There is no additional cost for businesses to sign up to accept the card. The gift card is a way to introduce new customers to your business.

To register, visit the Scotland Loves Local website at <https://lovelocal.scot/register-your-business/> - it's free and easy to do.

Our neighbourhoods are due to receive cards soon so let's give them the opportunity to spend in our local hairdressers, beauty salons, takeaways, butchers, opticians, homeware providers and more in Possilpark and Springburn.

On your marks! A winning return for the ng Classic

Runners got on their marks again this year as the ng Classics Athletics final returned following a two-year hiatus due to Covid-19.

St Roch's Secondary were the winning team this year, a reward for the effort and dedication of the young people in the team. They have worked hard at their afterschool athletics session over the last couple of years waiting for an event to attend.

The ng Classics Athletics Final began in 2015 with four secondary schools taking part: All Saints, Springburn Academy, St Mungo's & St Roch's. The schools compete in 100m, 200m, 300m, 400m as well as 4 x 100m and 4 x 200m relays.

The event was set up to give the schools an opportunity to compete on track so that the young people would feel more comfortable when attending bigger events. The schools have two practice track meets each before the final event where medals are given to the



Students from the winning team with their award presented by Catherine Rossine, Vice-Chair of ng homes – left to right: Prince Kanda Quiala S3, Casey McKenna S2, Catherine Rossine, Aaliyah Adebisi S3, Denic Charles S2

top three in each race as well as each member of the overall winning team. Over the last few years, the practice track meets have evolved to include other schools as part of a North East Secondary Schools Athletics League.

The event has built the confidence of participants with several going on to join Athletics clubs and competing at national events.

Going forward, the programme is hoping to open up the ng Classics Final to all schools that take part in the North East Secondary Schools Athletics League to make it an even more prestigious event on the Athletics calendar.

Growing Communities Together

ng homes have been working with the Glasgow Chinese Recreation Centre (GCRC) to re-establish work around our community allotment.

There has been a huge improvement in the site with lots of planting taking place and we are looking forward to a rich harvest. This space has been vital in supporting people coming together, promoting positive mental health and the learning of new skills. We would like to thank the amazing volunteers from GCRC for their work.

Work on the allotment space has also been supported by the wonderful members of Springburn Men's Shed who helped to rebuild some of the raised beds. A big thank you also to volunteer Gary Brown who prepared the wooden signs.

To recognise the work of the volunteers and Men's Shed we held a celebration event at Springburn Park Village in May. We would like to thank Jimmy Lin, Chair of GCRC for his support with food and refreshments on the day.



Members of GCRC, Margaret Fraser of ng homes and Gary Brown from Men's Shed with the signs

Song Shimmy makes a popular comeback

ng homes' popular Song Shimmy project is back! Popular with our older residents for over eight years, this activity takes place at the Petershill Club in Adamswell Street, Springburn once a month and includes singing, dancing and socialising with an afternoon tea.

There is a great mix of entertainment and we have even had dance demonstrations, Tai Chi, line dancing, raffles and bingo to add to the mix. It is a very busy event and enjoyed greatly by all who attend.

Residents are absolutely delighted to see this back on the calendar again as they have felt so isolated during the pandemic and have missed the friendships and connections. As one resident said, "It has been a very difficult time during the pandemic, and I felt so isolated at times that I lost my confidence. Just to be in the company of others in such a friendly place made me feel absolutely brilliant.

"I missed it so much and I look forward to coming along every month. I would say to

others, just come and join us, everyone is so friendly, and the music and dancing is wonderful too."

The popularity of the Song Shimmy reached the ears of actor Karen Dunbar and she came along to see it for herself. She joined in on the dancing and gave a rendition of a popular Abba Song during the Karaoke session to the joy of those attending. She said, "I heard about the 'Song Shimmy' and had to see it for myself. I was blown away by the utter joy of people in the room and a great day was had by all.

"This kind of event is so important in our communities. Well done to ng homes for putting this on. I thoroughly enjoyed myself."

Song Shimmy is aimed at older adults - if you would like to come along or find out more, please contact **Paula Mailey, Community Resilience Officer** on pmailey@nghomes.net or speak to your housing officer to contact a member of the Regeneration team.



Karen Dunbar with residents at Song Shimmy



Mark your calendar!

Song Shimmy will return to the Petershill Club, Adamswell Street, Springburn 1-4 pm:

- Friday 22nd July 2022
- Friday 19th August 2022
- Friday 30th September 2022

Top marks for physical activity project for children in North Glasgow



Teachers and pupils from eight North Glasgow schools are celebrating a year of change and learning that puts PE and physical activity at the top of the priority list.

They've been taking part in On Our Marks, a project that has a vision to inspire the people of North Glasgow to be more physically active.

Children involved in the project are enjoying a range of positive outcomes. In February, many Primary 1 and 2 children struggled with tasks such as shuttle runs and catching a ball. Now they can complete multiple tasks without difficulty – and they're having fun in the process.

Speaking about one pupil at Miltonbank Primary School, teacher **Mrs Cochrane** said: "On Our Marks has been very positive for her. Her physical skills have massively developed, resulting in increased confidence, being more settled and focused in class with a noticeable improvement in educational attainment. Perhaps the most significant and pleasing development is that she's interacting more with her peers at playtime".

Due to the ongoing effects of the pandemic, accessing physical activity is challenging for many families. Issues like cost, travel and low awareness mean only 54% of people in disadvantaged areas achieve the recommended guidelines for physical activity, compared to 74% in affluent areas.

Research by the University of Bristol shows that physical activity among young people has dropped by a further 13% since the Covid-19 outbreak, while a study by the University of Strathclyde found that children from more disadvantaged areas were nearly three times less likely to be involved in sport. They were also more than twice as likely to have obesity by the time they were in P1 and nearly less than a quarter were likely to have safe outdoor spaces to play in. Sport and activity are proven approaches in alleviating issues caused by poverty including avoidable diseases, mental illness and obesity. Good physical and psychological health impacts a young person's wellbeing, attainment, social skills, employment opportunities and aspiration

levels – all factors known to be lower in areas of deprivation.

On Our Marks, delivered in partnership by the charity Winning Scotland and local Housing Association ng homes, aims to improve health and wellbeing in North Glasgow and address low levels of physical activity by encouraging regular physical activity in school, at home and in the community.

In 2022, On Our Marks has delivered 46 after-school physical activity sessions for 160 Primary 1 and 2 pupils across eight schools in North Glasgow: Barlornock Primary School, Chirnsyde Primary School, Elmvale Primary School, Miltonbank Primary School, Saracen Primary School, St Catherine's Primary School, St Monica's Primary School, St Teresa's Primary School.

ng homes Chairperson John Thorburn said "Over the years we have been actively involved in developing and supporting innovative initiatives to help our communities reach their full potential. We're delighted to be working in partnership with Winning Scotland to deliver the On Our Marks project to develop and enhance the lives of those living in North Glasgow.

"The impact of On Our Marks has been a very positive experience and we look forward to seeing the next steps of this project being put into place to help support our communities to be resilient and confident to continue this work long into the future."

Winning Scotland CEO Zahra Hedges said: "Our mission is to build confidence and resilience in children and young people and we know that improving levels of physical activity is an important part of that. In a short time we've already seen direct evidence of children becoming more confident physically – this means they can enjoy PE and playtime more than before, and is also contributing towards better classroom engagement at school. We're committed to achieving these outcomes for all children in North Glasgow in partnership with ng homes."



Attendees participating in activity sessions



John Thorburn, ng homes Chairperson welcoming attendees



Kieran Achara with pupils in an activity session



Testing out On Our Marks flashcard games

WHAT'S ON GUIDE

	Activity	Venue	Date and time	Contact	Other Information
POSSILPARK/SPRINGBURN/BALORNOCK	Oriental Gym Exercise	Tron St Mary's, 128 Red Road Barmulloch G21 4PJ	Fridays 10am-12noon	Glasgow Chinese Recreation Centre	Oriental Gym Exercise Activities
	Chinese Recreation Centre Activity Tai Chi/Yoga/Lunch	St Mathew's Centre Balmore Road	Wednesdays 10.30am – 1.30pm	Glasgow Chinese Recreation Centre	£2 donation for lunch
	Parkrun	Springburn Park Meet at centre monument	Saturdays 9am meet, 9.30am start	http://www.parkrun.org.uk/springburn/	NB - MUST register beforehand, follow link: https://www.parkrun.org.uk/register/?eventName=springburn
	Health Walk	Springburn Park Meet at Broomfield Road entrance	Fridays, 11am meet	Greg Cann gcann@nghomes.net 07967 575327	
	Jog Group	Springburn Park Meet at Broomfield Road entrance	Wednesdays 6.30pm-7.30pm	Jim Goldie (Glasgow Sport) james.goldie@glasgowlife.org.uk	10 week Programme – places limited. Make contact BEFORE attending to ensure availability
CHILDREN/ FAMILY ACTIVITIES – SPRINGBURN/POSSILPARK	Junior Parkrun	Springburn Park Meet at centre monument	Sunday 9.30am start	https://www.parkrun.org.uk/springburn-juniors/	NB - MUST register beforehand, follow link: https://www.parkrun.org.uk/register/?eventName=springburn-juniors
	Community & Youth Hub	Glasgow Kelvin College (Springburn Campus)	5pm-7pm	Turn up on the night to register with staff	Activities for Primary age (must be accompanied), Secondary age & adults
MONTHLY EVENTS	Swap Shops	Various	Various 12.30pm – 2.30pm	Glasgow Baby Food Bank babyfoodbank@gmail.com	Open to all
	Community Networking Breakfast	Saracen House 139 Saracen Street Possilpark	10am – 12noon Friday 29th July Friday 26th August Friday 30th Sept	Paula Mailey pmailey@nghomes.net	Open to all
	Song Shimmy Events	Petershill Football Club Adamswell Street Springburn G21 4DD	Fridays 1–4pm Friday 22nd July Friday 19th August Friday 30th Sept	Paula Mailey pmailey@nghomes.net	Aimed at older adults Lots of fun, singing and dancing - so come along Transport can be provided
SUMMER EVENTS	Play Together on Pedals (Pre-school Cycling)	Various	July	Greg Cann gcann@nghomes.net 07967 575327	
	Springburn Community Fun Day	Springburn Way	Saturday 13th August, 11am-3pm	Emma Porter, Springburn Youth Forum springburnyouthforum@gmail.com	Please contact Emma Porter at the Springburn Youth Forum for more information.



Keppochhill New Build Development

The new-build development at Keppochhill was officially completed and handed over to ng homes on 8 February 2022. This marked the completion of the first new build project for ng homes in a number of years, bringing high standard, energy-efficient new homes to the area despite the challenges posed by the Covid-19 pandemic and Brexit-related delays and supply shortages.

The development located at Keppochhill Road, Millarbank Street and Gourlay Street, Springburn consists of 28 social rent flats,

four of which are 2-bedroom wheelchair adapted flats, and 21 mid-market rent (MMR) units (2-bedroom flats for general family and elderly amenity housing). There is also a large commercial unit for rent on the ground floor.

The properties meet strict energy efficiency requirements which make them comfortable and easy to heat at a time of soaring fuel bills. The walls, floors and roof spaces have been highly insulated whilst the windows and glazed areas have been designed to minimise heat loss.

In line with these energy efficiency measures, the roof facing Millarbank Street has been fitted with photovoltaic panels to capture the sun. Highly efficient gas boilers have been installed in each flat and every radiator is fitted with a Thermostatic Radiator Valve (TRV) to allow maximum user control over the temperature within rooms.

External landscaping and hard surfacing is now complete and is settling in nicely with the gardens to the rear of the flats beginning to flourish. Internally, decoration to the flats has been finished to a high standard with floor coverings and white goods in place in the MMR flats.

The Association has welcomed tenants into their new homes and we are pleased to be seeing the development come alive.



Programme volunteers at work during a drop-in session

Getting North Glasgow on the digital map

ng homes have been developing our new Digital Strategy. This includes building the structures and set-up needed for connectivity in our homes as well as working with partners to provide digital devices for residents.

The Covid-19 pandemic demonstrated the need for people to be connected more through technology – many took part in activities through Zoom and other sources. In addition, many saw an increased need to use technology for everyday life - home schooling, studying, shopping, home working, and connecting with health or financial services. It is also clear that there are many residents who are currently digitally excluded.

ng homes have been working alongside Openreach and City Fibre to connect tenants in our multi-storey flats and are aiming to extend this out to other areas.

We also worked alongside Connected Scotland, Barclays, and Glasgow City Council to provide digital devices to children, families, older people, and others in the community.

We have been working as a community partner with Remade Network to provide work placements for five young people to be trained in repairing digital devices and helping to set up a 'repair hub' in Springburn.

As part of the partnership, the trainees facilitated and staffed a repair kiosk in the local community. As an additional part of this programme, we currently have 200 desktop computers to be distributed to the community with basic packages included. If you are interested in receiving one of these computers, then please contact **Greg Cann, Project Manager** on gcann@nghomes.net or by phone **0141 630 4254** – or speak to your

housing officer to contact a member of the Regeneration team. You can also donate electronic appliances for refurbishment - please contact **Greg Cann** to arrange this.



Remade Network trainees at work repairing devices

Energy saving project moves forward

As we shared in the last issue of North News, ng homes has been working to increase sustainability, reduce energy usage, save tenants money and reduce fuel poverty in our communities.

Here's the latest on what's been put in place and what's next from our investment plans.

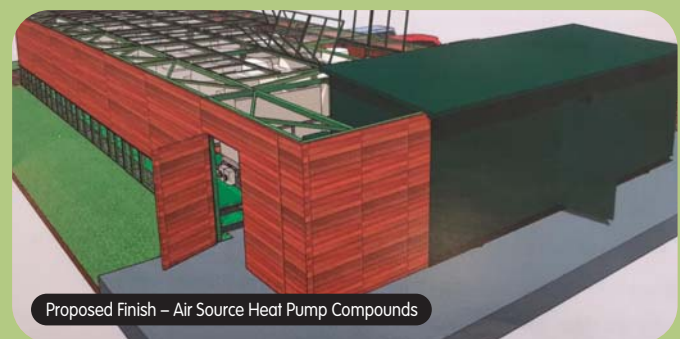
Multi-Storey Flats – District Heating and Investment Project

ng homes have now replaced the heating systems to 592 properties within six of the multi-storey blocks in Springburn. The installation of a new district heat network, using Air Source Heat Pumps, have now made them some of the most energy efficient blocks in the UK.

The heating systems have now been in place for a time and phase one is nearing completion. Over the coming months, ng homes will be writing to tenants to arrange an appointment to visit their home and complete the final steps to connect to the system.

Phase two of the District Heating Project commenced in June 2022 and will see a further seven multi-storey blocks in Springburn benefit from the installation of the new system. Due to the configuration of the buildings, the Air Source Heat Pumps will be located on the ground in secure modular compounds, as opposed to being located on the roofs of the previous six multi-storey blocks.

While work is ongoing in our multi-storey flats around the heating systems, we are moving forward with other upgrades around fire safety.



Fire Compartmentation

Fire compartmentation – stopping it spreading from one unit to another within a block of flats - is an important part of the passive fire protection within the overall fire safety system of a building and is critical within multi-storey flats. It is achieved by dividing the properties into "fire compartments" through using fire doors as well as having floors and walls constructed using fire-resistant material.

The wall which encloses the pipework and services which travel between flats is located within bathrooms in the multi-storey flats.

Work to remove this wall and replace it with fire-resistant material is on schedule to begin in August 2022 and will run through to early 2024.

If you have any questions regarding this work, please speak to your Housing Officer.

Flat Door Replacements

The upgrading of the old flat doors and replacing with the new and improved 60-minute fire rated doors is nearing completion throughout all 14 multi-storey blocks in Springburn.

ng homes Annual Investors in People Review

The Association's annual Investors in People review was conducted by an external Assessor over two days in March this year. This was the second annual assessment of the Association's approach to "We Invest in People" and "We Invest in Wellbeing" after successfully being re-accredited for Investors in People Gold and the Investors in People Health and Wellbeing Award in 2020 and Investors in Young People Gold earlier this year.

Investors in Young People is a good practice framework designed to support employers in all sectors to develop their youth employment practices to attract, recruit, develop and retain Young People. The Association completed its full assessment for reaccreditation in January this year. The Assessor was extremely pleased with the Association's approach and everyone he met on the day. Overall, the re-assessment was very positive resulting in the Association retaining the IYP Gold accreditation for a further 3 years until January 2025.

This latest assessment, covering 'We Invest in People' and 'We Invest in Wellbeing', was carried out remotely due to Covid concerns and the feedback from the review was extremely positive with the Assessor commenting on the excellent response he received from staff members throughout the assessment.

Organisations that meet the world recognised IIP Standard reflect the very best in excellent people management. The Assessor acknowledged that the past year has not been easy for staff or tenants due to the challenges presented by the Covid-19 pandemic; however, he recognised the excellent work that was undertaken throughout the organisation during this time and identified examples of good practice and progressive initiatives together with identifying recommendations for continuous improvement.

The Assessor recognised the importance placed on staff development within the Association and the positive impact our

work has on the North Glasgow community. He emphasised the high level of focus on learning and development across the Association, with the notable results achieved around learning and development, job satisfaction and career progression with the introduction of the staff

'Check-in' process receiving specific mention.

The Assessor was heartened to hear that staff felt that they have been supported physically and mentally by the Association. He commented "The strength of your learning provision also encourages this and it was great to hear that a training needs analysis is underway to contribute towards your new learning and development programme."

Tony Sweeney, Director of Corporate Services at ng homes stated "This positive result reflects the dedication of the Association's Board and managers in developing and supporting our staff to enable them to deliver an excellent service to the North Glasgow community. It recognises the hard work of all our staff and is testament to the Association's continued commitment to ensure that we are providing the best possible support to our tenants and other customers."



Customer Service Excellence Review

The Association completed our latest Customer Service Excellence (CSE) Assessment at the end of 2021. It was a comprehensive review, required every 3 years to retain the CSE Standard.

This involved the Assessor speaking to staff, tenants and partner organisations and learning about the many excellent examples of the work that we do for tenants, residents and other customers in the North Glasgow community. The Assessor noted how much staff care about our tenants and other customers and he highlighted the way the Association works with other organisations to deliver a joined-up approach to benefit the community. He was very impressed by what he heard and the people he met during the process and praised the Association for our ongoing commitment to developing and delivering innovative services during these challenging times.

The Assessor's CSE report identified 24 'Areas of Good Practice' and 11 'Areas of Compliance Plus'. This was a great outcome and the numbers in both of these key areas surpass the positive results from previous reviews. The Assessor also suggested three areas for improvement, specifically around communication and accessibility of information for tenants and other customers, and we aim to address these issues going forward.

John Thorburn, ng homes Chairperson, congratulated the Association's staff on this achievement, commenting "Customer Service Excellence remains at the top of our agenda at the Association. We were delighted to receive the Assessor's feedback on the great work we are doing

in North Glasgow and we are very happy to see this recognised through the increased number of areas of Good Practice and Compliance Plus achieved. This is testament to the hard work of our staff, supported by the Board and we will maintain our focus on this going forward."

The CSE Standard will be in place for the Association for the next three years until we undergo our next 3-year Assessment in December 2024 with annual reviews in the intervening years. This excellent result underlines the power of effective partnership working and demonstrates the positive results which can be achieved through the high level of commitment and the efforts of all our staff and the support provided by the Association's Board.

Our next annual review is due to be completed in November this year and we will communicate the outcome at that time.

Customer Service Excellence Standard

The Customer Service Excellence Standard is recognised across the UK and it lies at the heart of an overarching strategy to provide public services for all customers which are efficient, effective, excellent, equitable and empowering. Customer Service Excellence was developed to offer companies and organisations a practical tool for driving customer-focused change. The foundation of this tool is the Customer Service Excellence Standard which tests in great depth those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude.



Dogs in Multi-Storey Flats



Following the Covid-19 outbreak and lockdowns, like many others across communities, many of our tenants now have dogs.

Tenants who live in our multi-storey flats will be aware that dogs are not permitted within any of our multi-storey blocks. This is explained to all tenants when they sign their tenancy agreement and is set out in your individual tenancy agreement:

- no dogs allowed in any multi-storey flats at any time unless registered as providing assistance to the tenancy or a member of the tenant's family (eg guide dog); this includes all visiting dogs.

We will be enforcing a no tolerance approach in the multi-storeys – our housing staff will be speaking with anyone who has a dog in their home or who enters any of our blocks with a dog. We would advise any tenants who have a dog in their home to seek alternative accommodation for their pet as failure to do so could result in court action.

Please also be aware that tenants are responsible for their visitors and as such any persons visiting your home with a dog could lead to action being taken against your tenancy.

We would appreciate your assistance in this matter.



Interested in doing more with ng homes?



Come be part of making North Glasgow a community where people can flourish and prosper!

If you are a shareholder of the Association, you can stand for election to our Board at our upcoming Annual General Meeting (AGM) this September.

Read on to find out more ...

Why should I join the 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 having 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.

This is a voluntary unpaid position; however, appropriate expenses will 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. You would also receive a comprehensive induction together with ongoing training and support to assist you in your role.

Who are we looking for to join the Board?

We aim to ensure that our voluntary management Board is representative of the community we serve, and we'd encourage anyone from our communities to stand for the Board. If you are keen to make a difference and make sure local voices are heard, this could be the role for you.

At ng homes, you will learn about the wide range of activities undertaken within a customer-focused and community-oriented organisation operating within the Scottish housing sector, and you will be able to use and develop a wide range of skills, knowledge and experience to help ensure ng homes continues to serve our tenants, customers and communities in ways that best suit those who call North Glasgow home.

How does someone go about joining the Board?

Shareholders must be a tenant of the Association or reside in the Association's local area.



Already a shareholder?

All shareholders will be invited to our AGM which will take place this year on **Tuesday 13 September 2022**.

A nomination form is included in your AGM shareholder pack which will be sent out in August.

Completed nomination forms must be returned no later than **23 August 2022**.

If you are interested and would like to learn more about this opportunity, please email Tony Sweeney, ng homes Director of Corporate Services at tsweeney@nghomes.net

Interested in getting involved with ng homes but not yet a shareholder?

To join ng homes as a shareholder, you need to complete and return a membership form with £1 – this will be considered by the Board at its next meeting.

To request a form, speak to your Housing Officer, email us at info@nghomes.net or phone us on **0141 560 6000**.

Make sure to keep an eye on our website, social media channels and the next issue of North News for more information about other ways to get involved in your community through ng homes.



Energy Support

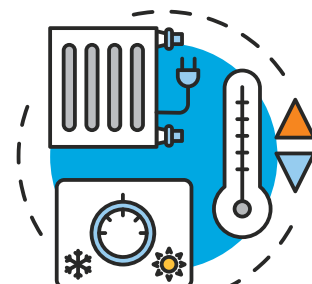
Many Scottish households have already seen increases in energy bills from 1 April 2022. With further price increases expected later in the year, this is worrying for many. However, we want to assure you that help is at hand.

Home Energy Scotland, the Scottish Government's free impartial energy saving advice service, have shared their top energy-saving 'quick wins' to help see ways you could be saving some money.

- 1 Did you know around one fifth of the average household's heating bills are spent on heating water for showers, baths and hot water from the tap? Spending one minute less in the shower each day could save **£35** off your energy bills each year, in a four-person household.
- 2 You could be wasting **12 litres a minute** while brushing your teeth or doing the washing up so use a universal sink plug and fill the sink with only the water you need when washing dishes.
- 3 Make sure that dishwashers and washing machines are full before you use them, and ensure you regularly use the most efficient water and energy settings. Using your washing machine at **30 degrees** uses much less energy compared to a higher temperature but will still clean your clothes effectively.
- 4 Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C). Turning down the room thermostat by one degree can save up to **10% off your annual energy bills**.
- 5 Did you know nearly 40% of people leave consoles on or on standby when they're not using them? You could save **£55** a year on your energy bills just by switching yours off.

To find out how Home Energy Scotland can help you, call freephone **0808 808 2282**, send us an email to adviceteam@sc.homeenergyscotland.org, or request a call-back via our website at homeenergyscotland.org. Lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.

ng homes has been successful in securing funding from the **Social Housing Fuel Support Fund** to assist tenants who are in hardship due to increased energy costs. We can support tenants with emergency fuel tops ups together with information and advice alongside Home Energy Scotland. If you are struggling and in need of support, please contact your housing officer to discuss and make a referral to ng homes Regeneration team.



Make your money work for you!



We know that the cost of living is on everyone's mind at the moment. But it's not just your energy bills that you can take control of. From small changes around the house to how to enjoy your favourite 'takeaways' without the cost, you can reduce your day-to-day costs by taking a few simple steps.

Websites such as 'Look After My Bills' and 'Money Saving Expert' (Martin Lewis) have regular emails with tips on savings, best deals and ways to check if you could be saving on household costs, days out and even treats. You can sign up to receive regular emails with advice and more straight to your inbox!

We've highlighted a few of their top tips here - we hope you will find them useful.

In the home



- **Watch your water** – Fill the kettle with the volume of water you are going to use immediately. You can also first boil water in a kettle before transferring to a pan – remember to cover pots and pans when water is boiling to trap heat.



- **Pack a full freezer** – the more you store, the less energy used to cool the air. Remember to defrost your freezer regularly to keep it running efficiently.



- **Have a tumble dryer? Invest in dryer balls** – These laundry balls create space between items, airing them and help to reduce the time needed (and the energy used).



- **Don't cover or block your radiators** – It can be tempting in tight spaces to place your furniture around the edge of a room. Moving your furniture even a few inches away will allow heat to flow around the room.



- **Keep your hob clean** – Burnt-on food or grease absorbs heat and makes it less efficient. Always give it a good clean to keep it running as efficiently as possible.

- **Get a washing-up bowl** – Particularly for cleaning up after smaller meals, this can reduce the amount of water used and the energy used to heat it.

- **Leave blinds/curtains open longer in summer and close them in winter** – Makes the most of the natural heat/light in the summer and prevents heat loss through windows in the winter.

- **Be tactical with your washing** – Watch the weather for when to put a load on and avoid turning on the tumble dryer by taking advantage of clothes lines or clothes horses outdoors.

Savvy spenders

- **'Make do and mend'** – Big ticket items, such as a laptop, can be a nightmare to replace if they stop working. Check to see if there are any 'community repair cafés' nearby. Volunteers can often complete repairs for a small/no cost.
- **Out of contract on broadband or mobile?** – Check if you could reduce your bills by checking for deals using comparison sites.
- **Check for broadband 'social tariffs'** – If you're on a lower income, you may be eligible for social tariffs which are cheaper long-term.
- **Pay attention to regular payments** – (direct debits, standing orders, recurring payments). Check regularly to see if you still need or want the goods or service. If you don't, check to see if you can cancel. If you do, check to see if there is a cheaper or better option.
- **Drive less, walk or cycle more** – Could you walk or cycle instead? There are many ways to get into active travel which can help cut your costs, from cheap second-hand bikes, 'Cycle to Work' schemes and cheap ways to hire a bike short-term.

Mealtimes

- **Check supermarkets for 'fakeaways'** There's a growing range of items that allow you to recreate your favourite takeaways at a fraction of the cost. Or DIY!
- **Avoid throwing edible food away** – know your 'use by' from your 'best before'. 'Use by' is a health issue. Don't eat anything beyond that date as it's risky, even if it looks and smells fine – so it's best to bin. 'Best before' is just the manufacturer's view of when it's no longer at its optimum quality. Use your eyes and nose to check if it's safe to consume.
- **Have a slow cooker? Try batch cooking** – preparing all your meals for the week or a few days ahead can help cut costs by not only reducing food waste but also helping avoid takeaways as meals are already prepared.

Remember – we're here to help

Speak to us if money is tight or you are worried about costs.

Many other organisations and charities can also offer detailed guidance and advice – here are a few which may be able to help:

Home Energy Scotland: For help paying energy bills.

Email adviceteam@sc.homeenergyscotland.org or call freephone **0808 808 2282**.

Turn2us: Help with benefits, searching for grants and accessing support services. For more information, visit www.turn2us.org.uk or call **0800 802 2000**.

Citizens Advice: Guidance for all aspects of universal credit. Find your local office at www.citizensadvice.org.uk/scotland or call **0800 028 1456**.

Gingerbread: Primarily aimed at single parent families. For help, call the Gingerbread helpline on **0808 802 0925**.



Enjoy Summer Safely

Now that summer is upon us, many people are looking to get out and about – ready for the nicer weather and those summer holidays.

The summer is a great opportunity for people to get out and get active, which helps improve both physical and mental wellbeing.

The NHS has tips and advice to help keep our health and wellbeing safe over the summer months.

Sun Safety

Sunburn does not just happen on holiday – you can burn in the UK, even when it's cloudy.

Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October.

Do not rely on sunscreen alone to protect yourself from the sun. Wear suitable clothing and spend time in the shade when the sun is at its hottest. Make sure the sunscreen is not past its expiry date. Most sunscreens have a shelf life of two to three years.

Don't forget about areas not protected by clothing, such as the face, ears, feet and backs of hands – and protect your eyes from bright light especially if around reflective surfaces such as water.

Remember: wear clothes and sunglasses that provide sun protection, such as:

- a wide-brimmed hat that shades the face, neck and ears
- a long-sleeved top

- trousers or long skirts in close-weave fabrics that do not allow sunlight through
- sunglasses with wraparound lenses or wide arms

Mental health and wellbeing

It's important that we don't forget about our mental wellbeing too. The NHS has some top tips for making sure you stay mentally well this summer:

- Getting out in the fresh air and having a walk. Use the warmer weather to take a quick walk on your lunch break.
- Having a healthy diet - summer can be a great time to introduce fresh salads to your diet.
- Drink plenty of water, especially in warmer weather.
- Take the lighter nights as an opportunity to try a new sport or way to get active.
- Enjoy the sunshine and practice mindfulness, which means simply being in the here and now. Take just a few minutes each day to do something like listening to the sound of nature. This will help you keep focus in the present.



Local Elected Members

Anne McLaughlin MP
(Scottish National Party)

Contact the Member at their constituency address: Springburn Old Library & Museum
179 Ayr Street, Glasgow G21 4BW
Phone: 0207 219 6484
Email: anne.mclaughlin.mp@parliament.uk

Bob Doris MSP (Scottish National Party)

Contact the Member at their constituency address: Maryhill Burgh Halls,
10-24 Gairbraid Avenue, Glasgow G20 8YE
Phone: 0141 946 7700
Bob.Doris.msp@parliament.scot

Local Councillors

Ward: Canal (16)

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

Councillor Fiona Higgins • fiona.higgins@glasgow.gov.uk • 0141 287 7041
Party: Scottish Labour Party

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

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

Ward: Springburn/Robroyston (17)

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

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

Councillor Audrey Dempsey • audrey.dempsey@glasgow.gov.uk • 0141 287 5615
Party: Scottish Labour Party

Councillor Thomas Rannachan • thomas.rannachan@glasgow.gov.uk
0141 287 3779 • Party: Scottish Labour Party

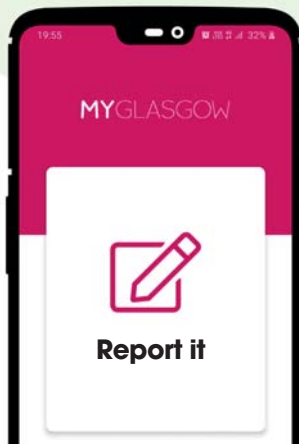
MYGLASGOW

Help us to help you keep your community clean

Don't accept litter or fly-tipping on your doorstep

REPORT IT!

Report issues in detail with ease and convenience.



Using the **Myglasgow App**
You can download our app from the App store and Google Play,
or online at www.glasgow.gov.uk
or by calling 0141 287 9700



Bulk items can be disposed of **FREE** of charge at your nearest local recycling centre located at:

Easter Queenslie Recycling Centre
90 Easter Queenslie Road G33 4UL

You can use our app for a whole range of services, from requesting a bulky waste collection to reporting fly tipping or graffiti. Our "More Services" section also has handy links to useful information.



Stay Alert, Shut Out Scammers

As things reopen following the Coronavirus pandemic and DIY picks up over the summer months, keep yourself safe from scammers by keeping the following tips in mind.

Stay alert and don't:

- Reply to suspicious messages or calls
- Share your bank card details or personal financial information
- Open links and attachments in unsolicited emails and text messages
- Send money upfront to someone you don't know
- Agree to work in your home or garden on the doorstep – ask for quotes and take time to consider them
- Buy things online that seem to be sold out everywhere else
- Allow someone without ID to enter or do work on your home/property. If in doubt, call the contact number on their ID to confirm their identity.



ng2 keeping things trim and tidy over the summer months

ng2 have started their summer programme to keep green spaces looking trim and tidy for tenants and customers of the Association.

The schedule for 2022 includes:

- Garden maintenance
- Grass cutting
- Strimming
- Hedge cutting
- Open space cuts
- Shrub bed maintenance

Garden Maintenance

ng2 launched the 2022 summer maintenance contract on 1st April. There are 14 grass cuts as well as strimming and litter picks planned over the summer. Hedges will be cut twice this year.

Living in Scotland, the weather can be unpredictable. Prolonged periods of heavy rainfall may mean that we are unable to cut the grass or carry out other maintenance as planned. If the weather co-operates, prolonged sunny periods may mean grass and hedges grow more quickly than anticipated.

Dog Fouling

This can be an issue throughout all our 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 area.

Open Spaces

There are areas where we maintain open spaces through the estates.

- All areas will be cleared of grass cutting and debris to the best of the teams ability
- All areas will be sprayed with weedkiller

Environmental HIT Squad

The HIT squad are out in the estate tidying up back courts and also working in void properties in a timely manner to enable these to be let out by ng homes.

Other services are continuing/back up and running following an easing around Covid-19 safety precautions in line with Scottish Government guidance:

Care and Repair officer – Our handyman service where elderly members of the Association can ask for this service for jobs they cannot do about their house.

Window cleaner – Our window cleaner is continuing to clean all the communal windows in ng homes' 460 closes.

Close Cleaning – Close cleaners are still concentrating on cleaning common touch points in all closes.

Bulk/fly tipping

ng2 staff and ng homes Housing Officers are hard at work to ensure our estates are kept tidy and free of bulky waste.

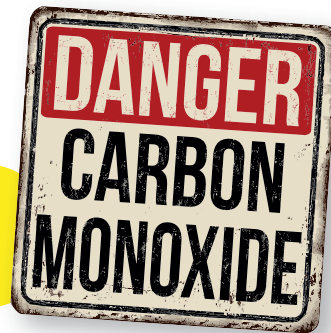
If you have any waste that you cannot reuse, recycle or donate, please contact Glasgow City Council to arrange a pick-up.

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

Please see page 27 for more information on the MyGlasgow app which can be downloaded from the Apple App Store or Google Play.



In the know – Carbon Monoxide



Carbon monoxide (CO) is a poisonous gas which has no taste, colour, or smell. It can make you feel seriously ill and can kill quickly without warning.

What are the signs of a carbon monoxide leak?

Carbon monoxide can be produced when poorly maintained, incorrectly fitted or badly repaired appliances do not burn gas completely.

Look out for the following signs that could indicate that a gas appliance is not working correctly, and CO may be present in the house:

- Floppy yellow or orange flame on your gas hob, rather than a crisp blue flame
- Dark, sooty staining on or around gas appliances
- Pilot lights that frequently blow out
- Increased condensation inside windows

What are the physical symptoms of carbon monoxide poisoning?

If you're suffering from any of the symptoms and feel better when you leave the house, it could be CO poisoning.



If you're concerned you or someone in your household may be suffering from carbon monoxide poisoning, make sure you do the following:

- Get fresh air immediately
- Open all doors and windows, switch off gas appliances and leave the house
- Contact your GP, who can check and advise if you need treatment for carbon monoxide poisoning
- If you're concerned there is immediate danger, call the gas emergency helpline on **0800 111 999**

How to stay gas safe

1. Only use a Gas Safe registered engineer to fit, fix and service your appliances. You can find and check an engineer at GasSafeRegister.co.uk or call **0800 408 5500**.
2. Check both sides of your engineer's Gas Safe Register ID card. Make sure they are qualified for the work being carried out. You can find this information on the back of the card.
3. Have all your gas appliances regularly serviced and safety checked every year. If you rent your home ask for a copy of the landlord's current Gas Safety Record.
4. Know the six signs of carbon monoxide (CO) poisoning – headaches, dizziness, breathlessness, nausea, collapse, and loss of consciousness. Unsafe gas appliances can put you at risk of CO poisoning, gas leaks, fires and explosions.
5. Check gas appliances for warning signs that they are not working properly e.g. lazy yellow flames instead of crisp blue flames, black marks or stains on or around the appliance and too much condensation in the room.
6. Fit an audible carbon monoxide alarm. This will alert you if there is carbon monoxide in your home.
7. Keep vents and chimneys clear. Make sure you don't block any vents, as they are vital to ensure gas appliances burn properly, and chimneys need to be cleaned and checked regularly.
8. Use gas appliances only for their intended purpose. Don't be tempted to use them for something they weren't meant for e.g. using a gas cooker to heat a room.
9. Know the emergency procedure, if you smell gas or suspect immediate danger, make sure you contact **0800 111 999** immediately.
10. Spread the word. Share vital gas safety information with friends, family and neighbours to make sure your community stays safe.

Housing Officers

Multi-Storey Flats

Housing Manager: Karen Johnson



Karen Johnson



Bola Akinloye



Catherine Mather



Pamela Hutchison



Gemma Lee



Yvonne Kinnear



Liz McMillan



Anne Sheeran

For Rent Enquiries:

Bola Akinloye

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

Catherine Mather

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

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

Pamela Hutchison

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

For Housing Enquiries:

Gemma Lee

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

Yvonne Kinnear

Galloway Street
 Lenzie Terrace
 Carron Crescent

Liz McMillan

771-783 Springburn Road
 Blackthorn Street

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

Anne Sheeran

Broomknowes Road
 Croftbank Street
 Edgefauld Road
 623-700 Hawthorn Street

Possilpark

Housing Manager: Sharon Hazlett



Sharon Hazlett



Gail Hamilton



Danielle Quinn



Terri McChesney



Alison McLean



Lynn Bennett



Daniella Sprott



Gordon McFarlane

For Rent Enquiries:

Gail Hamilton

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

Danielle Quinn

8, 16, 24 Balmore Road
 40, 46, 52 Balmore Road
 72 Balmore Road
 139-221 Balmore Road
 139-162 Barloch Street
 Closeburn Street
 Denmark Street
 4-40 Hawthorn Street
 313-483 Hawthorn Street

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

Terri McChesney (Maternity Cover)

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

For Housing Enquiries:

Alison McLean

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

Lynn Bennett

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

Daniella Sprott

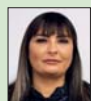
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 138-294 Saracen Street
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 Chestnut, Cypress & Spruce Street

Gordon McFarlane

134 Allander Street
 Ardoch Street
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 Bilisland Drive
 Hayston Crescent & Street
 Mireton Street
 Panmure Street
 Redmoss Street
 185-277 Saracen Street
 Stronend Street
 Sunnyslaw Place

Springburn

Housing Manager: **Lyanne Leslie**



Lyanne Leslie



Linda Forrester



Susan McAllister



Laura Sharkey



Lauren McPhee



Andy Wilson



Joy Henderson



Ashleigh McIntyre

For Rent Enquiries:

Linda Forrester

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

Susan McAllister (maternity cover)

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:

Andy Wilson

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

Emma Coats

Crichton Street
 Gourlay Street
 Morrin Path
 Auchinloch Street
 Auchentoshan Terrace
 Angus Street
 Atlas Road
 Ayr Street
 Carlestone Street
 Cowlairs Road
 Hillkirk Street
 Kemp Street
 Southloch Gardens
 Laverockhall Street
 Midton Street
 Vulcan Street
 77-163 Petershill Road
 237-251 & 312 Springburn Road
 Springburn Way
 Valleyfield Street
 St Joseph's View
 Zena Crescent
 50 Keppochhill Road
 5 & 9 Millarbank Street

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




Keep in touch!

Keep in touch and up-to-date with what is happening.
We're on Twitter, Instagram and Facebook...

 **Twitter** - @ng_homes where you'll find essential information about our services and @ngha_community where you will find community news.

 **Facebook** - @nghacomunity where you will find community news, stories and essential information about the Association.

 **Instagram** - @ng_homes where you will find news from across the Association.

You can always get in touch...

Phone – you can call us on **0141 560 6000** on Monday to Friday from 9am-4.30pm

Email – you can email us via forms on our website **www.nghomes.net** or to our general inbox: **info@nghomes.net**



Don't forget!

Download the free
ng homes app
from the
Apple App
Store or
Google Play.
You can contact
us, report a
repair and even
apply for a
home all from
your smartphone!



We welcome your
feedback and encourage
our tenants to get in touch
so we can continually develop
and improve the app.

 **media@nghomes.net**

 **Twitter: ng_homes**

 **Website: www.nghomes.net**

Public Holidays

The Association will be closed on the
following dates:

Glasgow Fair Weekend

Friday 15 July 2022 and Monday 18 July 2022

September Weekend

Friday 23 September 2022 and Monday 26
September 2022

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: nghacomunity

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