

NORTH NEWS



North Glasgow Housing Association's newspaper for tenants and owners

SPRING 2010 Issue No 27

Prime Minister praises high levels of service to our tenants



SMILES BETTER... Chief Executive Robert Tamburrini with Robert Troup and Edwina Holmes

PRIME MINISTER Gordon Brown has praised North Glasgow Housing Association for its customer service.

He wrote to congratulate the Association on achieving the Government's new Customer Service Excellence Standard.

In his letter, Mr Brown says: "I am delighted to learn that your organisation has achieved the Customer Service Excellence standard.

"Please pass on my congratulations to everyone involved. To be recognised for this challenging standard is a tribute to your organisation's customer service culture.

"Your achievement demonstrates that you have recognised the importance of developing an in-depth understanding of your

customers' needs. Consultation and customer insight is vitally important if we are to continue to make the improvements we all want to see in public services."

It was another landmark attainment when North Glasgow became the first housing association in Scotland to receive the new Customer Service Excellence Standard from emqc.

Emqc is one of the UK's leading organisational improvement and assessment companies working in partnership with Government and other agencies to help deliver accreditation services.



Chief Executive Robert Tamburrini and Chair Pat Kenna travelled to Derby with other Committee Members and staff for the formal presentation of the certificate and a glass trophy to mark the achievement.

The new Customer Service Excellence Standard replaces Charter Mark, which is being phased out in 2011. The Association achieved that standard in 2004 but Charter Mark holders are not automatically moved to the new standard.

The Association had to measure up to new concepts of Customer Service Excellence and provide additional proof that it met the

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Progress on homes transfer process

OUR TEAM is busy working on plans that could lead to the transfer of GHA homes in Springburn, Balornock, Parkhouse and Possilpark to North Glasgow Housing Association under a process known as Second Stage Transfer (SST).

A consultation process

started recently with the publication of our special newsletter, *Transfer News*. The Association is actively seeking the views of tenants in the three transfer areas and has established a free telephone number to call: 08000 46 38 12. Tenants are also being invited to use the

internet to make contact via e-mail through the appropriately named joinus@northglasgowha.com

A survey to assess the physical condition of the houses has reached the half-way stage and North Glasgow HA has started to prepare business plans. This

will set out how we will manage and maintain the homes if the transfer goes ahead.

The business plan will include our proposals for rent guarantees and local offices and will also underline one of the cornerstones of North Glasgow Housing Association - local control.

When the plan is finalised, it will set out in clear terms all of our proposals so that local GHA tenants have all the information on what transferring ownership of their homes would mean for them.

It will cover the housing service, rents, repairs and investment in the houses, the protection of existing tenancy rights and a range of other



GROUP SMILES...
Robert Troup, Ronnie Rodden, Ann Marie Devlin, Pat Kenna, John Thurgood, Alison McCann, Robert Tamburrini and Edwina Holmes

Excellence award...

From Page One

The certificate and trophy were presented by Councillor Robert Troup, Derby City Cabinet Member for Housing and Environment, and Edwina Holmes, emqc's Client Support Manager.

John Thurgood, who carried out the assessment of the Association and also attended the ceremony, said: "North Glasgow Housing Association has exceptionally high levels of Tenant satisfaction with its services.

"Tenants spoke highly of the quality of homes provided and the proactive way North Glasgow Housing Association responded to their needs.

"The Management Committee members appointed to represent other Local Housing Organisations spoke of their desire for a speedy stock transfer to NGHA ownership in order that

they might also have their preferred housing provider in place not least because NGHA met its promises to Tenants.

"The organisation is customer focused and members of staff frequently go beyond their statutory duty to provide solutions to Tenant problems working proactively to improve local communities in the Springburn and Possilpark areas.

"Extensive and effective partnerships are in place that make a difference to local communities and the Association is actively engaged in regenerating deprived areas of North Glasgow.

"North Glasgow Housing Association complies with the requirement of the current version of the Customer Service Excellence."

His recommendation to emqc's Certification

Committee that North Glasgow Housing Association be recognised as meeting the Customer Service Excellence Standard was unanimously accepted.

The certificate is valid for three years and is subject to an annual review.

Robert Tamburrini said: "We are committed to providing a top quality housing service and it's a great boost to be recognised in this way and receive praise from the Prime Minister."

The Association's partnerships and the involvement in the social, physical and economic life of the communities it serves were also praised.

The UK Government developed the new Customer Service Excellence because it wants public services for all that are efficient, effective, excellent, equitable and empowering.



potential benefits.

Robert Tamburrini, Chief Executive of North Glasgow Housing Association, said: "We have started the process of consulting with our LHO Committees and GHA tenants so we can listen to their views and ideas and hear what their priorities are.

"We have been involved in a number of successful transfers in the past where we have given tenants promises and we have delivered on those promises.

"It is a reputation that we are proud of and plan to maintain in delivering enhanced local services for the GHA tenants in Springburn, Balornock, Parkhouse and Possilpark."

Ownership of the GHA houses in the three LHO areas can only transfer to North Glasgow Housing Association if a majority of the local tenants who vote in the ballot vote 'YES' to transfer.



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Games hope for Wildcat Karin...

FINANCE Officer Karin Connell has a Commonwealth Games ambition and hopes to compete in Glasgow in 2014.

She's already gained 53 Scotland caps for netball team and competing in front of her friends and family would be the icing on the cake.

Karin, who works at the Association's office in Possilpark, plays Wing Attack for the Glasgow Wildcats, Scotland's only Netball Superleague team.

She started playing at primary school and first was capped at both under 17 and under 19 levels. She has been part of the Scotland Open Squad since 2002 and recently

competed in two tests against Australia, one in East Kilbride, where she grew up.

Karin has represented Scotland in two World Championships, two Nations Cup, annual Netball Europe Tournaments and numerous other test matches.

She said: "It was great to play in front of family and friends recently and hopefully I will be able to do that again when the Commonwealth Games comes to Glasgow.

Karin is pictured with teammate Fiona Moore and former Miss Scotland Nieve Jennings at the launch of Glasgow Wildcats new strip.

Sunnylaw advice resource

SUNNYLAW Advice Centre provides information and assistance in dealing with welfare benefits, money advice, consumer problems, housing issues and employment advice.

It is based in Saracen Street, Possilpark, but also provides five outreach clinics in the Milton area of North Glasgow.

While the main office has an appointment system, the outreach clinics operate on a first come, first served basis.

Clinics are held at:

Milton Resource Centre, 460 Ashgill Road, on Mondays between 10am and 1pm and Wednesdays between 1pm and 3pm.

Milton Volunteer Project, 123 Castlebay Drive, on Tuesdays between 2 and 4pm.

Milton Housing LHO, 450 Ashgill Road, on Thursdays 10am until 1pm.

YPF Bungalow, 27 Hillend Road, on Fridays between 10am and 1pm.

For more information contact Sunnylaw Advice Centre on **0141 336 3405**.

Discretionary payments

A DISCRETIONARY Housing Payment may be made to top up Housing and or Council tax Benefit for up to six months.

The payment may be available to those experiencing financial difficulty who are not entitled to full benefit and making a contribution to rent/council tax.

The fund is administered by Glasgow City Council who have discretion on whether an application is successful, the

amount paid and the period the payment covers.

A separate form is required giving details of financial situation, income and expenditure and providing proof of other debts/household circumstances if required.

If you wish to complete an application or require further information on this fund contact Agnes Cole, Welfare Benefit Officer.

Help with your fuel bill

PENSION credit claimants are to receive a one-off £80 payment to help with fuel bills.

Help is to be targeted at households where a person, or one person in a couple, is aged 70 or over and in receipt of the guarantee element of pension credit on 26 March 2010.

Energy companies will automatically subtract the payment from the householders' bill.

Those pensioners covered by the scheme do not have to do anything but will be contacted by the DWP if the scheme applies to them.

An enquiry line has been set up on **0845 600 0033**.

North Glasgow Housing Association and North Glasgow LHO have been working with partners to tackle anti-social behaviour within the Huntershill and Balgrayhill communities.

The types of Anti Social Behaviour we are targeting include:

- drug misuse/dealing
- street drinking/disorder
- vandalism
- graffiti
- littering
- disposal of rubbish
- dog fouling.

We have been working closely with our partners Strathclyde Police, Glasgow Community Safety Services, Glasgow City Council and Glasgow Housing Association Neighbour Relations Team to tackle incidents of Anti Social Behaviour within the community.

Legal proceedings will be taken against any tenant if they or any of their household members are identified as being involved in Anti Social Behaviour in the area.

Housing Officers and Maintenance

Tackling anti-social behaviour

Officers will continue to visit the area on a daily basis to monitor the cleanliness of each close and the street in general.

As a resident within this area, you have an important part to play in this, by making your Housing Officer aware of the problems and who is causing them – if you know.

If you have any views on how we can improve the area or you would like to report something that you have witnessed or pass on information that may be of use to us, then please contact your Housing Officer:

North Glasgow Housing Association:

Lynne Cooper 0141 560 6000

North Glasgow LHO:

George McCafferty 0141 274 6845

Broomfield update...

THE NEW housing development at Broomfield Road is really taking shape.

The first phase of the £27.8M project has 30 family homes for strategic re-provisioning, 22 linked to Glasgow's community and social care priorities and 20 for share equity with first time buyers.

Shared equity is designed to help first time buyers. Purchasers need to pay a minimum of 60%, usually made up of savings and a mortgage. The Scottish Government provides up to 40% of the purchase price.

Owners have full title to the property and can increase their

stake to outright ownership over time.

Alternatively, the stake is returned when the purchaser decides to sell and includes a share of any profit or loss generated.

Further information on both these schemes can be found at www.scotland.gov.uk.

If you require more information on the properties available at Broomfield Road please contact Eileen at the association on **0141 560 6000** or e-mail factoring@northglasgowha.com



Type	Form	Size m2	Bedrooms	Bedspaces	List price*	Min Purchase**	Max Grant***
2BT	Mid Terrace	76.0	2	3	£110000	£66000	£44000
2BS	Semi Detached	76.0	2	3	£120000	£72000	£48000
3BT	End Terrace	89.0	3	4	£127500	£76500	£51000
3BS1	Semi Detached	89.0	3	4	£137500	£82500	£55000
3BS2	Semi Detached	99.0	3	5	£147500	£88500	£59000

* All list prices remain to be confirmed and are subject to change at North Glasgow HA's discretion.

** The Minimum Purchase Price has been set as 60% of the List Price and is the minimum contribution (mortgage) required from the Purchaser.

*** The Maximum Grant has been set at 40% of the List Price and is the maximum contribution available from the grant provider.

Factoring charges held for a second year...

NORTH Glasgow Management Services, which provides factoring services for a large number of local residents who bought their homes, has been able to hold charges for buildings insurance and standard management fees for a second consecutive year.

This has been achieved without any reduction in cover or service and remains outstanding value in comparison to fees charged by private factors or agents.

A review of all accounts in arrears is currently underway and a series of individual meetings are planned. Meantime, any proprietor requiring advice or assistance regarding their individual account, arrears or service charges should contact Eileen on **0141 560 6000** email: factoring@northglasgowha.com

Back Court Cleansing

A NUMBER of proprietors have recently asked for some clarity regarding the quarterly Back Court Cleansing and Bulk Uplift Charge.

These costs date back to a decision by Glasgow City Council's

Environmental Protection Services 2002/03.

The Council decided that the Back Court De-Littering and Bulk Refuse Removal Service would no longer be delivered free of charge.

Any Housing Association requiring the service beyond 30 August 2002 had to enter into a service level agreement and pay service charges on a quarterly basis.

North Glasgow HA pays the service charge quarterly and then seeks reimbursement of charges paid on behalf of all proprietors at zero interest.

The service is defined as a Sweeping, De-Littering and Disposal Service and includes the removal of bulk items. It is completely separate from and different to the "by appointment" bulk uplift service, which the Council offers to all households.

This maintenance service is necessary for the upkeep of common backcourts and all proprietors have a formal obligation recorded in their Deed of Conditions to meet their share of the service costs.

We may be able to help

IF YOU are a homeowner and struggling to keep up your mortgage payments, then North Glasgow Housing Association may be able to help.

As part of the Government's Mortgage to Rent scheme, we may be able to buy homes and allow families to continue living in them as tenants.

The initiative is an attempt to help prevent repossessions

You can apply for help if you answer yes to all of the seven questions:

- 1 Have you obtained advice about your financial situation?
- 2 Is your home in danger of being repossessed?
- 3 Do all of the owners of the property agree to being considered for Mortgage to Rent?
- 4 Is the property the sole or main residence of someone in the household?
- 5 Is there a reason that your household has to remain in the local area?
- 6 Are you unable to sell your home and buy somewhere cheaper locally?
- 7 Is the property clear of any legal actions that would prevent it being sold?

Further information is being made available from Citizens Advice Scotland, 0845 4500 351, www.cas.org.uk and Money Advice Scotland, 0141 572 0237. A full list of advice agencies can be found at www.scotland.gov.uk



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Red Road Young 'Uns had Spring in their step

SPRING Into Spring was the title of a show performed by The Red Road Young 'Uns and it certainly lived up to its name!

The performers – all local – may be advancing in years with an age range that goes well into the nineties but they certainly showed they have a spring in their step, a song in their hearts and they put a big smile on the faces of their capacity audience.

The event was held in the Springburn Alive & Kicking Project and invited guests included local residents and others from sheltered housing.

After an excellent lunch, The Red Road Young 'Uns took to the stage for over two hours of simply superb entertainment. Their programme featured a variety of songs, both as a group and individuals, some specially written comedy sketches and even some community singing, especially the Alive & Kicking Song.

John Fury is well known to North News readers as the Treasurer of the Association and also chair of the Balmore LHO.

He's also quick with a quip and he put his comedy talents to good use with a stand-up slot that had the audience almost in tears laughing.



SINGING... Helen Shaw goes solo

The other gents in the cast are Jimmy Friel, Tommy Gallagher, Tommy Mitchell, Billy Russell, Ian Shaw and Benny Valleley.

The ladies are Dot Bowie, Danyelle Davidson, Mary Ellis, Lynne Gooding, Greta Kelly, Peggy Mitchell, Jean McGeough, Christine O'Brien, Patsy O'Neil, Jan Roscoe, Margaret Ross, Helen Shaw and Katie Wright.

John Fury said: "It's great fun to be



COMEDY... with our own John Fury

involved and even better when we have a big concert day."

The Concert Party Production Team is headed by Project Manager Anne Marie Robertson with Director Kate McCall, Musical Director Peter Shand, Costume Design Eulalia Stewart, Set Design John Chisholm, Sound Jim Duncan and Stage Management Natasha Gerson.

Special thanks was given to Elizabeth Robertson, the Alive &

Kicking Project staff and especially the catering staff for their efforts in helping to make the Spring Into Spring event so successful.

The Alive & Kicking Project has been going for 21 years and is based at 94 Red Road. It recently was awarded The Queen's Award for Voluntary Service.

The services include lunches every week day for just £3 or a meals on wheels service for the less able at £3.40, line dancing classes, bingo, keep fit, carpet bowls, tea dances and lots more.

Catering for ages 60 plus and those with physical disability, Alive & Kicking arrange five holidays annually – two to Blackpool, one to Ireland and another two to Europe. There are also day trips and outings.

The concert party goes out and about in the community and is always looking for talented new recruits.

And as it's a voluntary organisation, Alive & Kicking always needs help, particularly drivers.

If you're interested in the activities or classes or wish to volunteer then either call into the centre or phone **0141 558 0329** or **0141 558 0349**.



THE LINE UP... The Red Road Young 'Uns posed for this special picture during the interval of their show

MP opens new homes



The new development has a range of housing styles and sizes and play facilities nearby for youngsters



John and Carol Ann Harrison gave Willie Bain, Robert Tamburrini and other guests a tour of their home



Willie Bain and the Harrisons check out the back garden area



MP Willie Bain and North Glasgow Housing Association Chair Pat Kenna, Chief Executive Robert Tamburrini and Stevie Nugent with some of the design team Rikki Crotch (Riach), Gary McGregor (CCG), David Moore and Geraldine McCann (both ESP) and Tom Smith (DRM)

Development marks the building of 950 houses

GLASGOW North East MP Willie Bain has had a bird's eye view of the transformation of homes in Hawthorn Street, Blackthorn Street and Hickory Street.

He lives opposite the Elmvale Phase Two development in the Carron housing scheme in Springburn.

So he was a fitting choice to officially open the development that includes the 950th new home built by North Glasgow Housing Association.

Mr Bain told guests at the ceremony held in a specially erected marquee in Memel Street, Springburn, that he had watched the site change almost brick by brick.

Mr Bain said: "We've had over £100million of investment in the last decade or so but I know

from my postbag, from emails, from the people I meet, that housing is still a huge issue for this constituency. We need to see new properties being built to meet the growing number of families who want to live here.

"Housing isn't just about the physical environment. It's about the sense of community that it brings and I think the people in phase one have been absolutely overcome with how good this community is."

He paid tribute to North Glasgow Housing Association for the provision of housing and also the wider work it does in the community.

Robert Tamburrini, the Association's Chief Executive, said: "This has been a remarkable transformation from an unattractive and unpopular location to a very desirable one.

"The new development features a range of family homes and some designed specifically for people with particular needs.

"All the homes are built to 'Housing for Varying Needs' and 'Secure by Design' standards and have attained a 3 star EcoHomes rating from the Building Research Establishment."

The residents who have moved into the Phase Two properties have all been rehoused because their previous homes were due to be demolished through Glasgow Housing Association's demolition programme.

Mr Tamburrini added: "The residents have come from Red Road, Sighthill and Hamiltonhill to this new community and we welcome them all. We sincerely hope that they are as proud

and delighted with their homes as we are.

"The Management Committee and our staff remain focused on the future and the challenges that lie ahead. We are certain that with the continued support of our partners we can create a New North Glasgow, a great place to live, learn, visit, work and invest in."

After declaring the development formally open, Mr Bain visited some of the properties.

Among the tenants he met were John and Carol Ann Harrison, who recently moved from Hamiltonhill to Springburn with their son Ryan, 8, and 20-month-old twins Ross and Rebeca.

Mr Bain said: "This is a beautiful home and a fantastic environment in which to bring up a young family."

THE 5th Annual North Glasgow 5k Fun Run will be held at Ruchill Park on Sunday 25th April.

The ng5k, as it's now known, boasts the best party atmosphere in Glasgow.

This year around 2,900 fun runners are expected to sign up. It is one of the only events of its kind where participants of all ages and levels of ability take part together.

And best of all, it's FREE to enter!

All runners will receive a free special 5th anniversary edition t-shirt, medal, bottled water, fruit and Tunnock's Caramel Wafer.

Fun runners decide how they complete the course – whether running, jogging, walking or pushing children in a buggy. Taking part is all that counts.

Since it started in 2006, the ngk5 has trebled in size to become one of the biggest events of its kind in Glasgow and thousands of pounds have been raised for charity and local community projects.

This year's event will have a Superhero fancy dress theme with participants encouraged to dress as their favourite superhero and special prizes for the best costumes.

The route takes participants on the roads surrounding Ruchill Park and there will be plenty of entertainment along the way including samba drumming groups, a five piece jazz band and local belly dancing group.

The event will also have a Health & Wellbeing Village



Running for fun...

featuring local health organisations and community groups providing free advice, information and opportunities to sample free 'taster' sessions in sports massage.

The free fun activities are planned from 9am until 1pm to keep both participants and the crowd entertained.

Registration closed two weeks early last year due to overwhelming demand so spaces will be allocated on a strictly first come, first served

basis.

Register online at www.healthynorthglasgow.co.uk or pick up a registration form available from various outlets in North Glasgow.

Individuals must be at least 13 years old on the day of the Fun Run to take part. Anyone under that age must be accompanied by an adult.

North Glasgow Housing Association is again proud to be one of the sponsors of the event.

New number

TENANTS who have any problems with their TV reception, should call Campbell and Kennedy direct on **0141 435 7774**.

The service is Monday to Friday 9am to 7pm and 10am to 7pm at weekends and the response time is within three working days.

Event DVD

NORTH News Winter edition carried a two-page report on the Tenants' Day.

Now a DVD of the event is available. It features interviews with some of the people who attended.

For a copy of the DVD, contact the office on **0141 560 6000**.

north GLASGOW HA

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A TENEMENT close has been given a facelift by local youngsters as part of a Dreamscheme project.

A mural has been added to the walls on either side of the entrance close of 202 Saracen Street in Possilpark.

The work was done by members of YPF, recently rebranded as Young Peoples Futures to reflect the wider role they play in North Glasgow.

They painted the walls a base colour of light blue and then added various designs using stencils which they made themselves.

It is the first Dreamscheme project in Scotland and has a simple concept of work, points and trips.

Young people carry out community based work and earn points which

Commission recognises care quality

THE CARE Commission has given the Association's Sheltered Housing Complex in Barloch Street a rating of 'very good' for the quality of care and support it provides.

Care services throughout Scotland are regularly inspected by the Commission.

The Inspector's report, which is publicly available, states: "We found the service supports the people who use the service very well.

"They respect and encourage their independence and have employed staff who are empathetic and relate well to service users."

The conclusion says: "Service users gave very positive feedback about the service and about the wardens in particular."

The National Care Standards set out what people who use care services in Scotland should expect.

The aim is to make sure that people receive the same high

Service users gave very positive feedback about the service and about the wardens in particular

quality of service no matter where they live.

Care Commission Officers carry out a variety of inspections to check the service and talk to carers and families, staff and managers and individuals during an inspection.

The top two gradings are excellent and very good.

The Barloch Street inspection report says: "The feedback from service users was very good. They spoke about the support they receive from the warden which was something they found reassuring and supportive."

Comments reported include: "I am very happy here", "This place is one of the best" and "Wardens couldn't be more helpful."



GOOD Health & Well-being for older people was the theme of a recent information event in the Possilpoint Community Centre (above).

North Glasgow Housing Association was one of the many organisations to staff an information stall at the event, which attracted a large number of local senior citizens.

The event was opened by Councillor Jim McKechnie, Chair of North Glasgow Community Health and Care Partnership.

Activity displays included line-dancing and Tai Chi plus chair exercises and traditional games.

Alternative therapies were provided by Lifelink (Stress Centre) and an opportunity of haircuts for men and women.

A buffet lunch was also laid at the event which was also a chance to make new friends or reminisce with old ones.

Pictured is Mrs Martin of Hillkirk Street with Lynne Cooper from NGHHA



Many happy returns, Ena

THERE were celebrations at Kemp Street to mark the 70th birthday of resident Ena Murphy who has stayed at the sheltered housing complex for four years.

Ena was taken out to a special party with her family and friends but wardens Jean Bramham and Anne Hannah didn't want to miss out on the fun so they organised their own wee celebration and presentation of birthday gifts.

Sheltered Housing conference to be held

A SPECIAL conference on Sheltered Housing is being held on Thursday 20th May at the Glasgow North Conference Centre (old Springburn library).

Themes for the day include healthy eating on a budget, fire safety in the home, health and activity for the elderly, heating advice, security and the Association's recruitment

policy specifically towards the recruitment of wardens.

A number of work groups will be held and there will be information stalls for tenants to browse and chat to organisers during the refreshment break and over lunch.

Anyone interested in attending should contact Susan Kelly, Assistant Area Manager (West) on 0141 336 1300.

Close work by Dreamscheme

can be exchanged for trips and activities of their choice.

YPF Project Manager Ann Lawrance explained: "The first Dreamscheme was devised and developed in Sheffield in the mid-90's by Kate King.

"Work projects have included environmental, social, creative and personal development tasks.

"The close was our first attempt and we have further plans including making tea and scones for residents of a local sheltered housing complex and arts and crafts.

"We also hope to take Dreamscheme into local primary schools."

The scheme has been developed internationally and has won several awards.

It also received support from the Former Home Secretary, David Blunkett.

Mr Blunkett said: "The scheme offers a positive way forward which is not only using the energy of young people in a way that is beneficial to them, but also creates a new sense of purpose for the community who

start to believe that improvements can be brought about, behaviour changed and problems overcome."

The project at Saracen Street was supported by North Glasgow Housing Association.

■ **YPF run 11 drop-in sessions every week in different locations in North Glasgow and have groupwork sessions with local young people covering issues like health & wellbeing, sexual health and drugs & alcohol awareness.**

Four times each week, teams of dedicated streetworkers go out to

engage, support, advise, encourage and direct young people to relevant services.

They also have lots of special events through the year.

Over Easter, YPF is organising a football camp with help from Falkirk FC who will be bringing some of their coaches and players to Possil. Around 80 places are available.

Anyone interested in the camp or other YPF activities should contact Ann Lawrance on 0141 336 8883.

LEARNINGZONE

Helping to gain apprenticeships

A NEW course designed to help participants gain an apprenticeship in Engineering and Public Art will be starting soon.

The joint initiative involves the Association, Anniesland College and Glasgow North Regeneration Agency.

Funded by the Scottish Government Wider Role Programme, the course is run at

Anniesland College and the Association's Possilpark offices.

The course includes designing and producing a piece of public art and also covers health and safety, fabrication and welding, 3D art processes, research skills, working with others and meeting public artists.

For more info, contact Tom Kelly on **0141 560 6000**.



Future Jobs Fund may be answer

THE FUTURE Jobs Fund is a new Government initiative that aims to help people find employment.

Jobcentre Plus and employers are working in partnership to create more community focused jobs under the initiative.

If you are aged between 18 and 24 years and receiving Jobseekers Allowance, you may be interested in the Future Jobs Fund vacancies.

The jobs will last a minimum of 6 months and pay at least the national minimum wage,



if not more.

If you are finding it hard to get a job, the Future Jobs Fund may provide the answer for you.

It will help you gain work experience, increase your confidence and develop your skills.

To find out more please ask to speak to a Personal Adviser at your local Jobcentre or alternatively call **0845 604 3714**.

Skills course launch

A SKILLS Development course for Lone Parents has been launched by the Association, working in partnership with Anniesland College.

The project is designed to develop a range of personal, social and practical skills with a view to further training opportunities and employment.

Some of the course work includes principles and values related to social, community and

childcare; anatomy, health, disease; an introduction to psychology; and practical and theoretical skills.

The course also encourages confidence and self-esteem, healthy living and team working.

The programme involves 15 hours per week and runs in three phases up to June.

Some of those taking part are photographed during one of the sessions dealing with First Aid.



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Get help with your finances

SCOTCASH, the independent community development financial company set up to help Glasgow citizens, offers money advice and can provide a savings or bank account.

Their advice is to plan carefully for expensive times and investigate options. If you need to borrow money, always find out exactly how



much it will cost to repay.

Recently Scotcash compared their rates with a well known personal credit firm based on a £300 loan over

31 weeks. Scotcash repayments were £10.36 per week compared to £15, representing a saving of over £128 over the duration of the loan.

A special leaflet from Scotcash is included with this edition of North News with further information.

If you need financial help, contact Scotcash on **0141 276 0525**.

Careers events...

NORTH GLASGOW Housing Association recently took part in careers events at local schools All Saints Secondary and Springburn Academy.

At All Saints Secondary in Barmulloch the 4th, 5th and 6th year pupils packed into the "main square" to find out more about the opportunities Glasgow's colleges and universities have to offer them.

The Association was there along with other local employers to give the pupils an overview of the types of career paths available.

Springburn Academy's S2 pupils also found out about careers in housing when the Association and 20

other employers attended their Careers Fayre in February. The event was a great success, with pupils taking the opportunity to ask employers a series of questions, the most popular being "how much do you get paid?"

The pupils came away from the event with a greater insight into a range of careers ranging from Fire-fighters to Housing Officers. The event is instrumental in helping pupils to choose their Options for S3.

North Glasgow Housing Association was delighted to be present at both these events and looks forward to participating in more careers events in the future.

Keys to Learn...

THE LATEST phase of Keys to Learn, a training project aimed at helping people who have experienced homelessness kicks off on 20th April 2010 in the Association's Possilpark Learning Centre.

The Association operates the Keys to Learn course in partnership with Anniesland College, the Glasgow Homelessness Network and local economic development company Glasgow North Regeneration Agency.

Participants can learn a mix of academic, vocational and social skills as part of the 12-week programme, with the ultimate aim of helping them sustain their tenancy and hopefully secure further training

or employment.

The course forms part of the Association's twin-track approach to helping people who have experienced homelessness.

This new course follows hot on the heels of the recent Achievement Day, held in Glasgow North's Conference Centre when the successful participants were presented with their hard earned certificates.

Pictures of the Achievement Day will be published in the next edition of North News.

If you want to sign up further information on Keys to Learn is available from Susan Kelly or Silvana Jannetta on **0141 560 6000** or **0141 336 1300**.



Richie's role at Red Rd

THE Association has a new face in our office at Ned Donaldson House.

Richie Carroll is on secondment from GHA where he was Community Housing Manager in Red Rd Balornock.

His role as Housing Services Manager involves running the main housing services of allocation of houses, rent collection and estate management.

Richie had a leading role in the regeneration of the Red Rd MSFs, developing a master plan for the area including new build properties.

He said: "I was involved in developing the design of the houses with local residents and then the building and allocation of them.

"A majority of tenants were rehoused to new build houses.

"I was also responsible for the GHA investment programme which brought the surrounding properties up to a modern day standard with new doors, windows, roofs, cladding, central heating, kitchens and bathrooms.



Raising cash for charity

A DRESS down day for staff and a collection raised £360 for local charities.

Technical Officer Robert McKinnon has promoted an annual fund raiser within the Association's offices for several years.

The proceeds this time were shared equally between Cash for Kids and the Marie Curie Cancer Care.

Robert said: "Over the years our generous staff have raised thousands of pounds for charity. The certificate from Cash for Kids and the letter from Marie Curie recognised their efforts and is much appreciated."

Pictured are Lynne Cooper, Steve Nugent, Jennifer Milligan, Robert McKinnon and Danielle Quinn.



Pamela with partner Barry and their two-year-old son Lewis

Pamela reaps the benefits of her 'Eco-home'

YOUNG mum Pamela Marshall is reaping the benefits of energy efficiency in her home.

She has seen her heating bills fall dramatically despite moving from a smaller tenement flat to a newly built and bigger flat.

She now lives with partner Barry McGuire and their two-year-old son Lewis in Carron Street, part of the Fernbank 'Eco-Homes' development.

After assessment, properties there received the Building Research Establishment's (BRE) Eco-Homes rating of Very Good.

Pamela said: "We lived for over three years in a private let in a sandstone tenement. It was smaller than the house we now have and cost a small fortune for heating.

"We paid around £45 per week

but our bills here are less than a third of that."

Pamela and her family love other aspects of their home too.

She said: "It is a lovely home with lots of natural light and it has great security."

Ann Marie Devlin Senior Depute CEO of North Glasgow Housing Association, said: "When we opened the Fernbank development we were confident that tenants would see savings in their fuel running costs.

"Energy efficiency was given a priority when developing these new homes and we were delighted to gain a Very Good EcoHomes rating.

"It is good to know our forecasts were accurate and that tenants are benefitting from reduced fuel running costs."

COMPETITION

WE HAVE £100 of shopping vouchers up for grabs in an easy to enter competition open to all readers.

We have based the questions on articles in this edition of North News.

1. Who officially opened Elmvale Phase 2?
2. How much money did staff raise for Cash for Kids?
3. Which sport has earned Karin Connell 53 Scotland caps?
4. Who founded Dreamscheme?

Write your answers on a card or sealed down envelope and send to:

North News Competition No. 1,
Ned Donaldson House, 50 Reidhouse Street,
Springburn, Glasgow, G21 4LS.

You can also hand your entry in at our office in Bardowie Street, Possilpark.

The sender of the first all correct entry drawn from all those received by 11th May 2010 will win £50 of shopping vouchers. The senders of the next two all correct entries will each receive £25 in shopping vouchers.

Editor's decision is final.

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