



NORTH news



Our Vision: A community where people can flourish and prosper

ISSUE 52

ng homes residents recognised for award winning community engagement activities

ng homes were delighted to receive an award at the Inaugural Climate Challenge Award Ceremony organised by Keep Scotland Beautiful, Climate Challenge Fund.

ng homes were presented with the CCF Awards Panel Choice Award for their project; Embedding North Glasgow's Green Legacy at the Dynamic Earth on 1st November 2017.

This project has taken place over the past year and has substantially reduced the amount of waste going to landfill and, at the same time, created opportunities for recycling and re-use. A re-distribution centre has been established to help local residents divert furniture and household items from landfill, together with a doorstep textile collection service. The project raised awareness of climate change through the provision of a number of creative activities in schools and within the community. It has also supported a home energy check and energy efficiency service.

CCF Awards Panel judges said: "North Glasgow Housing Association stood out to the Awards Panel as organisation that could easily have taken a top down approach to this project. Instead it embraced the 'community' ethos of the Climate Challenge Fund, building the project based on a community identified need, always listening for feedback, using community events to build support. The result was a project that had an impressive impact with a well established legacy to continue delivering carbon savings."

Chair of ng homes, John Thorburn, said; "ng homes have been working with community members on issues related to Climate Change for a number of years and we really are seeing a change in attitudes particularly around recycling and re-use. We have seen an increase in community members participating by donating their unwanted goods to be re-used and this has been across ages and cultural groups. We are committed to making a difference in this area and are delighted that our community members have been recognised through this award."

The organisation was further recognised at the Tenant Participation Advisory Service National Good Practice awards when ng homes Board Member, Margaret Thomson, was awarded Tenant Participation Champion for her outstanding community work over the years in support of tenant



Margaret Fraser, Regeneration Manager, with judging panel at CCF Awards



Margaret Thomson receiving her TPAS award

participation. You can read more about Margaret on page 10 of the North News.

Our third award was also presented at TPAS National Good Practice Awards within the category 'Involving All' for the community empowerment initiative; Your Voice, Young Choice funded through Scottish Government Community Choices Fund and facilitated and supported by ng homes and Space Unlimited.

The process involved young people within the community who were invited to develop and design social ideas within the community. Their ideas were then put to a public vote and they had to set a budget and apply for grant funding as part of the 'participatory budgeting' process. The initiative was a great success, with local school children devising a range of initiatives from hill climbing to shared

garden spaces with over 600 votes being cast by local people. Over £60,000 of grant funding was awarded to eleven local projects.

Your Voice, Young Choice has shown how community involvement can not only be beneficial to the wider area as a whole, but to the development and integration of people within the community. The benefit to young people showed an increased confidence with 94% of those involved saying they got the chance to develop skills and the same number said there has been improvements in relationships between people.

Robert Docherty, who managed the initiative, said, "This project has been hugely important in building relationships with young people and other members of the community who supported them as mentors. Throughout the process the young people demonstrated sound entrepreneurial skills and many have already started on their projects. This award is testimony to all of those involved in the project including staff, mentors and volunteers, schools, space unlimited and of course to the young people involved. We wish them every success in their ventures."

ng homes congratulate all of those involved and recognise the positive difference that they are making to help the community of North Glasgow thrive and prosper.



ng homes New Chairperson P4



TPAS Scotland Tenant Participation Champion P10



ng homes Poverty Charter Update P19

WHAT'S HAPPENING

Chief Executive's Message

Another year older, and a new one's just begun.

Christmas is an amazing time of year. It's a period of reflection and also the chance to look to the future. It's a time when we get together with family and friends and share important memories with the people who form the foundations of our busy lives. The festive period also reminds us of ng homes message of community values, equality, charity and opportunity. It's one of our favourite times of year, because more than any other, people from all backgrounds come together to spread a little Christmas cheer.

We hope you enjoy this latest edition of North News. It's an exciting time for us. We go into 2018 off the back of

three recent prestigious awards, with a new Chairperson in place and a fresh business plan, vision and values for the organisation.

We would like to wish you and your family a Merry Christmas and a prosperous New Year, and we trust you will join us in celebrating the achievements of the year just passed.

We'll see you in 2018!

Robert Tamburrini

Robert Tamburrini, Chief Executive, ng homes



ng homes CEO Robert Tamburrini

Comments, Compliments & Complaints

We are dedicated to providing the highest level of customer service to our tenants, and though we know we are not perfect, it doesn't stop us trying to be! 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.

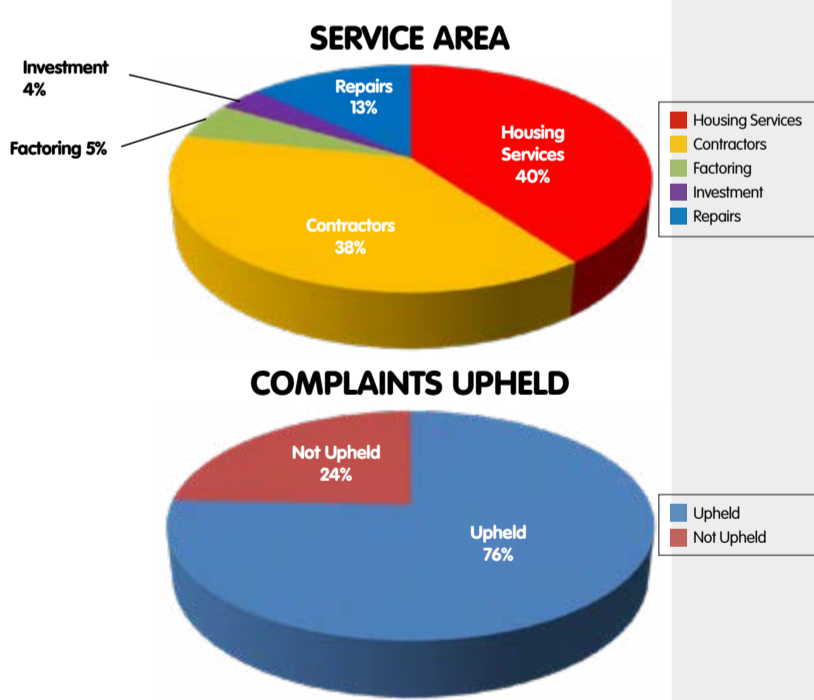
Compliments during the period included thanks for:

- Good and quick service
- Help with speedy delivery of green bin
- Help with insurance details and repair
- Helping tenant finally get a new property which is suitable for him and his son
- Listening and resolving issue with grass so quickly
- Help with getting washing machine sorted
- Help with new home where tenant is much happier
- Great work on repairs and housing matters
- Joiner who did a fantastic job
- Delittering of back court
- Great job of upgrading the back courts which look fantastic
- Lovely new bathroom and kitchen which is to a high standard and contractors were polite, friendly, very helpful, methodical, tidy and conscientious

Number of complaints responded to in the period = **115**

86% of complaints were responded to within our target timescales

Complaints July 2017 – September 2017



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

SECTION GUIDE:

- WHAT'S HAPPENING** P2
- ng FINANCE** P11
- ng EVENTS, PROJECTS & INITIATIVES** P12
- ng STORIES** P19
- ng INFORMATION** P22

Springburn Shopping Centre sale brings new "opportunity"

The recent sale of Springburn Shopping Centre is an 'exciting opportunity to regenerate the area', according to ng homes Board Member Gino Satti.

With the sale coming at a time when regeneration is gathering momentum in the area, Gino, who is also a member of Springburn Regeneration Forum, is hoping the sale can springboard an upturn in fortunes for the centre which has been plagued with reputational issues in the past.

Gino said: "I'm sure everyone in Springburn agrees that this is an exciting opportunity to regenerate the area and the centre, and we hope it can springboard some change and investment for the Main St. ng homes will work closely with everyone involved to ensure that local people reap the benefits, and Springburn receives a welcome boost as a result."

Others in the local community have commented on the potential of the takeover and their excitement for what it will bring to the area. Bob Doris MSP for Maryhill and Springburn said:

"The sale of Springburn Shopping Centre comes at a time when I have been seeking to enhance shopping facilities in Springburn through the work of the Springburn Regeneration Forum. I see the sale as an opportunity to engage with the new owners to see if we can work together to improve the shopping experience in Springburn.

I will be seeking an early meeting with the new owners to discuss these matters."

First opened in 1981, the famous centre was sold to Panther Securities in a £2.3m deal in October. The centre covers 78,000 sq ft, hosts 31 tenants including Greggs, B&M, Farmfoods and the Post Office, and attracts on average 44,000 shoppers per week.



Springburn Shopping Centre



Local Resident and ng homes Board Member recognised in 2017 Queens Honours List

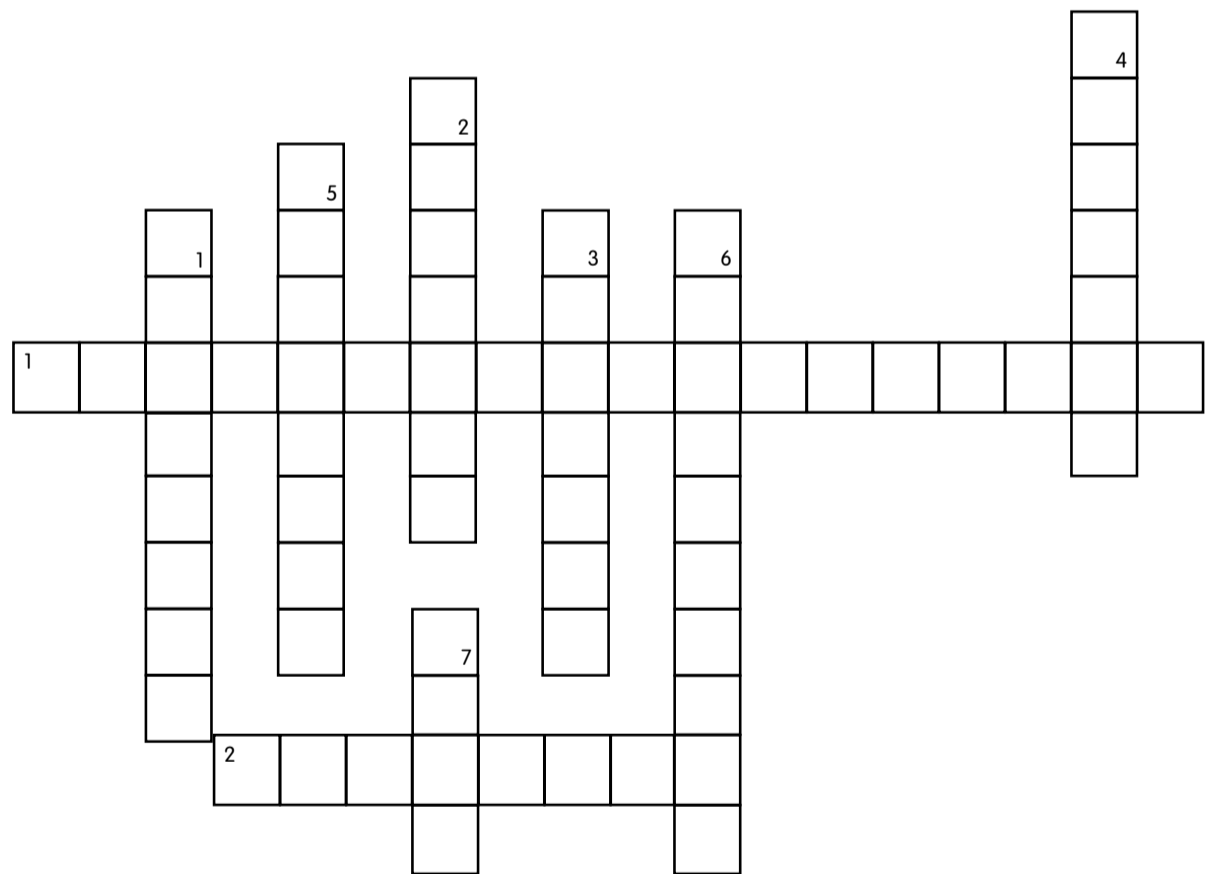
Congratulations to ng homes Board Member and local resident, Richard Porter pictured here at Buckingham Palace receiving an MBE for services to the community in Glasgow.

Richard lives with his wife and children in the Balornock area of North Glasgow. Although Richard works full time he spends a great deal of his spare time volunteering in his local community.

He is actively involved in the Glasgow Parent Network, Springburn Academy, Community Choices programme aimed at young people and serves on the Board of ng homes and ng2.

ng homes Chief Executive, Robert Tamburrini, said; "This award is well deserved and we are delighted that Richard has chosen to give up his valuable time to make his community a better place. We wish Richard and his family all the best and look forward to continuing to work with him in the future".

It's in the mag...



ACROSS

1. A community where people can _____
2. Glasgow Uni and ng homes facilitated course



DOWN

1. The new chair of ng homes, John _____
2. The new Tenant Participation Champion of the Year, M. _____
3. Recipient of last year's Staff Xmas Fundraiser
4. Pitstops graduate and Marine hopeful
5. Pitstops graduate and wannabe care-worker
6. Offer on tickets at PTFC
7. Independent financial advice and support _____ 360

WHAT'S HAPPENING

New Chair has big plans for the future of North Glasgow

John Thorburn, 59, might have only recently been appointed Chair of the Association's Board, but he's wasted no time in establishing big plans for the future of North Glasgow.

John brings a huge amount of positivity to the role despite the challenge of a disability. He has ambitions to refine our processes, integrate more closely different ethnic and age groups and ultimately improve the lives of our tenants. He also wants to improve the image of the area from people out with the area, and make North Glasgow a community where people really can flourish and prosper. He has been quick to speak to tenants about his hopes for the future.

"I hope to continue to improve the situation for residents and the areas in which they live. We might not be able to solve the cash problems, or multiple other problems, but if we can improve their day-to-day lives then that's as much as you can hope for," explains John.

"We will do our best to improve everything which we have the power to improve. Most people will admit that the housing is better than it was a



ng homes Chairperson, John Thorburn

few years ago. We must keep going and continue with this momentum. We want to bring everyone's standard of housing up to what they expect."

John, who has 27 years of experience in the civil service proved invaluable as Treasurer of the Association, and brings a whole host of skills, talents and experience to the role. John has been involved in housing for 13 years, specifically with ng homes, and has been a Board Member since

2003. The Association is delighted to have this hugely experienced and passionate community activist at our helm.

"I was honoured that people accepted that I had the knowledge to do the task, because other very talented people had put their hands up. I've always wanted to make a positive difference on the side of tenants, and I'm delighted to be taking over the role."

John has also served on the boards of the Glasgow City Council, the Community Planning Partnership for Springburn and Robroyston and the ng property board. He was involved in the creation of ng2, our social enterprise subsidiary, and his work has been invaluable to ng2's growth and to the community.

We want to take this opportunity to wish John our best and congratulate him on his immense contribution so far, and his vision for the future. John, who was previously Vice Chair, replaces the outgoing John Fury, who the Association would like to thank for his years of dedicated service to the Association and to the community.

Good Neighbour Award

We are looking for nominations for Good Neighbours!!

We know that across our community there are lots of good neighbours** out there who make a real difference to the lives of others.

Some will go for shopping, pick up the daily paper, keep an eye on the house when you are away and lots of other great things. We are looking to reward this.

Let us know who your good neighbour is and why they are a good neighbour by

completing the tear off slip and returning it to your local office by Friday 9th February 2018.

We have 3 Good Neighbour Awards (1 per Neighbourhood) and the winners will be chosen by our committee and will receive a £25 gift voucher.

Your Name and Address:

Neighbours Name and Address:

Why are they a good neighbour:

** This is open to tenants and factored owners of ng homes

Answers to puzzle

Across

- 1. flourishandprosper
- 2. activate

Down

- 1. thorburn
- 2. thomson
- 3. beatson

- 4. michael
- 5. charlene
- 6. kidsgofree
- 7. epic



Festive fun in North Glasgow

Staff Festive Fundraiser comes to town

In the spirit of Christmas, ng homes staff take part in a fundraising activity every year to collect for charity, and raise funds for a worthy cause. Over the past two years the Beatson Cancer Charity and Marie Curie Hospice have gratefully received the donations.

The staff fundraiser for this year was held on Thursday 14th December when staff had their own Christmas Jumper day and Santa and Elfie again visited the offices to collect for the Charity - who could forget last years dynamic duo pictured here?

Tony Sweeney, Assistant Director (Corporate Services), commented on the appeal: "The Staff Festive Fundraiser is not only a great way to raise a bit of much needed cash for a worthy cause, it is also a great chance to harness that festive spirit and bring staff together. We're proud to host the fundraiser every year and we're sure this year will be our best yet!"

We will update you in the next edition on the total achieved this year, the nominated charity who received the donation and pictures of the big day.



Mrs Claus and Elfie

Regen staff keep the festive spirit going

The Festive spirit continued on throughout the community with a number of events supported by ng homes Regeneration staff. Every year we have a special Festive Song, Shimmy for older people. This year we held the Festive Song Shimmy at Petershill Club on 15th December with a lovely meal, entertainment and a visit from Santa and his Elves.

We also supported a multicultural family party at Keppoch Campus in partnership with African Challenge Scotland for around 200 people with games, activities and gifts from Santa.

ng homes also supported two childrens parties at Elmvale Primary School and Friday Night Youth Club.

We are delighted to say that for the second

year running, Petershill Club are providing a Christmas Day meal for people who may be on their own at this time of the year from 12 to 3 p.m. There will be food, entertainment and transport can be provided on request. If you would like information on our community activities please contact

ng homes Regeneration Department on 0141 560 6000 or email info@nghomes.net

Keep Warm and Well This Winter!



It's getting colder and the nights are drawing in... Did you know that low temperatures increase the risk of flu, respiratory problems and can raise blood pressure? Here are a few tips to help you stay warm and save on your heating bills.

Get to know your boiler or heaters

Make sure you know how your thermostat works and don't set your heating too high or too low. The recommended living room temperature during the day is around 21 degrees C.

Reduce heat loss

Simple measures can make a big difference! Draw your curtains or blinds at night, shut windows and doors, keep your radiators clear, and use thermal reflectors behind them to prevent heat loss.

Draught proof your home

Keep warm and save energy by sealing gaps around window frames, fitting draught excluders around doors, and using a chimney balloon when you're not using your fireplace.

Check your entitlements

If you were born before 5 August 1953 then you're entitled to a Winter Fuel Payment this year. Most people who receive Pension Credit and some who receive working-age benefits will also get additional Cold Weather Payments when the temperature falls below zero degrees Celsius for seven days in a row. You may also be entitled to a Warm Home Discount from your energy supplier.

Get moving!

Staying active isn't just good for your general health – it can also generate heat and help you keep warm. If walking is difficult, try chair-based exercises while sitting or holding the back of a chair.

For more advice, to check your benefit entitlements, or receive our free Warm and Well leaflet, call the free Age Scotland Helpline on 0800 12 44 222.



About Age Scotland

Age Scotland, part of the UK-wide Age Network, is an independent charity dedicated to ensuring that older people in Scotland get the support and opportunities they need to be able to enjoy a better later life.

Website: www.agescotland.org.uk
Switchboard: 0333 323 2400
Email: info@agescotland.org.uk

Day in the life – Alan Nicolson (Trainee)

Alan joined ng homes as a Trainee on the 24th of July. During his time with the association he will have the opportunity to work across the various departments and at the same time is undertaking a CIH Housing Level 2 Qualification. This is Alan's story....

"My day is just as normal as everyone else's; I'm just a random 6ft 5" guy walking about the Springburn office offering as much help as I can.

I get up at 6:00 every morning and have my breakfast – make myself a roll and sausage or if I'm feeling a bit cheeky perhaps a roll and potato scone. I have a shower, leave the house and travel from Easterhouse to Springburn by train.

My usual day normally consists helping out as much as I can. Since I am a Trainee I'm doing a wide variety of things every day in the office. My work has consisted of me shadowing Housing Officers such as Danielle and Andrea. This included going into appointments in the booths when they are perhaps the duty officer, or going out with them when they are doing their estate management and viewings.

I've shadowed Housing Assistants Ashleigh and Jackie as they go to housing options appointments trying to take in as much as possible. I also sometimes cover reception at lunchtime; you might have even seen me! It's not hard to miss me. Let's not forget about lunchtime as well, I love getting myself a sandwich from Subway or a Greggs and some chill time with my colleagues. When lunch is over I'm often kept busy helping out with the GHR's which means phoning up and booking appointments for applicants who are on the Glasgow Housing Register, taking the occasional rent payment or looking over my notes and completing my assignments from my training scheme. I'm always kept busy wherever I go, it's crazy but I wouldn't have it any other way!

It's 4:30! Another successful day at ng homes and its home time. I get my two trains home to be greeted by my dog Daisy who is eagerly waiting at the window for me - and Mum who has something made for me – maybe a bit of fish and chips or a cheeseburger, who knows? I sit back with a bit of chocolate

watching a bit of TV (I love the Apprentice at the moment!) and get ready for the next day.

Over the past month however I have been working in ng2 where I've had to put up with Operations Manager David Cowan's unbelievably bad jokes and Senior Supervisor David Macintyre's amazing Peaky Blinders impressions. However in all seriousness it's been great to experience a different side to the organisation and I've learned loads from the team, especially from admin based workers within the office Joann and Martin who have been teaching me different aspects about the voids and learning what happens after repairs have been logged and what steps you take afterwards. It's been truly amazing!

I like to come home every day believing that I have truly gave my all for you (the tenants) and anyone who speaks to me on the phone who is looking for help. I truly feel I am dedicated to learning every aspect of housing when I am at ng homes and hope I can continue to go above and beyond for anyone.

I'd also like to give a memorable mention to what truly



Trainee, Alan Nicolson

makes my day that little bit better; Billy the technical officer from Springburn's ringtone, Karen from Factoring's hiccups, having a bit of banter with Housing Officer Bola and lets not forget me mistaking Robert Tamburrini the Chief Executive for a customer.

Everyday truly is a school day at ng homes..."

Pitstops: where are they now?

The Pitstops employability/personal development programme continues to make a positive difference to its participants and the people of North Glasgow. Here, we look at two of its graduates, and their story so far.



Michael and Charlene with Gavin Hastings OBE

Michael's story

Michael Somerville might only be 20 years old, but he's already on his way to 'being the best'. Michael's got dreams to be a Royal Marine, and he credits a lot of his progress on this journey to getting involved with Pitstops.

The Pitstops graduate has been a hugely influential force on both the establishment and development of the programme ever since he first stepped through the doors of School of Hard Knocks (SOHK) Scotland in 2014. Prior to the first ever cohort of the personal development programme, Michael heard about the SOHK programme through his brother who had been involved in the HMP Low Moss delivery.

Attracted to the boxing, the fitness and the chance to learn something new, Michael dived right into the course, building character and confidence. Joining the course was a revelation to Michael, who stopped smoking, got fit and started to reassess his own ambitions.

Soon after the course with SOHK Michael got a cleaning job, started running 10ks, going to the gym every day and ultimately becoming much more independent. He had a drive and ambition he didn't have before. His progress was

so impressive that Greg Cann, the Pitstops Project Manager, contacted Michael and asked him if he wanted to join the first ever cohort of Pitstops and learn how to play rugby.

Michael said: "Pitstops was different [to SOHK], it had the same principles and values and stuff, but obviously it was a change of sport. I was in cohort one, the first ever Pitstops.

Through that I learned rugby, learned the basics, played a contact game at the end, then joined a local team, Allan Glen's in Bishopbriggs, then started going to training. Luckily I was good enough, and I now play in all their games."

Michael then started coming back to Pitstops as a volunteer, and his contribution has not only made a huge difference to his own confidence, but to the development of other people and their confidence too, and not just in terms of playing rugby.

Now, Michael is aiming his sights at joining the Royal Marines Commandos, with a test upcoming in December of this year.

Michael isn't just aiming to rub shoulders with the best, in rugby or in the Marines, but he now knows he can be it too!

Charlene's story

Charlene might have faced a number of challenges in her young life, but this young woman's insight, optimism and determination is as inspiring as it is unique.

Last year Charlene, by her own admission, had 'lost herself'. She was homeless, jobless, and struggling to turn things around, despite her undoubted potential.

Charlene joined the Pitstops programme and was a part of the all-female cohort four. Now, after completing the programme, she wants to give something back to those who like her have been down on their luck.

"I joined the programme after talking to staff and two of the graduates and I saw and heard how passionate they were. So, I thought I have to try this out. For me, I just wanted structure in my life," explains Charlene.

"I set myself a couple of goals at the start. One was to complete the course, and the other was to stop smoking. I completed the programme, and I stopped smoking the week after I left."

Charlene says it herself; "the programme helped me get 'me' back". She is now determined to follow her dreams and help people, starting with volunteering.

Oh, she's even got a new house. And a new job too.

"I started a new job in December (Glasgow City Mission, working at the Glasgow night shelter), and I've had other interviews. I'm applying for the trainee addiction worker post. I've also got a new home!

Homelessness is quite close to my heart. I've been in and out of homelessness for 12/13 years, and now that I'm out of it, I'm actually applying for jobs in it. I just want to help other people, people who are where I used to be."

Charlene wants to establish herself in a career as a support worker, but she retains an interest in being a part of the Pitstops programme for all it has done for her. She came back before the latest cohort began to speak at the information sessions, explaining in no uncertain terms how challenging the course was, but how beneficial it could be.

Like Charlene, participants are offered the chance to take things back into their hands and focus their energy on their future. Charlene's story proves that with the right attitude you really can change anything.

Recruiting now for female cohort starting 19th February 2018.

What is Pitstops?

Pitstops is a partnership project between n9 homes and School of Hard Knocks and is a personal development course with a difference.

The Pitstops 8 week fitness based courses are designed to boost your confidence and help support you to take steps toward finding work, going to college, starting volunteering or achieving other positive destinations.

You will receive:



If you would like any more information about the course, please contact the team on

T: 0141 630 4254 or

E: mycommunity@nghomes.net

[f pitstopsproject](#) [#pitstopsproject](#) [You Tube pitstopsproject](#)

Landlord Report & Business Plan released

The Association is delighted to release our annual Landlord Report for 2016/17 and our latest business plan 2017 - 2020 with an updated vision.

The landlord report provides readers with the annual insight into the Association, highlighting our successes and our relationship with our tenants during the year.

The report shows how we are performing in key areas of the business and how this compares with the national average. It is produced in line with the Scottish Social Housing Charter which sets out the standards and outcomes that all Housing Associations should aim to achieve when providing services to tenants.

The business plan includes the organisation's

updated Vision, Mission and Values, and this year it was developed by harnessing the talents of Board members, managers and staff as it progressed through the development stages. We also carefully considered the views of our tenants and customers. We believe that this provides a document that has ownership built in from all areas of the business and the community which will help us to deliver on our vision: A community where people can flourish and prosper.

A copy of the Landlord Report has been delivered to tenants during November and December. If you have not received this please contact a member of staff. If you wish to obtain a copy of the business plan please contact your housing officer.



Rent Increase – your say

In the last edition of North News, we advised you that we were looking to consult on our rents for the forthcoming year and we did this in a variety of ways for the first time this year.

- We held an event in Saracen House on 28th November 2017 to allow tenants to come along and have their views heard.
- We texted everyone who we have a telephone number for to ask them to participate in a text survey.
- We sent a questionnaire out to all of our tenants to complete and return.

This year, we had a fantastic response to our consultation and we engaged with more tenants this year than in any other year. We held a prize draw and the winning tenants are pictured here.

Taking your views and business needs into account, the board have approved a

2.5% rent increase for the year 2018/19. Early in the new year, you will receive a letter to advise what this increase will mean to you.



Mrs Elder



Mrs Ojaki



Carolanne Graham

Customer Service Excellence Review takes place

The Association's annual review of the Customer Service Excellence Standard took place on 12 December with the Assessor John Thurgood coming on site to complete the review. The review is a key part of the process we undertake to retain the CSE Standard. It allows us to identify good practice and any areas for continuous improvement to enable the Association to deliver first class services to our tenants and other customers.

This year the Assessor explored a number of 'customer journeys' within services that he selected. The Assessor was keen to learn about

our approach in each of the services, to understand how we interact with and support our customers along the way and to hear about examples of successful outcomes for customers.

The process was comprehensive with the Assessor reviewing our performance, speaking to staff and support agencies and importantly speaking to tenants and other customers to learn about the experience from their perspective.

We will keep readers informed of the review outcome in the next edition of North News.

ng homes Board agree investment in our multi-storey blocks

The multi-storey flat surveys carried out this year have proved an excellent opportunity to improve our stock. Findings from the rigorous assessment programme have resulted in the Board agreeing improvement and development of all of our fourteen Multi-Storey Blocks, with more works still to come.

The assessment findings considered which issues needed improvement from low risk to high risk, with the Association being proactive and looking to identify issues unique to each multi-storey building.

ng homes CEO, Robert Tamburrini said: "These multi-storey flat surveys gave us the chance to update and monitor the health and safety standards of these buildings whilst also reiterating our commitment to health and safety."

The surveys conducted at our multi-storey properties were scheduled long before the tragedy at Grenfell Tower, but following that event ng homes felt it important to carry these out in a timely manner to put tenant's minds at ease.

As part of our approach to health and safety, a multi-storey flat team has been created, consisting of staff and other stakeholders, who review the management and safety of the blocks. There is also a tenant led scrutiny panel which is specifically looking at health and safety in the multi-storey flats.



Festive Safety Tips

Festive Safety Tips

- Check your smoke and heat alarms are working. Replace batteries if necessary.
- If you have an open fire, make sure your chimney is swept, always use a fire guard, top protect against flying sparks and hot embers.
- Never place Christmas cards or decorations around the mantelpiece.
- Check your Christmas light plugs are fitted with the correct fuse, don't overload extension leads and ensure all electrical devices are approved.
- Always switch Christmas lights off and unplug them before you go to bed.
- Decorations can burn easily – don't place them near lights or heaters.

- Never leave cooking unattended, especially when using hot oil.
- Take time to check on elderly relatives and neighbours this Christmas as they are at greater risk from fire, particularly if they suffer from ill health or disability.
- When celebrating even a moderate amount of alcohol can greatly increase the risk of fire and fire injury.
- Ensure that exit door keys are kept readily available
- Take care of older people, children and those who may find it difficult to react quickly and safely if there is a fire.
- Make sure your family and visitors know what action to take in the event of fire or actuation of smoke / heat alarms
- Smoking is the main cause of death from fire in the home. If people are smoking in your home provide ashtrays.

If you or someone you know is at risk from fire, contact us now.

Call 0800 0731 999 or TEXT FIRE to 80800

Visit www.firescotland.gov.uk

Or talk to your local firefighters



FACT: House fires and casualties increase during winter, with a high risk over the festive period.

Margaret Thomson: Tenant Participation Award Winner, ng homes Tenant

At ng homes we've always felt it important to recognise the contribution of people to our Organisation, but more importantly, the contribution some people make to the North Glasgow community too. And no one fits the bill better than Margaret Thomson.

Margaret, 91, has been a constant source of inspiration within this community, with her experience as a trade union activist proving invaluable over her years of campaigning for tenants rights.

This November, Margaret received a standing ovation at the TPAS Scotland awards after winning the Tenant Participation Champion Award for an Individual; a huge achievement made even more impressive by her age. Even in her nineties she continues to work as hard as ever. The Award was presented on 3rd November by Still Game's Jane McCarry and Mark Cox (aka Isa and Tam).

"It was unbelievable. I met the wee woman from Still Game and another woman, who I think was runner up, shook my hand and told me she was so excited to meet me, it meant a lot and it took a while to sink in", said Margaret.

An ng homes Board Member since 2011, Margaret is also the Chairperson of our subsidiary social enterprise company ng2 Ltd. She has shown an unwavering dedication to North Glasgow and to the growth of ng homes, and for that, we want to first thank her for her work over the years, and also congratulate her on her well deserved achievements.

But it hasn't always been plain sailing for this lively, entertaining character.

"My journey started with Carron Tenants Association, just a wee one of our own. We wanted to fight for the tenants, just to see if we could get something more," explains Margaret. "From that we had a transfer, then I went onto the board of ng2. I wanted to get involved just to make sure things were going right, and to have a say in it. And here I am, still fighting!"

The TP Champion award comes after Margaret won the prestigious Mary Barbour Award which recognises the contribution of women in housing, in celebration of the famous activist. It doesn't stop there; Margaret also received the Partick Thistle Community Champion Award a few months ago for her commitment to North Glasgow.

Margaret has over 25 years experience in tenant committees, and has been an office member and active participant in the Carron Tenants Association, where she also helped with the stock transfer from Scottish Homes to the then North Glasgow Housing Association, now of course known as ng homes.

Margaret was also a machinist in her working

life, and beyond just working in the trade, she had a huge impact on employment issues such as holiday entitlement and unfair working conditions.

Margaret spoke about how things have changed in the housing sector over the years.

"Housing has changed for the better over the years. The tenants association has made a huge difference. We now make sure we get listened to. The whole community is involved. Meeting people, getting people who don't come out to join in. Now, it's about including people and giving people that outlet and support. There's a great sense of community now and we feel like we're being heard."

Going forward, Margaret continues to play a massive part within this Organisation and the community. With exciting new plans being rolled out across the Association, and the growth of the ng2 group offering opportunities to local people, Margaret's work continues to make a tangible, positive impact. She still believes there is more work to be done to bring the community closer together.

"I think the regeneration side of the organisation are doing an unbelievable job. They're bringing everyone together, including the African community, and the Chinese community", said Margaret. "Going forward, I think ng homes have a very bright future. I think in order to get kids involved, you need to get them young, and ng homes do a lot of work bringing older and younger people together. There's still plenty of work to be done but we have a good foundation here."



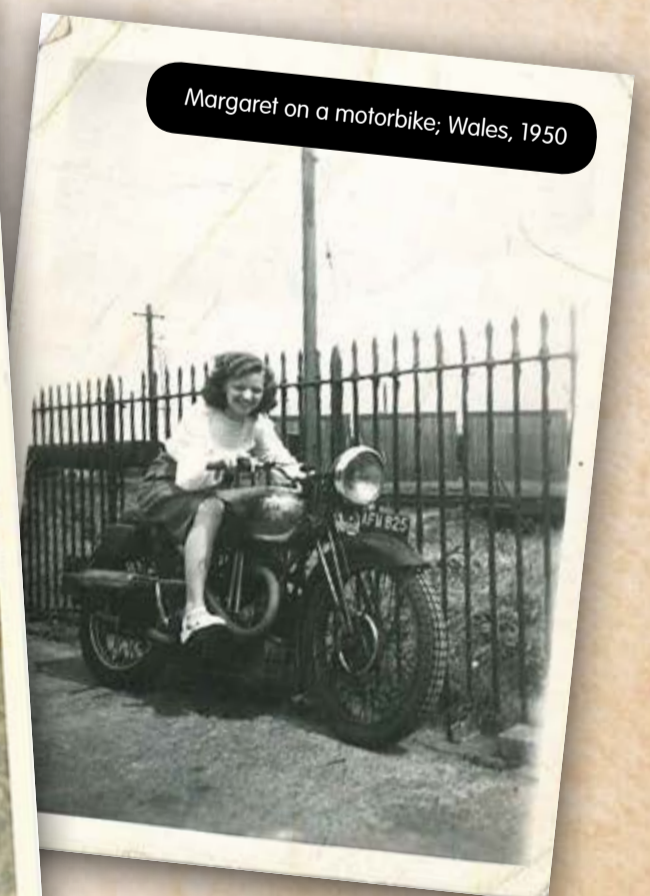
Margaret at award ceremony with Mark Cox (aka Tam from Still Game)

ng homes CEO Robert Tamburrini paid tribute to Margaret's impact: "Margaret goes above and beyond for the community and we could not be more delighted to have her on our Board and as a part of our Association. People like Margaret are the lifeblood of our communities, and we're sure her impact will be felt for many years to come."

Everyone at ng homes wants to congratulate Margaret for her unbelievable hard work and dedication to North Glasgow and for her ongoing commitment to the people of the community. Margaret continues to make a huge difference to the lives of people in this part of the City, and we're sure you will join us in celebrating her magnificent achievements.



Margaret at Loch Lomond, 1960



Margaret on a motorbike; Wales, 1950

Focus on Fuel – Epic 360

As the weather starts to get colder and nights darker, many of us will be using our heating and lighting more, meaning higher bills. There are ways to prepare yourself and your home;

Arrange a visit from a fuel advisor—Services such as GHeat will be happy to conduct a free session at your home and advise on a range of issues such as reducing fuel bills, most efficient use of heating systems, advocacy and assistance in dealing with utility companies, obtaining the best tariffs, accessing grants, discounts and may assist in accessing discounted white goods. A visit from them before winter sets in could mean spending less over the coming months. GHeat can be contacted on 0800 092 9002 or at www.g-heat.org.uk (GHA tenants will be referred to GHA's own fuel advisor)

Priority Register— Most utility companies offer a service which keeps a record of their most

vulnerable customers, ensuring they get priority treatment if the power goes off. Check with your utility provider if you meet the criteria.

Home Energy Scotland— Offer, free impartial advice on having a warmer home via their phone line 0808 800 2282 and on their website (www.greenerscotland.org/home-energy/keeping-your-home-warm-this-winter) They have tips online about keeping homes warmer that include practicalities such as using draught excluders, best position to dry clothes and balancing heating levels in different rooms.

Are you in fuel poverty? - If you spend more than 10% of your income on fuel then you are classed as being in fuel poverty which means you may be entitled to some extra help. There are several grants or payments that can be accessed if you meet the criteria and it's worth a visit from a Fuel Advisor to find out.

Remember, if managing money

Take control of your finances

LOTTERY FUNDED

Call or click today

"Free, non-judgemental, local & confidential"

"More month than money?"

"I have gained confidence in my ability to manage my finances"
Megan, Glasgow

"My cupboards used to be full of letters, I'd stash them away so I didn't have to look at them but I'd never get to them - now my cupboards actually have cups and plates and even biscuits in them!"
- Anonymous, Glasgow

& fuel feels overwhelming there is lots of help available, including from Epic 360. We can offer up to 6 free, confidential and non-judgemental sessions in your local area that can coach you with;

- Saving money

- Feeling in control of spending & budgeting
- Opening a bank or credit union account
- Dealing with a new tenancy
- Coping with less or more money

Call us on 0141 630 4324 or make a referral through our website www.epic360.co.uk/referrals



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Your ethical and affordable community lender

£500 over 52 weeks	Scotcash	Provident
Loan	£500.00	£500.00
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APR	**113.4%	*299.3%
Total Saving	£230.72	-

* Loan featured on www.providentpersonalcredit.com at March 2017
 ** Rates may vary (All loans subject to status, terms and conditions apply.)

121.5% Scotcash Representative APR

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

Scotcash can help you to open a bank account and can provide flexible repayments on the date of your choice. We also offer repayment holidays, as long as you let us know in advance.

Our affordable credit is just that: affordable. The amount of interest you will pay compared to a home credit lender will be lower.

We can now process applications online and over the phone, call our friendly staff on **0141 276 0525** or visit our website, www.scotcash.net for more information on our services.

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Tel: 0141 276 0525

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

North Glasgow Residents really are Green Champions

In our last edition of North News we promoted our Green Champions and Young Green Champions membership. The result was amazing with many people signing up to become involved and we now have 60 Green Champions and this number is increasing every week.

We had an official launch of the 'Green Champions' at the end of November at Tigers Den Speedway with a range of people from families and children to older people coming along on the night. We also took the opportunity of presenting the Climate Challenge Award to members of the community who earned this for their continued commitment to climate challenge issue.

The event had a range of interactive activities including the making of a 'Green Pledge' Christmas Tree, a competition to find a 'name' for the monthly Green Champions bulletin and the opportunity for people to sign up for fun workshops. Some of the workshops that will be taking place over the coming months will include; art activities, energy watchers, Sew Confident, Christmas Jumper workshops and community Swap Shops.

Rossie Stone, from Dekko Comics, also came along on the night to sign up children and their parents on a new 'Comic Strip' project aimed at issues of Climate Change. He was supported by Albi Taylor who will be helping to design funky images for recycling bins to be used throughout the community.

The Green Champions, of all ages, will help to design and deliver creative and fun community workshops to get more people to meet the challenge of Climate Change. So, if you are interested in becoming a member of 'Green Champions' or 'young Green Champions' then we want to hear from you.

Please contact Emma Tomlinson or a member of ng homes CCF team on etomlinson@nghomes.net or 0141 560 6000.

Over the past year we have made a substantial difference to carbon savings in the community through a variety of activities related to recycling, re-use, energy and specific areas related to collection of textiles and furnishings and redistribution of food in partnership from Fare Share.

- From April 2017 we have made a total carbon saving of 159.36 tonnes co2e waste and 83.62 tonnes of co2e energy savings.
- Received donations from staff and tenants weighing:
 - Furniture – 1915.88kg /
 - Textiles – 2490.75 kg
- We have redistributed to the community -
 - 197 Food and Furniture referrals
 - Undertaken 90 Home Energy Checks
 - Made Energy related financial savings of £17,242.40



Board Members and Volunteers at Green Champions Launch at Tigers Den



Albi Taylor, Artist and Rossie Stone from Dekko Comics at Green Champions Launch

Art and Natter + Knit and Natter = Recycling/Upcycling

Local Retirement residents have recently been meeting on a weekly basis for a mixture of workshops. Karen Elliott, Waste/Recycling and Re-use Co-ordinator has been working with Kemp St and Gourlay St residents in a bid to help tackle reducing carbon emissions in the community of North Glasgow. All the residents have signed up to be Green Champions and will continue to work with Karen and the CCF team on a weekly basis. Starting with Art classes, led by artist George Smith, the discussion was broadly based on the climate and the changes that are continuing to have repercussions on us all. The residents decided to continue the weekly meet ups but focusing on new themes and ways that this sub-group of Green Champions can prolong the life of many items relating to the Circular Economy.

One of the residents, Beth, has introduced upcycling old or unwanted bowls/plates by decorating them to create new items for the

household. Old wool was brought to one session to encourage them to knit and also using textiles that have rips or tears in them to produce Christmas decorations. Beth and Helen helped Karen to design a Christmas Wreath from old textiles and all of the group were delighted with the results, so much so that the wreath is now being displayed in Gourlay St Retirement Housing but also will be on display at events leading up to Christmas.

Karen said, "The residents are so enthusiastic and keen to help me and the CCF team prolong the life of textiles. For example, we have booked some upcycling Christmas Jumper workshops leading up to Christmas. These workshops will be delivered by Sew Confident and the results I'm sure will be spectacular. It's always good to know that we don't need to go out and spend money on these items but use what we have and enjoy working together to help make carbon reductions within our community".



Art and Knatter – Residents showing off their art work



Taylor (staff member) and resident, Martha

Furniture Distribution Service Success

ng homes' new and improved furniture redistribution service has proved a great success among staff and tenants alike. This was established through Climate Challenge funding and provides the opportunity for people to donate their unwanted items for re-use. This also allows for furniture, furnishings and textiles to be passed on to members of the community who may need some support. An example of recycling support was of a lone parent. He was moving into a new home and needed a settee, carpets and bed for his young daughter. We were able to provide these, and more, through the donations. As a result of this, the young

man started to help out in the community volunteering.

Along with helping tenants the service's main goal is to help extend the Carbon life of the furniture it gives out. The longer an item remains in use as opposed to being thrown in a dump, extends the life of the Carbon which in turn helps keep the Earth just that little bit greener.

The service also helps the community attain its goal of being part of the circular economy, which puts reuse at the centre. If you are in need of support with furniture then contact your Housing Officer for a confidential referral to ng homes Regeneration Department.



Helen Steele with her homemade Christmas Jumper

World Energy Day

World Energy Day is a day dedicated to consider the amount of energy we consume and think of new ways to reduce our usage. ng Homes' CCF team decided to celebrate this day at Saracen House on 23rd October where we invited energy efficient businesses, local tenants and other experts to shed some light on the topic.

The purpose of the day was to speak about energy use and help reduce the strain of fuel poverty on tenants who may be struggling with their energy usage. In some cases this may be resolved by simply changing to an energy saving light bulb and in more significant cases could be passed on to relevant organisations to discuss the next step forward in a confidential and friendly manner.

Some of those in attendance that day included, Epic 360 offering financial/budgeting help. Scottish Fire and Rescue service were also on hand to discuss potential fire hazards and encourage people to try out their free Home Fire Safety Check. Home Energy Scotland brought along their energy

expert, Jade who was there to offer free advice on energy saving, renewable energy and offer home energy checks to those in need.

Overall the event was enjoyed by all with many tenants left feeling more confident about handling their energy problems and even left with a bright idea or two of their own.

Speaking of energy – are you eligible for a Winter Fuel Payment.

If you were born before 5 August 1953 then you're entitled to a Winter Fuel Payment this year. Most people who receive Pension Credit and some who receive working-age benefits will also get additional Cold Weather Payments when the temperature falls below zero degrees Celsius for seven days in a row. You may also be entitled to a Warm Home Discount from your energy supplier.

If you would like a Home Energy Check or have a question about winter fuel payment then contact ng homes CCF staff member Taylor Kelly on tkelly@nghomes.net or 0141 560 6000.

Food redistribution service continues to impact on the environment and support residents

We continue to work with Fare Share who are an organisation that rescues food from large supermarkets. We undertake a weekly collection of good quality food from Fare Share which, in turn, we redistribute to members of the community. This ensures that food does not go into a landfill site thus impacting on environmental issue of

food waste. It also helps to serve a social need impacting on issues of food poverty.

If you, or someone you know, find yourself in hardship then please contact your housing office for a confidential food referral to ng homes Regeneration Department.

Getting Ready for Christmas Jumper Day – Recycling style

In preparation for the Festive Season we have been delivering our 'Christmas Jumper' workshops in retirement housing complexes. Residents were asked to bring a jumper along and decorate it using recycled materials. This created a lot of fun on the day and also highlighted the need for recycling and re-use.

SWAP SHOPS

We carried out the first of a series of ng Community Swap Shops at Saracen House on 11th December. Members of the Green Champions have helped staff at the redistribution unit to look out items, steam clean clothing and collect other items in preparation for the event. They have also arranged for a 'Toy swap shop' and gift wrapping service. Further swap shops are being held in January and February 2018.

If you join up as an ng 'Green Champion' you will receive a loyalty card for 'extra swapping' opportunities. Details of the next Swap Shop is outlined opposite.

Partnership approach to Regeneration

ng homes, local people and politicians come together for regeneration

Regeneration is one of the biggest and most important aspects of our work at ng homes. It is an investment in the future of our community, and while it may take some time, it is also an opportunity to galvanise community members around one common goal. To us, that's a community where people can flourish and prosper. But what is it?

In general terms, to regenerate something is to give life and vibrancy to it, to revive it and restore it, even aiming to take it further than it has been before. In Housing terms regeneration is about building sustainable communities, which means they are economically, socially and physically sustainable.

Our own regeneration strategy is in line with the Scottish Government guidelines and is split across three categories:

Physical

The regenerating of physical buildings, community spaces, homes and the area we live.

Economic

The regenerating of the economy of North Glasgow by offering new job opportunities and working closely with local business to promote and stimulate growth.

Social

This is the positive regeneration of our health and wellbeing through community initiatives, integration, opportunity and education

We recognise that our role as a social housing provider goes beyond just providing homes. We are a stabilising, anchor organisation in the community, and many other groups, businesses and local people will follow our lead.

However, we can't do it without the help of local people, and our local politicians. We spoke to Bob Doris MSP Maryhill & Springburn and Paul Sweeney MP Glasgow North about the impact regeneration can have in the area and their own plans for the future regeneration of the area.

On regeneration in the area, Bob Doris MSP said: "I would describe North Glasgow regeneration as slow but steady. There have been some real

improvements. I know ng homes are keen to make significant investment where they can, supported by the Scottish Government. But there's much more to do. It's not just about housing stock."

Paul Sweeney MP Glasgow North reiterated the need for action by saying: "North Glasgow was the worst affected area in the urban clearances of the 1960s and 70s, and we are still recovering from the legacy of damage that has caused – 10% of the area remains derelict and it has lost around 40% of its population over the last 50 years – much more needs to be done to truly heal those wounds."

Activate programme goes from strength to strength

Over the past five years ng homes has partnered with Glasgow University to deliver the Activate Community Development course within the local community. We have just completed a further two courses; one daytime and one evening with high numbers and with a diverse range of students from local community groups, ng homes staff members,

members of Scottish Fire and Rescue Services, Asylum Seeker Refugee Community.

Over the past 10 weeks they have enjoyed interesting conversations around relevant community issues and have participated in community investigations. They will receive their awards at a graduation ceremony at Glasgow University in 2018.



Activate Students studying at Saracen House

Speak up. Stop crime. Stay safe.

Everyone has the right to feel safe from crime, wherever they live.

You might be worried about a crime and want to pass on information, which is why it's good to know you can trust Crimestoppers.

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Police Scotland Safety Messages

- Shop safe – be alert at ATM's and look after your bags
- Be careful online – use a secure browser and only insert card details if the padlock icon is visible
- Plan your nights out – stick with friends and know how you are getting home.
- Secure your home – keep cash at home to a minimum and gifts out of view
- Be aware of changing road conditions. In severe weather increase stopping distances.

New campaign launched to raise awareness of carbon monoxide dangers

Home owners across four districts of Glasgow will receive information on the dangers of carbon monoxide (CO) as part of a new campaign from RoSPA and ng homes.

Around 50 people die from CO poisoning every year, while another 4,000 are treated in hospital. The gas, nicknamed "the silent killer", is odourless, colourless and tasteless, yet can be prevented with some simple precautions.

Teaming up with ng homes, RoSPA is launching the Be Aware campaign in Glasgow to raise awareness of the deadly gas and how it can be prevented.

Funded by the Gas Distribution Networks' Carbon Monoxide Charity Fund and the Scottish Fire and Rescue Service, ng homes staff will be distributing Be Aware leaflets to their owner occupiers in Possilpark, Springburn, Parkhouse and Balornock.

Carlene McAvoy, RoSPA's community safety development officer, said: "Each year thousands of people across the UK are poisoned by carbon monoxide, and tragically, dozens are killed.

"Yet these deaths and poisonings don't have to happen. We want to make sure that we are letting as many people as possible know about the steps they can take to protect themselves and their families, and we are grateful to ng homes, the Gas Distribution Network and the Scottish Fire and Rescue Service for helping us to spread these messages."



Group Manager Sandy Gillespie (SFRS) Margaret Fraser, Fiona Herriot (SFRS), Carlene McAvoy (ROSPA), John Thorburn, Chair

Margaret Fraser, Regeneration Manager, said: "ng homes value the work of ROSPA in highlighting this important message. We continue to work with agencies to ensure that vital safety messages are related to community members. We work closely with Scottish Fire and Rescue Services in providing advice to our residents. This partnership with

ROSPA and Scottish Fire and Rescue Services will allow us to reach out to our 1400 owners".

For more information on the Be Aware campaign, and for advice on how to prevent carbon monoxide, please see www.rospa.com/beaware.

Icy conditions and winter

If we are to believe the weather reports we are in line for a bad winter this year – so best option is to be as prepared as we can. Whether that's at home, outside or in our car we should take all necessary cautions to stay safe. So here are some tips to remind us of safety

Slip and trip accidents increase during the Autumn and Winter season for a number of reasons: there is less daylight, leaves fall onto paths and become wet and slippery and cold weather spells cause ice and snow to build up on paths. There are effective actions that you can take to reduce the risk of a slip or trip. Regardless of the size of your site, always ensure that regularly used walkways are promptly tackled.

Issues to consider during the winter months.

- Lighting
- Wet and decaying leaves
- Rain water
- Ice, frost, snow
- Gritting

Is there enough lighting around you to be able to see and avoid hazards that might be on the ground? The easiest way to find out is to ask your family, friends or work colleagues or by carefully walking the main internal and external routes that you use throughout the working day. It is important to do this both inside and outside of your home or workplace, as the effect of light changes during the day. If you can't see hazards on the ground you will need to improve the lighting (e.g. carry a torch or changing the type of bulb).

Wet and decaying leaves

Fallen leaves that become wet or have started to decay can create slip risks in two ways, they hide any hazard that may be on the path or they themselves create a slip risk.

Put in place a procedure for removing leaves at regular intervals; you might even consider removing the offending bushes or trees altogether.

Rain water

In dealing with rainwater:

- Discourage people from taking shortcuts over grass or dirt which are likely to become slippery when wet. Consider converting existing shortcuts into proper paths.
- Many slip accidents happen at building entrances as people entering the building walk in rainwater. Be careful when entering a building and wipe feet on mats provided to wipe away any wet residue on the soles of your shoes.
- At home consider installing absorbent mats or even changing the entrance flooring to one which is non-slip.

Ice, frost and snow

- To reduce the risk of slips on ice, frost or snow, you need to assess the risk and put in a system to manage it.

- Identify the outdoor areas used by pedestrians most likely to be affected by ice, for example: - building entrances, car parks, pedestrian walkways, shortcuts, sloped areas and areas constantly in the shade or wet.
- Monitor the temperature, as prevention is key.
- You need to take action whenever freezing temperatures are forecast. Keep up to date by visiting a weather service site such as the Met Office or the Highways Agency .
- Put a procedure in place to prevent an icy surface forming;
 - Use grit (see separate article below for more detail) or similar, on areas prone to be slippery in frosty, icy conditions;
 - Consider covering walkways ;
 - Use pedestrian walkways less slippery.
- If warning cones are used, remember to remove them once the hazard has passed or they will eventually be ignored.

Gritting

The most common method used to de-ice floors is gritting as it is relatively cheap, quick to apply and easy to spread. Rock salt (plain and treated) is the most commonly used 'grit'. It is the substance used on public roads by the highways authority. This will be carried out by ng Winter programme.

This Christmas
KEEP SAFE
Home Safety

- ★ Keep your home secure - lock all windows and doors; set your house alarm and switch on your timer lights.
- ★ Don't leave gifts in view of the windows and keep cash in your home to a minimum.
- ★ If you're going away for Christmas don't advertise it on social media. Ask a neighbour or friend to keep an eye out while you're away.
- ★ If you're having a house party with lots of guests make sure you know who everyone is.
- ★ Keep safe at home, visit - www.scotland.police.uk/festivesafety

POLICE SCOTLAND
Keeping people safe

#KeepXmasSafe
@PoliceScotland PoliceScotland

Adverse weather – Take Care

ng2 Adverse Weather Plan – Winter 2017

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

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

We will:

- Liaise daily with housing managers to agree areas of property including Amenity Housing/Retirement Housing complexes.
- Entrances to all offices and the Ron Davey Enterprise Centre.
- Specific areas as indicated by Housing colleagues.
- Work in conjunction with GCC to ensure that all grit bins in the areas are replenished as and when required.
- Concierge will salt/grit NDH, Abbeyfield House and all Retirement Housing complexes on night shift and at weekends.
- Garden Maintenance – leaf collection and gritting - In severe weather conditions the Garden Maintenance teams time will be split between leaf collection and gritting.
- Close Cleaners – Close Cleaning and gritting – In the event of the temperature going to 1 degrees or below, there will be no water used to clean closes. We will maintain standards by brushing and cleaning banisters. Close Cleaners will be deployed into gritting when they have finished their own duty.



Staff at the ready to keep your areas safe from winter elements



This service is vitally important and housing staff have commented on the benefits to tenants.

Comments from staff

"Just to advise you that the retirement complexes are happy with the services they are receiving from ng2. This time of year can be particularly challenging for older people when the paths are icy but because of the prompt attention to gritting the paths and clearing the leaves our tenants can get in and out of their homes safely"
 Karen Johnson,
 Housing Manager

"I would like to say that the gritting and leaf collection carried out at Carron Crescent had been great. This has allowed the tenants to continue to access the community lounge without any slips or falls. The tenants really appreciate this"
 Stephanie Camley,
 Retirement Housing Support Officer



These pictures show the importance of clearing leaves to make sure the area is safe.

contact ng2 enquires@ng2works.com

Building strong partnerships

ng homes Community Networking Breakfast was established in 2012 and has increased substantially over the past 5 years with an average of 60 people attending each month. Participants include a diverse range of organisations and community members and cuts across private, public and voluntary organisations.

The main aim is for people to build connections and improve collective working to benefit the community. There is so much strength in working together and sharing resources, skills and experience.

We regularly highlight the work of the organisations who attend the breakfast and this month we will focus on another two organisations.

Differabled Scotland – Walk a mile in Our Shoes

Differabled Scotland is a new charity providing peer support networks for parents or carers of children and young adults with additional needs, predominately autism. It was co-founded by parents Debbie Best and Wendy Clark. The aim is to create a movement of social change within our communities in respect of inclusion and equality and their strapline is 'walk a mile in our shoes'.

They have set up a self advocacy network to support families of children with additional needs and they look to raise awareness and influence decisions that directly affect families. ng homes were privileged to support the group in organising a family meal at Saracen House in November where families and children could interact and get much needed information. This was attended by ng homes staff and board members, Bob Doris MSP and Patrick Grady MSP. There were also presentations from Outside the Box and

and inspirational talk and workshop from Rossie Stone of Dekko comics who had direct experience of growing up with additional needs.

One of the parents attending said:
 "I have never come across a support group with so much energy and so much will to help other parents in the same position. What this group has achieved in a short time is amazing. I am very grateful for the welcome I received and the constant flow of information available. Onwards and upwards!!"

Bob Doris MSP commended the organisation for their work in a Parliamentary motion:

Motion S5M – 08794: Bob Doris, Glasgow Maryhill and Springburn, Scottish National Party, Date Lodged: 10/11/2017 Differabled Scotland

That the Parliament congratulates Differabled Scotland, which is based in North Glasgow Maryhill and Springburn constituency, on being give a £10,000 Awards for All grant to deliver a pilot project that will run 12 support groups for families with children who are disabled or have additional support needs.... commends the charity on its success in training, supporting and information parents and carers; believes that this is a tribute to the determination of volunteers... believes that peers support and information sharing is a key component in developing the resilience of families in challenging circumstances and an important platform in raising awareness... wishes Differabled every success.

If you would like to find out more about how you can access this service then please contact : Deborah Best at differabledscotland@gmail.com
<https://www.facebook.com/differabledscotland>

Another organisation who has recently attended our Community Networking breakfast is helping heroes.

SSAFA's Glasgow's Helping Heroes is a holistic service for serving Armed Forces personnel, veterans and their families. Glasgow's Helping Heroes cover a range of advice and support for their clients in areas such as: employment and training, housing and homelessness, financial issues, debt advice, mental and physical health issues and anything else in between. Glasgow's Helping Heroes has great partnerships with many other support organisations such as Citizens Advice Bureau, Scottish Veterans Residency, Jobs Business Glasgow, Crisis Counselling and Veterans Welfare Service. With these partnerships if they can't help you, they will know the person that can!

Glasgow's Helping Heroes are moving office from Duke Street to the historic Pearce Institute in the heart of Govan.

GLASGOW'S HELPING HEROES

Glasgow's Helping Heroes will be open for business in the new office as of December 19th 2017. The office will be located on the first floor of the Pearce Institute with access to the privacy pod in the ground floor café, particularly

for anyone with mobility needs.

A drop in service is open Monday to Friday, 9am – 4pm at Pearce Institute, 840-860 Govan Road, G51 3UU. Alternatively call for an appointment on 0141 276 7199.

WE ARE MOVING!

OUR NEW ADDRESS IS:
 Glasgow's Helping Heroes
 Pearce Institute
 840-860 Govan Road
 Glasgow G51 3UU

0141 276 7199
 Monday - Friday, 9am - 4pm
 Or get in touch online at
glasgowshelpingheroes.org



GLASGOW'S HELPING HEROES

Registered as a charity in England and Wales Number 210760 in Scotland Number SC038056 and in Republic of Ireland Number 20006082. Established 1885. 5219.1117

Supported by **ssafa** the Armed Forces charity

Funding partner **Glasgow City Council**

Community Breakfast welcomes two new members

We would also like to welcome two new members to our Community Breakfast; both traders from Saracen Street – Omar Afzal from Saracen Street Post Office and Brian Kelly from Eyepad Opticians, 203 Saracen Street in Possilpark.

Both traders have benefited from connecting with members of the community and community organisations and have been displaying community information in their premises.

ng homes Challenging Poverty Charter Update

As part of ng homes Challenging Poverty Charter we organised and delivered a Community Festival event at Keppoch Campus, Possilpark during 'Challenging Poverty Week'. Around 400 people attended the event where they enjoyed a community meal, activities for children and adults, and information stands including Scotcash, Gemap, Poverty Leadership Panel, Possibilities, EPIC 360 and ng homes regeneration projects.

The event was attended by Councillor Allan Gow, City Treasurer and ng homes Board member who met with members of the community including a group of parents who are involved with ng homes in design and delivery of Family Breakfast clubs.

The aim of the event was to highlight Poverty as being 'everyone's issue' and to look at destigmatising people and looking at ways to address the underlying causes in partnership with the community and agencies. ng homes has a continued commitment to work jointly with both Maryhill and Queens Cross Housing Association's through the Challenging Poverty Charter and with Poverty Alliance and the Poverty Leadership panel to continue to work together on local solutions.



Councillor Allan Gow with staff from ng homes, SFRS, EPIC 360 and Scotcash at Challenging Poverty Event.

Possilpark community 'Lend a Helping Hand' to support homeless

This year, the Link Up project based in Possilpark has embarked on a project to help out the homeless community in Glasgow. The idea came about as a result of several conversations around the issue of poverty in the community. With homelessness in Glasgow on the rise, both Inner Circle men's group and the Chancers community group felt that it was important to give something back to people less fortunate than themselves. Some of the group members have experienced homelessness or have experienced issues which could have led to homelessness and felt it was important to do something to both raise awareness of homelessness in Glasgow and give support to those in need during the cold winter months.

During the month of November, we have been asking local people to 'lend a helping hand' and donate items to a winter clothing collection which will be donated to homeless charities working directly with people sleeping rough in Glasgow. Throughout the month, a large number of local people have visited the project and handed in donations of sleeping bags, blankets, warm clothing and toiletries. Overall there has been 827 items donated to the

project in a 3 week period. The generosity of the community has been overwhelming.

The items collected will be split between local homeless charities – Glasgow City Mission and The Marie Trust. Both charities offer services to people experiencing homelessness in Glasgow with The City Mission providing a winter night shelter offering a warm dry place to sleep and The Marie Trust a day centre where people can access a hot meal and warm shower.

The Possilpark Supper Club is an organisation who have been running for 40 years and provide a hot meal every Sunday for homeless and vulnerable adults. It operates on Sundays in the St Matthews Centre in Possilpark from 3.00pm to 5.00pm.

Homelessness in Glasgow is sadly on the rise. Glasgow City Mission night shelter is currently open and will remain open throughout the winter months. They are always looking for sleeping bags. The Marie Trust operate a day centre where people can access clean clothes, a shower and toilet facilities and hot meals. They also provide a service for anyone who needs to go into hospital but don't have any nightwear/toiletries.

Family Breakfast Clubs in Springburn and Possilpark

As a direct result of our 'Challenging Poverty' responses, ng homes has developed a **FREE Family Breakfast Club programme in the Possilpark and Springburn areas. This has been possible through a partnership with ng homes, DTAS (Development Trust Association Scotland) and Scottish Fire and Rescue Services.**

Services started in November with a Family Breakfast club taking place in Possibilities, Denmark Street, Possilpark five days a week with transport included to take parents and children to Keppoch Campus.

A further service has started in the Salvation Army Halls, Springburn Mondays, Wednesdays, Thursdays and Fridays and is supported by ng homes staff and local parents.

The breakfast clubs are a drop in from 8 a.m. to 9 a.m. for families who can enjoy a healthy breakfast with their children. We also have a coach from 'High Balls Low' helping out to get the children a 'warm up' before heading to school. **Children must be accompanied by a parent or an adult** and we welcome people to come in, however briefly, to have some breakfast before heading to school.



Highballs Low get kids Active

Over the last six weeks and in association with Active Schools, Ashfield Academy and High Balls Low, a total of 108 sessions have been delivered at 19 primary schools in North Glasgow with over 350 children taking part each week from P1-P3.

All our sessions have been fun based physical activity sessions, including the delivery of 6 different sports. Activities have centred on developing and improving physical literacy and health and wellbeing.

Children taking part have really enjoyed the sessions with one pupil saying "This is better than FIFA 18, it would be brilliant to do this every day!"

Feedback from teachers has been very

positive also with one saying "I have noticed children participating more in PE sessions including an increase in confidence in their physical ability and focusing more in class after lunchtime sessions".

Robert Docherty, ng homes Sport and Education Partnerships Manager said:

"The programme has been a huge success with all young people embracing the activities enthusiastically.

On behalf of ng homes we would like to say a big thank you to our partners for their support in this project."

Kevin Gilchrist from High Balls Low has also been supporting Family Breakfast Clubs in Springburn with parents and children alike impressed with the service. Local parent, Tracy



Kevin Gilchrist, Highballs Low workshop

said: "This is a great idea to get the kids doing some light exercise before they go to school – it puts them in the right frame of mind. My son absolutely loves it".

Friday Night Club

Free fun activities, sports, games, arts and crafts and much more...

Day: Friday

Time: 4:00 - 6:00pm (5-12 years)

Staff: Sessions are facilitated by qualified and experienced staff

Venue: Springburn Leisure Centre,
10 Kay Street, Glasgow G21 1JY

Sessions are free! Children must have completed and returned parental consent form (on the back of this page in order to participate).

For further information email: rdocherty@nghomes.net

Places are limited and are on a first come first served basis!



Since 2008, Partick Thistle has been committed to making football as affordable as possible for families.

That's why all Partick Thistle supporters under the age of 16 can attend every Ladbrokes Premiership fixture at Firhill absolutely **FREE**.



Find out more at: ptfc.co.uk/fans/kids-go-free

To request a free U16 season ticket email: mail@ptfc.co.uk

Or, to enquire about booking tickets for a larger group, email: beth.adamson@ptfc.co.uk



North Glasgow has Talent

ng homes is delighted to work alongside members of our Chinese Community who attend and deliver a number of activities across the area. Over the years we have shared some wonderful multicultural experiences linking into their Festivals such as Chinese New Year and Mid Autumn Festival, which was held in October in Possilpark.

As we get to build relationships across cultures it lets us see the wonderful talent that is around, so... Meet some of North Glasgow's Chinese Artists...

We've never been short of talent up in North Glasgow with our vast array of artists, sportsmen and notable people bringing great pride to the area. What's more, very often their influence is felt the world over. Something which was noticed this month when a monthly Chinese newsletter recognised some of our most talented artists in the Chinese community.

Cindy Young, Madam Nam and Michael Kam were all recognised for their unique contributions, so we got to thinking we should be profiling them too. Meet North Glasgow's Chinese Artists...

Cindy Young has a talent for Printing, painting and drawing

Cindy Young might still be in school, but she is fast developing into one of the most talented young artists in the country, never

mind the region. Cindy is inspired by anyone and anything to produce her art, and she has been taking it much more seriously over the last two years. She enjoys drawing people's faces, with her teachers, her family and her friends providing the motivation and inspiration behind her pieces.

Her artwork is designed to reflect reality, and it all comes from her own mind and memory. Cindy wants everyone to understand her images, and feels that by taking that authentic, considered, real-life angle, she lets the art do the talking for itself. With plans to go on to study art in Glasgow, Cindy is only just getting started.

Madam Nam has a talent for Paper craft

Paper craftswomen Madam Nam is a North Glasgow inspiration - in her 70s, there is plenty of life, art and creativity in her just yet, despite only taking up her craft 2 or 3 years ago! All of her artwork is made from old materials, such as junk mail or posters and leaflets, with recycling or upcycling being one of her biggest focuses.

She is inspired by traditional works from ordinary, everyday people of Malaysian Chinese origin, and she looks to draw encouragement from the feedback of those peers who inspired her in the first place. By

using other paper craft work as a base, she looks to improve on other people's efforts and now feels she is developing her own style. Her artworks are very popular among local people, but she never wants to turn her hobby into a business, determined not to lose the fun, creative essence of what she is doing.

Michael Kam has a talent as Caricaturist/cartoonist

Anyone who has had the pleasure of meeting Michael in the execution of his duties as Cultural Officer with ng homes knows just how talented he is, so it's no surprise he lives a double life as a cartoonist! Michael has been drawing cartoons since he was a schoolboy, first being inspired by the great works of cartoonists the world over. Michael has developed his own unique style, using simple, sharp lines to accentuate features.

By using this method, Michael aims to get his point across, and the image of the person across, as simply as possible, with the biggest reward coming when people recognise the subjects. Despite this, Michael recognises himself as an amateur, and does it primarily for fun, but he hopes to bring it forward and volunteer his skills to the right cause. We hope you can too Michael!



Michael Kam, Madam Nam and Cindy Young pictured at Saracen House, Possilpark

Customer Services Team

Meet the team

Our Customer Service Officers (CSO's) are based within our customer contact centre at Saracen House, Saracen Street, Possilpark. The CSO's are the first point of contact for customers calling ng homes. When you contact us you will now be asked to provide your up-to-date contact details, your preferred method of contact and information on who is living in your home. This will allow us to contact our customers in the way that they prefer.



Kelly Burns



Stephen Lauder



Alan Dick



Iona Wilson

Housing Services Team

Possilpark Team



Janice Ellison
Housing Manager



Karen Kelly
Senior Housing Officer



Gordon McFarlane
4-50 Ardoch Street
100-149 Bardowie Street
185-277 Saracen Street
134 Allander Street
3 Carbeth Street
1-27 Hamiltonhill Crescent
97, 110, 112, 115 Hamiltonhill Road
217 - 231 Stonyhurst Street
180, 194, 208, 222, 236 Kilearn Street



Lynn Bennett
102-178 Ashfield Street (evens)
3-39 Balmore Square
162-326 Broadholm Street
Buckley, Chestnut, Cypress, Kippen, Spruce Street
104-233 Crowhill Street
8-20 Hawthorn Quadrant
313-483 Hawthorn Street
Walnut Crescent, Place, Road



Lesley McLeish
143-173 Ashfield Street (odd numbers only)
8, 16, 24 Balmore Road
40, 46, 52 Balmore Road

105 Knapdale Street
144 Liddesdale Road
28-30 Bracken Street
24-152 Broadholm Street
11-61 Claddens Quadrant
26-84 Claddens Street
16-34 Coltmuir Street
5-93 Crowhill Street
6-44 Glenhead Street
7 Glenhead Crescent
6-44 Glenhead Street
54-160 Glenhead Street
23-43 Lamb Street
82-209 Haywood Street
139 - 221 Balmore Road



Pamela Hutchison
56-251 Kilearn Street
98-110 Saracen Street
1-23 Rednock Street (newbuild)
2-18 Barloch Street (newbuild)
3-5 Barloch Street
67-101 Allander Street
67-102 Stonyhurst Street



Gail Hamilton
107-119 Allander Street
29-53 Barloch Street (sheltered)
138, 148, 156 Saracen Street
172-294 Saracen Street
106-116 Stonyhurst Street (empty closes)
100 Hawthorn Court and
2-8 Hawthorn Court
4-40 Hawthorn Street



Danielle Quinn
1-27 Balgair Place
1-39 Balgair Gardens
25-41 Balgair Street
1-22 Balglass Gardens
24-41 Balglass Street
47-59 Balmore Road
21-89 Stronend Street
1-15 Sunnyside Place
198-202 Panmure Street
184-248 Bardowie Street
71-83 Balmore Road
10-63 Mireton Street
8-48 Hayston Crescent
1-43 Hayston Street
1-8 Redmoss Street
772-802 Bilsland Drive



Emma Coates
139-162 Barloch Street
72 Balmore Road
2-73 Closeburn Street
123-183 Denmark Street
4-127 Mansion Street

Springburn Team



Caroline Wilson
Housing Manager



Karen Johnson
Housing Manager



Geri Anderson,
Senior Housing Officer

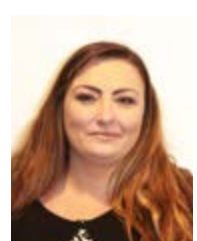


Danielle McErlane
Balgraybank, Boghead, Cardarroch, Cockmuir Street
256-356 & 426-488 Broomfield Road
Eastburn Road
Craigebay, Gartferry, Hillhouse & Lumloch Street
Drumbottie & Lanrig Road
2-60 Wallacewell Crescent
5-9 Wallacewell Place
91-144 Wallacewell Road

Multi-Storey Flats Team



Sharon Hazlett
Housing Manager



Lyanne Leslie,
Senior Housing Officer



Andrea Campbell/Laura Sharkey
Barnulloch Road
Bumbrae & Oatfield Street
459-463 Petershill Road
Young Terrace



Gemma Lee/Andrea Campbell
Avonspark Gardens, Place & Street
Dykmuir Place & Street
Red Road



Anne Sheeran
15 Croftbank Street
250 Edgefauld Road
177-311 & 371-405 Edgefauld Road
9-101 Broomknowes Road



Catherine Mather
15 Eccles Street
53 Carbisdale Street
Blackthorn, Elmvale, Horne & Memel Street
9,19,29 Carron Crescent
151 & 155 Fernbank Street
630, 640, 660, 670, 680, 690 & 700 Hawthorn Street



Bola Akintoye
12 Eccles Street
185, 195 & 200 Fernbank Street
10-73 Carron Street
3, 4, 10, 16, 22, 28, 34, 40, 46, 52 & 58 Carbisdale Street
3-33 Carron Place
623, 631, 639, 647, 655, 663, 675 & 685 Hawthorn Street
76 Horne Street
771-783 Springburn Road



Terri McChesney
Auchentoshan Terrace
Auchinloch, Laverockhall, & Midton Street
721-745 Broomfield Road
Broomfield Crescent & Broomfield Drive
Springburn Road
77-163 Petershill Road



Emma Dunn
Angus, Bagnell, Carleston, Crichton, Gourlay, Hillkirk, Kemp, Valleyfield & Vulcan St
Atlas & Cowlairs Road
104-138 Balgrayhill Road
Broomfield Place
2-60 Broomfield Road
Hillkirk Place
Morrin Path & Springburn Way



Amanda Milne
Campsie, Downs, Mansel & St Monance Street
Syriam Gardens, Place & Street



Alison McLean
178 & 198 Balgrayhill Road
22 & 42 Viewpoint Place



Yvonne Kinnear
1-217 Lenzie Terrace
151-163 Balgrayhill Road



Liz McMillan
37-107 Galloway Street
1292-1330 Springburn Road
Stobhill Road
Viewpoint Gate & Road

ng homes Regeneration Activities and Events

Weekly Activities: January – March 2018

Activity:	Venue:	Day and time:	Contact:	Other info:
Little Rascals (Link Up)	Possilpoint Community Centre	Mondays, Thursdays and Fridays 9.30–11.00am	Gillian Halliday ghalliday@ngworks.com	New parents welcome
Chancers (Link Up)	Possilpoint Community Centre	Wednesdays 9.30am-2.30pm	Gillian Halliday ghalliday@ngworks.com	All welcome. Variety of activities
Inner Circle Men's Group (Link Up)	Possilpoint Community Centre	Mondays: 2-4pm Thursdays: 12-3pm	Gillian Halliday ghalliday@ngworks.com	New welcome members
Wednesday Social Event	Possilpoint Community Centre	Wednesdays 9.30am-2pm	Michael Kam mkam@nghomes.net	Breakfast Tai Chi Lunch Variety of activities
Oriental Gym Exercise	Tron St Mary's Red Road Barmulloch	Fridays 10-12	Michael Kam mkam@nghomes.net	Oriental Gym Exercise Activities
Row for Shore (Link Up)	Possilpoint Community Centre	Fridays 9.30-11.30am	Gillian Halliday ghalliday@ngworks.com	All age groups. New people welcome
Family Breakfast Clubs	Possibilities	Monday to Fridays 8 – 8.45 a.m. From 30 October to March 2018	Margaret Fraser mfraser@nghomes.net	Service for parents and families to have pre school breakfast. Funded through DTAS (Community Resilience Fund) and linked to research from 'Cost of School Day Report'. Must be with a parent or adult.
Family Breakfast Clubs	Salvation Army Halls Fernbank Street	Mondays to Fridays (except Tues- days) 8 - 8.45 a.m. From 20 November to March 2018	Margaret Fraser mfraser@nghomes.net	As above. Must be with a parent or adult.

Monthly Activities: January – March 2018

Activity:	Venue:	Day and time:	Contact:	Other info:
Community Networking Breakfast	Saracen House	Fridays 10-12 10 th November 8 th December 19 th January 2018 9 th February 2018 9 th March 2018	Simon Farrelly sfarrelly@nghomes.net	Open to all
Green Champions event	Tigers Den Speedway	Thursday 18 th January – 4.30 – 6.30	Karen Elliott kelliott@nghomes.net	Contact Regen Team.
Green Champions event	Tigers Den Speedway	15 th February – 4.30 – 6.30 p.m.	Karen Elliott kelliott@nghomes.net	Contact Regen Team.
Song, Shimmy	Petershill Club	Fridays 1-4pm 26 th January 2018 23 rd February 2018 23 rd March 2018	Joan Shepherd jshepherd@nghomes.net	Older adults - New people welcome. Contact Regeneration Dept for info.
Chinese New Year Festival	George Square/City Cham- bers	Sunday 18 th February 2017	Margaret Fraser/ Michael Kam mfraser@nghomes.net	Contact Regen Team.
Chinese New Year Festival	Keppoch Campus	Sunday 25 th February – 12 – 3 p.m.	Margaret Fraser/ Michael Kam mfraser@nghomes.net	Community Chinese New Year Celebration event/ partnership approach.
Climate challenge Cele- bration Event	Alan Rough Suite Partick Thistle FC	Thursday 22 nd March 6 – 9.30 p.m.	Karen Elliott kelliott@nghomes.net	Members of Green Champions/ residents/ partners.
Pitstops Cohort	Peugeot Ashfield Stadium	19th February - recruiting now	Greg Cann – gcann@ nghomes.net	

ng2 staff member receives 'Top Student' award

ng2 Employee, Mito Alvarez, was presented with an 'outstanding achievement' award at City of Glasgow College in October for ESOL Level 6 (English for Speakers of Other Languages). Mito, from Tenerife, was top student in his class. He was one of 1400 students from 80 different countries attending ESOL classes at the college. He began working with ng2 around 6 years ago and you will see him regularly working within North Glasgow.

Whilst working full time, Mito has always been keen to develop his skills and has gone through the various ESOL levels with the College. Last year Mito also undertook

a course of study with Glasgow University/ ng homes Activate programme as he has a keen interest in working with communities. He graduated from Activate last year at Glasgow University. Since then, he has also been involved in his spare time volunteering with ng homes Regeneration Department helping out at cultural festivals and community events and more recently he has supported the weekly delivery of Activate evening classes.

Margaret Fraser, Regeneration Manager, at ng homes said:

"We would like to thank Mito for his involvement in support of his local community"



Staff and Board members fundraise for a good cause

Concierge staff have been at the forefront of collecting for charity by recycling unusable white goods and raising funds for a good cause. Board members Margaret Thomson and Isabella Cross are pictured with Concierge staff member Gerry McDonald presenting a cheque for £1864 to Marie Curie.

Board members Isabella Cross, Margaret Thomson and Concierge Gerry McDonald presenting the cheque to Marie Curie



Christmas and New Year Holiday
ng homes offices will close at 12.30 p.m. on Friday 22nd December 2017 and re-open on Monday 8 January 2018

EMERGENCY REPAIRS during the holidays...

Tenants can report any emergency repairs during the holidays by calling the emergency contact number at 0800 595 595.

Problems with gas central heating should be reported direct to the Association's gas maintenance contractor

City Building on 0800 595 595 or

TV aerial faults, whilst not an emergency, should be reported directly to **City Building on 0800 595 595**

Lighting faults in your close or multi-storey block

can now be reported during working hours by calling **Out of Hours 0800 595 595**

Calls made to the office numbers will automatically divert to the emergency call centre. During periods of extreme cold weather there is a risk of pipes freezing and bursting. At such times it may be useful to follow these suggestions:

- Keep heat circulating in all rooms
- Report any dripping taps and pipes to City Building
- Find your main stopcock in case of leaks.

If you are unsure of how to locate this, please call the office for guidance.

IF YOU HAVE A BURST PIPE PLEASE CARRY OUT THE FOLLOWING:

- Turn off water at stopcock or tap
- Switch off your immersion heater or boiler
- Turn on taps in sinks and baths
- Turn on as much heating as you can
- If water comes into contact with any electrical fittings turn off the electricity supply at the mains
- If your pipes do freeze or burst contact the emergency office number 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](https://twitter.com/ng_homes)
facebook: [ngsportslegacy](https://www.facebook.com/ngsportslegacy)

springburn office

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

possilpark office

Saracen House,
139 Saracen Street,
Possilpark, Glasgow G22 5AZ
Tel: 0141 336 1300