



New North OPEN FOR BUSINESS

The official opening of newly refurbished offices in Springburn was another landmark in our housing association's history.

The changes at Ned Donaldson House were needed to accommodate a 40% increase in staff numbers following the transfer of 3,000 homes from Glasgow Housing Association in March.

North Glasgow HA almost doubled in size overnight but the transformation of our office facilities took a little longer.

Imaginative and inventive design has been used to reorganise the office and make it more efficient. Although there are many more work stations and interview rooms, the building has been extended by just two metres.

The new look full glazed entrance has been built in natural sand stone, the traditional Glasgow building material.

There are now six interview rooms plus four informal breakout spaces, or pods, which can be used for informal, yet private, discussions.

The revamped offices should use 49% less energy due to a range of design solutions. These include super insulation, naturally ventilated and lit areas and solar power.

Formed to save a condemned block of tenements in St. Monance Street from demolition, the Association has come a long way in just 35 years.

It is now a major economic force in North Glasgow, serving the communities of Springburn,

Balornock, Possilpark and Parkhouse areas.

The first office - a converted flat - seems light years away from the newly refurbished facilities.

Patricia Ferguson, MSP for Springburn & Maryhill, unveiled a plaque to signal the opening, assisted by North Glasgow HA Chair Pat Kenna and Steve Inch, Chairperson of Scotcash.

Patricia said: "North Glasgow has demonstrated that they not only want the best for their tenants but also want the best for their staff and these facilities will assist them in doing a job that can be very challenging."

The additional space has also allowed Scotcash to base a

member of staff in North Glasgow full-time (more details on page 10).

Robert Tamburrini, Chief Executive of North Glasgow, said: "Our staff have been very patient as we have worked to create these new facilities. The redesigned offices are much more pleasant for our customers, staff and visitors and now environmentally friendly."

"I thank everyone who has been involved in the transformation."



Farewell party for warden Helen

P5



New affordable finance service at our refurbished offices

P10

CLEAN SWEEP FOR NORTH GLASGOW STREETS

A high tech street sweeping vehicle and a new 'Hit Squad' are helping to transform the streets in North Glasgow.

ng2 has taken delivery of a Swingo, a vehicle that can sweep roads and pavements to clear leaves and other debris, including those little presents left by four legged friends. It also has a power washer attachment for cleaning paved areas.

Supported and managed by ng2, an environmental hit squad is providing a clean up service designed to enhance the work already being carried out by Glasgow City Council.

Robert Tamburrini, Chief Executive of North Glasgow HA, said: "This is another good example of partnerships which support the local community. Our social enterprise company ng2 is really making a difference in the area and it's also great that local people are carrying out this good work in their communities."

North Glasgow HA has been working in partnership with Glasgow City Council carrying out environmental improvements in the area

since last year.

John Devine, North Glasgow's Head of Regeneration, said: "I'm pleased with our partnership with the council and the arrival of the Swingo machine has enhanced and supported the physical clean up of the area."

Pat Bradley, of ng2, added: "We will continue to work in conjunction with Housing Services to ensure we deliver on the priorities agreed. In the longer term, we intend to develop a range of our activities, both planned and reactive to improve services for people in the areas we cover."

Tenant Margaret Roy saw the Swingo in action in Lenzie Terrace.



She said: "This is just what we need in the area. I'm delighted that North Glasgow are listening to their tenants and keeping our streets clean and tidy."

Housing & Social Enterprise unite...

Over 80 key figures in social housing attended a social enterprise event in North Glasgow including service providers, local authorities, government and other stakeholders.

North Glasgow HA were one of the main sponsors of the day that examined trading and procurement opportunities and the potential for developing further wider role social enterprise by Housing Associations and co-operatives.

Chief Executive Robert Tamburrini was delighted with the response from delegates. He said: "The relationship between housing and social enterprise is particularly relevant now and the seminar provided an opportunity to see how both could complement each other and bring benefits for customers and communities."

The other sponsors were Brechin Tindal Oats and Triodos Bank.

Duncan Thorp, of the Scottish Social Enterprise Coalition who organised the event, said: "We were delighted to see such a big response to this event. Housing Associations are good at what they do and more and more are considering their work in terms of wider role social enterprise. We hope this event kick-started a new discussion and delegates took something away to develop their own work."

Craig Sanderson, CEO of Link Group, chaired the event and delegates heard from keynote speakers Patrice Fabien of BTO Solicitors, Peter Borgers of Triodos Bank and Graham McLennan of Solas Scotland.

John Devine also shared North Glasgow Housing Association's experience of setting up its own social enterprise, ng2.



Successful youth programme...

Operation Reclaim continues to give hundreds of local youngsters the chance to take part in free activities including football and dance.

The project was awarded over £200k for 2011/12 as a result of its success in reducing violence in North Glasgow and breaking down territorial barriers.

North Glasgow Housing Association manages operation reclaim and also provided funding of £55,000 this year for the project which operates in Royston, Quarrywood/Wallacewell, Red Road, Springburn, Milton, Possilpark, Blackhill and Sighthill.

Activities delivered in the North Glasgow area include football coaching and dance

sessions. The programme for young people aims to increase participation, improve health & well-being and reduce reported crime & disorder.

Since last Summer the programme has delivered just under 1,000 sessions and registered and actively engaged with 1,042 young people in North Glasgow who have pulled on their football boots or dancing shoes.

Chief Executive of North Glasgow HA Robert Tamburrini said: "By taking part in a range of diversionary activities young people can burn off energy in a constructive way, and have fun. North Glasgow HA continues to support Operation Reclaim this year not just on an operational level but also financially too as we work to help make our communities safer for everyone."

The final of the North Glasgow Cup was played at Petershill and Mr Tamburrini is pictured, far right, with members of Sighthill FC after they won the trophy in a sudden-death penalty shoot-out.



Holiday fun with Piece 'n Play

Fun was the key word when North Glasgow HA supported a range of activities for young people during the summer holidays.

The Piece n Play Programme which was devised by Depot Arts and Young Peoples Futures ran for four weeks during July and August, based at Possilpoint.

Young people aged 5-12 years took part in a range of activities including football, badminton, dodgy ball, drama games, circus skills, the Possilpark Walk of Fame, recycled oscar awards, mosaic tile making, drumming, lyric writing, herb tasting and planting.

For their lunch and snacks the young people made soup, pasta bolognaise, pizzas, fruit kebabs and smoothies.

Local tenant Linda McCourt whose daughter Chloe attended said: "She was a fussy eater before coming to Piece n Play but now she'll try anything and she's now telling me how to make it too!"

Jain McIntyre, Project Manager of Depot Arts who co-ordinated the programme and provided youth and art workers for the project said: "We've been delighted with the response to the programme. Hundreds of young people have

taken part in a range of activities from drama and drumming to gardening and plate spinning. We will be looking to continue this work in future to ensure that young people don't miss out on activities and healthy lunches over the school holidays."

Robert Tamburrini, Chief Executive of North Glasgow Housing Association, said: "We were delighted to support Piece n Play during the school holidays. The activities in the programme encourage fitness and healthy eating. Most importantly the young people who attended Piece n Play have made lots of new friends."

Ann Lawrance, Project Manager of Young Peoples Futures said: "Our staff and volunteers have really enjoyed working with the young people and we are delighted that North Glasgow Housing Association supported the Piece n Play programme this summer."



Sheltered Conference



Fitness, healthy eating, money advice and heating in the home were the main themes of a special conference organised by Sheltered Housing tenants.

After a warm welcome from Depute Chief Executive Ann Marie Devlin tenants got their energy levels up with some armchair aerobics run by Glasgow Life. One tenant said: "I didn't realise I could get such a good workout sitting in my chair exercising my arms and legs. It was brilliant and I'll certainly try to continue at home on a regular basis."

Then it was onto a fastest finger first style survey on Customer Service and the Care Commission with tenants answering questions via their keypads.

Lunch provided an opportunity to chat to existing friends and make new ones and then it was straight into the afternoon workshops.

G-Heat provided information on free home visits so tenants can maximise their central heating

systems and energy savings. Money advice was on offer from Scotcash and healthy eating and nutritional information was provided by the North Glasgow Community Food Initiative.

Tenants from Kemp Street, Barloch Street, Carron Crescent, Hawthorn Street and Gourlay Street all attended the event in the Glasgow North Conference Centre. Most were familiar with the location as the old Springburn library.

Depute Chief Executive Ann Marie Devlin said: "The conference gave our sheltered tenants opportunities to keep fit and eat healthily and it also provided useful information on money and heating your home. Events like this demonstrate the Association's commitment to Tenant Participation and to ensuring we offer help and advice to our elderly tenants. The feedback we've received from our tenants confirms that a great day was had by all."



LEGENDS PLAY AGAIN...



Scottish football legends Bertie Auld and Chic Charnley have returned to their Possilpark roots.

Lisbon Lion Bertie and Chic, now Clyde's Assistant Manager, spent an afternoon with residents of Barloch Street Sheltered Housing tenants enjoying tea, sandwiches and cakes and even had time to sign memorabilia and pose for photos.

One of the residents, Davie Wilson, is an old friend of Bertie's from when they both stayed in the area many years ago. Davie and his fellow residents presented Bertie with a donation

for the Tommy Burns Skin Cancer Trust. Bertie said: "It's fantastic that Davie and the residents here have taken the time to raise money for Tommy's charity, I'm privileged to accept this donation and I'll make sure it gets to the right place."

Sheltered Housing Warden Margaret Brady said: "I think it's brilliant that Bertie and Chic came along to visit Davie and the residents.

Everyone enjoyed hearing stories from when they both stayed in the area many years ago. Davie and his fellow residents presented Bertie with a donation



Prize Winning Gardens

Neat and tidy gardens help to keep a community looking good.

And North Glasgow HA is keen to encourage everyone to develop the gardening habit with vouchers, certificates and trophies awarded to the best gardens.

Patricia Ferguson, MSP for Springburn and Maryhill, recently presented the 2011 awards.

She is pictured, third left, with some of the winners, Committee Member and Judging Chair Bill Rossine and Chief Executive Robert Tamburrini.

The winners were:

- SPRINGBURN**
- 1st - Mr & Mrs White, Springburn Way
- 2nd - Mr J Coffield, Cardarroch Street
- 3rd - Mr Moynes, Auchinloch Street
- POSSILPARK**
- 1st - Mr J Gattens, Closeburn Street
- 2nd - Mr & Mrs McKenna, Balgair Gardens
- 3rd - Ms Reilly, Balglass Street
- PARKHOUSE**
- 1st - Mr H Williams, Crowhill Street
- 2nd - Mr Trainer, Broadholm Street
- 3rd - Mr C Jenkins, Buckley Street
- BALORNOCK**
- 1st - Ms Kelly, Barmulloch Road
- 2nd - Mrs & Mrs Smith, Oatfield Street
- 3rd - Mrs Craney, Dykemuir Street
- SPECIAL RECOGNITION AWARD**
- Mrs Finlay, Bilstand Drive

RETIRAL PARTY FOR HELEN



There were lots of cheers and a few tears when staff, friends and residents of the Carron Senior Village threw a farewell party for warden Helen Watson.

Her retirement was marked with gifts including flowers and a bundle of dollar bills for a planned cruise.

Helen has been a real stalwart of the Carron Crescent Complex for years first with Scottish Homes and latterly with North

Glasgow HA.

Chief Executive Robert Tamburrini said: "It is hard to imagine what the complex will be like without Helen's smiling face and wonderful enthusiasm.

"Over the years I've been sent many letters praising the work of Helen and her wonderful colleagues. She was tireless and just so committed in the care she provided for our residents and tenants."



Upgrade for Gourlay Street Sheltered Housing



Work has started on Gourlay Street Sheltered Housing and will be carried out in two phases with the first part completed in February next year.

Phase one will see the upgrading of the Common Room to include a new seating and kitchen area.

The installation of new bi-folding patio-doors will also give the residents full access to a new ramp to the back-court area.

A new reception area and Warden's Office will also be constructed at ground level which will give residents better access to

their Warden. A new laundry area will also be introduced.

At the front of the building a new more accessible front entrance & ramp will be installed and there will be another new ramp and glass balustrade at the exit from the Common Room to the back courts.

The CCTV system will also be upgraded with additional cameras installed providing 24hr coverage.

Phase two will start in March 2012 and include the upgrading of the backcourts with new lighting, surface conditions and drainage.

New seating areas will be installed and improvements made to the drying areas.



Kemp Street



Hawthorn



Patricia Ferguson, MSP for Springburn and Maryhill, and Robert Tamburrini, Chief Executive of North Glasgow HA, enjoy a cuppa for a good cause.



North Glasgow part of the World's BIGGEST coffee morning

Carron Community



Staff, Possil



HOUSE Party



TENANTS and staff played their part in the world's biggest coffee morning with events in sheltered housing complexes and community facilities.

Events were held in various venues and raised funds for Macmillan Cancer Support, which provides practical, medical and financial support to people living with cancer.

Some residents and staff baked scones whilst others sold trolley fobs, pens and other goodies. Staff in North Glasgow's offices in Springburn and Possilpark joined in the fundraising by taking part in "Dress Down Friday" and a "Guess the Baby" competition.

Patricia Ferguson, MSP for Springburn and Maryhill, made a generous donation to Macmillan when she joined the residents at Hawthorn Street Sheltered Housing.

Patricia said: "It was good to meet the residents and at the same time raise money for Macmillan Cancer Support. It was a great effort

from everyone involved and I enjoyed my cuppa for a good cause."

Fundraising Manager for Macmillan Rob Cartwright said: "Well done to everyone involved in making it an amazing day. Our loyal and committed supporters fund more than 96% of our services so we'd like to say a big thank you to Patricia Ferguson MSP and the staff and residents of North Glasgow Housing Association for getting involved in the world's biggest coffee morning for Macmillan Cancer Support. This life-changing fundraising means a great deal to Macmillan and those we support."

In total the day's events raised £2,216.56 and Robert Tamburrini, Chief Executive of North Glasgow HA, said: "It was a great effort from everyone to raise funds for Macmillan Cancer Support. Our sheltered housing residents and staff really enjoyed taking part in the fund-raising."

Board Members & Management Team



Barloch Street



Gourlay Street



Wellfield Multis





A shot at glory...

P primary school pupils showed off their football skills when North Glasgow HA arranged for them to play at Ashfield Football Ground.

Pupils from four primary schools took part and thoroughly enjoyed the opportunity of playing on the famous junior football ground. The pitch was divided into four smaller

playing areas, ideal for primary school pupils and in keeping with SFA recommendations.

A second day was arranged for four other primary school teams at the Springburn Park all weather playing facility. The youngsters again had a great time playing in mini-matches on specially created smaller pitches.

North Glasgow HA provided medals and goody bags for all the youngsters who took part in the football days.

Schools coach Joe Brannan said: "The pupils had a great time and were particularly pleased to receive their gifts from North Glasgow Housing Association. It was a real fun event."

Footie skills, dribbles and a whole lot of fun...



SPRINGBURN ACADEMY ASH PITCH



RED ROAD RECREATION CENTRE PITCH



KEPPOCH CAMPUS, POSSILPARK

Football fun was the top priority for youngsters when coaching staff from Falkirk FC Soccer Schools programme visited North Glasgow.

The coaching was arranged by North Glasgow Housing Association at venues in Springburn, Possilpark and Balornock.

And as part of the fun, the Association's mascot House and Falkirk's Fergus Fox took part in a kick-about with some of the youngsters.

Boys and girls of primary school age were given coaching in a range of football disciplines including skills development, ball mastery, group games and fun challenges.

The three-day course featured special themes like crazy hair day and North Glasgow has talent and also involved the youngsters' families in a challenge match.

Participants received a certificate, goodie bag and photograph.

Robert Tamburrini, Chief Executive of North Glasgow HA, said: "The football coaching is one of many activities we have supported as part of our commitment to the community."

help to find work...

Activate success at Glasgow University



Four North Glasgow residents have received certificates from Glasgow University for community development through the programme Activate.

They are Victoria Scott, Jodie McCarty and Danny McMillan from Young Peoples Futures, and Fahim Abdulkawi, who volunteers with Playbusters.

Chief Executive of North Glasgow Housing Association Robert Tamburrini attended the ceremony and said: "The Activate course run by Playbusters and delivered by Glasgow University is fantastic. The graduates were delighted and now have new skills and confidence which will benefit them and the communities they live in."

The Activate programme allows

volunteers to study community development and is an access route for further education either at College or University.

For some, though it is about volunteering or working in their communities to make a difference.

The award ceremony celebrated a total of 25 people of all ages and backgrounds across the North East.

Another Activate course will soon be delivered in the North of the city in partnership with North Glasgow Housing Association. If you are interested in volunteering or working in a Housing Association then contact 0141 560 6000 to sign up for an information event where you can find out more about this exciting opportunity.

Real Apprentices at North Glasgow

North Glasgow Housing Association has teamed up with MITIE, an outsourcing facilities management company to deliver their Real Apprentice programme.

The aim is to give unemployed people on benefits much needed and relevant work experience in a real working environment within the private and public sectors. After a selection process, applicants are invited to take part in a pre-placement week. This includes; workshops, seminars, debates and role play, all designed to raise confidence and enhance emotional resilience. Those who complete this are offered a full time operational work placement during which time they also undertake a community

challenge. The final week consists of CV and interview workshops and an Employers' Day. Real Apprentices don't just learn from their placements; their placements learn from them that perceptions and stereotypes are not always true and that the mentoring experience can be a rewarding one.

MITIE are working in partnership with Jobcentre Plus, Glasgow Chamber of Commerce and North Glasgow Housing Association looking at:

- untapped talent that employers are looking for, communication and customer skills, confidence building etc.
- the use of peer group support to assist self esteem

- team projects to be presented at a Dragon's Den panel to remove fear-factor and increase confidence
- a Community Challenge to demonstrate working as a team
- work experience placements with employers

MITIE in partnership with Jobcentre Plus and Glasgow Chamber of Commerce have already run The Real Apprentice programme elsewhere in the city and the results were impressive with 83 % of people on the course having moved into employment.

Interested? Then phone Stuart MacDonald at Jobcentre Plus with your details on 0141 800 3377.

Young Million Campaign 2012

Young Million aims to help develop the confidence, skills and early leadership knowledge of unemployed people aged 18-25 to help them stand out to potential employers.

Free leadership workshops supported by North Glasgow Housing Association have been run in recent months and more are planned for 2012.

Applying for jobs can be frustrating - endless applications, competition, waiting and confusion about what employers are looking for.

Figures released recently by the Office for National Statistics revealed that there are close to a staggering 1 million young people in the UK who are unemployed, with 1 in 5 recent graduates unable to find work.

There are many schemes that exist to help these young people find employment, yet few that offer the

training and development opportunities they would have received from employers were they in work.

This is why international leadership development organisation Common Purpose started the Young Million campaign to offer some of these unemployed young people the same opportunity to develop their leadership skills as those who are in employment.

Common Purpose will run free leadership workshops to help those attending build local networks, develop job skills, gain confidence and connect with others going through the same thing.

Visit the Young Millions website at www.youngmillion.commonpurpose.org.uk

You will be asked to download and complete a (short!) form which you can e-mail back to glasgow@commonpurpose.org.uk

TENANTS CONFERENCE



The Association gave a general invite to all our customers to the tenant's conference and as a result we had a bumper attendance at the Glasgow North Conference Centre.

Deputy Chief Executive Ann Marie Devlin headed the event with other presentations from Housing Services Manager Richie Carroll and Housing Officer James Cassidy.

There were some good contributions in the open sessions from tenants and the day was voted a great success.

There was also some fun for tenants with armchair aerobics and a quiz. Many were camera shy so only a fraction of those who attended are pictured here.

LOAN SERVICE BASED IN OUR NEW OFFICE



Scotcash
approachable finance

which, due to either their past or current situation, they have been unable to access. Many clients are single parents, in rented accommodation and dependent on benefits.

Scotcash General Manager Leah Cameron is delighted with the partnership

with North Glasgow Housing Association. She said: "Scotcash are based in the city centre but a lot of our customers aren't so our partnership with North Glasgow will make it easier for their tenants and residents to make appointments and it will also help us to reach many more people who are financially excluded in the city."

The three most popular reasons for taking out a Scotcash loan is home redecoration and household goods, Christmas presents and help to finance a short break away for the children.

An average loan size at Scotcash is £553 over 42 weeks. A £500 loan repaid over a year would cost a Scotcash customer £84.52 in interest. With a home credit or doorstep lender it would cost £410.

Ann Marie Devlin, Depute Chief Executive of North Glasgow HA said: "People living in our communities have to make tough decisions on a daily basis. By providing access in our offices to money advice, bank accounts and where appropriate affordable finance, Scotcash can help improve the financial situation for many people in North Glasgow."

Scotcash is a Community Development Finance Institution. There are 70 such institutions in the UK, with an estimated 20,000 clients. They are different from credit unions, as they offer loans without the requirement of clients to save regularly.

And Scotcash works. Here's what one customer of four years standing said:

"I have never had to use a loan shark, but I know plenty of people who have. There's more to Scotcash than just getting a loan. They also offer money advice, which I've found great."

"It's easy to get yourself in a mess. I'd borrowed money to pay for a suite but the payments were too high. Scotcash spoke to the company and managed to get the payments down. I first went to them because I wanted a new fireplace and to decorate the flat. If you are having trouble with your repayments you only have to phone them and they are really helpful. Other companies send you threatening letters. It's a brilliant service."

* Already almost £25,000 has been paid out in loans with 37 customers, including 17 new clients. The average loan was £388.

A new service to provide tenants and residents in North Glasgow with affordable loans and basic bank accounts has been launched by North Glasgow Housing Association and Scotcash.

The association and Scotcash are working together on an innovative six-month pilot which sees a full-time Loan Advisor based in the association's offices.

Emma Paterson from Scotcash, pictured, is available to see clients Monday-Friday 10am-4pm and will offer a range of services including affordable loans, saving accounts, white goods packages, basic bank accounts and money advice.

Scotcash was set up to help the citizens of Glasgow gain access to financial services



Festive safety advice for us all...

Don't panic folks – House hasn't been arrested – he's just helping to promote a police safety message.

Strathclyde Police have asked us to carry some safety tips covering the darker nights of winter, festive shopping and home safety.

DARKER NIGHTS

- Plan journeys ahead. If you are using public transport ensure you are aware of train or bus time tables. If you plan on taking a taxi either pre book a taxi before going out or take the number of a licensed cab firm with you.
- Try and let a friend or family member who you are going out with, know where you will be going and what time you plan to be coming home.
- Be careful when withdrawing money from the ATM. Keep your pin safe and don't walk with money / bank cards in your hand
- Try and stay in well populated areas.
- Stay alert at all times avoid listening to music or chatting on your phone.
- Try not to keep all your valuables in one place and keep money in an inside pocket.
- Consider carrying a personal safety alarm.
- Keep the number of the local police saved in your phone.

CHRISTMAS PARTIES

- The most common date rape drug is alcohol
- Never leave your drink unattended. If you do, don't drink it and buy another.
- Don't accept drinks from strangers or accept lifts home.
- Never drink alcohol on an empty stomach and, know your limits!

CHRISTMAS SHOPPING

- Don't overload with shopping bags and try to keep one hand free.
- Agree a meeting point with children in case they get lost.
- Be careful where you park. Remember it will probably be dark when you return.
- Don't leave presents in view within your car
- Avoid making numerous trips to your car to drop off shopping.
- Be aware of the potential of pickpockets. Keep purses and money in an inside pocket.

AT HOME

- Avoid leaving presents under your Christmas tree until the last minute.
- If hiding large presents in garages or out buildings secure them as best as possible and consider security marking them.
- When leaving your home close blinds or curtains. Ensure there is a light left on and consider leaving a radio on.

Have an enjoyable but safe festive period. If any further information is required on how to keep safe during the winter period contact PC Gerry Keenan at Baird St police office on 0141 532 4126. Or visit the Strathclyde Police web site at www.strathclyde.police.uk



benefit bulletin...

WINTER FUEL PAYMENT

The Winter Fuel payment is a tax free payment to help older people keep warm during the winter.

If you were born on or before 5 January 1951 you may qualify.

Payments vary depending on your circumstances from £100.00 to a maximum of £300.00 (aged 80 or over on or before 25/9/11.)

If you received a Winter Fuel Payment last year and you still qualify, you should get your Winter Fuel payment automatically; you do not need to claim again; most payments should be made between November and December.

If you have not received a Winter Fuel Payment before, then claims must be made by **30 March 2012**

If you have any inquiries regarding Winter Fuel Payment then telephone the helpline on **0845 9 15 15 15**

COLD WEATHER PAYMENT

Cold Weather Payments can help people who are in receipt of certain benefits with additional heating costs during the winter.

A payment will be made for each seven day period of very cold weather between 1 November and 31 March; you do not need to apply, if you qualify you will receive it automatically.

You may be able to get Cold Weather Payment if you are getting

- Pension Credit
- Income Support
- Income based Jobseekers Allowance
- Income related Employment and Support Allowance

If you qualify you will receive £25.00 for each seven day period of very cold weather (zero degrees Celsius or below over seven consecutive days) between 1 November and 31 March.

Any inquiries regarding payments should be made to your local Jobcentre.

AFFORDABLE WARMTH DIVIDEND

Affordable Warmth Dividend is a scheme operated by Glasgow City Council to provide additional costs associated with winter.

- If you are aged 80 years or over by 29th February 2010 and are in receipt of Pension Credit then you should qualify.
- Applications can be made until 29th February 2012 and forms are available from the Council's website or your local Revenues and Benefits Centre.
- Forms should be return to the council at PO Box 36, 45 John Street, Glasgow, G1 1JE.
- Benefit Centre staff will assess applications and if processed by 13th January will be paid by the end of that month.
- Applicants will require to prove their age, residency and that they are in receipt of Pension Credit.
- Claims are not limited to one per household. Anyone who meets the criteria is eligible including those living in residential homes and hospitals.
- Payments are made by BACS into claimants bank account.

RENT CAMPAIGN

North Glasgow HA is currently carrying out a "Rent Campaign" which involves our Rent Team contacting every tenant who is behind with their rent to assist with getting their rent account back on track.

The Team can provide assistance with Welfare Benefit checks, assisting with applying for Housing Benefit & referrals to a range of money advice surgeries.

The key message from this campaign is that rent must take a priority & the Associations' staff are always on hand to assist when financial difficulties are being experienced. So please do not "bury your head in the sand". Instead contact any member of our Rent Team in either Springburn or Possilpark to enable us to help you where we can.

FIRE SAFETY

Possilpark tenant Jacqueline Houston and Housing Officer Geri Anderson were the envy of their pals when they were shown around a Strathclyde Fire Brigade vehicle.

Officers Brian McDonald and Jamie McEwan carried out an inspection of Jacqueline's tenement flat in Saracen Street as part of a safety campaign by the Fire Service. A new smoke detector was fitted and she was given fire safety advice.

The tour of the fire engine was an added bonus after Jacqueline and Geri were photographed with the unit's team to help promote the fire safety initiative.

Geri has recently moved to the Springburn office and will be working in the Carron area covering for Gemma Lee, who is on maternity leave.



Geri will be available to meet tenants of the area on Tuesdays at 195 Fernbank Street.

TENANTS PRIZE DRAW WINNER

Mrs Tainer of Hamiltonhill Road is the latest winner of our Tenants Prize Draw.

The quarterly draw is part of the Association's Tenants Rewards Scheme which recognises good neighbours,

tidy gardens and those who care for our community.

Housing Officer Caroline Wilson presented DIY vouchers to Mrs Tainer's daughter, Mrs Tweedie. Both are pictured right with pet dog Cheekah.



“North Glasgow is more than just a Housing Association and it’s pleasing that our work in the community has been recognised”



North Glasgow Triumphs at Stars in the Community Awards

Winning was the order of the night for those connected with North Glasgow Housing Association at the Re-Gen Stars in the Community awards.

The Sheltered Housing Wardens won the Service with a Smile Award and Manager Karen Johnson accompanied North Glasgow tenant Jessie Wallace to collect the prize.

Jessie, pictured with Karen and Re-Gen’s Karen Fraser, left, and George Burt, was delighted to attend the event and said: “The wardens really do go that extra mile for all the tenants and its always good to see their friendly smiling faces.”

The Association also won the Building Stronger Communities Award for the work

they do in their communities in addition to their main role as a social landlord. Committee members Mary Willis and John Fury were delighted to collect the star-shaped award for the association.

John said: “It’s often been said that North Glasgow is more than just a Housing Association and it’s pleasing that our work in the community has been recognised.”

Community Business of the Year went to ng2, a social enterprise company established by North Glasgow HA to provide training and employment opportunities for local people in the North of the city.

At the end of only their first year in operation they have trained a total of 40 people

and currently employ a total of 39 staff.

Chief Executive of North Glasgow HA Robert Tamburrini and former Glasgow City Councillor John Gray were singled out for special recognition on the night for their years of dedication to the North of the city.

The Disability Community in Possilpark won the Action in the Community award and a delighted Chief Executive Bill Logan accompanied Ronnie Rodden to receive the honour.

The awards were recognised in the Scottish Parliament by Patricia Ferguson MSP who congratulated all the winners and nominees for the enormous contribution they make to communities in the North of Glasgow.

NORTH Glasgow Housing Association will close for the festive season at 4pm on Friday, December 23 and will reopen after the holiday period at 9am on Monday, January 9.

Tenants can report any emergency repairs during the holidays by calling the emergency contact number at 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 office for repair.
- Find your main stopcock in case of leaks. If unsure of location, call office.
- Leave sink unit doors open to allow heat to circulate.

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 in contact with any electrical fittings turn off electricity at the mains

If your pipes do freeze or burst contact the emergency office number 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 City Technical Services on 0141 587 3629.

The Management Committee and Staff would like to wish everyone a Merry Christmas and a Happy New Year.

How to get in touch with us:

SPRINGBURN OFFICE

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

POSSILPARK OFFICE

252 Saracen Street, Possilpark,
Glasgow G22 5LF
Tel: 0141 336 1300

email: admin@northglasgowha.com

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