



north news

One Vision: A community where people can flourish and prosper



Off to the panto, oh yes they are! Making a difference in Possilpark, supporting the leaders of tomorrow.

ng homes will be working with a local primary school on a number of initiatives over the coming months. Read more on page 7.

In this issue:



Have your say in our tenant rent consultation – read more on page 15



Find out more about financial support available this winter on pages 21-27



Find out more about our winter weather plan on page 32

WHAT'S HAPPENING



Welcome from the Chair...

Welcome to the 2024 Christmas and Winter issue of North News – I am thrilled to be able to share our latest newsletter with you. I hope you and your families are safe and are looking forward to the upcoming festive season.

We have worked hard to bring you a full issue of exciting updates, seasonal news and advice which we hope you find useful. I am proud to be able to share news about ng group's awards success this year recognising the work put in across our communities, both within ng homes and our subsidiary, ng2. You can read more about the awards on pages 10-12.

I am delighted to share that ng homes will soon be using CX-Feedback. This is an exciting new tool to help us communicate with you in ways that suit you. It is part of our efforts to continuously improve customer service and communication. Please take the

time to read more about this new endeavour on page 13.

In our Finance/Help at hand section, we have tips and advice to help with the financial challenges this time of year can bring. We also have information on

changes to benefits which you may be entitled to as well as tips and advice on keeping safe from scams.

Don't miss our Winter Weather Plan on page 32 together with emergency details and holiday office hours on page 40.

Christmas is an exciting – and expensive – time for many and this year is no different. If you have questions or concerns, are worried about finances, energy bills or anything to do with your tenancy, please get in touch by phone on 0141 560 6000 or by email at info@nghomes.net. Whatever the reasons, I would like to extend an invitation – our door is always open. There are many organisations within North Glasgow offering assistance – we have signposted to these where we can throughout this newsletter.

As we approach the new year, you may be thinking about new opportunities and trying something new. We would like to extend an invitation to you to get involved with ng homes in 2025 – have your say on our policies, services or even help with making our leaflets and publications more accessible.

Why not join the Association as a member? All you have to do is complete a membership form and hand this into the office together with £1.00. If you would like to know more about this – or joining one of our committees –



please read the update on our AGM on page 17.

If being part of something 'official' isn't for you, we would still like to hear from you if you have feedback or comments on our newsletters, events, services and more. Please get in touch with your Housing Officer, by phone on 0141 560 6000 or through email via info@nghomes.net

As always, if you have a story, suggestions or comments – or would like to get involved and feature on our social media channels, our What's On Guide, our website or even the next North News – please get in touch by email on media@nghomes.net. Please be sure to follow our website and social media for the latest news.

I hope you have a wonderful Christmas and a happy New Year.

Catherine Rossine

Chairperson, ng homes



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Our Performance: Compliments and Complaints

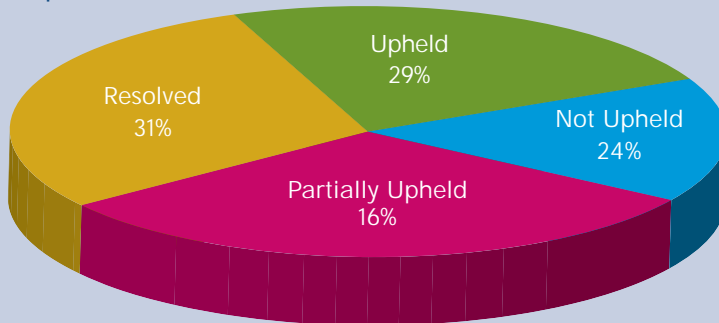
1st April 2024 – 30th September 2024 (Q1 and Q2)

We know we are not perfect; however, we are striving to achieve excellence in all aspects of customer service. We recognise that from time to time some things can go wrong, we're only human after all, but our aim is to rectify things quickly and effectively, and permanently improve our services in the process.

Number of complaints received at Stage One and directly to Stage 2 in the period: 98

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.

Complaints 1st April 2024 to 30th September 2024 Complaint Outcomes



Compliments during the period

As well as receiving complaints, 14 compliments were recorded in our register for Q1 and Q2. These included the following messages of thanks:

Thanks for help during my move.

My Housing Officer is wonderful!

Words can't describe how friendly, kind, loving and helpful all the staff were to me and my children. Thank you for the great work you all do.

Thanks to my Housing Officer and the team for helping me through a very difficult time.

Thanks to the Repairs Officer for co-ordinating the installation of my new shower tray.

Thank you for resolving my recent complaint. The grounds around Southloch Gardens are looking fabulous, have never seen it so clean and tidy, compliments to your gardeners and thanks again.

Thanks for trimming back the trees. What a difference it makes.

Thank you for the flat and thanks to everyone who worked on it.

You Said

A tenant complained that he had waited in for two days for a gas safety check to be carried out but no-one attended.

We Did

We explained that the contractor had confirmed that they had been unable to gain access to the close so they then phoned the tenant but there was no answer. The gas check was subsequently completed.

You Said

A tenant complained about the lack of response in relation to works being carried out on a leak at her bedroom window.

We Did

We explained that a message from the contractor who had carried out a check had not been received and the tenant was not contactable due to holidays. We advised the tenant that a Repairs Officer would contact her on her return from holiday to arrange required work.

You Said

A number of complaints were received regarding the length of time customers were waiting for their call to be answered by the call centre.

We Did

We apologised to those who complained. The customer service telephone system was reviewed and a new system introduced on 16 August 2024.

You Said

A tenant complained that the laundry facilities in the block had been out of order for some time.

We Did

We explained that, due to an IT system issue, the original repair order had not reached our contractor in a timely manner. We apologised and arranged for the contractor to attend.

You Said

A tenant complained about the overgrown hedges around the property which had been reported but nothing had been done about it.

We Did

We apologised and explained that the garden had been missed due to a communication breakdown with the contractor. We arranged for the garden maintenance team to attend and reduce the hedges.

Springburn Dental Practice is coming to Millarbank Street

Regular readers of North News may remember that we have previously mentioned a commercial property located at the bottom of Millarbank Street. We are thrilled to announce an exciting new addition to the building - Springburn Dental Practice which will be joining our community at 1 Millarbank Street!

The practice is owned by Dr Clare Murphy and was outgrowing its current location on Atlas Road...so when the opportunity to grow into Millarbank Street arose, it was the perfect fit.

Clare is the practice owner. She has been a general dental practitioner, providing care in and around Glasgow, for over 20 years. She took ownership of Springburn Dental Practice in late 2011 and runs the practice with the support of associate dentists Dr Katie Abercrombie and Dr Kerri Stevenson. Dr Niamh McInnes joined the team in August 2024. Keep reading to find out more from Clare.

All about Springburn Dental Practice

The practice looks after 5000+ registered NHS patients. The move will facilitate us to open an additional NHS list for those patients who cannot access NHS care.

Our goal is to improve oral health in the community and make NHS dentistry accessible for all.

We are a sedation practice – this means that we can provide access to care in a safe and relaxed environment. We provide a wide range of treatment to ensure all your dental needs are looked after, from treatment of dental and oral disease to cosmetic and aesthetic options such as tooth straightening or whitening.

The team all have an interest in treating nervous patients and is committed to providing an environment where patients feel relaxed, and at ease. We promote a very open approach to discussing treatment options and believe that patients should understand and be happy with all aspects of their dental treatment planning.



Your friendly Springburn Dental Practice team



If you are anxious about any aspect of dental care, please speak to a member of the team as there are steps we can take to provide a treatment while ensuring you feel safe and relaxed.

What will be in the new surgery?

We will be building five modern dental surgeries with an airy and spacious environment. We have endeavoured to make this as far removed as possible from the bright, clinical 'dental' environment many people picture. Our new space will offer a professional and pleasing yet relaxing environment.



The new dental surgery is not just about high-tech equipment and professional expertise; it's about creating a welcoming environment where patients feel comfortable and cared for. The team of experienced dentists and friendly staff is dedicated to ensuring that every visit is a positive experience, from the moment you walk through the door to the completion of your treatment.

Will you be accepting new patients? How I can register?

We accept patients from North Glasgow and beyond, including anyone who may have visited the practice before. Please call us and we will happily arrange an appointment.

You can get in touch with us:

- By telephone on 0141 558 5395;
- In person by visiting us to collect some registration forms at the current practice on 43 Atlas Rd;
- By email to springburnreception19@gmail.com; or
- Via our website www.springburndentalpractice.co.uk

What are you looking forward to the most about the new location?

It's been a long process to get to 'doors open' but we are excited to get into the new surgery and welcome patients, new and old! We can't wait to see our patients' reactions to the hard work we have invested and to having a dedicated office space and staff room - neither of which we have currently!



Finding Hope and Support in North Glasgow: Flourish and i:Lead Men

Guest article by Helen Ratcliffe, C7 City Reach

In North Glasgow, mental health challenges are a tough reality for many. Yet, too often, people wait until their struggles become overwhelming before seeking help.

Recognising this urgent need, C7 City Reach, the community arm of C7 Church in Port Dundas, has created two empowering programmes: Flourish Women and i:Lead Men.

These peer-support groups are designed to be a lifeline for those who are finding aspects of life tough, a challenge many people face. They offer a safe space to take positive steps towards improved mental wellbeing.

The inception of these programmes was inspired by a concerned GP from Possilpark, who highlighted that over 100 patients were experiencing low wellbeing. This framed the foundation of the groups, which focus on creating a supportive community to respond to issues early.

Jason Cask, Director of C7 City Reach, shares the heart of these groups: "When life is challenging, there is a way through with the right tools. These groups revitalise your belief in your potential and your strength to overcome mindset challenges while building a supportive community who are committed to doing the same thing. Change is possible when we apply the right principles and have a great group of people around us."

Stefani, a programme user, added "Going to Flourish has helped me not only in my day-to-day life, but mentally as well. The women who run it are absolutely fantastic! My first session I was a bit scared as I didn't know the other women and vice versa, but the ladies welcomed me with open arms and it's something I now look forward to every week! I am finally starting to find myself again and I'm extremely grateful for it!"



The Flourish and i:Lead Men programmes meet weekly. Through being part of them, individuals recognise strengths, develop achievable tools, and build a mindset geared towards growth and resilience.

If you or someone you care about is struggling, don't do nothing. Take the opportunity to get part of these fantastic programmes and help lead your life forward.

To find out more about i:Lead Men and Flourish or to sign up, visit www.c7cityreach.com

EXPERIENCE THE WONDER OF CHRISTMAS
with our

Carol Service

**on Sunday 22 December at 6pm at
C7 Church, 100 High Craighall Road, Glasgow, G4 9UD**

A special night for all the family to light up your Christmas by singing your favourite carols.



Becoming 'money-wise' with Pollok Credit Union

Guest article by Aidan Tyrrell, Pollok Credit Union

Pollok Credit Union (PCU) is one of the largest community-based credit unions in Glasgow. Credit Unions are member-owned and managed financial organisations providing affordable credit and a safe place to save. Their ethos is about enabling people to grow and to provide alternative ethical savings and loan options. PCU's membership is open to anyone who lives or works in a 'G' postcode.

Its office in Possilpark serves the North Glasgow community and PCU have been involved in the North Glasgow area for over 12 years, working in partnership with ng homes and other partners.

School Banks

In partnership with ng homes, PCU will be working with local primary schools to launch its "school bank" from January 2025. This is a model that PCU have been running successfully in the south side of Glasgow for several years.

Children from Primary 6 and above collect money brought in on 'Credit Union Day' (the day designated for paying into the credit union) by their classmates and update passbooks, overseen by staff at the school. Each child who joins has their own passbook and wallet to keep their money in.

PCU want to help children to learn savings habits and the importance of money through making them more financially

resilient, providing financial skills for life and increasing financial awareness/financial management methods

across the participating families and schools. Each school will have their own passbook logo.



Community Workshops

Running alongside the school projects, PCU will be running a series of workshops from January to March aimed at helping people learn key financial and budgeting skills. These workshops will be run locally and will be open to tenants of ng homes. To learn more or to take part, please contact PCU or speak to your Housing Officer. These workshops will focus on life skills and helping tenants better understand the financial choices that they make. They will cover:

- Money management and budgeting
- Saving on a budget
- Affordable credit – understanding interest rates and options available
- Cooking on a budget
- Dealing with debt
- Sign up and manage credit union accounts





Off to the panto, oh yes they are!

Making a difference in Possilpark, supporting the leaders of tomorrow.

A new partnership with a local primary school is supporting efforts to benefit school children and the wider community. ng homes is working closely with Saracen Primary School, through a new partnership to bring proactive, shared experiences to life which includes lessons outside a traditional classroom. The aim will be to make sure children's voices are heard in the decision-making process, ensuring that their interests and what is important to them helps shape the community they call home.

The partnership has come together just in time, with the initiative bringing a festive feeling to (Saracen Primary) students and staff this year with a school-wide trip to the pantomime in December.

Saracen Primary Head Teacher Alison McGill thanked ng homes for their support, saying "The support provided by ng homes has lifted spirits after recent challenges faced by the school. We are really looking forward to getting involved once again in our local community, to feel part of the community and to work closely with the many great people and initiatives which are on our doorstep."

"A big thank you from everyone at Saracen Primary to ng homes for their support which has enabled us to take the entire school to the pantomime this year. It brings so much festive cheer to the staff and students, and we are very excited to see the show!"



ng homes Chair Catherine Rossine (back row, centre) with Saracen Primary students celebrating their upcoming trip to the pantomime

Through partnership working, Saracen Primary is driving forward efforts to ensure children and families feel safe and connected, with access to community centres, activities and support. The hope is to find new and engaging ways for young people to be represented in their community, providing both opportunities to improve the area and to develop a sense of self.

ng homes Chairperson Catherine Rossine was on hand to share the good news with the school saying, "We hope that this is just the start of new partnerships with local schools to bring new opportunities to the young people of North Glasgow".

"In the meantime, we wish the staff and students of Saracen Primary a lovely time at the pantomime".

Active Travel – looking back at 2024

by Greg Cann, Project Manager, ng homes

As we come to end of the year, it's good to look back at what we've achieved through our Active Travel plans. From storage to refurbished bikes, from Learn to Ride to BMX sessions, we've delivered a lot and look forward to getting more done as we progress...

New storage units have been unveiled at our homes near to Balgrayhill Road and Balmore Road and we are looking to get these distributed to tenants in the near future.

Our partnership with St Pauls Youth Forum and the On Bikes programme continues to develop, and we have added Active Travel partners along the way. Barlinnie Bikeworks help us with bike maintenance, and GreaseMonkey supports with storage development, installation and maintenance units. Cycling Scotland and Cycling UK support activities with advice and funding, and links to Scottish Cycling enable us to deliver extra fun sessions as well as support through additional resources.

Working closely with our bike mechanic and support meant that this year we have been able to continue running mobile maintenance sessions through the local community. Even more exciting was the start of a cycling education programme that links local schools and community sites to support students and the local community to have their bikes checked and maintained for safety.

We're pleased to say that our hard work has been recognised with several nominations and success in local and national awards including the prestigious Scottish Transport Awards. You can read more on pages 10-12.

We're proud of how far our Active Travel programme has come in 2024 and we look to further growth in 2025. A big thank you to all our community partners for their support and to you, our tenants and residents, for coming along and taking part. We couldn't do it without you.





Garden Competition Winners

The Association would like to extend a massive thank you to all residents who put so much time and effort in to ensuring their gardens and balconies (and the areas where they live) are looking their best.

ng homes Chair Catherine Rossine and Vice-Chair Gino Satti carried out the judging for this year's entries and after much deliberation, we're pleased to share that the winners of this year's competition were:

1st place Pauline and William from Springburn

2nd place Linda from Possilpark

3rd place Helen from Possilpark

Congratulations to our winners once again!



Our garden competition winners Pauline and William collect their voucher from Housing Officer Alan Nicolson.



Our second-place winner Linda in her garden with Housing Officer Alan Nicolson.



Raising a slice for charity – Macmillan Coffee Morning

Late September saw cake and coffee take over Ned Donaldson House as ng homes staff took part in the 2024 Macmillan Coffee Morning fundraiser raising more than £450 for the cause.

ng homes Chairperson Catherine Rossine, who stopped by in the afternoon to enjoy some of the baked goods, said "We are very proud of the dedication shown by staff in their efforts and their commitment to making a difference. Well done to everyone who took part."

Macmillan Coffee Morning is an annual fundraising event run by Macmillan Cancer Support across the UK. Funds raised during the event aid the charity to provide essential services to individuals and families affected by cancer.



ng homes shines at EY Foundation Impact Awards and Scottish Transport Awards

ng homes won recognition this year at two prestigious award ceremonies, highlighting their support of the wellbeing of communities in North Glasgow.

The EY Foundation Impact Awards took place in June with ng homes nominated in two categories - EY Foundation External Volunteer and Scotland Employer Partner. Project Manager Greg Cann was recognised for his contributions to Employability and his work with local community groups and schools with the External Volunteer award.

The EY Foundation External Volunteer award celebrates the dedication of volunteers who have gone above and beyond in supporting the developmental needs of young children within the community as part of EY Your Future. This is a six-month programme aimed at students who want to go straight into work after school, rather than further education, with each participant receiving employability skills training, interactive workshops, and paid work experience.

ng homes also attended the Scottish Transport Awards (STA), having been nominated for the Excellence in Walking, Public Realm and Cycling initiatives along with community partners Cycling Scotland.



The Association was delighted to receive a Highly Commended recognition in this competitive category, with the STA acknowledging ng homes for its innovative and wide-ranging Active Travel initiatives. These initiatives have been supported by funding from Cycling Scotland which has helped to develop and deliver programmes and projects

including tenant bike storage and engagement activities (such as Early Years 'Learn to Ride' and 'Dr Bike' bicycle maintenance sessions).

The Scottish Transport Awards 'Excellence in Walking, Public Realm and Cycling' category showcases policies and projects that have improved the street environment and cycling strategies which have brought significant benefits to the community.

ng homes Chair Catherine Rossine shared her delight in receiving the award and commendation saying "These awards serve as a testament to the organisation's dedication to supporting our communities and our strong commitment to community engagement.



Scottish Transport Awards evening



Project Manager Greg Cann displays his EY Foundation External Volunteer award.



Project Manager Greg Cann at the Scottish Transport Awards with Hugh MacGregor, Programme Manager at Cycling Scotland.

I am delighted to see the hard work and dedication from ng homes to build and promote not only our Active Travel programme and cycling initiatives but also making a real impact to the health and wellbeing of our tenants and residents in North Glasgow. Well done to everyone involved in the work which is deservedly recognised by these nominations and awards".

ng homes Project Manager Greg Cann expressed his delight at the recognition, saying "These awards reflect our strong ongoing commitment to our community and the progress we've been able to make in promoting Active Travel and supporting the needs of our tenants, residents, and community thanks to the support of our community partners.

The recognition at the EY Foundation Impact Awards and the Scottish Transport Awards is a wonderful achievement, especially the other nominees, and affirms our efforts in making sustainable and active travel a viable option for everyone in our community. We are inspired to continue our work, ensuring our residents have the support and resources they need to thrive".



ng2 Ltd and Enable Works celebrate prestigious Diversity and Inclusion Champion award

ng group Board members and staff attended the prestigious 2024 The Herald & GenAnalytics Diversity Awards held on Friday 13 September at the Radisson Blu hotel in Glasgow.

Nominated in the Diversity and Inclusion Champion (Small to Medium Employer) category, ng2 Ltd, a subsidiary of ng homes, were recognised for their work with Enable Works' clients through the All in Glasgow consortium.

As part of All in Glasgow's Health and Disability, Enable Works linked in with ng2's Estate Services Operative (ESO) programme offering work experience and supporting applications from under-represented groups for employment.

The nomination highlighted innovative and inclusive training, bespoke support systems and opportunities for learning allowing those taking part in the programme to showcase their full potential and ng2's commitment to fostering an inclusive workplace.

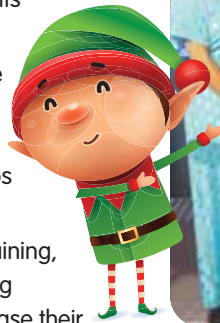
"We are thrilled to be acknowledged in such a significant category. This award is a testament to our dedicated team's effort to create an inclusive environment and a diverse workforce" said ng2's Director Bob Hartness.

ng2 Chairperson John Thorburn added "ng2 is dedicated to giving back to the community in which we operate, striving to provide equal opportunities for everyone. This recognition is testament to the hard work of all involved to build relationships with key organisations, such as Enable Works, to ensure that support

is in place for each candidate to benefit from the experience and to begin a rewarding journey into employment".

ng homes Chairperson Catherine Rossine also shared her congratulations, saying "We at ng homes and ng2 Ltd remain committed to our mission of inclusivity and diversity, through partnership working which helps us give back to the community we serve and enriches our workforce".

"This award is great motivation for us to continue working in partnership with great organisations such as Enable Works to make a positive impact and we are delighted to see ng2 Ltd receiving this prestigious recognition".



Celebrating the Diversity and Inclusion Award.



2024 Diversity Award winners.

ng homes shines spotlight on Active Travel initiatives

The Association was shortlisted in the 'Working in partnership' award category at the 2024 CIH Scotland Housing Awards. This award featured new and innovative ways of working, improving service delivery as a result of partnership working, and improving the wellbeing of communities through working together.

At a gala event held in Glasgow on Friday 8 November at the DoubleTree by Hilton, the CIH Scotland Housing Awards recognised and celebrated the individuals, organisations and projects that have made a difference to tenants, customers and communities across the country over the last year.

ng homes were recognised for their efforts in developing an Active Travel Strategy supporting tenant access to bikes and addressing key barriers to cycling in the North of Glasgow, supported by community partners Cycling Scotland, St Paul's Youth Forum (On Bikes), HMP Barlinnie, Cycling UK, Scottish Cycling and The Loading Bay.

Following a highly successful launch of the Active Travel initiatives, further developments have grown into a circular 'cycle pathway' with entry and access points at any stage from learning to ride to confidence cycling to community donations and further opportunities.

The formation of the cycle pathway has spearheaded engagement with cycling across local communities, leading to free cycle storage, increased and affordable access to bikes and the delivery of community engagement and employability initiatives. Through the wrap-around approach, ng homes and community partners have provided:

- Installation of 30 secure cycle storage units, providing 150 spaces with over 3,000 households benefitting from safe and secure bicycle storage;
- More than 150 bikes refurbished and distributed free of charge across the community through referrals and requests;
- 40 'Dr Bike' maintenance sessions at satellite sites and the Active Travel Hub; and
- Community engagement from weekly led rides providing a focus on confident cycling for vulnerable groups to pilot sessions for children aged 3-10.



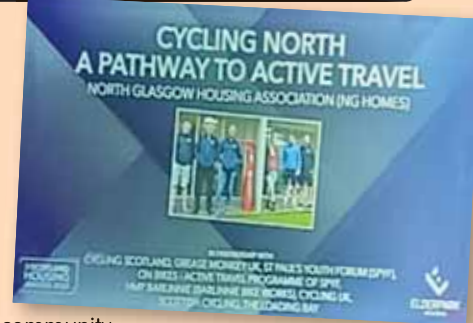
Community partners at the ng homes Active Travel Hub (left to right): Ricky Baxter (On Bikes), Matt Armstrong & Stuart Bell (Scottish Prison Services, HMP Barlinnie), Susan Ladlaw (Grease Monkey Cycles), Nathan Brown (Scottish Cycling) and Neil Young (St Pauls Youth Forum).



Tenants and residents who have participated in the ng homes cycle pathway with Hugh Macgregor (Cycling Scotland - far left) and Karen Ballard (Cycle Instructor, Early Years & Bikeability - far right).

Catherine Rossine, ng homes Chair, said "We were delighted to be shortlisted in such a competitive category. I'm extremely proud of everything we are doing as an organisation to support our communities while working closely with community partners to develop our innovative Active Travel pathway and happy we are being recognised for all the hard work. Congratulations to everyone involved".

Lynne Cooper, Director of Housing Services at ng homes said "At ng homes, we know that working in partnership allows us to do more, achieve more and deliver more for our communities. This award highlights our commitment to providing more than a home and we look forward to seeing the initiatives continue to grow through North Glasgow and beyond."





Updates on our Customer Service Excellence (CSE) accreditation

Regular readers will know that the Association has held the Customer Service Excellence (CSE) accreditation for many years. We recently completed our 3-yearly recertification assessment in October.

As part of the assessment process, the Assessor conducted a comprehensive review of the Association's approach to customer service to establish whether the organisation continues to meet the requirements of the CSE Standard.

The assessment was conducted remotely again this year, and it was split over two days with the Assessor conducting a review of our written submission and back-up evidence on 21 October followed by a further one day assessment at the end of October.

The review enabled us to showcase the great work that is being done by the Association and our partner organisations and how this is supporting our tenants and other customers. During the review the Assessor met with staff, tenants and representatives from

external partner organisations. She was very impressed and spoke very highly of everyone that took part in the process and she noted the great value of the excellent partnership work that is taking place in North Glasgow.

We are delighted to share that it was a very positive review. The Assessor found that we continue to meet the requirements of the CSE Standard and advised that she would be recommending that we have added to our existing areas of 'Compliance Plus' identified during the previous review.

This excellent result is testimony to the great work that our staff do, with the support and commitment of the Association's Board, to make a positive difference in North Glasgow!

We have now received the official confirmation of the outcome and the Assessor's report which confirms the increased level of 'Compliance Plus' and highlights areas of good practice whilst also identifying areas for focus to support our drive for continuous improvement.

CSE Standard
The CSE Standard is recognised across the UK and it lies at the heart of an overarching strategy to provide public services for all customers which are efficient, effective, excellent, equitable and empowering and it is totally aligned with the five key drivers of customer satisfaction: delivery, timeliness, information, professionalism and staff attitude.



The way we collect your feedback is changing!

Your feedback is really important to us – it helps us to shape our services to better meet your needs. It also lets us know your thoughts on how we communicate with you, the events and information you find useful and even what we can do with your tenant newsletter, North News.

We are pleased to say we are moving to a system called CX-Feedback that has been made specifically for social landlords like ng homes. This system gives us more options on how and when we get in touch with you to ask for your comments and feedback. You will soon see some changes when you receive a communication from us.

What does CX-Feedback do?

The system enables us to send out surveys via a phone call, text, or email so we can listen to your views on lots of different subjects.

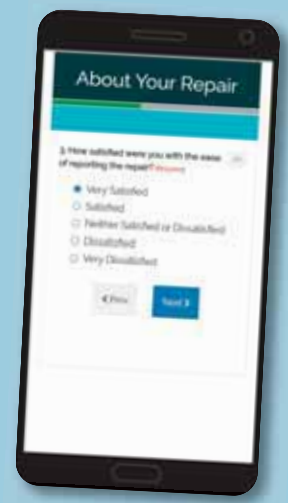
The system can also text you directly with updates and messages. We will be able to make this specific to your local area and your interests, so the information is relevant to you and your neighbours. We will also be able to pick up feedback quickly to spot any areas where extra attention may be needed so that we can respond and make things right quickly.

What difference will this make to customers like me?

This system will help us to ensure that you only receive messages and surveys that are of interest to you. We know that a lot of our customers have very busy lives – this gives you the chance to give us quick and instant feedback, so we can truly understand the issues that are important to you.

How will I know that these surveys are from ng homes?

The messages and surveys will be sent to you directly, usually by email or text message. They will have our recognisable branding but if you are concerned that they are not genuine, we encourage you to please email us at info@nghomes.net or phone us on 0141 560 6000 to check.



Help shape our services: Getting involved with ng homes

We want tenants to get involved and help shape our services. We are looking to develop and grow the ways in which you can have your say about your community, ng homes, the services we offer and the way we work. We want to hear your voice and want to ensure we can offer a variety of different ways you can get involved at a level you are comfortable with.

We are looking for tenants to join us as Community Board Members. Please see page 17 for more information on how to become a member of the Association and what you need to do to take the next step in joining our Board.

Why get involved?

We are committed to making sure your views are listened to and that our communities are places people are proud to call home. Community Board Members make important decisions about what we should be doing and how we should be doing it to ensure that North Glasgow is a place where everyone can flourish and prosper. We want to hear from anyone who wants to get involved to make a difference, particularly young people and those from an ethnic minority background.

By getting involved, you can:

- Have an interest in the wellbeing of the local community;
- Meet others who call North Glasgow home and gain new skills and experience;
- Help strengthen local communities through events, tenant engagement days and more;
- Work hand in hand with staff;
- Have a say in and help make decisions about services and assessing how we are doing against the goals which are set for us to achieve;
- Ensure we achieve value for money by monitoring our performance; and
- Have the opportunity to attend training and events.

Not sure something formal is your thing? If something more informal or online would be more your cup of tea, let us know! We are currently looking at how best to engage with you, our ng homes tenants and residents, and how we could tailor the ways you can get involved to suit our modern day, busy lives. This could be an online forum or perhaps an ePanel.

If you like to be out and about, would you prefer neighbourhood walkabouts or small local scrutiny panels who visit their community and share their thoughts on improvements?

Other ways to get involved:

- Focus Group – help us look at specific areas and ways we communicate with you;
- Policy Reviews – give us your opinion to shape how we do things;
- Completing surveys to tell us your opinions and priorities;
- Raising a complaint if you are disappointed or dissatisfied by anything we do;
- Complimenting us if you've had a good experience;
- Contributing to and reading our newsletter North News - just as you are doing! and
- Responding to consultations and questionnaires.

Share your thoughts

We are keen to hear from you and your ideas on what you would like to see in your neighbourhood and how you'd like to engage and be involved with ng homes as your landlord.

If you have ideas or comments, please get in touch with your Housing Officer on 0141 560 6000.

Have you completed our 'Getting to Know You' survey?

By asking you questions on a range of topics, we hope to learn more about you, our tenants and residents and what your priorities are. This will help us understand what housing or support needs you or your family may have and how we can change the services we provide to suit you better.

How do I take part?

Our Getting to Know You survey can be found on the ng homes website at <https://nghomes.net/getting-to-know-you/>

Questions? If you have any questions or need support, we are here to help. Please contact your Housing Officer for assistance. If you would prefer the survey in another format such as large print or another language, please get in touch with us by phone on 0141 560 6000 or email info@nghomes.net





Proposed Rent Increase 2025

Your rent makes a significant contribution towards the delivery of our services. We are currently preparing to set rent levels for April 2025 – March 2026.


We know you want us to provide good quality, comfortable homes with an efficient and modern service while maintaining rents at an affordable level, comparable with other social landlords.

We are committed to providing excellent services to all our customers through the provision of quality housing and regeneration activities.

We want to keep our rent as affordable as possible, particularly for our tenants who are on low incomes. We know that any rent increase is unpopular. However, the costs of providing our services and keeping our neighbourhoods safe and tidy have gone up significantly over the last couple of years.

Last year we advised we were experiencing increased costs in relation to materials, energy suppliers and more – although inflation has slowed, the prices of these items continues to increase. We are working hard to mitigate the impact this has on services to our customers and investment in our homes as much as possible.

However, if rents do not increase, we will only be able to carry out essential repairs and maintenance – and we may have to cancel or postpone major works. In order for us to provide a service to our customers and invest in our homes, we are proposing one of the following options:



- Option 1** 4%
A rent increase of £4.29 per week (based on an average 3apt rent).
- Option 2** 4.5%
A rent increase of £4.82 per week (based on an average 3apt rent).
- Option 3** 5%
A rent increase of £5.36 per week (based on an average 3apt rent).

Please take part in the rent consultation as detailed below - all tenants who take part in the consultation will be entered into a prize draw to win one of six £50 shopping vouchers.

As always, we are mindful of the financial climate. If you are affected by the cost-of-living crisis or need advice and support from available benefits to completing forms, we are here to help. If you do need financial assistance, please contact our Money Advice Team (GEMAP) on 0141 560 6000 for a telephone appointment.

2025/26 Rent Increase: Tenant Consultation

As in previous years, we are giving our tenants an opportunity to influence what our rent increase will be for 2025/26. We aim to ensure that ng homes can continue to provide services while keeping in mind the cost-of-living and energy cost crises. Your views are important to us.

You should have received your proposed rent increase letter and consultation already.



There are five ways to take part:

- Write to us – complete the consultation form and return it to us in the freepost envelope provided or hand in the form to one of our offices.
- Online – complete the consultation form on our website at www.nghomes.net or scan the QR code included below to have your say using your smartphone or device.
- Email – send your views by email to info@nghomes.net with the heading 'Rent Consultation'.
- Phone – call us on 0141 560 6000.
- Mobile - if we hold a mobile phone number for you, you will also receive a text message from us.

You only need to reply once using whichever method you prefer. Please complete this by 17 January 2025 to take part in our free prize draw.

All tenants who take part in the consultation will be entered into a prize draw to win one of six £50 shopping vouchers. The winners will be announced at the end of January.

Your views and feedback are extremely important to us, and we would strongly encourage everyone to take part and have their say.

For more information, please email us at info@nghomes.net





Meet the Board

The Board is the governing body that controls ng homes. They are responsible for the strategic direction, setting standards, monitoring performance and the effective running and financial management of ng homes and is the employer body, with senior staff accountable to the Board. We are pleased to welcome new Community Board Members Shawn Fernandez, Jacob Sony and Andriy Strehaliuk.



Shawn Fernandez

Shawn was elected to the ng homes Board in September 2024 as one of three new Community Board members. He is a recent graduate from Glasgow Kelvin College in Community Development and has a background in law enforcement.

He is a founder of the Springburn Unity Network, based in the Springburn Shopping Centre, and is passionate about growing awareness and understanding of the importance of equality, diversity, and inclusion (EDI) within organisations and the local community.

Shawn says, "I'm looking forward to learning more about the ng homes Board and to contribute as much as I can, as well as being part of bringing new and exciting opportunities for ng homes tenants and residents to get involved through community events and projects".



Jacob Sony

Jacob was elected to the ng homes Board at the AGM in September 2024. He has previously been involved with ng homes with community projects in and around North Glasgow as well as Clyde Cycle Park in Cambuslang. He has a passion for cycling and promoting the uptake of cycling amongst young people.

Jacob says, "I am looking forward to getting involved through my role on the ng homes Board, helping support community engagement and development. I am pleased to see the positive work that is already taking place within ng homes, and I am keen to be able to help drive this forward to connect with even more of our community".



Andriy Strehaliuk

Andriy was elected to the ng homes Board at the AGM in September 2024. He has 13 years' experience in HR and Organisational Development and recently graduated from the University of Glasgow. He brings a wealth of knowledge and experience of community building from previous community roles in Ukraine.

Andriy says, "I am looking forward to learning how the Board works and operates and to contribute as much as I can to the work of ng homes. I am looking forward to helping the Ukrainian community to be part of the North Glasgow community".





ng homes 2024 Annual General Meeting

The Association's AGM was held in Saracen House, Possilpark on Thursday 12 September 2024.

Joining the Chair, Catherine Rossine, at the top table were the Association's Deputy CEO, Bob Hartness and Scott Gillon from the Association's Auditors WBg Audit Chartered Accountants. All the relevant business was conducted on the night, highlights included:

The Report of Board of Management

This provided an overview of the last year including results achieved, challenges faced and the Association's priorities going forward. The Chair, Catherine Rossine, acknowledged that the Association's success would not have been possible without the excellent contribution of our Board members, staff and volunteers and she thanked them for their continued hard work and commitment.

Board Membership 2024/25

It was highlighted that two Community Board members were due to stand down this year: Jim Berrington and John Macleod. Both Jim and John were seeking re-election and there were three new nominations for Community members seeking election to the Board: Shawn Fernandez, Jacob Sony and Andriy Strehaliuk. As there were six Community Board member places available, both Jim and John were re-elected unopposed, and the three new nominees were also duly elected. The Chair advised that there were no nominations for Independent Board member positions.

The Chair then confirmed the ng homes Board members for 2024/25 are:

Jim Berrington, Jacqueline Fernie, Shawn Fernandez, Allan Gow, Jim Kennedy, Mairead Grimley (now resigned), John Macleod, Frank Malcolm, Catherine Rossine, Gino Satti, Jacob Sony, Andriy Strehaliuk and John Thorburn.

We would like to extend a warm welcome to our new Board members and look forward to their contribution in the year ahead.

Association Members Prize Draw

The members prize draw took place following the AGM with three members receiving Scotland Loves Local shopping vouchers. Congratulations to the lucky winners!



ng homes AGM raffle winners



ng homes AGM attendees

Want to get involved?

ng homes is on the lookout for ng homes tenants to join our Board. If you live in North Glasgow and are looking to get involved to make it better, this could be the perfect opportunity for you!

The Association is keen to ensure that its Board is made up of people reflecting the diversity of local communities and has a good mix of skills and experience. It is particularly interested in attracting interest from its tenants.

To join as a Community Board member, you need to be a shareholder and live in the Association's local area. If you're already a shareholder and would like to get involved or to learn more, please speak with your Housing Officer, get in touch by email via info@nghomes.net or give us a ring on 0141 560 6000.

Not a shareholder yet? It's easy – simply fill out and return a membership application form to us along with £1 and your application will be considered by our Board at its next meeting. To become a member, please request a membership application form via our website at <https://nghomes.net/become-a-member/> or speak with your Housing Officer.

Let's make North Glasgow even better, together!

2024 Landlord Report now available

The Association is delighted to release our annual Landlord Report for 2024. 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.

This year we have updated the look of our Landlord Report following feedback gathered from tenants.

If you have ideas or suggestions on how we could make our Landlord Report more accessible and better serve our tenants and residents, please share them with us at media@nghomes.net

You can find a copy of the latest Landlord Report on our website: www.nghomes.net/landlordreport/ or please call us to request a copy: 0141 560 6000.





Help us to keep you safe: Allowing access to your home

The safety of our tenants is a priority at ng homes. As your landlord, we are required by law to carry out a series of regular checks on your property to ensure that you and your family are safe in your homes.

Gas safety – Your gas safety visit will take approximately 30 minutes to 1 hour. Please be aware that you must have credit on your meters for this check to be completed.

ng homes as your landlord must:

- Arrange for a Gas Safe registered engineer to carry out a gas safety check every year. If no access is provided after several attempts by the contractor, steps will be taken to force access to your home to allow this essential check to be carried out.
- Maintain gas appliances, boilers and flues.

Electrical safety check – This is a visit carried out to ensure that the electrical installations within your home are safe. If there are any faults or issues found during this visit, we will arrange a repair or replacement. This could result in a full rewire of the property if it is required.

Legionella Checks – These checks are carried out on all storage tanks in our properties to prevent the growth and spread of legionella bacteria. During these checks, we may need access to some properties to check the communal shared tank.

Window safety checks – window safety checks are carried out to ensure that window catches, which restrict opening, are functioning correctly preventing accidents such as falls from high-rise buildings. Regular checks ensure that catches are secure and not damaged, reducing the risk of injury.

Integrated smoke alarm testing – The smoke alarms are integrated and are an important fire safety measure within your home. If you have gas in your property, the smoke alarm system will be checked each year at the gas service. It is important that you also test the alarms regularly and report any issues to ng homes.

What do I need to do?

Please allow access to your home once you receive your letter from ng homes or one of our appointed contractors. We understand that life can be busy and that the visit may not be suitable for you and your family. If the time or date does not suit you, please get in touch with the appointed contractor or with ng homes to re-arrange an appointment which is suitable for you. Details on how to re-arrange your appointment will be included within your letter.

These safety checks are legal requirements in place to keep you, your family, and your home safe and we must fulfil them. They also make up part of your responsibilities as stated within your tenancy agreement. We may need to force access to your home if you do not allow access.

This is a step we want to avoid - please keep an eye out for these letters and respond when you receive one.

Let's work together on this matter. Thank you to everyone for their cooperation over



the last year and let's keep it going for the next year.

Keeping closes clear

Please remember to not store anything in the closes/communal areas. These areas must be kept clear as anything stored here can become a fire hazard in the event of an emergency.

Items such as bikes, prams, toys, mops, buckets, brushes etc should be stored properly, either safely inside your home or alternatively in appropriate storage such as a bike store.

The close/common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your close/common stair? It may not necessarily be in your flat! A fire started in a close/common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close/common stair. Items left in a close/common stair are often deliberately set on fire.

Keep it clear

- Get rubbish, old furniture, etc out of the building.
- Make sure storage areas are kept locked.
- For advice on uplifting items contact your local Council.

If fire does start

- Keep doors closed to prevent smoke filling your house.
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can.



To request a free Home Fire Safety Visit
CALL 0800 0731 999
For more fire safety advice visit:
www.firescotland.gov.uk





Caring for your home this winter

Damp and mould can affect any home, and, in many cases, condensation is the main cause of issues that occur. Every home gets condensation at some time. We have created a guidance leaflet outlining steps you can take to reduce dampness, condensation, and mould in your home as well as what we will do if you call us to report an issue. You can scan the QR code here to access it now; if you would prefer a printed copy or in another format or language, please contact your Housing Officer.



Why do homes get damp in winter?

Over the winter, the air inside our homes tends to retain more moisture. This is for three main reasons:

- **Increased moisture:** In winter, more washing gets dried inside. Baths and showers and hot meals also tend to increase. All of these activities produce moisture, which evaporates into the air around your home.
- **Poor ventilation:** The Scottish winter can be wet and grey. This means windows tend to be kept shut more often because it lets heat out, and unwelcome cold inside. However, this means damp air has no escape.
- **Low temperatures:** During warmer months, higher outside temperatures help to warm up your home and help create drier conditions. During the winter, temperatures both inside and outside are lower, increasing the risk of dampness.



Windows, vents and extractor fans can all help maintain good ventilation.

Things you can do every day to help look after your property:

- Keep air moving in your home – try to open your windows every day for at least 15-20 minutes (but no more than 60 minutes in cold weather) to allow fresh air in and stale, moist air out.
- If your windows have trickle vents (the small opening in the window frame, usually near the top with a switch to open and close), make sure they are open every day as this allows an exchange of air. This is especially important for sleeping and living spaces such as your living room.
- Close doors to the kitchen/bathroom when they are in use, even if you have an extractor fan. Use lids on pots and pans and ensure the fan is on.
- Allow space for air to circulate effectively in and around your furniture. Remember to open doors occasionally on all cupboards and wardrobes to ventilate these, especially any which are used infrequently.
- Try to dry clothes outside where possible. If you do need to dry clothes indoors, use a clothes airer and ensure the room is well ventilated.
- If you see condensation sitting on windows or windowsills, remove the condensation using a cloth and wring out the cloth to remove the moisture.



Keep your home heated

We know that high energy costs and high heating bills remain a concern. It's important to not stop heating your home – both for your physical and mental health. You should keep your home warm enough so there's less risk of damp and of you becoming ill.

It is recommended to keep your rooms between 16° – 21° Celsius.

If your home has heating controls, such as thermostatic valves on radiators or room thermostats or timers, use these to control the heating throughout your home to rooms which are used more frequently.

Closing your curtains and blinds when it's dark can help keep the heat in at night. During the day, even if it's cold, keep the curtains or blinds open to allow the sun to warm the room. Make sure that curtains don't hang over the top of your radiators to allow warmth into the room.

Concerns about heating costs? Something not working as it should? Please get in touch.

If you have any questions or concerns, we are here to help. This could be how to use the heating controls in your home, heating and energy support and advice, or if the fans/radiators in your home stop working properly. Please get in touch on 0141 560 6000.





Stock Condition Surveys: what they mean for you as a tenant

Have you ever thought about how the condition of your home is checked and improved?

As part of our landlord responsibilities, we need to visit your home regularly to ensure it is kept in good condition.

We do this through Stock Condition Surveys which are important to help keep our community safe and comfortable.

What is a stock condition survey?

A stock condition survey is a visual inspection of the inside and outside of your home. It should take around 30 minutes.

The surveyor collects information on the condition of your home, looking specifically at the age and condition of major elements in your home such as the kitchen, bathroom, windows and doors.

What happens during a stock condition survey?

While visiting your home, the surveyor will check the condition, age and predicted renewal date for the following areas:

- kitchen and bathroom;
- roof coverings;
- insulation in the loft space;
- condition of external walls;
- boundary fences and boundaries of any adjoining public land;
- fascia, soffits and gutters;
- painting to any previously painted external areas;
- external doors, windows and canopies and more.

Please note, this survey does not collect information on any outstanding repairs to your home.

If you need a repair visit <https://nghomes.net/repairs/> or call us on 0141 560 6000.

Why do we carry out stock condition surveys?

The data gathered from the surveys is used to plan for repairs and future investment programmes.

Do you need to come inside my home?

Yes – Nixons, our appointed surveyors, will need access to the inside and outside of your home. All surveyors will carry a Nixon's photo identification card.

Can I refuse to have the survey done?

No – this is part of your tenancy agreement. We are permitted to come into your home to check its condition.

Making changes to your home

Please remember if you make any alterations to your home, you must complete an Alteration and Improvement Form and request permission. Please do not proceed until you have received permission. This includes changing internal doors, removing doors, laying laminate flooring or changing sockets or light fittings.

Please speak to your Housing Officer to request permission or if you have any questions.



Staying safe: Tips for storage and use for e-scooters and e-bikes

E-scooters, e-bikes and mobility scooters can be useful tools for many people. They have also become increasingly popular.

However, like all electrical items, they come with risks.

The main fire risk is the lithium-ion (Li-ion) battery used to charge these appliances. E-bikes and e-scooters are not the only appliances which use lithium-ion (Li-ion) batteries. These types of batteries are found in mobility scooters, mobile phones, powerpacks, laptops, children's toys, power tools and e-cigarettes. There are some quick and easy steps you can follow to help ensure you keep you, your household and your neighbours safe.

Follow these key messages to minimise the risk of fire:

- Buy e-bikes and e-scooters, chargers and batteries from reputable retailers.
- Always use the manufacturer approved charger for the product, and if you spot any signs of wear and tear or damage buy an official replacement charger for your product from a reputable seller.
- Do not charge batteries or store your e-bike or e-scooter near combustible or flammable materials.



- Do not store or charge e-bikes or e-scooters on escape routes or in communal areas. Store the batteries in a cool, dry place.
- Never charge overnight or when you are away from the property – always keep it in sight and always follow the manufacturer's instructions.
- Make sure you charge your appliance in a well-ventilated area and do not cover the battery. Never charge smaller items, such as your mobile phone, under your pillow.
- Don't overcharge - always unplug your charger when it is finished charging.

What to do in the event of a lithium-ion battery fire

In the event of a fire involving an e-bike, e-scooter or lithium-ion (Li-ion) battery NEVER attempt to tackle it yourself. Get out, stay out, and call 999.

Remember, when disposing of a lithium battery, this can't be done in your household waste – you must take this to a Household Waste Recycling Centre (HWRC). We have included information on the HWRC locations in Glasgow on page 35 in this issue of North News.



Warm Home Discount



For winter 2024/25, you could get a £150 discount on your electricity bill through the UK Government's Warm Home Discount scheme. This is a one-off discount on your electricity bill. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Please contact your supplier direct to find out more.

It doesn't matter how you pay for your electricity or if you have a pre-pay or a pay as you go meter, you can also qualify.

There are 2 ways to qualify for the Warm Home Discount Scheme:

- You get the Guarantee Credit element of Pension Credit - known as 'Core Group 1'.
- You're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'.

How to apply

If you are eligible, the energy supplier who supplied your electricity on the qualifying date (11 August 2024) will be responsible for providing the rebate.

Eligible households should receive a letter by December telling you about the discount. Most eligible households will receive an automatic discount.

Your letter will say if you need to call a helpline by 28 February 2025 to confirm your details. Please contact the helpline before this date if you're eligible to make sure you don't miss out on the payment. If you're eligible, your electricity supplier will apply the discount to your bill by 31 March 2025.

If you have not received a letter by mid-January 2025 but you think you should be eligible for a rebate under 'Core Group 1' criteria, please contact the helpline on 0800 030 9322.

You receive the Guarantee Credit element of Pension Credit:

You qualify for the discount if on 11 August 2024 all of the following applied:

- your energy supplier is part of the scheme;
- your name (or your partner's) is on the bill;
- you or your partner are getting the Guarantee Credit element of Pension Credit (even if you get Savings Credit as well).

You are on a low income:

If you do not get the Guarantee Credit element of Pension Credit you may be able to apply directly to your electricity supplier.

All the following must apply:

- your energy supplier is part of the scheme;
- you (or your partner) get certain means-tested benefits or tax credits; and
- your name (or your partner's) is on the bill.

Your electricity supplier decides who can get the discount. Check with your supplier as early as possible to see if you're eligible and how to apply – even if you were eligible last year. The number of discounts suppliers can give are limited.

Winter Heating Payment



Winter Heating Payment helps those on low-income benefits who might have extra heating needs over the colder winter months. It replaced the 'Cold Weather Payment' in Scotland.

Unlike Cold Weather Payments, the Winter Heating Payment does not depend on how cold the temperature gets. Instead, it is an annual payment of £58.75 that is paid automatically if you are eligible.

Who gets Winter Heating Payment?

You must get and meet specific requirements of a qualifying benefit on at least one day during the qualifying week of 4-10 November 2024.

The qualifying benefits are:

- Universal Credit
- Pension Credit

- Income Support
- Income based Jobseeker's Allowance
- Income Related Employment Support Allowance
- Support for Mortgage Interest

A full list of requirements can be found online at: www.mygov.scot/winter-heating-payment/eligibility

Do I need to apply?

Most eligible people will receive this payment automatically and do not need to request it.

You will receive a letter from Social Security Scotland to let you know if you are eligible.

If you do not receive a Winter Heating Payment and think you are eligible, please contact Social Security Scotland on 0800 182 2222.



Child Winter Heating Payment

Child Winter Heating Payment is a yearly payment to help disabled children and young people and their families with increased heating costs over winter. [The payment for winter 2024/25 is £251.50.](#)

Will I be eligible for the Child Winter Heating Payment?

Children and young people in Scotland can get the assistance if they're under 19 years old and get one of the following 'qualifying benefits':

- the highest rate of the care component of Child Disability Payment;
- the highest rate of the care component of Disability Living Allowance for children;
- the enhanced daily living component of Personal Independence Payment; or
- the enhanced rate of the daily living component of Adult Disability Payment.

To be eligible, the young person must be in receipt of the qualifying benefit on at least one day in the third full week of September 2024 (Monday 16 September to Sunday 22 September).

If there is more than one child or young person who qualifies in the household, they each get a payment.

Do I/we need to apply?

Eligible children and young people living in Scotland do not need to apply. They'll get their payment automatically.

You should receive a letter from Social Security Scotland before they make the payment.

If you were expecting to get the Child Winter Heating Payment automatically but do not get it, you should contact Social Security Scotland on 0800 182 2222.



Winter Fuel Payment is now Pension Age Winter Heating Payment

Pension Age Winter Heating Payment has replaced Winter Fuel Payment in Scotland.

This payment is to help with the cost of heating your home over the cold winter months.

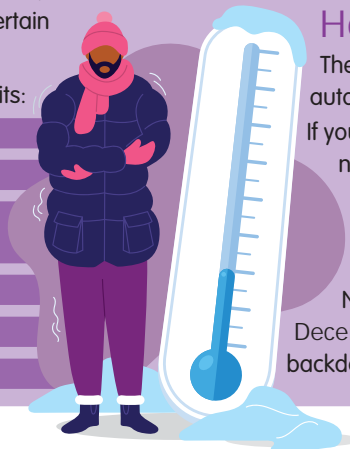
Please be aware that changes have been put in place this winter which affect eligibility. To be eligible for the new payment (PAWHP), you must have been in receipt of a means-tested benefit during any day of the qualifying week of Monday 16 September - Sunday 22 September 2024.

How do I know if I'm eligible?

You can get Pension Age Winter Heating Payment if you are of State Pension age or older, you (or your partner) get certain benefits and you live in Scotland.

You must also receive one of the following benefits:

- Pension Credit
- Universal Credit
- Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Income Support
- Working Tax or Child Tax Credits



How much will I receive?

The amount of Pension Age Winter Heating Payment you get will depend on your personal circumstances.

If you live alone and receive a qualifying benefit, you will receive:

- £200 if you are over State Pension age but under 80 years old.
- £300 if you are over 80 years old.

If you live with a partner and you jointly claim a qualifying benefit, you will receive one payment of:

- £200 if you're over State Pension age but under 80 years old.
- £300 if you or your partner is 80 years or over.

How do I apply?

The Pension Age Winter Heating Payment will be paid automatically if you are eligible.

If you're eligible, but do not get paid automatically, you will need to make a claim through the Department for Work and Pensions.

If you get Universal Credit, you will receive a message in your journal telling you how to claim.

New claims for Pension Credit made before 21 December 2024 which are successful will also qualify for a backdated Pension Age Winter Heating Payment.



Carer's Allowance is becoming Carer Support Payment

A new benefit called Carer Support Payment is replacing Carer's Allowance in Scotland. If you look after someone who is disabled or who has a long-term health condition, you may be entitled.

Carer Support Payment is paid at the same rate as Carer's Allowance. As of the time of printing of this issue of North News, this is £81.90 per week or £327.60 every four weeks.

Who can apply?

If you do not already receive Carer's Allowance, you must:

- be 16 or over;
- usually live in Scotland;
- provide care for 35 hours or more a week, this includes if you provide care all day every day; and
- not earn more than £151 a week after tax, National Insurance and expenses.

The person you care for must be in receipt of certain disability benefits.

What if I already receive Carer's Allowance?

You do not need to apply for Carer Support Payment. The Department for Work and Pensions (DWP) and Social Security Scotland will move your benefit for you.

The amount you get will stay the same. If you get Carer's Allowance Supplement, you'll still get payments twice a year. Before you move to Carer Support Payment, Social Security Scotland will write to tell you how your payments will work and when you'll get them.

When will I be moved?

The move is taking place throughout 2024 and due to finish in spring 2025. You will receive a letter from the DWP letting you know



when your move will take place. Social Security Scotland will also be in touch by letter to let you know what will happen during the move. Following your move onto Carer Support Payment, you will receive another letter from Social Security Scotland. This letter will let you know:

- how much Carer Support Payment you'll get; and
- what date your Carer Support Payment starts.

If you're aged 16 to 18

If you provide care for 16 hours a week on average, you may be able to get Young Carer Grant. You can apply for Young Carer Grant before Carer Support Payment. If you're already getting Carer Support Payment, you will not be able to get Young Carer Grant.

Will other benefits be affected?

If you get means-tested benefits such as Universal Credit, Carer Support Payment may affect the amount you receive.

The disability benefits of the person you care for should not be affected.

If you have any questions about the move or how the move may affect your financial support, please get in touch on 0141 560 6000.

Make rent your priority

We understand that life is busy and there are lots of demands on budgets throughout the year, especially over the holidays when budgeting can be especially difficult.

Your rent should always be your first priority – don't put your home at risk by missing rent payments.

If you are struggling to meet your rent payments, are worried about your arrears balance or meeting future payments or are facing financial difficulties, our Money Advice Team is here to help. Please contact us on 0141 560 6000 to arrange an appointment. Thank you to all tenants who are continuing to make their rent payments on time.





Wondering how Pension Credit works? Here's what you need to know

Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit can also help with housing costs such as ground rent or service charges.

If you are part of a couple, please note that both of you will need to have reached State Pension age before you can make a new claim for Pension Credit. The only exception is if one of you receives Housing Benefit for people over State Pension age.



State Pension

The State Pension is based on National Insurance contributions and is paid when you reach pension age. State Pension age is currently 66 for women and men. For those born after 5 April 1960, there will be a phased increase in State Pension age to 67, and eventually 68.

What is Pension Credit?

There are two parts to Pension Credit:

- Guarantee Credit - tops up your weekly income to a guaranteed minimum level set by the UK Government.
- Savings Credit – please note that Savings Credit is being phased out - you can only claim it if you reached your State Pension age before 6th April 2016.

Who gets Guarantee Credit?

You could be entitled to Guarantee Credit if your weekly income is less than:

- £218.15 per week if you're single; or
- £332.95 combined income per week if you are part of a couple.

When you apply for Pension Credit your income is calculated. If you have a partner, your income is calculated together. If your income is higher than the amount above, you might still be eligible for Pension Credit if you have a disability, you care for someone, you have savings or you have housing costs.



Are you over State Pension age, or know someone who is?

Pension Credit tops up pension income and can help with day-to-day living costs.

If you are over State Pension age, you may be eligible to claim **Pension Credit**, even if you own your home or have savings. People who claim **Pension Credit** may also be able to get:

- The **Winter Fuel Payment*** and other help with heating costs
- Help with rent and Council Tax
- A free TV Licence for those aged 75 or over
- Help with the cost of NHS services, such as NHS dental treatment, glasses and transport costs for hospital appointments

You could be eligible for **Pension Credit** if your weekly income is below £218.15 or, if you have a partner who lives with you, £332.95. Qualifying income level may be higher in some circumstances.

Don't miss out.

Check your eligibility at gov.uk/pension-credit or by calling **0800 99 1234**

Eligibility criteria apply
*or the equivalent in Scotland.

SCAN TO FIND OUT MORE



Do I qualify for Pension Credit?

You may be eligible for Pension Credit even if you have savings, a retirement income or own your home.

Even if the amount of Pension Credit you receive is small, it could still be worth applying. If you get Pension Credit, you can usually get other benefits like Winter Heating Payment, Pension Age Winter Heating Payment or Council Tax Reduction.

How do I apply?

You can start your application up to 4 months before you reach State Pension age.





You can apply any time after you reach State Pension age, but your application can only be backdated by 3 months. This means you can get up to 3 months of Pension Credit in your first payment if you were eligible during that time.

Information you'll need

You'll need the following details to complete your application:

- Your National Insurance number;
- Information about your income, savings and investments (if you have them);
- Details of any housing costs;
- Your partner's details (if you have one): and
- Your bank account details.

If you've been told to claim Pension Credit by a certain date

The Department for Work and Pensions (DWP) are stopping some people's tax credits and telling them to claim Pension Credit instead.

If you get a letter telling you to claim Pension Credit by a certain deadline, this is a 'Tax Credit Closure Notice' (TCCN). You should claim Pension Credit by the deadline in the notice. Your tax credits will stop after the deadline and you might miss out on some money if you apply after the deadline.

Other resources

Remember we are here to help – if you have questions about Pension Credit or would like to know more, please contact your Housing Officer on 0141 560 6000 and ask for an appointment with GEMAP.

Various organisations can also provide advice including:

- Age Scotland helpline 0800 12 44 222
- Pension Credit helpline 0800 99 1234
- Citizens Advice Bureau 0800 028 1456 or visit www.cas.org.uk
- Social Security Scotland Find information on their website www.socialsecurity.gov.scot or call their helpline 0800 182 2222.



Welfare Benefits

It can be tricky to understand the welfare benefits system – and changes can be frequent, making it even more difficult to keep track of what you need to do and when.

Claiming benefits also means you get access to other financial help such as discounts on energy, broadband and transport.

Check what benefits you can get. Using a benefits calculator, (<https://nghomes.net/benefits-calculator>) can tell you which benefits you might get and how much money you could get. If you can provide information about your savings, income, pension, childcare payments and any existing benefits, you will get a more accurate answer.

Universal Credit (UC)

UC is the main benefit for most people of working age. You can get UC even if you work full-time. As the amount of UC you could receive will depend on your situation, please speak with your Housing Officer if you have any questions.

Council Tax Reduction

If you pay council tax, you should check if you are eligible for a reduction – such as a single occupancy discount if you live alone.

Glasgow Helps

Glasgow Helps is a service set up to work directly with the people of Glasgow – find out more at <https://www.glasgow.gov.uk/glasgowhelps>

Check what help you can get with the cost-of-living crisis at <https://www.citizensadvice.org.uk/scotland/debt-and-money/get-help-with-the-cost-of-living/>



If you are still not sure what you can access

You can get advice from the Money Talk Team at your local Citizens Advice Bureau. Call them on 0800 028 1456 to be directed to your local bureau.

You can also find more information on the Money Talk Team website at www.moneytalkteam.org.uk



Making the move to Universal Credit



Universal Credit (UC) is a single monthly payment to help with your living costs and provides support if you are working and on a low income or are looking for work.

Moving to Universal Credit – what is happening and will it affect me?

Many older benefits, including Tax Credits, Housing Benefit and Income Support, are gradually being phased out. Those who currently get them are being asked to move over to Universal Credit.

This process is officially called ‘managed migration’ and started in 2023. If you’ve already had a letter and moved across to UC, there’s no need to do anything else.

But if you’re still on certain older benefits, you should soon get a letter from the Government formally inviting you to move from your existing benefit – or combination of benefits – onto UC.

This letter, called a Universal Credit Migration Notice, will explain what you will need to do, and by when.

What happens next?

It is important that you do not do anything until you receive your letter.

When you receive your Migration Notice letter, you’ll need to make a claim for Universal Credit to continue to get financial support.

You must claim Universal Credit by the deadline date given in your letter. The deadline date for applying is 3 months from the date the letter is sent out. Please look out for your letter.

This letter will explain what you will have to do to claim UC and the deadline by which you must have applied (and completed) your application to continue receiving the financial support you’re entitled to. You will not be moved automatically.

Plus, making your claim within the deadline means you’ll be entitled to extra protection. If it looks likely you’d get less on UC than you do on your current benefits, you’ll receive an extra payment to make up the difference. This is known as ‘transitional protection’.

If you don’t make a claim in time, as well as your current benefits stopping, you’ll no longer be entitled to the extra ‘transitional protection’ if you need to claim UC in the future.

Which benefits are ending?

The Department for Work and Pensions (DWP) has announced that the following benefits and tax credits are ending and will be replaced by Universal Credit:

- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker’s Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

What should I look out for?

If you’re on one of the benefits being replaced (and haven’t already received a letter), you’ll soon be getting one in the post with instructions for how to move onto UC.

The letter will come from the Department for Work and Pensions (DWP) and have the following features:

- A headline to let you know this is a ‘Universal Credit Migration Notice’.
- The benefits you currently claim that will be replaced by Universal Credit.
- A deadline for applying for Universal Credit – this will be three months from when the letter was sent.
- An address for the website you’ll need to use to make your claim.
- The migration notice helpline.
- A statement at the bottom which says: ‘This is a migration notice issued under regulation 44 of the Universal Credit (Transitional Provisions) Regulations 2014.’

You’ll also get a reminder in the post (and by text message) if you haven’t applied within 10 weeks of receiving the letter.

Be wary of any unusual requests

Your migration notice won’t ask you to pay anything or give any of your card details. If you get anything that asks for this, DON’T respond and report it to the DWP.

If something doesn’t look right with your letter, or you’re not sure, you can also call the DWP on 0800 169 0328 or get in touch with the Citizens Advice Help to Claim service.

Need advice or support? Please get in touch with your housing officer on 0141 560 6000 if you have any questions.





Remember – help is available!



There are a number of organisations who could help with energy costs:

- Advice Direct Scotland offers advice on managing your energy account and getting help with your finances. Visit <https://advice.scot/>
- Age Scotland has guidance on energy and how to reduce your bills. Find out more at <https://www.ageuk.org.uk/scotland/information-advice/energy/warm-and-well/>
- Citizens Advice Scotland can help you agree a payment plan with your supplier or help you pay off your debts through your benefits. Advice and tips can be found online at <https://www.citizensadvice.org.uk/scotland>
- Energy Savings Trust also have advice on how you could save energy from turning items off 'standby' to small changes you can make to household habits. Find more information at <https://energysavingtrust.org.uk/how-to-save-energy-and-money-if-you-rent-your-home/>

Food Services

Support is available if you, or someone you know, are looking for access to local food services, from food banks and pantries to community meals.

A directory, delivered by the Health Care Alliance Scotland, is available which you can access through your digital device. The directory is regularly updated and will show local food services in your community.

The website has information, maps, opening hours and more for food services located across the city. You can use your postcode to search for services near you - for example lunch or community cooking.

A list of services matching your search will appear below a map along with information on their location opening hours and website/social media links.

Find a food directory by scanning this QR code. If you need help or assistance, please get in touch and ask for your Housing Officer.



GEMAP offer free and confidential financial advice and support. GEMAP can help with Tax Credits, savings, living with debt, bank accounts, Credit Unions, Council Tax Reduction, Universal Credit and much, much more.

Visit www.gemap.co.uk for a full list of services available.

If you would like to make an appointment, please contact us on 0141 560 6000.





Winter Fire Safety



The festive period is meant to be a time of celebration – family and friends coming to visit and extra decorations around your house. There's Christmas dinner, wrapping presents, last minute decorating or squeezing in one last guest... there's always lots to think about.

We want to make sure that staying safe is on that list. Keeping you and your home safe is important so we've put together some reminders of quick and simple things to do and watch out for over the festive season and beyond.

Festive Safety Tips

- Check your smoke and heat alarms are working. Replace batteries if necessary.
- Never place Christmas cards or decorations around the mantelpiece.
- Never leave cooking unattended, especially when using hot oil.

Fairy Lights and Decorations

- Check your Christmas light plugs are fitted with the correct fuse, don't overload extension leads and ensure all electrical devices are approved and safe to use.
- 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.

Christmas dinner

Cooking is the biggest cause of house fires in Scotland.

- Never leave cooking unattended, especially when using stovetops, ovens, or grills.
- Don't cook whilst under the influence.
- Always turn off kitchen appliances when finished cooking and ensure tea towels and oven gloves are not left on the hob.
- Stay attentive to your cooking and avoid holiday distractions.
- Keep decorations and other fire risks away from open flames or heat sources.



Returning home after a night out at a Christmas party or festive visits with friends? Keep to cold food if you are peckish. If you do want something hot, try to pick this up on the way home.

Real Christmas Trees

Caring for your tree:

- Keep your tree away from heat sources. These include fireplaces, heat vents, candles and cigarettes.
- Try to avoid putting your live tree up too early or leave it up for longer than two weeks.
- Always keep the tree stand filled with water.

Disposing of your tree:

- Take your tree to a recycling centre or request for it to be collected by a community pickup service.
- When the tree becomes dry, discard it promptly.

Glasgow City Council have shared information on how to recycle your Christmas tree on their website. You can also find out more on page 35.

Winter Safety Tips

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.

Reaching out to our more vulnerable neighbours can make a big difference at this time of year. If you know of neighbours or anyone with mobility or health issues, checking in on them on a regular basis to ensure they have food and other essentials at home could be lifesaving – and would be very much appreciated.

If you have concerns about any elderly neighbour or friend, help is to hand. Contact Age UK's helpline on 0800 12 44 222. We are also here to help – please get in touch by phone on 0141 560 6000 or speak to your Housing Officer for help and advice.

Don't use heaters to dry clothes

Not only can this cause problems with damp, heaters can also cause fires when things are placed too close to them or left on top. You can find more advice on keeping your home free from damp on page 19.



Disposable barbeques

We are still feeling the impact of the cost-of-living crisis. It may be tempting to try and save money by using disposable barbeques to cook or heat your home.

Disposable barbeques can give off fumes for hours after you've used them.

They should never be used indoors or inside an enclosed space.



Candles

Candles and tea-lights can create a relaxing or special atmosphere in the home, used by people of all ages. They are also part of many religious and cultural celebrations - but are also a major cause of fires.

Keep safe by following these tips:

- Candles and incense sticks should always be held firmly in tight fitting holders and placed on a flat, stable, heat-resistant surface where they won't be knocked over.
- Never leave a lit tea-light unattended – even for a few seconds – and always use proper holders.
- Keep candles and flames away from clothes, curtains, cushions, paper and other things that might catch fire such as homemade decorations.
- Keep candles and flames out of wind or draughts.
- Do not put them under shelves, they can heat up the shelf above and cause a fire.
- Ensure candles and other naked flames are out of reach of children and pets and never leave them alone with burning candles.
- Do not use them if you've been drinking alcohol or feel sleepy.

Never leave candles unattended.
 Always put them out when you leave the room, go to bed, or leave the house.

Carbon monoxide has no smell or taste – it's unlikely you would notice straight away if you were breathing it in.

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

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

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

What are the physical symptoms of carbon monoxide poisoning?



If you've been drinking, don't cook. NEVER leave cooking unattended.

It's safer to smoke outside, or standing at an exterior door or window, **especially if you are tired or have been drinking.**

Keep portable heaters away from furniture, bedding or curtains. Don't sit too close and **turn off portable heaters before going to bed.**

Unplug fairy lights or other electrical Christmas decorations **when you leave the house or go to bed.**

If you've got a live Christmas tree it's important to **keep the tree stand filled with water at all times.**

Always put candles out when you leave the room, go to bed or leave the house.

Keep candles away from anything which could catch fire.

Do not smoke, use naked flames or get near to anything which may cause a fire whilst wearing clothing or a bandage that has **been in contact with emollient skin cream.**

Make sure your **smoke and heat alarms are working. Test them every week.**

Keep in touch with friends, relatives and neighbours who live alone or **who may be at risk.** A **phone call**, or a chat in person **can make a massive difference at this time of year.**

The Scottish Fire and Rescue Service offer free home safety visits. Please get in touch and arrange a FREE home fire safety visit with local firefighters by calling 0800 0731 999 or visit www.firescotland.gov.uk

If you are struggling with the cost-of-living crisis, food prices, energy costs and general living costs increasing, we are here to help. Contact us for advice and support through our Money Advice Team (GEMAP) on 0141 560 6000 for a telephone appointment.

SCOTTISH
 FIRE AND RESCUE SERVICE
Working together for a safer Scotland

firescotland.gov.uk

@SFRSYourSafety

Call us to arrange a free Home Fire Safety Visit for you or someone you know who may be isolated or at greater risk from fire. Together, we can all stay fire safe.
 CALL **0800 0731 999** TEXT **'FIRE'** TO **80800**
 or visit www.firescotland.gov.uk



Online shopping? Make sure to check it twice!

The lead-up to Christmas is a time when many of us will take advantage of the choice, convenience and prices that we can only get online... whether it's those special presents, a festive break or that outfit that's sold out on the high street.

Unfortunately, however, November and December are also the busiest time for fraudsters – who exploit the fact that you're distracted and will do anything to find a bargain.

- Don't pay for anything by transferring money directly. The safest way to pay for anything is by credit card.
- Make sure shopping websites are authentic by carefully checking the address is spelled correctly. Fraudsters can set up convincing websites with very similar spelling to the authentic one.
- Ensure that payment pages are secure, by checking that addresses begin with 'https' ('s' is for secure) and there's a closed padlock in the address bar.
- When you've finished paying, log out of your account. Simply closing the page may not do this automatically.
- Beware of 'free' or 'low-cost' trials without thoroughly reading the small print and trusted reviews. You could be signing up for large monthly direct debits which are difficult to cancel.
- Check that holidays or tickets you book online are genuine. Look for independent reviews, make sure travel agents/tour operators are genuine by checking for an ABTA/ATOL number and buy from official sources such as box offices, sports clubs, or reputable fan ticket exchange sites.
- Watch out for unexpected emails, texts or posts urging you to click on a link or attachment.

For more information on buying safely online, visit www.getsafeonline.org

If you think you've been a victim of online fraud, report it to Action Fraud, the UK's national fraud and cybercrime reporting centre on 0300 123 20 40 or at www.actionfraud.police.uk



Scams of Christmas past – What to watch out for...

The festive season is full of bright, eye-catching adverts intended to get us to open our wallets.

It is also a time popular with fraudsters who are looking to take advantage of those open wallets, making it important to keep an eye open for those deals which are too good to be true.

Counterfeit goods

Be wary of counterfeit items which can range from poorly made to dangerous (e.g. electronics that break). Legitimate goods will not vary widely in price – a price listed far below the retail price from other shops is a certain red flag.

Charity scams

During this 'season of giving', many people do donate to charities they might not choose to support at other time of the year. To make sure your donation reaches a genuine charity, do:

- Check that the charity is registered with the Charities Commission.
- Ask to see official charity identification if you're at all uneasy – volunteers are required to carry this.

Number spoofing

This occurs when scammers 'copy' a number and make it look like the call is coming from a real organisation, either on caller ID or the message sender, including high street banks. Remember, take five if you receive an unexpected call requesting any personal or financial details.

Bogus giveaways

Scammers send emails, text or WhatsApp messages offering appealing giveaways or deals. Watch out for offers via email or message that looks too good to be true, especially if they claim to be from a well-known brand.

QR code jacking

Quick Response (QR) codes work like a barcode to access websites that enable you to order, and pay for goods and services, such as pub meals or parking.

Avoid paying through a QR code that's placed in a public area. If you are using a QR code to pay for a service such as a restaurant meal, always double check that the website you are directed to is genuine.

Impersonation/courier fraud

Scams of this nature use trusted organisations or individuals to convince you to share personal or financial details to send money, from keeping it safe to paying an urgent bill.

Remember - no company or agency will request that you send vouchers, money, personal or financial details to them via another individual or account. Only contact your bank or an organisation using trusted numbers or known email.





ng2's winter weather plan for 2024/25

ng2 is getting ready to tackle whatever Mother Nature throws our way this winter.

Should adverse weather such as snow or freezing conditions come to call, ng2 aims to be proactive to ensure that existing services are maintained as far as possible. Additionally, alternative services will be offered to assist any of our tenants and residents with snow clearing and gritting, particularly those who may be more vulnerable.

ng2 will:

- Clear snow and grit entrances to all offices, including the Ron Davey Enterprise Centre.
- Clear snow/grit and target specific areas as directed by Housing colleagues.
- Work in conjunction with Glasgow City Council to ensure that all grit bins in the areas are replenished as and when required.
- Liaise with Housing Managers daily to prioritise areas, including Amenity and Retirement Housing complexes and vulnerable areas.

Retirement Housing

- Kemp Street
- Carron Crescent
- Gourlay Street
- Hawthorn Street
- Barloch Street



Amenity Housing

- Hillkirk Street / Hillkirk Place
- 771-779 Springburn Road
- 101-131 Campsie Street

Vulnerable Areas

- Ned Donaldson House/
Bill Rossine House
- Saracen House
- 252 Saracen Street
- 264 Saracen Street
(Pollok Credit Union
Office)
- ng2 offices
- Ron Davey Centre



Grit bins in ng homes' areas

- 195 Fernbank Street
- Reidhouse Street
- Carron Place
- Carron Crescent
- Broomfield Place
- Walnut Crescent
- Crowhill Street x 2
- Chestnut Street
- Claddens Street
- Claddens Quadrant
- Balmore Square
- Hamiltonhill Road
- Lenzie Terrace
- 178 Balgrayhill Road
- 198 Balgrayhill Road
- 151 Balgrayhill Road

During any periods of severe winter conditions, all available grit bins will be filled, and the Garden Maintenance/Hit Squad teams will split their time between voids and snow clearing or gritting.

Close Cleaners will be deployed into gritting when they have finished their own duties. Concierge will salt/grit Ned Donaldson House and all Retirement Housing on night shifts and weekends.

In the event that the temperature falls to 2 degrees or below, close cleaners will not use water to clean closes, but will maintain standards by brushing and cleaning banisters.

Finally, all grit bins in ng homes' areas will be replenished by ng2 and Glasgow City Council.



Be prepared for winter weather



We all like to be prepared – but sometimes winter weather can catch us by surprise. By taking a few simple steps, you can help us to protect your home throughout the colder months and over the holidays when you might be away visiting family and friends.

Winter can bring with it many problems but by being prepared you can prevent damage to your home and contents. Knowing where your stop valve is in your home is a simple but very effective step to preventing damage.

Do you know where your stop valve is?

Your stop valve controls the water supply entering your home. It is often under your kitchen sink – or sometimes it can be located elsewhere depending on where the water point enters your property. It is nearly always in a room where water will be used on the ground floor (e.g. bathroom/kitchen).

- To turn it off, rotate it clockwise until it's completely closed.
- Do not force your stop valve if it's difficult to turn. Seized-up valves can break.
- Check valves every few months to ensure that they can be opened and closed easily.

Sometimes stop valves can end up behind cupboards, under floorboards or boxed into unusual places. If this is the case, please make sure you know where it is located before any problems arise.

If a pipe in your home leaks and water comes in, it can cause real damage. You can avoid this by preventing burst pipes and leaks in the first place.

- If possible, keep your heating on constantly – at a lower temperature.
- Open the loft hatch door on cold days to let heat in.
- If you're away from home during the winter, ask a friend or neighbour to check on your property and make sure the pipes haven't burst or frozen.

If a pipe in your home bursts:

- Locate your stop valve and turn it off immediately.
- Switch off your immersion heater and central heating boiler.
- Open all hot and cold taps to drain them of any remaining water AFTER the stop valve has been turned off. This will help minimise damage.
- Switch off your electricity supply at the mains if there's any chance that water could come into contact with wiring or fittings.
- Call ng homes on 0800 595 595.

You can make a temporary repair to a burst pipe by binding it tightly with a cloth or tape. Place a bucket or basin under the leak to collect the water. If you don't have either, a plastic bag would do in an emergency.

If a pipe in your home freezes:

- Locate and turn off the stop valve immediately.
- Switch off your immersion heater and central heating boiler.
- Open all COLD taps to drain the system.
- Call ng homes on 0800 595 595.

Should you need emergency repairs please call our Emergency Contact number 0800 595 595.

If our offices are closed and you have an emergency, please call 0141 560 6000 where you will be diverted to our Concierge team.





Glasgow City Council – Bulk Uplift



Please be aware that standard costs are now in place for bulk uplift requests with Glasgow City Council. Most uplifts cost £5 per item, including all electrical items; special items may cost more, up to £80 per item.



More information, including FAQs, is available on the Glasgow City Council website at www.glasgow.gov.uk/bulkywaste.

Please do not leave items outside or in communal areas – this is a fire hazard and will not be tolerated. You must arrange an uplift with Glasgow City Council.



Reminder on new bins

Glasgow City Council have added a grey bin for recycling plastics, metals, cartons, soft plastics, and film. As well as plastic bottles you can also recycle other types of plastic in your new grey bin. This includes yoghurt pots, margarine tubs, food trays, soft plastics, and film, such as plastic wrapping, carrier bags, and film lids.

Your blue bin should now only be used to recycle paper, card, and cardboard.

The new service will be rolled out in phases across the city throughout 2024 and is expected to be completed by the end of March 2025.

You will be provided with a calendar which shows when each of your bins will be collected. You can also find out your collection dates online at www.glasgow.gov.uk/recycling

Christmas Bin Collection Dates & Christmas Tree Recycling

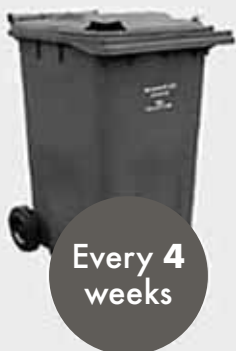
Due to the Christmas and New Year holidays, collection days may be affected. It can be easy to collect more waste over the Christmas and New Year period – including Christmas trees.

If you choose to get a live tree this year, please check on the Glasgow City Council website for dates and details on recycling these once the holidays have passed. Please note centres will be closed on Christmas Day and New Year's Day.

New Kerbside Waste and Recycling Service

Grey bin

Plastics, metals, Paper, card and cartons, soft plastics and film



Blue bin

Paper, card and cardboard



Purple bin

Glass bottles and jars



Brown bin

Food and garden waste



Green bin

Non-recyclable waste





How do I get rid of a Christmas tree?

If you cannot take your Christmas tree to a Household Waste Recycling Centre (HWRC), Glasgow City Council are encouraging residents to cut their real Christmas trees into manageable pieces and put them into their brown bins. Remember you will need to have purchased a garden waste permit to have your brown bin collected if it contains garden waste.

Please check the Glasgow City Council website for details on HWRC opening hours over the holidays.

HWRC locations:

- Dawsholm Recycling Centre
75 Dalsholm Road, Glasgow G20 0TB
- Easter Queenslie Recycling Centre
90 Easter Queenslie Road, Glasgow G33 4UL
- Polmadie Recycling Centre
425 Polmadie Road, Glasgow G42 0PJ
- Shieldhall Recycling Centre
Renfrew Road, Glasgow G51 4FE



Christmas and New Year Holidays - Wheeled Bin Collection Arrangements

Due to the Christmas and New Year holidays some of your bin collection dates will change. Please note your revised collection dates in the table below:

2024	Current Date	New Date	Current Date	New Date
Purple bin	Wed 25/12/24	Fri 27/12/24	Thu 26/12/24	Sat 28/12/24
Brown bin	Wed 25/12/24	Wed 08/01/25	Thu 26/12/24	Thu 09/01/25
Green bin	Wed 25/12/24	Wed 15/01/25	Thu 26/12/24	Thu 16/01/25
Blue or Grey Bin	Wed 25/12/24	Wed 22/01/25	Thu 26/12/24	Thu 23/01/25
2025	Current Date	New Date	Current Date	New Date
Purple bin	Wed 01/01/25	Fri 03/01/25	Thu 02/01/25	Sat 04/01/25
Brown bin	Wed 01/01/25	Wed 15/01/25	Thu 02/01/25	Thu 16/01/25
Green bin	Wed 01/01/25	Wed 22/01/25	Thu 02/01/25	Thu 23/01/25
Blue or Grey Bin	Wed 01/01/25	Wed 29/01/25	Thu 02/01/25	Thu 30/01/25

We will lift all excess waste and empty all correct coloured bins presented on the new collection dates.

Over the holiday period it would be helpful if car owners could arrange to park their vehicles in a position which will allow bin crews safe access to your wheeled bins.

Thank you for your co-operation.
www.glasgow.gov.uk/recycling



Merry Christmas and a Happy New Year.



Staying safe – Ice and Wintery Conditions

It's always good to be prepared for anything winter can bring. Slips, trips and falls all increase over the winter months as we deal with everything from leaves on paths to less daylight, ice, snow or even cracks in steps or paths from the cold weather. Here are a few quick tips to help keep you safe.

Wet and decaying leaves

Fallen leaves that have become wet or have started to decay can create slip risks by hiding any hazards that may be on the path or they themselves create a slip risk.

Please take care when heading out, especially if there have been strong winds or rain which may have moved leaves onto paths or blown down branches.

ng2 will be regularly monitoring areas around our homes and clearing them as required.

Preventing falls this winter

If it's slippery or wet, remember:

1. Choose the right shoe. Shoes and boots need to fit properly and have soles with good traction/tread.
2. Leave early and avoid rushing. Falls are more likely to happen if you are in a hurry – allow yourself plenty of time to get to your destination.
3. If it's slippery, walk like a penguin. Take short steps and walk as flat-footed as possible on icy or slippery ground.
4. Keep your hands empty. Having free hands could help you keep your balance, so try to avoid carrying heavy items or keeping your hands in your pockets.



Water Safety

In winter, people and pets can find themselves at risk on thin ice, tempted to play on the newly frozen surfaces.

Remember, bodies of water or waterways in the UK rarely freeze to a depth which is safe to walk on.

Do:

- Keep back from slippery banks and wear footwear with a good grip.
- Stick to well-lit areas.
- Keep children and pets within reach and do not let them go onto ice.
- Keep company – if heading out for a winter walk, go with friends or family.

Don't:

- Go out onto ice – even if it's been particularly cold or the ice looks solid.

You can find more information and advice on staying safe around the water in winter by visiting the Royal Life Saving Society's website at <https://www.rlss.org.uk/pages/category/winter-water-safety>

Protecting against flu

The flu jab remains the best protection available against this unpredictable virus which is so common in the winter months. Although receiving the jab won't prevent you from catching the flu, it can help make it shorter and less severe than without it.

Certain groups are recommended to receive the vaccination each year and can receive this free of charge including:

- Those 65 and over (including those who will be 65 by 31 March 2025);
- If you have certain serious long-term health conditions including chronic respiratory or heart conditions or a weakened immune system;
- Live in long-stay residential care; and/or
- Live with someone who is more likely to get a severe infection due to a weakened immune system.

Your GP is best placed to advise further and can assess if the flu jab is right for you.





Local Elected Members

Local Councillors

Ward 16: Canal

Councillor Allan Gow
allan.gow@glasgow.gov.uk • 0141 287 4238 • Party: Scottish National Party
Councillor Fiona Higgins
fiona.higgins@glasgow.gov.uk • 0141 287 7041 • Party: Scottish Labour Party
Lord Provost Jacqueline McLaren
jacqueline.mclaren@glasgow.gov.uk • 0141 287 0223 • Party: Scottish National Party
Councillor Robert Mooney
robert.mooney@glasgow.gov.uk • 0141 287 3934 • Party: Scottish Labour Party

Ward 17: Springburn/Robroyston

Councillor Graham Campbell
graham.campbell@glasgow.gov.uk • 0141 287 4875 • Party: Scottish National Party
Councillor Christina Cannon
christina.cannon@glasgow.gov.uk • 0141 287 4791 • Party: Scottish National Party
Councillor Audrey Dempsey
audrey.dempsey@glasgow.gov.uk • 0141 287 5615 • Party: Scottish Labour Party
Councillor Thomas Rannachan
thomas.rannachan@glasgow.gov.uk • 0141 287 3779 • Party: Scottish Labour Party

Glasgow MSPs

The Glasgow area is represented by 8 MSPs - one constituency MSP who represents your local area and 7 regional MSPs who represent your larger area. You can contact either type of MSP about any issue dealt with by the Scottish Parliament.

Bob Doris (Scottish National Party) is the constituency MSP for the G21/G22 area. A list of regional MSPs and their respective parties can be found below.

Please check the Scottish Parliament website,
<https://www.parliament.scot/msps>, for the latest contact details.

Pam Duncan-Glancy
Pam.Duncan-Glancy.msp@parliament.scot
Scottish Labour Party

Dr Sandesh Gulhane
Sandesh.Gulhane.msp@parliament.scot
Scottish Unionist and Conservative Party

Patrick Harvie
Patrick.Harvie.msp@parliament.scot • Scottish Green Party

Pauline McNeill
Pauline.McNeill.msp@parliament.scot • Scottish Labour Party

Anas Sarwar
Anas.Sarwar.msp@parliament.scot • Scottish Labour Party

Paul Sweeney
Paul.Sweeney.msp@parliament.scot • Scottish Labour Party

Annie Wells
Annie.Wells.msp@parliament.scot
Scottish Unionist and Conservative Party

Maureen Burke MP
Glasgow North East (Scottish Labour Party)
Martin Rhodes MP
Glasgow North (Scottish Labour Party)
You can contact either MP via their parliamentary address:
House of Commons
London SW1A 0AA

Bob Doris MSP
(Scottish National Party)

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



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Housing Officers









For Rent and Housing Enquiries, contact your Housing Officer on the relevant number below.

Please note, calls or messages will be answered as soon as possible during working hours (Monday - Friday 9am-4:30pm).











Multi-Storey Flats

Housing Manager: Karen Johnson

 <p>Karen Johnson Mobile Number 07787 437 209</p>	 <p>Bola Akintoye Mobile Number 07557 369 597</p>	 <p>Catherine Mather Mobile Number 07967 575 310</p>	 <p>Pamela Hutchison Mobile Number 07823 349 208</p>
 <p>Gemma Lee Mobile Number 07585 118 608</p>	 <p>Colin Walker Mobile Number 07920 858 798</p>	 <p>Yvonne Kinnear Mobile Number 07557 369 593</p>	 <p>Anne Sheeran Mobile Number 07557 403 575</p>

Possilpark

Housing Manager: Sharon Hazlett

 <p>Sharon Hazlett Mobile Number 07557 369 585</p>	 <p>Gail Hamilton Mobile Number 07557 369 588</p>	 <p>Danielle Keenan Mobile Number 07823 349 209</p>	 <p>Lesley McLeish Mobile Number 07826 500 261</p>
 <p>Alison McLean Mobile Number 07967 575 317</p>	 <p>Lynn Bennett Mobile Number 07557 369 592</p>	 <p>Daniella Spratt Mobile Number 07867 379 304</p>	 <p>Terri McChesney Mobile Number 07557 369 608</p>



Who is my Housing officer?


Each of our Housing Officers covers a specific set of streets known as a 'patch'. To find out who is looking after your street for rent or for housing enquiries, please scan the QR code here which will take you to our website where you can find up-to-date information.






Springburn


Housing Manager: Lyanne Leslie




Lyanne Leslie
Mobile Number
07967 575 314




Linda Forrester
Mobile Number
07557 369 604




Danielle O'Neill
Mobile Number
07876 306 446
(Currently on Maternity leave)




Susan McAllister
Mobile Number
07557 476 619




Laura Sharkey
Mobile Number
07967 575 312




Lauren McPhee
Mobile Number
07389 888 434




Liz McMillan
Mobile Number
07557 369 603




Joy Henderson
Mobile Number
07990 373 435



Ashleigh McIntyre
Mobile Number
07920 509 549



Gordon McFarlane
Mobile Number
07788 274 865



Alan Nicolson
Mobile Number
07787 033620





Festive Holiday Closures

The Association will be closed on the following dates:

Christmas and New Year Holiday

We will close at 12.30pm on Friday 20 December 2024 and re-open at 9am on Monday 6 January 2025.

If you have an emergency, please call 0141 560 6000 where you will be diverted to our Concierge team.

For emergency repairs, please call 0800 595 595.

Keep in touch!



X (formerly Twitter) - @ng_homes and @ng_homes where you'll find essential information about our services and community news.



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



Instagram - @ng_homes where you'll find news from across the Association.

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

You can always get in touch...

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

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



How to get in touch with us:

Email: info@nghomes.net
Web: www.nghomes.net
Media Centre: <http://mediacentre.nghomes.net>
X (formerly Twitter): @ng_homes
Facebook: [ng_homes](https://www.facebook.com/ng_homes)

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When you have finished with this newsletter please recycle it.

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