



Issue 66 • Summer 2024

north news

One Vision: A community where people can flourish and prosper



Giving back: charities benefit from ng group staff fundraising

Read more on page 13



*ng homes has retained GOLD for the
We Invest in Wellbeing accreditation.
Read more on page 12.*

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**Take part in our
Summer 2024
Garden Competition.**
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Get on Board!
Find out more
about joining the
ng homes Board.
pages 16 and 17



**Moving to
Universal
Credit?**
Find out more
on page 28

Welcome from the Chair...

Welcome to the 2024 Summer issue of North News – I am thrilled to be able to share our latest newsletter with you.

We have an exciting issue full of updates from across our communities and the Association. I trust you will be pleased to see the wide range of projects and groups we are working with across our communities and how our group staff are doing their bit to give back to the community. I am proud to share that our homes has retained both the Customer Service Excellence (CSE) and Investors in People, We Invest in Wellbeing accreditations which you can read about in this issue.

In our Finance/Help at hand section, we have tips and advice to help you shop smarter at the supermarket as well as important information around changes coming to Universal Credit and Tax Credits. Please take time to read this update if you receive benefits, particularly Tax Credits.

Don't miss our Landscape and Open Space Maintenance programme for

Summer 2024 which I hope you find useful.

I am delighted to share that we are running a garden competition this year. If you know of a garden or balcony which deserves recognition, please take a moment to read more on page 9 and consider entering or nominating a fellow gardener!

Are you looking to get involved in your local community? We need your input to help make the Association and our communities the very best they can be. I would encourage you to check out the information on our homes' Board Recruitment on pages 16-17.

As the cost-of-living remains high, I would ask you all to please remember we are here to help. 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**

As always, we would love to hear your feedback or any thoughts you have about this issue. This is your newsletter



and we want to make sure it covers topics and stories of interest and help to you.

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. Enjoy reading this newsletter – and I hope you all have a wonderful summer.

Catherine Rosjine

Chairperson, ng homes



Our staff have the right to be treated with respect and dignity at all times.

SHOW RESPECT



We operate a ZERO TOLERANCE POLICY to verbal and physical abuse. Most people respect this. Thank you for being one of them.

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WHAT'S HAPPENING

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COMMUNITY NEWS AND STORIES

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ng NEWS

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FINANCE / HELP AT HAND

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HELPFUL INFORMATION

Our Performance: Compliments and Complaints

1 October 2023 – 31 March 2024 (Q3 and Q4)

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

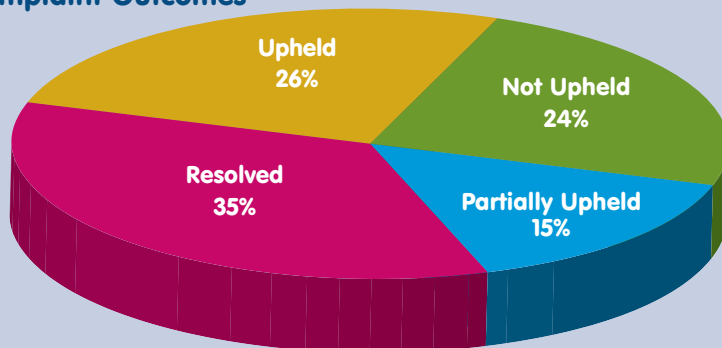
Number of complaints received in the period = **115**

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.

Complaints 1 October 2023 to 31 March 2024

Complaint Outcomes



Compliments during the period...

As well as receiving complaints, 29 compliments were recorded in our register for Q3 and Q4. These included the following messages of thanks:

Thank you for giving me and my family the opportunity to be your tenants.

Staff member has been patient, consistent and always returns calls.

Thanks for going the extra mile re fixing aerial and bathroom sink and getting repairs completed as quickly as possible.

Thanks to concierge team for being a fantastic help with carpets. Can't thank them enough for their kindness.

Staff member went above and beyond in chasing up repair to close door and was lovely to speak to.

Thanks for going above and beyond and providing food vouchers.

Thanks to ng2 for the Lenzie Terrace makeover. The streets, pavements and patios have never looked so clean now all the weeds are gone.

Compliments to 2 members of staff on their customer service and telephone manner.

You Said

A tenant complained about the disturbance and mess caused by our contractor when tracing and repairing a leak.

We Did

We apologised and arranged for the contractor to clean the tenant's carpet.

You Said

A tenant complained about other tenants repeatedly throwing litter from windows and spare land nearby becoming a dumping ground.

We Did

We explained we are endeavouring to find out who is littering and, although the land actually belongs to Glasgow City Council, we are working in partnership with the Council to keep the area clean and tidy.

You Said

A tenant complained about not having received an offer of a property despite having submitted a transfer application some time ago for a more suitable property.

We Did

We explained that the size and type of property required is very low turnover. We encouraged the tenant to apply to other landlords and provided a list of RSLs. We also suggested the tenant get in touch with an occupational therapist to see if any adaptations could be made to the current property to make things easier.

You Said

A tenant was not happy that 3 electrical appointments were made by the contractor but had been cancelled without informing the tenant of this.

We Did

We apologised to the tenant and instructed the contractor to ensure all appointment dates are sent to ng homes so that tenants can be notified should they be cancelled.

DIFFERabled raises awareness about neurodiversity through Karen Dunbar's 'School of RAP'

Staff and volunteers from DIFFERabled are looking back with pride following a successful session with the much-loved Karen Dunbar's 'School of RAP'.

Held in the Possilpark area, staff and volunteers were delighted to have the opportunity to create a RAP (rhythm and poetry) with Karen Dunbar, and the Glasgow Girls Club. Together the group created an entertaining yet striking piece highlighting the challenges which parents, carers and neurodivergent young people face daily.

Deborah Best, Director of DIFFERabled, said "We had a brilliant time, enabling us to express our thoughts and feelings in a fun and inclusive environment. We work hard to champion the rights of the neurodivergent community locally, so this was a great opportunity to take a break and enjoy creating a rap highlighting some of the challenges.

Thank you to ng homes, Karen Dunbar and Amy Rew from the Glasgow Girls Club for the opportunity to raise awareness for neurodiversity. We are so pleased to be a partner organisation with ng homes and together develop more opportunities for our community."

The project was part of an ongoing partnership between ng homes and DIFFERabled who work to ensure the local North Glasgow community are aware of these conditions, are aware of the difficulties experienced and have access to information and support available pre- and post-diagnosis. These include Dyslexia, Autism Spectrum Disorder, Dyspraxia, and ADHD to name a few.

DIFFERabled have also been involved with recent ng homes' Community Information and Advice Open Days held at Saracen House offering information on support available and highlighting the training available to help professionals and families.



Amy Rew from the Glasgow Girls Club (far left, back row) and Karen Dunbar (far right, back row) join staff and volunteers from DIFFERabled at a School of RAP session.



DIFFERabled at a recent Community Information and Advice Open Day held in Saracen House, Possilpark.

More on DIFFERabled

DIFFERabled provides a frontline support, training and information service for parents and carers of neurodivergent children and young people with Dyslexia, Autism Spectrum Disorder, Dyspraxia, ADHD, Dyscalculia and Sensory Processing Disorder. They also support neurodivergent adults (pre- and post-diagnosis) and run bi-monthly adult friendship groups and social lunch meet-ups.

DIFFERabled aim to raise awareness of the strengths and challenges of being neurodivergent within our communities, offering a rolling programme of free training, support/information groups and wellbeing opportunities for parents and carers to identify support strategies for their loved ones. They also provide a friendship group and training for adults with neurodevelopmental conditions to support them to explore their neurodiversity, whilst identifying strategies and support.

For further information on training, please contact Jo at jodifferabled@gmail.com

Building community: Activate students celebrate a successful course in North Glasgow

Students from the latest session of the community development course Activate celebrated their graduation from the course earlier this year.

Delivered by Glasgow University, the course covers topics such as anti-discriminatory practice, local and global issues, power, community investigations and standards for community development. The ten participants started their studies last November (2023) and came from a wide range of community organisations including ng homes and ng2 staff, The Courtyard Pantry, Pinkston Watersports and Young People's Futures.

Activate Tutor Janette Devlin said "This course has been filled with great discussion, debate, learning, some fun, and good food. It was a terrific blend of both wisdom and fresh perspectives that each of the participants brought to the session every week and helped create a truly enriching learning experience for them all."

Catherine Rossine, ng homes Chair, said, "The Activate course is a wonderful opportunity to think about community development from new perspectives and I am delighted to congratulate these students on their achievements."



Activate graduates in Saracen House at the completion of their course.

More on Activate

Activate is a Community Development course offered in partnership with Glasgow University which encourages and enables participants to think more deeply about the work they are doing and challenge their own views and the views of others in order for them to be more effective in working for the communities where they live and work.

Activate also helps to strengthen local networks with participants getting a chance to listen to each other and see different ways of working together. Key features include building on the experience of volunteers and activists to develop community capacity and strengthen local networks through raising awareness of different ways to effect community change.

Glasgow Celebrates Year of the Dragon

The Year of the Dragon was welcomed earlier this year in a blaze of colour.

Sunday 18 February saw George Square transformed with vibrant colour and traditions as the Year of the Dragon came to Glasgow.

Crowds gathered to view performances by traditional dancers and the Neilston and District Pipe Band, a colourful costume parade and more. The event organised by the Chinese Cultural and Welfare Society Scotland (CCWSS) was a huge success with a wonderful happy atmosphere enjoyed by all.

Dragon and Lion Dancers performed a ceremonial dance and eye-dotting ceremony said to represent the giving of life and sight. They then entered the City Chambers for an entertainment programme opened by Lord Provost of Glasgow Jacqueline McLaren with

special New Year greetings from Consul General Zhang Biao and Andy Chung, CCWSS Chair, who led the organisation of the weekend's events.

This was followed by a marvellous display of Chinese cultural performances of dance, music, Tai Chi and a unique 'face changing' performance by prestigious Chinese artists.

ng homes Chair Catherine Rossine, who spoke at the event, said: "It was wonderful to be part of the new year celebrations which is a time to connect with family and friends. The event was certainly very popular and the performances both in George Square and within the City Chambers were mesmerising and showcased the amazing talent of all the performers."



Festivities in George Square celebrating Chinese New Year.

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Bridging worlds in Springburn: Springburn Unity Network fosters community

By Mala Jayhindaran and Shawn Nicolas Fernandez,
Founders Springburn Unity Network (S.U.N.)

Springburn Unity Network (S.U.N) is a charity based in **Springburn Shopping Centre** (beside The Salvation Army). We have a multicultural network that includes people from different walks of life, ethnicities, faiths, and identities that we work alongside. We foster unity in our community through engagement initiatives, with the purpose of bringing people from all walks of life together to build connections and to encourage dialogue and conversations.

We organise various activities, such as a community-led ride group for adults and kids with ng homes, to encourage people in the community to lead an active lifestyle. We have established an Introduction to Multicultural Language class whereby people from different nationalities, who are living in the local area, are able to share their languages, building their confidence and leadership skills and, most importantly, embrace the cultural differences we share.

Our Community Environmental Care Team, where we work alongside with Glasgow City Council Neighbourhood Improvement Team, helps keep our local area clean and tidy. Our group litter picking activities run once every month (weather dependent), helping to raise awareness.

We are also working alongside a local community artist, organising art workshops and exhibition, providing a safe space for people to share their creativity and expressions through arts.

By fostering a sense of belonging and purpose, **S.U.N** empowers individuals



Bringing together the community - led bike rides and classes with S.U.N.

to take an active role in shaping the future of their community and for themselves and making it a place where everyone feels valued and supported regardless of the differences we share as individuals.

Through partnerships with other organisations, stakeholders, and community members such as our local housing association ng homes, **S.U.N** aims to create a cohesive network of support that empowers individuals to lead healthier, happier lives.

Find out more about S.U.N:

- Facebook: **Springburn Unity Network**
- X: **@sununity09**
- Website: **springburnunitynetwork.org.uk**
- Email: **springburnunitynetwork@gmail.com**



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Tel: 0141 353 3903
101 Ellesmere Street
Hamiltonhill, Glasgow,
G22 5QT
Opening Hours
Mon-Fri 09:00 - 16:00

Learning how to be money savvy with MyBNK and Glasgow's 'The Money House'

Aged 16-25 and moving into your own flat for the first time? Dozens of questions going round your head – or perhaps you simply don't know where to start?

A unique service on Hope Street in Glasgow, offered by MyBNK, may be just the key to get you on your way!

What is the Money House, Glasgow?

The Money House is a specially kitted out flat where real-life skills are taught to help support tenancies and more, helping young people learn how to be money savvy.

The Money House is a simulated living programme helping young people in, or about to move into, housing manage their money and remain independent, through 3-day, 4-day and 5-day courses.

It is aimed at young people, aged 16–25, who could benefit from financial knowledge and skills, to gain skills allowing them to maintain current or future tenancies. It is a directly delivered financial literacy programme aimed at preventing youth homelessness.



What's in it for me?

You can learn practical, financial, and digital skills which pay their way forward allowing you to pay rent on time, manage bills and budget living costs.

These skills are taught through interactive games and activities held in a real flat bringing the lessons to life covering:

- Tenancy agreements – including rights, responsibilities and the costs of moving in;
- Avoiding eviction – including paying household bills and rent on time;
- Banking – accounts, saving, credit cards and how to borrow safely;
- Budgeting and positive spending habits;
- Benefits – understanding your entitlement and Universal Credit;
- Online safety and spotting scams;
- Energy efficiency – how to cope with rising living costs; and
- Planning for the future.

You can receive a SCQF Level 4 qualification in Personal Money Management and an SCQF Level 4 in Independent Living Skills. Travel costs and meals are covered too.

I would like to learn more – how can I get in touch?

Scan the QR code on the right to learn more or email TMHScotland@mybnk.org to register your interest.

You can also find out more by visiting their website or emailing info@mybnk.org. Make sure to click on Glasgow.



Who are MyBNK?

The team at MyBNK deliver financial education to young people, focusing on building positive money habits right from primary age and helping young adults move towards independent living.

Local bases such as The Money House help tailor these lessons to meet local challenges faced by the young people served by the programme.

They look at helping young people increase their awareness about their relationship with money and ensure they have the right tools and information to make informed choices in interactive and fun settings.

Interested
in The
Money
House?
Scan here.



Learn
more
about
MyBNK.





Rolling the dice: Gambling awareness and support available from your local Citizens Advice Bureau

Written by Peter Innes, Training and Engagement Officer – Gambling Support Service, Airdrie CAB

The Citizens Advice Bureau (CAB) are on a mission to raise awareness of problematic gambling. They've shared advice and tips here to help people spot the signs in their friends and loved ones and signpost to the help available for anyone struggling with a gambling problem.

"It presents most commonly as a debt problem initially" explains Peter Innes of Airdrie CAB. "People tend to come to the Citizens Advice Bureau or other organisations for help when their debts get out of control because of gambling." "It's an issue that affects all ages and walks of life, from young people who get drawn in via video gaming all the way through to older people and more traditional forms of gambling."

What is gambling?

Gambling is any activity where you are at risk of losing money or belongings based on chance. There are many types, with varying degrees of social normality and acceptance.

It includes arcades, betting, bingo, casinos, lotteries, and gaming machines. More recently technology has blurred the line between gambling and other forms of digital entertainment such as smartphone premium games.

If you are worried about gambling, please get in touch. It's never too late to make changes and help avoid increased anxiety and poor health, family or relationship breakdown, problems at work or school, financial concerns, and debt.

Starting a Conversation around Gambling

If you suspect a family member or friend may be suffering from harmful gambling, look out for sudden, unexplained changes in spending, changes in behaviour, low moods and periods of time spent alone.

Be honest about your feelings and worries and ask open questions.

Try to explore with the person how the gambling makes them feel; do they feel the need to gamble when they feel bored, stressed or under pressure? Work out a plan together.

Further Gambling Help Resources

- **Gamblers Anonymous Scotland** – a fellowship of men and women sharing their experiences (24/7 support) – <https://ga-scotland.org/> or call **0370 050 8881**. The nearest office is 2 Kirkwood Street, Rutherglen, G73 2SL.
- Local **Citizens Advice Bureau** office in Glasgow who can advise and refer on to the CAB Gambling Support Service.
- **National Gambling Helpline** provide 24/7 support on telephone **0808 8020 133** or visit the BeGambleAware website for more advice and to speak to an advisor. www.begambleaware.org
- **Gamcare** and partners is a moderated online forum, live chat with daily online group chat rooms and one to one treatment – online, face to face or telephone. **0808 8020 133** • www.gamcare.org.uk
- **Gam-Anon Scotland** - for those affected by someone else's gambling (24/7 support). **0370 050 8881** • www.gamanonscotland.org
- **GamFam** - a registered charity set up by those who have experienced first-hand the devastating effects that gambling can have on family and friends. Find out more <https://gamfam.org.uk>



Garden Competition

Summer is here and many of us will be out in our gardens making sure they look their very best.

Whether it's a garden, flowerbed, hanging basket or pots on the patio, we want to recognise our tenants who take pride in their outdoor areas across our communities.

The categories are:

Best Garden

Best Balcony

Our competition is open to all ng homes tenants and there are a couple of ways you can enter:

- E-mail your photographs to media@nghomes.net
- Post your photographs marked 'North News Competition' to Ned Donaldson House, 50 Reidhouse Street, Springburn, Glasgow G21 4LS

You can nominate yourself or another ng homes tenant. If you wish to nominate a fellow gardener, please ensure you ask their permission **before** submitting your entry.

Don't forget to include your name, address, and contact information as well as those of the person you are nominating and which category you are entering!

1st Prize – £75 voucher

2nd Prize – £50 voucher

3rd Prize – £25 voucher

The competition closes on **Friday 30 August 2024**. Good Luck!

Terms & Conditions

Entries into the gardening competition must be received no later than Friday 30 August 2024. Entries received after this date will not be entered into the competition. For each of the gardening categories there will be gift card voucher prizes for 1st, 2nd and 3rd place. There will be no cash alternatives, prizes are non-negotiable, and entries must be complete. Any submissions received will be presumed to have had permission granted.

The judges' decisions will be final. Winners will be notified after Monday 10 September 2024.



New wrap-around service helping to create strong communities

Social enterprise The Wise Group run a relationship-based approach providing wrap-around support and advice to help break the cycle of poverty within local communities.

The service is open to all covering skills, financial independence and health and wellbeing. **Julia Lindsay, Partnership Executive**, who facilitates the Relational Mentoring programme at The Wise Group, explains more about the service and how to take part if you or someone you know could benefit.

Who are The Wise Group?

The Wise Group is a social enterprise which works to lift people out of poverty through energy advice and advocacy, employment support and community justice.

We are hard at work developing this wrap-around service and since launching in June 2023 have supported 2000 households to break the cycle of poverty, at home, at work and in the community through our various services.

What is Relational Mentoring?

Relational Mentoring is a relationship-based approach to ongoing, wrap-around support to achieve a service user's goals.

What does the service provide?

This wrap-around service covers 15 'Areas of Support' to support three areas of daily life: Skills and Learning, Financial Independence and Health and Wellbeing. Within those three areas, there is a wide range of support available, such as finding employment according to someone's needs and goals, helping them with the skills to navigate an increasingly digital world, or establishing a personal budget.

While participating in the service, a mentee will be paired with a mentor who will be their go-to person for any concerns they might have. Mentors offer help in that area themselves or they will support their mentee to find the most appropriate support or service for their needs.

Who is eligible?

Anyone who is in or at risk of fuel poverty and struggling with their bills can use this service.

To find out more about the programme or to sign up to take part, please contact your Housing Officer on **0141 560 6000** or The Wise Group on **0141 303 3131**.

Case Study

"Michael was referred from South Lanarkshire Council. After periods of homelessness and time in prison, at age 53 he had never lived independently before and finds it difficult to plan and organise his life.

He was given the keys to his first flat in July but had no knowledge of how the heating worked or how his billing was managed. There was a pile of paperwork and excess furniture making for a chaotic home environment.

Michael's mentor helped organise calls and meetings to get on top of his energy needs and to learn how his heating worked. They also arranged uplift of excess furniture to give him more space, helped to organise Michael's documents and acquired a paint package to decorate his house.

Support continued to settle Michael into his new home with his mentor on hand to start decorating and to help with installing broadband in the flat."

Digital Skills Mentoring is a new service by The Wise Group, funded by CGI, that aims to support residents in Glasgow who are unemployed and would benefit from developing their digital skills.

The programme offers one-to-one mentoring, use of a digital device and data, access to 'Connect' (a Life Skills Learning programme), and access to a monthly digital café.

To be eligible, you must be:

- 16+;
- Unemployed;
- Reside in Glasgow; and
- Have limited digital skills.

The next cohort starts in July with more following

later in the year - for more information, please speak to your Housing Officer, email **DSkillsMentoring@thewisegroup.co.uk** or call **0141 303 3131**.

w wise mentoring
Inspiring positive change

Need support to increase your digital skills?

Wise Group Relational Mentoring is here to help you.

Are you a resident of Glasgow, currently unemployed and want to learn new digital skills for the workplace and to use in every day life?

We are here to support you.

Sign up and get support and access to:

- 1-2-1 Digital Skills Mentoring
- Use of a Digital Device and Data
- Skills for employment
- CONNECT: Life skills learning
- Monthly Digital Café events

Don't know where to start? Talk to us.
Our service is person-centred, flexible and tailored to suit your needs and learning style.

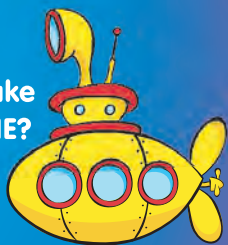
Mentoring to lift people out of poverty
DSkillsMentoring@thewisegroup.co.uk
0141 303 3131

Kids Corner!

Wordfinder

How many words can you make from the letters in SUBMARINE?

Words of 3 letters or more - no plurals!
15 words = good • 25 words = excellent
35 words or more = genius!



Animal Wordsearch

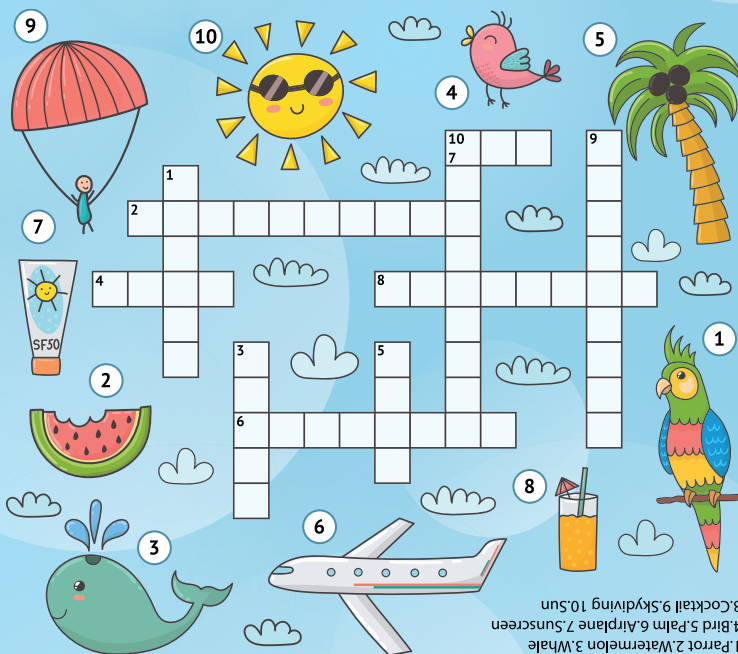
ANTELOPE • BUFFALO • CAMEL • COW
CROCODILE • ELEPHANT • GIRAFFE • GNU
HIPPOPOTAMUS • HORSE • KANGAROO • LION
RHINOCEROS • SHEEP • TIGER • ZEBRA – Answers may run horizontally, vertically or diagonally, and may even be backwards!

N	K	L	Y	V	P	V	C	L	V	G	H	S
A	A	F	O	H	O	D	R	E	G	I	T	M
P	N	B	B	H	M	B	O	C	P	R	G	V
V	G	T	Q	E	K	G	C	P	E	A	R	A
H	A	R	E	E	K	O	O	L	A	F	F	U
I	R	G	S	L	W	P	D	M	G	F	D	Z
S	O	R	E	C	O	N	I	H	R	E	Z	Y
V	O	S	Q	T	U	P	L	B	T	U	K	T
H	W	C	A	M	E	L	E	P	H	A	N	T
M	B	M	J	J	D	I	I	E	A	G	Z	G
V	U	E	M	G	C	E	J	O	H	G	Z	W
S	P	B	S	H	L	B	G	Z	N	S	T	J
R	R	B	V	B	R	T	W	B	Q	I	A	W
I	A	G	L	B	V	A	T	L	W	U	C	T

Spot the 10 differences



Summer Crossword



1. Parrot 2. Watermelon 3. Whale
4. Bird 5. Palm 6. Airplane 7. Sunscreen
8. Cocktail 9. Skydiving 10. Sun

Spot the 10 differences – solution



ng homes retains GOLD for We Invest in Wellbeing

The Association had its Investors in People (IIP), We Invest in Wellbeing re-assessment conducted by an external Assessor over two days in March this year who met in-person with staff from across the organisation.

Investors in People, We Invest in Wellbeing, is a good practice framework which centres on a proactive and engaging approach to enhancing the health and wellbeing of employees. The IIP assessment covers three areas: Leading, Supporting and Improving a culture of wellbeing. The review helps us focus on the right areas and helps us to build on the foundation we have already put in place.

The review was very positive and acknowledged the hard work being put in across the organisation to build and develop a wellbeing culture in the Association.

The Report highlighted that the Association continues to meet the standard at the higher 'Gold' level across all indicators ('High Performing') stating that "the organisation has clearly defined and visible wellbeing goals".

The Association has been recognised with Gold level IIP accreditation since 2017. The Assessor remarked "Survey scores for the 'improving a culture of wellbeing' indicator are impressively above the IIP average, and show high levels of agreement that wellbeing is at the centre of ng homes life."

The Gold accreditation is in place until January 2026.

It recognises the high level of focus on wellbeing within the business, the great work of all staff and the support provided by the Association's Board in ensuring

ng homes staff with the Gold IIP We Invest in Wellbeing award in Springburn (counterclockwise from bottom left): Housing Officers Joy Henderson, Yvonne Kinnear, Pamela Hutchison and Gordon McFarlane with Housing Assistant Alan Nicolson.



that we continue to support the health and wellbeing of our tenants and residents.

The Assessor recognised the importance placed on staff wellbeing within the Association and the positive impact our work has on the North Glasgow community.

Tony Sweeney, Director of Corporate Services at ng homes, stated "This

positive result reflects the dedication of the Association's Board and managers in supporting our staff. It recognises the hard work of all our staff with regard to wellbeing initiatives and is testament to the Association's continued commitment to ensure that we are providing health and wellbeing opportunities to the wider North Glasgow community."



Diane Waugh, Corporate Services Manager, ng homes and Olivia Goldie, HR Officer, ng homes with their 'We Invest in Wellbeing' Gold Award presented by a representative from IIP.

Giving back: charities benefit from ng group staff fundraising

Two great causes recently benefitted from the fundraising efforts of staff at ng homes.

ng homes Chairperson Catherine Rossine and staff presented the Marie Curie Hospice in Springburn with a cheque for £500 raised through staff fundraising events. The Marie Curie staff were delighted to receive their cheque and expressed their thanks for the kindness, thoughtfulness and generosity of ng group staff who had raised the money.

Ashley Thomson, Head of Fundraising Scotland at Marie Curie, said: "We are absolutely delighted to once again have the support of the ng group staff and receive this fantastic donation of £500 – thank you to everyone involved!"

ng group staff also participated in their own Red Nose Day raising an additional £230 for the annual appeal.

ng homes Chairperson Catherine Rossine said "We are very proud of the dedication shown by staff in their efforts and their commitment to making a difference."

Marie Curie provides frontline nursing and hospice care, information, and support on all aspects of dying, death and bereavement and, locally, provide end of life care at home.

Red Nose Day is an annual campaign to combat poverty through fun and humour. ng homes staff hosted a staff-wide bake sale and cycling challenge as part of fundraising efforts.



Tony Sweeney (Director of Corporate Services, ng homes), Lucy Brown (Housing Assistant, ng homes), and Catherine Rossine (Chairperson, ng homes) present the cheque to Holly MacLean (Fundraising Assistant, Marie Curie).

ng homes retains Customer Service Excellence (CSE) accreditation



As we mentioned in our last issue of North News, our annual Customer Service Excellence (CSE) review was in late 2023. At the time of going to print, we had received news that ng homes had retained our CSE accreditation and continued to meet the Customer Service Excellence (CSE) Standard.

We promised readers of North News that we would share further details from the report in this summer issue after we had received the full report and are pleased to be able to do so here. The Association was found to have a clear focus on developing and delivering services that meet the needs and expectations of its customers across the organisation.

Our Assessor, Di Smith, spoke with staff, customers, and partner organisations to hear about the customer-focused work being delivered by the Association's staff teams and, in turn, how this was supporting tenants and other customers. The Assessor was keen to

learn about partnership working with other local organisations and how this collaborative approach is making a positive difference to tenants and residents in North Glasgow.

The Assessor was impressed by the staff's dedication to the tenants and other customers and the innovative ways they have demonstrated this commitment.

Di Smith, Assessor for Centre for Assessment (CfA) said "Customer service is not something ng homes see as an add on, their passion and care for their customers and community is palpable and embedded in their culture. They have a strong commitment to deliver 'More than housing' and live up to their vision of 'A community where people can flourish and prosper'."

You can read the Customer Service Excellence 2023 report on our website by visiting our Awards and Accreditations page at <https://nghomes.net/awards-and-accreditations/>

Customer Service Excellence

The Customer Service Excellence Standard is recognised across the UK and it lies at the heart of an overarching strategy to provide public services for all customers which are efficient, effective, excellent, equitable and empowering. Customer Service Excellence was developed to offer companies and organisations a practical tool for driving customer-focused change.

The foundation of this tool is the Customer Service Excellence Standard which tests in great depth those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude.

ng2 keeping things trim and tidy over the summer months



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

The schedule for 2024 includes:

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

Garden Maintenance

ng2 launched the 2024 summer maintenance contract on 1 April. There are grass cuts as well as strimming and litter picks planned over the summer. Hedges will be cut twice this year.

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

Dog Fouling

This can be an issue throughout all our estates. If there are areas where dog fouling is a problem, the grass will not be cut. Notice of this will be passed to ng homes Housing Services staff, and they will contact the residents (tenants, owners and shared owners) within the area.

Open Spaces

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

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

Environmental HIT Squad

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

Care and Repair Officer – Our handyman service; tenants of the Association can ask for this service for jobs they cannot do about their house.

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

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

Bulk/fly tipping

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



If you have any waste that you cannot reuse, recycle, or donate, please contact Glasgow City Council to arrange a pick-up. You can report bulk uplift, fly tipping and graffiti to the council via their MyGlasgow app.

You can use the MyGlasgow app for a whole range of services, from requesting a bulky waste collection to reporting fly-tipping, graffiti or any pest activity.

The "More Services" section also has handy links to useful information. Whether it's school holidays, paying your council tax or a quick link to X (formerly Twitter) announcements, all the things you need are only a tap away. You can download the MyGlasgow app from Apple App Store or Google Play Store.

MYGLASGOW



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. They are the employer body, with senior staff accountable to the Board. Read on to learn more about Board Members Jackie Fernie and John MacLeod.



Jackie Fernie

How and when did you get involved with ng homes?

A couple of years ago now. I knew a little bit about the organisation from working in the housing sector – I saw the advert for Board Members and applied to join.

What has surprised you most about working with ng homes?

How varied the work of the Association is and the focus on wider community benefits.

What is the most rewarding thing about your role?

I wish I had more time to get involved with the detailed work of the Board and sub committees but for now am just really enjoying learning and hopefully making a positive contribution where I can.

If you had 30 seconds to convince someone to join the Board, what would you say?

ng homes is a fantastic organisation and I have felt welcomed and supported in the role of Board Member. It has brought opportunities for a wide range of training and learning (being part of the Board), helping to build my confidence as time has gone on. I would highly recommend the experience.



John MacLeod

How and when did you get involved with ng homes?

I first became involved with the Board about 6 years ago.

I had a meeting with the previous Chief Executive, Robert Tamburrini, and at this meeting we discussed what parts of

ng homes I would be interested in.

After throwing out some suggestions, Robert then said that he thought I would fit in on the Board of ng homes. The rest is history!

What has surprised you most about working with ng homes?

The thing that has impressed me most about being a member of the Board is the vast experience and knowledge of all the staff.

What is the most rewarding thing about your role?

I find the most rewarding thing about being a member of the Board is being involved with the decisions that can enhance our tenants' households.

If you had 30 seconds to convince someone to join the Board, what would you say?

If you are asked to be part of the Board or any other committee, then please do not hesitate. You will find your time being involved very interesting and rewarding.

Tenant Rent Increase Consultation Winners

Thank you to everyone who took the time to respond to the rent increase consultation which we told you about in the last issue of North News.

We are pleased to share that our tenants Mr Gibson, Mr Brown and Miss MacAulay were drawn as the lucky winners of the three £100 shopping vouchers. Congratulations once again to our lucky winners!



Your Communi

Help lead the way – be part of our Board!

JOIN
OUR TEAM

Do you live in North Glasgow? Do you love where you live and want to make it even better? We're on the lookout for ng homes tenants to join our Board!

What does the ng homes Board do?

Our Board is all about improving homes, lives and communities. We're committed to delivering quality, affordable homes with excellent customer service. As a Board member, you'll play a key role in shaping this, directly involved in setting objectives, monitoring our work, and helping us continually improve.

What's in it for you?

You will get the chance to give back to your community and shape it to be a place where people want to be... plus:

- Personal development and improved confidence and self-esteem;
- New skills that you can take into the workplace or use in everyday life;
- A chance to share your views in a supportive environment;
- The satisfaction of making a real difference, giving back to the local community, making sure local voices are heard; and
- The chance to play a key role in shaping the future of North Glasgow.

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

We would love to be able to use your insight and experience to help guide our Board in its decision-making to help ensure ng homes continues to serve our tenants, residents and other customers.



ty, Your Voice

So, why join the Board?

You'll be at the heart of our community, shaping the future of ng homes. You'll learn about the housing sector and the wide range of activities undertaken by ng homes, develop a range of skills, and work with a fantastic team.

Don't worry if you're not a housing expert – we can provide training and learning opportunities to get you up to speed. Although it's a voluntary role, we'll cover any reasonable expenses.

Who are we looking for?

We want our Board to reflect the community we serve. You will be part of a team right at the heart of the community, driving ng homes forward. Your voice will help to shape the strategic direction of the business as well as shape and develop the services we provide for our tenants, residents, and other customers in North Glasgow.

As part of the Board, you will be asked to prepare for, attend and contribute to (evening) Board meetings, take part in training sessions, and participate in additional Committees. All you need is a positive attitude, and an open mind!

If you're passionate about making a difference and ensuring local voices are heard, we'd love to hear from you.

Ready to get involved?

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!



Pedal on! ng homes secures funding for cycling activities in 2024



Pedal power is back for 2024! We're pleased to share that ng homes received additional funding to support our Active Travel and cycling projects across North Glasgow, which have gone from strength to strength in 2024.

The funding, from Go Cycle, will support our Active Travel initiative launched last year, with events held previously ranging from maintenance drop-in sessions to essential skills, community rides and more.

Glasgow City Council's 'Go Cycle Glasgow' Fund, administered by Glasgow Life, aims to inspire more local people to take up or return to cycling, making it an activity for life, by supporting community groups across Glasgow to create and develop accessible and sustainable cycling projects.

One of the key initiatives that will be supported by the funding is the **Early Years 'Learn to Cycle' and 'Bike Confidence'** programme, teaching cycling skills, building confidence, and instilling a love of cycling in young children. This programme, supported by Glasgow Area Partnership, runs Sundays 10-11am at Springburn Sports Centre throughout the summer.

An extension of our Early Years program (Play on Pedals: Learn to Ride and Play on Pedals: Bike Confidence) has also been developed, with initial Bikeability pilot sessions running from April to June.

Our **Active Hub** drop-in sessions continue to run Tuesday afternoons. Highly popular with the local community, the Hub offers advice on a wide range of Active Travel topics including bicycle maintenance, tips, and the Association's bicycle storage options. Used regularly by the community, the Hub is bringing many benefits including bike maintenance classes and access to bikes. The popular **'Dr. Bike'** maintenance sessions will be taking place throughout the summer. These sessions are always busy, and booking is recommended. Come along for some advice and light upkeep for your bicycle, just in time for getting out and about for summer! More information will be shared on our website and social media in advance of the events.

Greg Cann, Project Manager at ng homes, said "Our goal is to get more people on bikes and ensure that everyone has the opportunity and the confidence to enjoy cycling whether it is for fun, exercise or as a way of getting about the community. We're delighted to have this funding and to be able to continue to offer these events again in 2024 and look forward to sharing the benefits



A bit of TLC: mechanics at a Dr Bike session in Springburn

of cycling as it's a fantastic way to support both physical and mental wellbeing."

Partnerships: Thanks to our partnerships with **Scottish Cycling & Cycling UK**, we have been able to provide bikes and cycling activities to many deserving individuals and groups in our neighbourhoods.

Our Active Travel Hub and 'Dr Bike' sessions will continue with support from **'On Bikes'** (St Paul's Youth Forum) who are also supporting the 'up-cycling' of old bikes. Any bikes in need of larger repairs are receiving a new lease on life thanks to the mechanics made available to us through our partnership with HMP Barlinnie.

Finally, our partnership with **Grease Monkey** is allowing ng homes to expand our bicycle storage throughout our communities, tapping into their expertise on where bike storage units should be placed to provide the best benefit.



Find out more

For more information about ng homes' cycling initiatives and upcoming events, please visit our 'What's On' guide (<https://nghomes.net/what-s-on/>) or check our social media by searching 'ngha Community' on Facebook or 'ng homes' on X (formerly Twitter) or Instagram.

Learning new skills at The Loading Bay with Scottish Cycling's 'Rock Up & Ride' programme.

Partnership supports new cycling opportunities for ng homes tenants



A partnership between ng homes and Scottish Cycling has seen the flagship community programme, Rock Up & Ride, flourish for local community groups in North Glasgow.

As a spin-off from group bicycle rides around the local community, an untapped interest in learning tricks and skills was discovered among a group of young tenants from the local Chinese community. Linking in with Scottish Cycling, free BMX sessions were organised in a local venue (The Loading Bay) for this enthusiastic group who have been honing their skills in BMX, parkour and skateboarding during weekly sessions.

The wheels of success continued to turn with a second Rock Up & Ride programme successfully rolled out in partnership with African Challenge Scotland.

Rock Up & Ride is a Scottish Cycling project delivering free bikes and coaching sessions to children and communities across Scotland. The BMX cycling sessions (through Rock Up & Ride)



are among the latest in a series of the exciting new opportunities for ng homes tenants and residents to get into cycling through our Active Travel initiatives.

To find more information on upcoming events and ways to get involved with ng homes Active Travel or to join in with a Rock Up & Ride session, please visit the ng homes website or on our social media channels – search '**ng community**' on X and Facebook. Alternatively, please get in touch by email at mycommunity@nghomes.net.



More on Rock Up & Ride

Rock Up & Ride is Scottish Cycling's flagship participation project. The programme aims to change lives around Scotland through cycling by removing some of the barriers that prevent people from cycling by improving the accessibility of bikes to those who need it.

Rock Up & Ride provides free bikes and inclusive coaching sessions that equip the young cyclists with skills and confidence to make the most of their bike.

Tenant Safety

Supporting our tenants and customers with dampness, mould and condensation

We at ng homes know that dampness, mould, and condensation are important to our tenants and customers. These issues are also a priority for ng homes.

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 an updated guidance leaflet which we hope you will find useful. It outlines 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.



What is condensation?

Temperature + Humidity = Condensation

Condensation happens when moist air touches a cool surface and forms water droplets. It can also happen when large pieces of furniture, for example wardrobes and beds, are placed against an outside wall.

What is damp?

Damp refers to the presence of excess moisture in a room. This can show as:

- Condensation on your windows;
- Black mould on walls, around windows or on fabrics/soft furnishings;
- Staining rising from the floor or coming from a ceiling/window;
- A damp, musty smell in your home.

Dampness can occur when a property has been exposed to water. This can be caused by a leak from the roof, external walls, or other sources of water penetration.

What is mould?

Mould is a fungus which exists in the air and is only visible when the mould spores rest on a surface with high levels of moisture and only if left unattended.

Things you can do every day to help prevent dampness, mould and condensation

- Keep air moving in your home – do this by keeping trickle vents open and try to open your windows every day for at least 20 minutes to let the air exchange.
- If you see condensation sitting on windows or windowsills, remove the condensation using a cloth and wring out the cloth to remove the moisture.

- 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.
- 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 extractor fans when they are available.
- 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.

What to do if you have damp or mould in your home

If you have any questions - from how to use the heating controls in your home to heating and energy support and advice - or any concerns you have not yet told us about, please get in touch with your Housing Officer on **0141 560 6000**.

Investment Update

A new sensor is helping to keep an eye on damp and mould in around 20 of our multi-storey properties as part of an exciting new trial initiative.

They will be connected to a 'LoRaWAN' network, a cloud-based system, allowing ng homes to proactively monitor homes helping to identify areas where dampness and mould may be an issue as well as to find and implement solutions.

Installation of the trial sensors began in late May. The sensors are part of the wider 'Internet of Things' (IoT) initiative which uses digital aspects in everyday aspects of managing homes from door entry systems to topping up utilities.

Our Repairs team will be working alongside our Investment team to monitor and respond to the data collected by these sensors. We will be monitoring the trial as it rolls out and will provide updates in future issues of North News as the project progresses.

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. These include:

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 in accordance with the manufacturer's instructions.

Electrical safety check – This is a visit carried out every 5 years by our fully qualified contractor to ensure that the electrical installations within your home are safe.

Integrated smoke alarm testing – The smoke alarms in your property have recently been upgraded to comply with changes to legislation. 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.



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



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

For free home fire safety advice **CALL 0800 0731 999** or visit our website at **www.firescotland.gov.uk**

Staying Scam Savvy in 2024



Every year the number of scams seem to increase, with more and more attempting to trick us into revealing personal information and our financial details.

It can be difficult to keep up with the rapid changes in scams – here's an overview of the latest scams to keep an eye out for:

Spear Phishing

Many of us will have heard of phishing – where scammers trick you with a message supposedly from a reputable bank, business, or government body. Spear phishing takes this scam a step further with fraudsters using your own information – compromised earlier – to convince you that they are a trusted organisation you recognise.

Tapjacking

This oddly-named scam works by showing an 'overlay' – a false screen – to hide what you're actually clicking on. Your clicks are applied to an invisible screen where you're unwittingly making decisions such as in-app purchases or signing up to a rolling subscription.

If you spend time on apps, make sure to only install apps from reputable stores such as Apple App Store or Google Play Store.

Quishing

QR codes – quick response codes or that square shape you can scan for information – have become a tool for scams in a scam known as 'quishing'. A common example is phoney QR codes stuck on parking meters pointing to false payment apps.

How to avoid being "quished":

- Check if the QR code has been stuck over another one. If it is under the lamination or part of the original print, it's more likely to be genuine.
- If in doubt, download the app you are navigating to through the Google or Apple store instead - or search for the website on your phone's internet browser.

There are so many scams. How do I know what to look out for?

Remember legitimate callers won't rush you and will also be happy to wait outside while you verify their identity. Legitimate organisations and companies will not call or contact you out of the blue with requests for updated details.

Here are some of the most common scams that you should watch for during 2024:

- **Fraudulent stamps** – these fake stamps appear legitimate but have false barcodes. They can be difficult to spot but there are signs to look out for:
 - Stamps advertised at low prices – Royal Mail does not sell stamps with large discounts.
 - Stamps that aren't sold via official sources, such as the Royal Mail website and post offices.
 - An unusually shiny surface, unusual colouration or inaccurate perforations.

The stamp on the left is genuine, the stamp on the right is counterfeit, with the 'spiky' perforations.



The counterfeit stamp is on the right. Credit: Royal Mail

- **Travel insurance** – offering the 'deal' of free travel insurance for travellers over a specific age (often 55). The deal does not exist with scammers trying to capture personal details.
- **Microsoft impersonation** – this phishing scam threatens account suspension if you do not act and 'review' your information.
- **Known brand scams** – offering a 'voucher' for completing a survey but the link leads to a malicious site.
- **Ticket fraud** – tickets to popular or sold-out events or gigs which either do not arrive or are fake. Anyone purchasing from resellers may be especially vulnerable. Remember to only use official retailers and avoid offers that are too good to be true. Avoid paying by bank transfer where possible.

What's the best way to keep myself and my details safe?

While fraudsters are always busy trying to catch us unaware, there are a few tips we can use to keep ourselves safe:

- Avoid using social media to make purchases. If you do decide to make a purchase through an online platform, avoid using bank transfers if you can.
- Set your security to the highest level possible and keep as much as possible private – avoid oversharing to keep your personal details offline.
- Use strong passwords and change these regularly.
- Remember - if an offer seems to be too good to be true, it probably is.

Always take five:

- Never call a number or use a link provided. Call from a trusted number looked up through a reputable source.
- Be wary of unsolicited emails, calls, texts, or visits – organisations will never request details this way.
- Check details carefully and don't respond – are there odd typos or does the address start 'http' rather than 'https'? Is the message vague?
- Avoid clicking on links without verifying they are legitimate.

I'm concerned about having fallen for a scam, what can I do?

Contact your bank immediately if you think you've fallen for a scam.

If you are worried and need someone to talk to, The Samaritans helpline is available any time of the day or night on **116 123**.

Your local Citizens Advice Bureau (CAB) can also offer support – simply pop in or call their national helpline, Adviceline, on **03444 111 444** (weekdays 9am-5pm).

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.

Not sure what benefits you are eligible for? Try using a 'benefits calculator' to see what you may be eligible for or if you are missing out on benefits you are entitled to; our housing team can also help you claim all the benefits you are due.

- If you can provide information about your savings, income, pension, childcare payments and any existing benefits, you will get a more accurate answer.
- Find a benefits calculator at:
<https://nghomes.net/benefits-calculator>



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 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**

Staying connected: getting online with social tariffs

An internet connection – broadband for most – has become essential for everyday life from communication to finding out information to entertainment.

Social tariffs are special low-cost broadband deals available to customers receiving certain benefits such as Universal Credit and Pension Credit (Guarantee Credit).

What is a social tariff?

Social tariffs are special discounted deals available for low-income customers. They're usually a little cheaper than standard broadband tariffs and are not subject to price rises or exit fees.

Who is eligible for a social tariff?

Anyone who receives a 'means-tested' benefit, such as Universal Credit, Pension Credit or legacy equivalents such as Employment & Support Allowance, is likely to be eligible. Some providers also offer social tariffs to vulnerable households that receive 'non-means-tested' benefits such as Personal Independence Payment (PIP). Please check with your provider for requirements.

Is it worth me signing up to a social tariff?

It's worth considering your options. A key benefit of social tariffs is their affordable fixed pricing. It may be possible to access broadband deals that aren't social tariffs. Keep in mind that these are usually subject to annual price rises and exit fees.

Is it difficult to sign up?

Providers usually have dedicated webpages for their social tariffs. They won't show up on comparison sites. In some cases, you'll need to get in touch with the provider via email or phone to sign up to a social tariff.

You may need to prove your eligibility to sign up – although providers are working to make this as straightforward as possible. Keep in mind that the person who receives the means-tested benefit must be the one who applies for the service.

Will I need to pay an exit fee to move over to a social tariff?

Most providers will waive any early termination fees if you move from an existing contract to their social tariff.

I'm not eligible for a social tariff - what should I do?

If you're worried about the amount your broadband is costing you, the best steps to take depend on whether you're on a fixed-term contract.

If you are on a fixed-term contract, contact your provider for support. Ask them what they can do to help - they might arrange an affordable payment plan for you, give you extra time to pay, help you move to a more affordable deal or reduce your bill.

If you're not in a fixed-term contract with your broadband provider, you're likely to be able to reduce your costs by shopping around. You can choose to switch to a new provider and move onto a new offer.

Do you need an extra bit of help?

There is now a telephone-based service set up to work directly with the people of Glasgow. It offers free, confidential support, information, and advice for citizens on a wide range of issues. They'll listen to what you need, what your aims are and work with you to help you access the right support services, at the right time and in the right place.

For more information, give Glasgow Helps a call on **0141 276 1185** or email **helpline@gcvs.org.uk**

We're always here to help. Please get in touch on **0141 560 6000**, use the ng homes app or visit **<https://nghomes.net>** for more!

Tax Credits

This benefit can be worth thousands each year but, unlike other benefits, must be renewed each year and can go up or down or stop altogether depending on your circumstances.

There are two types of Tax Credits:

Child Tax Credit: for people with children, whether working or not. Eligibility depends on how many children you have and the number of hours you work.

Working Tax Credit: for people who work but are on low income.

It's important to note that most people can no longer apply for Tax Credits. If you need support with your income and you are claiming for the first time or submitting a new claim after a period without Tax Credits, you will need to apply for Universal Credit.

If you are still receiving Tax Credits, you can continue to get them until your circumstances change or you're asked to move onto Universal Credit as part of 'Managed Migration', whichever happens first.

The amount you get depends on a number of factors including:

- Your income.
- Whether you're single or in a couple. (Couples need to make joint claims based on household income.)
- When your children were born.
- Your working hours.
- Whether you've a disability.

Renewing Tax Credits

If you get Tax Credits, you should receive an annual renewal pack, which are usually sent out between April and June. Some just need checking, others require signing and sending back before the listed deadline (31 July).



If you don't receive your renewal pack by the end of June, it's recommended you call the Tax Credits helpline on **0345 300 3900**. Don't ignore renewal notices - it could mean your payments stop and you could be asked to repay the money paid since April of that year. Remember to always check the figures on the renewal notice, even if you no longer wish to claim Tax Credits.

Universal Credit Migration Notices

The UK Government is currently in the process of transferring people who currently claim a range of different benefits onto Universal Credit. Tax Credits are included in this change - letters are being sent out to those who claim Working Tax Credits and Child Tax Credits to start the process. These letters are called '**Universal Credit Migration Notices**'.

Please do not ignore these letters – **you must make a claim for Universal Credit (UC) before the deadline set in this letter**. You cannot choose to stay on Tax Credits.

You can find more on this process on page 28 in this issue of North News.

If you have received a Migration Notice and would like advice or support, we can help. **Please get in touch with your Housing Officer on 0141 560 6000 if you have any questions.**

Supermarket sweep:

Spotting the savings in your weekly shop

Every penny counts when budgets are feeling the pinch; the food shop is one way where a few changes can really make a big difference to your budget.

We have gathered a few tips from *Love Food Hate Waste* and *MoneySavingExpert* which we hope you will find helpful!

Use a list

Supermarkets are designed to tap into our impulses – nothing is more powerful than a good old-fashioned shopping list.

By planning what you need before heading out, it's easier to cut out anything that goes over budget and stick to it. Buy only what you planned, with a little flexibility for promotions.

Write a meal plan

The best way to make your shopping list super-effective is by writing a meal plan for the week/month. That way you can work out what you're going to eat every day, incorporating the ingredients you already have. Once you have a plan, stick to it.

Try changing the brands you buy

Supermarkets separate their products into different categories. Why not try the 'Downshift Challenge'? The theory is simple: try dropping one brand level on everything. Then see if you can tell the difference. If not, stick with the cheaper one. Don't forget this process can also be used for cleaning products and toiletries too!

Never shop when hungry

It may sound obvious, but it's true: if you're hungry, you're more likely to buy things you don't need.

Plus beware 'pick-up shops'. If you pop into your local shop to buy a pint of milk as a catch-up midweek, don't pick up a basket. Do that, and you'll generally fill it. If you want a pint of milk, buy a pint of milk then leave.

Consider smaller discounters over supermarkets

When shopping in store, consider discount supermarkets such as Lidl and Aldi if you haven't before. If you already shop at these stores, it's worth trying shops such as Home Bargains and B&M too. For instance, go once a month for staples, then use the big supermarkets for the rest of your list.

Know when to 'BOGOF'

BOGOF stands for 'buy one, get one free'. They can often work best if you try to stick to using these on items that won't go off and which you would buy anyway. Classic examples include toothpaste, toilet roll and batteries.





Know the difference between 'best-before' and 'use-by'

If you don't know the difference, the likelihood is you are throwing away a lot of food unnecessarily.

Here are the rules of thumb for each date:

- **Past use-by date?** Bin it! Use-by means just that. Eating food items beyond that date is risky, even if it looks and smells fine. Typical foods to watch include dairy, milk, fish, and eggs.
- **Past best-before date?** Still edible but may lose flavour/texture. Best-before labels usually have nothing to do with safety; they are the manufacturer's view of when they're at optimum quality. This is usually longer-lasting foods such as frozen meals, tins, sugar, pasta, and cereals. Use smell, taste and sight to check it's OK. If so, the only downside is that the food may lose some flavour and texture.
- **Display-until and sell-by:** Instructions for shop staff, not for you. These dates are instructions for shop staff to tell them when they should take a product off the shelves. Check the use-by and best-before dates instead.

Find more online at

<https://www.lovefoodhatewaste.com/good-food-habits/how-do-i> and
<https://www.moneysavingexpert.com/shopping/cheap-supermarket-shopping/>

Top Tips:

- **Keep a list of your most commonly bought items to hand** – then copy/paste into a new note (if using your phone) and remove any items you don't need when checking your cupboards, fridge and freezer. If using a white board or paper, this will save you time when writing your list.
- **Keep your list up-to-date** throughout the week then sense check before heading to the shop.
- **Try to organise your list around the shop layout** – and leave any frozen foods until last.
- **Add items to your list as/when you run out of something.**
- **Remember to add non-food items too** e.g. shampoo, toothpaste, loo rolls, etc.

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?

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)

From April 2024, the Department for Work and Pensions (DWP) is writing to those who receive these benefits to let them know that they need to claim Universal Credit instead.

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

You will not move to Universal Credit if you only receive Housing Benefit and you:

- are a pensioner (you are 66 years old or over);
- live in temporary accommodation provided by a council because you were homeless;
- live in supported accommodation including refuges, hostels, extra care housing and some sheltered housing.

Instead, you will continue to receive support with housing costs through your existing Housing Benefit.

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 financial support. **You will not be moved automatically.**

Please note that affected legacy benefits (the benefits listed above) will end by the deadline given in the Migration Notice even if you do not apply for UC.

When am I likely to get my letter?

Look out for a letter from the DWP in the post. The DWP has published an approximate guide to when letters will be going out to those in receipt of legacy benefits which you can find on our website.

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

Your local Citizens Advice Bureau can also help. If you have any questions, worries, need help or advice to claim, call the national helpline today on **0800 023 2581** or contact Citizens Advice through webchat at www.cas.org.uk/helpclaim

Making your first Universal Credit claim? We can help



Call the national helpline on
0800 023 2581



Contact us through webchat:
www.cas.org.uk/helpclaim





Enjoy summer safely...

It's that time of year again, summer. School's out, the sun is (hopefully) shining and life is getting busier with the holidays.

To safeguard our health and wellbeing over the summer months, the NHS offers the following tips.

Sun Safety

Getting out during the sunshine is a great way to help improve our mental and physical wellbeing! With the longer days and warmer temperatures - and the Scottish sun hiding behind clouds - it can be easy to get carried away and spend longer than we should in the sun.

While some sun is good for boosting moods, Vitamin D, and our spirits, remember to take care to keep safe and avoid overexposure.

For most people, a few minutes a day outside in the summer months, maybe on a short walk or a quick coffee break, is sufficient and helps limit the risk of sunburn.

To enjoy the sun safely, it is recommended that you:

- Protect your skin with clothing, including a hat, t-shirt and UV-protective sunglasses.



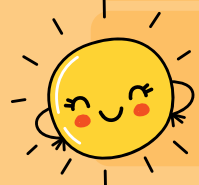
- Apply sunscreen liberally to exposed areas of skin. Re-apply every two hours and straight after swimming or towelling to maintain protection.

- Make sure the sunscreen is not past its expiry date. Most sunscreens have a shelf life of two to three years.

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



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



Mental health and wellbeing

It's important that we don't forget about our mental wellbeing too.

- Get out in the fresh air. Use the warmer weather to take a quick walk on your lunch break.
- Enjoy a healthy diet - summer can be a great time to introduce fresh salads.
- Drink plenty of water, especially in warmer weather.
- Take the lighter nights as an opportunity to try a new sport or way to get active.

Getting physical activity in doesn't have to break the bank either. Adding a few changes into your walking routine is an easy way to make getting out fun - here are a few tips to try:

1. Walk and Talk: Why not call a friend and have some company along the way and enjoy a catch-up while you explore your surroundings.

2. Discover the beauty of nature: a great idea for young families! Create a checklist for you and your family to spot while on your walk. You could start with easy ones like trees and flowers, then make them trickier by making them more specific, like red leaves and yellow flowers.

You can prepare for rainy days by collecting crafting treasures along the way such as flowers to press for a collage or twigs to fashion into an artistic creation.

3. Get snap happy: bring your camera or phone to take photos along your walk. Be creative - try taking a close-up picture of something and get your family and friends to guess what it is!

4. Set a family challenge: how many steps could you do as a family in one week? Excellent for providing motivation and an excuse to get out every day. Or set yourself some personal challenges such as walking a mile a day or getting out in nature for ten minutes during your lunch break.

5. Make a favourite playlist: listening to your favourite music can really make that walk much more enjoyable, go by more quickly or be able to go further. Just remember to stay alert for any hazards along the way.



Changes are coming to Glasgow's recycling service

Changes are coming to the way Glasgow City Council operates its recycling services across the city. These changes will be rolled out over the year with those who live in homes with kerbside collection being the first to see changes. Please keep an eye open for any letters from Glasgow City Council which will explain the changes in more detail.



We have included some of the answers provided by Glasgow City Council on their FAQ page below – please visit <https://www.glasgow.gov.uk/twinstream> to learn more.

What's changing?

Glasgow City Council are providing kerbside properties with a **new grey bin** for recycling plastics, metals, cartons, soft plastics, and film. As well as plastic bottles you can now 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.

Will my collection day change?

Your collection days are not changing. Please see 'How often will my bins be collected?' for further information.

When will the new service start?

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.

How often will my bins be collected?

Currently your green non-recyclable waste bin is collected every 3 weeks and blue recycling bin on alternate weeks. There will be no change to the collection frequency for green, brown or purple bin collections.

Glasgow City Council has announced that the new bin will be collected every 4 weeks; your blue bin service will also move to a 4-weekly collection.

You will be provided with a calendar which shows when each of your bins will be collected.

New Kerbside Waste and Recycling Service

Grey bin

Plastics, metals, 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 will I know when the new service will be starting?

You will receive a letter approximately **four weeks** in advance of the grey bin being delivered. A leaflet and collection calendar will also be provided, approximately **two weeks** before delivery of the grey bin, which explains how to take part in the new service.

Community drop-in events will be held by Glasgow City Council before the new service is introduced to your area. Details of these will be provided in the letter which is sent to you and will also be made available through Glasgow City Council's social media channels. At these events the range of recycling bins will be displayed, along with examples of the types of materials that can be recycled in each container. Please look out for more information about events in your area if you have any questions.

How big are the new grey bins?

240 litres - this is the same size as your existing blue, green and brown bins.

Can I leave extra waste beside the bins for collection?

Please remember that extra bags beside a bin will not be collected. If you cannot keep items until the next time your bin is due to be emptied, excess waste can be taken to any one of four household waste recycling centres (HWRC) across the city.

Non-recyclable and recyclable waste can be disposed at the HWRC or you can arrange for a bulky uplift – we have included information on bulky waste below.

HWRC

All household waste recycling facilities are open daily, 08:00 - 18:00 (last entry 17:45 for Glasgow City Council residents only).

- 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

Will my assisted pull-out service continue for my new bin?

Yes, if you already have an assisted collection then the new grey bin will be included in this service.

I live in a flat - is my service changing?

Glasgow City Council is trialling service changes to flats. This new approach to the collection of household waste from tenement flats will involve placing new, purpose-built bin hubs at the front of properties.

Please keep an eye out for any updates sent to you from Glasgow City Council.

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.

You can also find other options for disposing of your bulky waste.



You must only present your bulky waste on the day before your collection date. 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.



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



Due to the upcoming General Election, the MP representing the local constituencies may change. We will update this information in the next issue of North News.

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

Housing Officers



Multi-Storey Flats

Housing Manager: Karen Johnson

For Rent Enquiries:

Bola Akintoye

Carron Crescent
1292-1330 Springburn Road
151, 157, 163, 178, 198 Balgrayhill Road
Stobhill Road
Viewpoint Gate, Place & Road

Catherine Mather

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

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

Pamela Hutchison

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

For Housing Enquiries:

Gemma Lee

1292-1330 Springburn Road
151, 157, 163, 178, 198 Balgrayhill Road
Stobhill Road
Viewpoint Gate, Place & Road

Yvonne Kinnear

Galloway Street
Lenzie Terrace
Carron Crescent

Emma Coats

771-783 Springburn Road
Blackthorn Street

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

Anne Sheeran

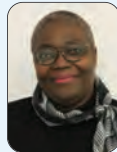
Broomknowes Road
Croftbank Street
Edgefauld Road
623-700 Hawthorn Street

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



Karen Johnson

Mobile Number
07787 437 209



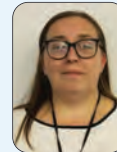
Bola Akintoye

Mobile Number
07557 369 597



Catherine Mather

Mobile Number
07967 575 310



Pamela Hutchison

Mobile Number
07823 349 208



Gemma Lee

Mobile Number
07585 118 608



Emma Coats

Mobile Number
07584 862 821



Yvonne Kinnear

Mobile Number
07557 369 593



Anne Sheeran

Mobile Number
07557 403 575



Housing Officers



Possilpark Housing Manager: Sharon Hazlett

For Rent Enquiries:

Gail Hamilton

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

Danielle Keenan

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

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

Lesley McLeish

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

For Housing Enquiries:

Alison McLean

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

Lynn Bennett

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

Daniella Sprott

8, 16, 24 Balmore Road
 40, 46, 52 Balmore Road
 72 Balmore Road
 139-221 Balmore Road
 139-162 Barloch Street
 Closeburn Street
 Denmark Street
 4-40 Hawthorn Street
 313-483 Hawthorn Street
 Hawthorn Quadrant
 Mansion Street
 138-294 Saracen Street
 Walnut Crescent, Place & Road
 Chestnut, Cypress & Spruce Street

Terri McChesney

134 Allander Street
 Ardoch Street
 Balgair Place, Gardens & Street
 Balglass Gardens & Street
 Balmore Square
 41-59 Balmore Road
 71-83 Balmore Road
 Bardowie Street
 Bilsland Drive
 Hayston Crescent & Street
 Mireton Street
 Panmure Street
 Redmoss Street
 185-277 Saracen Street
 Stronend Street
 Sunnyslaw Place

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



Sharon Hazlett

Mobile Number
07557 369 585



Gail Hamilton

Mobile Number
07557 369 588



Danielle Keenan

Mobile Number
07823 349 209



Lesley McLeish

Mobile Number
07826 500 261



Alison McLean

Mobile Number
07967 575 317



Lynn Bennett

Mobile Number
07557 369 592



Daniella Sprott

Mobile Number
07867 379 304



Terri McChesney

Mobile Number
07557 369 608

Springburn

Housing Manager: Lyanne Leslie

For Rent Enquiries:

Linda Forrester

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

Danielle O'Neill

104 -138 Balgrayhill Road
 Mosesfield Street
 Bagnell Street
 Broomfield Place
 2-60 Broomfield Road
 721-745 Broomfield Road
 Crichton Street
 Gourlay Street
 Morrin Path
 Auchinloch Street
 Auchentoshan Terrace
 Angus Street
 Atlas Road
 Ayr Street
 Carlestone Street
 Cowlairst Road
 Hillkirk Street
 Kemp Street
 Southloch Gardens
 Laverockhall Street
 Midton Street

Atlas Road
 Springburn Way
 Vulcan Street
 77-163 Petershill Road
 237-251 & 312 Springburn Road
 Valleyfield Street
 St Joseph's View
 Zena Crescent
 Broomfield Crescent & Drive

Laura Sharkey / Lauren McPhee

256-356 Broomfield Road
 Mansel Street
 St Monance Street
 Syriam Gardens, Street & Place
 Downs Street
 Gartferry Street
 Drumbottie Road
 Balgraybank Street
 Hillhouse Street
 Eastburn Road
 Wallacewell Crescent,
 Place & Road
 Boghead Road
 Cardarrach Street
 Langrig Road
 Lumloch Street
 Campsie Street
 Cockmuir Street



For Housing Enquiries:

Joy Henderson

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

Ashleigh McIntyre

Crichton Street
 Gourlay Street
 Morrin Path
 Auchinloch Street
 Auchentoshan Terrace
 Angus Street
 Atlas Road
 Ayr Street
 Carlestone Street
 Cowlairst Road
 Hillkirk Street
 Kemp Street
 Southloch Gardens
 Laverockhall Street
 Midton Street
 Vulcan Street
 77-163 Petershill Road
 237-251 & 312 Springburn Road
 Springburn Way
 Valleyfield Street
 St Joseph's View
 Zena Crescent
 50 Keppochhill Road
 7 & 9 Millarbank Street

Liz McMillan

104-138 Balgrayhill Road
 Mosesfield Street
 Bagnell Street
 Broomfield Place
 2-60 Broomfield Road
 256-346 Broomfield Road
 Mansel Street
 St Monance Street
 Syriam Gardens, Street & Place
 Downs Street
 Gartferry Street
 Drumbottie Road
 Balgraybank Street

Susan McAllister/ Gordon McFarlane

Hillhouse Street
 Eastburn Road
 Wallacewell Crescent,
 Place & Road
 356 Broomfield Road
 Broomfield Crescent, Drive
 721-745 Broomfield Road
 Boghead Road
 Cardarrach Street
 Langrig Road
 Lumloch Street
 Burnbrae Street
 Barmulloch Road
 Craigenbay Street
 Campsie Street
 Cockmuir Street

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



Lyanne Leslie
 Mobile Number
07967 575 314



Linda Forrester
 Mobile Number
07557 369 604



Danielle O'Neill
 Mobile Number
07876 306 446



Laura Sharkey
 Mobile Number
07967 575 312



Lauren McPhee
 Mobile Number
07389 888 434



Ashleigh McIntyre
 Mobile Number
07920 509 549



Liz McMillan
 Mobile Number
07557 369 603



Susan McAllister
 Mobile Number
07557 476 619



Gordon McFarlane
 Mobile Number
07788 274 865



Joy Henderson
 Mobile Number
07990 373 435

Public Holidays

The Association will be closed on the following dates:

Glasgow Fair Weekend

Friday 12 July 2024 and Monday 15 July 2024

September Weekend

Friday 27 September 2024 and Monday 30 September 2024

We're still here to help. 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!

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



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



Facebook - @ngahacommunity 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.

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: ngahacommunity

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Tel: 0141 336 1300