



north news

One Vision: A community where people can flourish and prosper

New centre for local Entrepreneurs coming to North Glasgow

Funding will see a new Social Enterprise Centre come to life at the heart of Saracen Street in Possilpark. Read more on page 13.



In this issue:



Take part in our 2025 Garden Competition. Learn more on page 9.



Have your say! Learn more about getting involved with ng homes on page 10.



Help stop fly-tipping in your community. Find out more on page 16.



Get on Board! Find out more about joining our ng group Boards on page 18.

Welcome from the Chair...

Welcome to the 2025 Summer issue of North News. I am thrilled to be able to share our latest newsletter with you.

I would like to extend a warm welcome to the team at Millarbank Dental who have recently moved into the commercial space at the bottom of our property on Millarbank Street. You can read more about their new surgery here in North News on **page 4**.

We look back at what's happened across our community and in Glasgow over the last few months, including new community projects at Keppoch Campus in Possilpark. You will find updates on **pages 5-6**.

Don't miss our Landscape and Open Space Maintenance programme for Summer 2025 which I hope you find useful.

I am delighted to share that our garden competition returns again 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 getting involved with ng homes from joining us on the ng homes' Board Recruitment on **page 18** to more informal methods such as answering surveys. You can read more about this on **page 11**.

Costs facing us all remain high - 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 and 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 and even the next issue of 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 Rossignol
Chairperson, ng homes

Please remember...



We are no longer able to accept cash payments in our offices from the end of June 2025.

Please don't worry...

We have options available to manage your payments. Find out more on the ng homes website or scan the QR code here.





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HELPFUL INFORMATION

Our Performance: Compliments and Complaints

1st October 2024 – 31st March 2025 (Q3 and Q4)

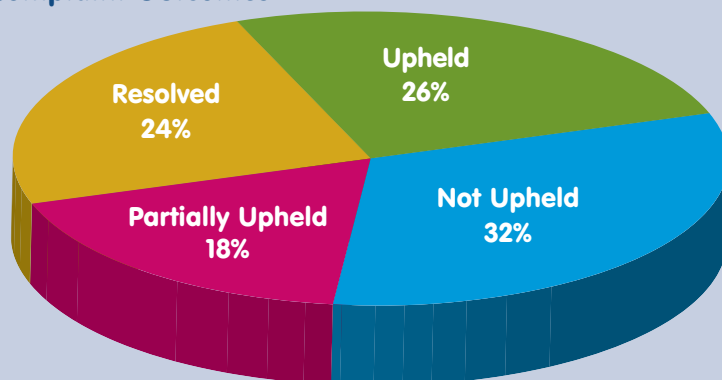
We know we are not perfect however we are striving to achieve excellence in all aspects of customer service. We recognise that from time to time some things can go wrong, we're only human after all, but our aim is to rectify things quickly and effectively and permanently improve our services in the process. Our complaints process has 2 stages.

Number of complaints received at Stage One and directly to Stage Two in the period: 102

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

Complaints 1st October 2024 - 31st March 2025

Complaint Outcomes



Compliments during the period

As well as receiving complaints, 10 compliments were recorded in our register for Q3 and Q4.

These included the following messages of thanks:

Thanks for all the guidance and help.

Thanks for help in facilitating viewings and tenancy sign-ups at short notice and resolving meter issues for the Ukranian Projects (Scottish Government).

Thanks for my new shower. I am absolutely delighted with it and there was not one bit of damage, not even a cracked tile, I can't thank you enough for all your help.

Thanks for all your support in relation to the lift project at Broadholm Street.

Thanks for all your help and this great wee house.

Thanks for help during complicated works in bathroom.

Thanks for all your help with my new house.

You Said

A tenant complained that a contractor had damaged her table during works carried out in her kitchen.

We Did

We apologised on behalf of the contractor who arranged an appointment to repair the table.

You Said

We received a complaint about the length of time to repair a close door lock after it was vandalised.

We Did

We explained that the repair had been completed within the timescale for routine repairs and checked there were no further issues.

You Said

A tenant complained about the length of time taken to carry out repairs required to the medically adapted shower tray and door seals in the bathroom.

We Did

We explained that we had arranged the repair with our contractor who had been making attempts to gain access to complete the work within our repairs timescale and that a repair date had now been arranged.

Doors open! Springburn Dental Practice is now Millarbank Dental

Regular readers of North News may remember an article on Springburn Dental Practice in our Christmas/Winter 2024 issue on Springburn Dental Practice moving into the commercial property located at the bottom of Millarbank Street.

Unfortunately, unforeseen circumstances delayed their hoped-for Christmas 2024 opening. However, we're pleased to be able to share that those hiccups have been resolved and the doors are now open!

We had a chat with Dr Clare Murphy – who runs the practice with associate dentists Dr Katie Abercrombie, Dr Kerri Stevenson and Dr Niamh McInnes – on their eagerly-awaited move.

Dr Caitie Diamond has joined the clinical team, taking the number of dentists to 5. The team will also welcome a sixth dentist in September this year to ensure they are fully equipped to take an influx of new NHS patients. Read more below!



We're open!

We're so pleased to be able to open our doors and welcome patients to our new location! It's been a little bit of a rollercoaster to get here but we're in and we're excited to welcome you through our doors. We have decided to rebrand as Millarbank Dental to mark our fresh start too and to reflect our lovely new address!

All about Millarbank Dental

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

Our goal is to improve oral health in the community and make NHS dentistry accessible for all. We can accept patients from North Glasgow and beyond so please get in touch to register.

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

aesthetic options such as tooth straightening or whitening.

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

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

What is in the new surgery?

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

The new dental surgery is not just about high-tech equipment and professional expertise; it's about creating a welcoming

environment where patients feel comfortable and cared for. The team of experienced dentists and friendly staff is dedicated to ensuring that every visit is a positive experience, from the moment you walk through the door to the completion of your treatment.

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

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

You can get in touch with us:

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



The friendly team at Millarbank Dental are ready to welcome you to the new practice



Building bright futures: North Glasgow Schools champion financial skills with school bank programme

A local school bank programme, which aims to help schoolchildren and their families gain valuable savings habits and financial skills, has launched in North Glasgow.

In partnership with ng homes, Pollok Credit Union (PCU) is working with staff and students from two local schools, Saracen Primary School and St Teresa's Primary, to run their school bank programme. The model has been successfully run by PCU in the south side of Glasgow for several years.

Student bank staff collects money brought in on 'Credit Union Day' and updates passbooks, overseen by teachers and staff at the school. Each child who joins has their own passbook and wallet to keep their money in.

A logo competition to design passbooks for each school was held in early February with hundreds of entries received from students across the two schools. The winning designs and those who were highly commended received their certificates and a prize at the end of February.

Kirsten Jarvis, Depute Head Teacher at Saracen Primary praised efforts, saying "Saracen Primary are delighted to have opened our savings bank for pupils. The school bank gives our pupils real life experience (applying for and attending an interview for a job) and we hope this opportunity will encourage a lifelong savings habit amongst our children and look forward to collaborating with ng homes on many other projects in the future."

Julie McElhone, Head Teacher at St Teresa's Primary agreed, saying "The positive partnerships between PCU, ng homes and St Teresa's Primary has provided our pupils with valuable opportunities to develop their numeracy and skills in a real-life setting."



Passbook design winners with ng homes Chair Catherine Rossine and Pollok Credit Union Chair Shaun Quinn



Saracen Primary School Bank staff with Yvonne Oxford from Pollok Credit Union



St Teresa's Primary School Bank staff with ng homes Chair Catherine Rossine and Yvonne Oxford from Pollok Credit Union

Local primary schools make their mark on Bella the Beithir in North Glasgow

Students from Saracen Primary, St Teresa's Primary and Broomlea Primary schools have been creating tiles and scales to create decorative 'pods' which will be joined together to create colourful mosaic scales decorating a new 120m mythological creature known as Bella the Beithir, located at Stockingfield Bridge.

Supported by ng homes, Make it Glasgow and artist Nichol Wheatley, Saracen Primary, St Teresa's Primary and Broomlea Primary each created a school 'pod' with each student contributing to the design of their class 'fish', which together make up the school pod. Each student also decorated a ceramic tile which they kept as their own special token for participating in the project.

Alison McGill, Head Teacher at Saracen Primary said "It is fantastic to see the pods being included as part of our learning beyond the classroom. The opportunity for families to get involved in the scale-making as well is furthering our efforts to build relationships across the campus, linking the past with our future, strengthening our sense of place within this rich community. The personal responses from the children were incredible and we are excited to see their work displayed in this landmark."

The pods will be installed on the Beithir over the summer months.

Catherine Rossine, ng homes Chair, added "It's been a delight to watch this project come to life and it's fantastic to see the schools and community come together to create a lasting contribution to Bella the Beithir which they will be able to visit for years to come."

"We are looking forward to watching the project develop over the coming months and to see the pods and scales go into place on the Beithir later this year."

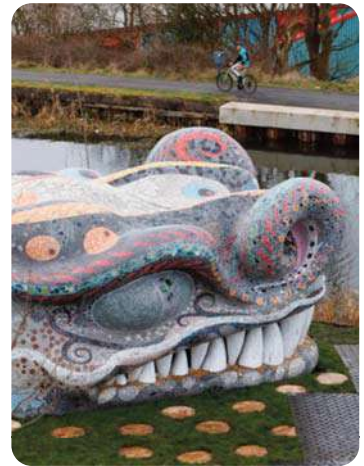
Broomlea Primary



Saracen Primary



St. Teresa's Primary



Bike Boost – Social Housing Fund Cycling Project

We are delighted to welcome a bike mechanic, **Christie Smith**, to our Active Travel Hub. Christie joins us three days a week from the Active Travel hub, located at the rear of 15 Eccles Street.

Christie's work supports bike use through Mobile Maintenance outreach sessions. These are currently being held monthly at various community sites in North Glasgow with more planned for later in the year. He also supports our instructor-led rides and 'Bikeability' (cycle training) sessions. For more information, please follow us on social media by searching **@ngha_community** or by visiting **www.nghomes.net/community** or check our **What's On** Guide.

Learn to Ride

Our Early Years 'Learn to Ride' and Bikeability (Levels 1 and 2) sessions have restarted! We're pleased to share that many of our budding young cyclists have progressed from balance bikes to now riding a two-wheeled bike. Some of our Bikeability pupils have also now completed both levels 1 and 2 (road safety).



Participants take part in a lead ride



One of ng homes' mobile maintenance sessions



A bike club session

Our Active Travel project has been very successful in 2025, with more than 120 participants taking part in the sessions and workshops. We look forward to seeing more and more of our community join us!

If you are interested in learning more about the sessions or workshops, have questions or would like to add your name to a wait list, please email us on **mycommunity@nghomes.net**

Old bike at home? Donate it!

We also accept donated bikes to 'upcycle' them. The newly refurbished bikes are then distributed within the local community. So ... if you have an old bike sitting around which isn't getting used, please get in touch!

Meet our Bike Mechanic Christie!

Hi, my name is Christie and I'm the bike mechanic for ng homes.

You can find me in the bike hub at 15 Eccles Street on Thursdays and Fridays where you can drop off your bike for a free repair or chat to me about getting a bike through our free bike project. I've often got a range of kids bikes in stock or I can add you to my waiting list for adults' bikes.

You might see me around on my cargo bike, I use this for mobile maintenance sessions around the community where anyone can bring their bike for a quick tune up.

Pop round or send me a message on 07354 743339 if you have any questions about anything bike related, I'd love to help you out.



Community Round Up

Marking the Chinese Lunar New Year 2025 – Year of the Snake

In February, ng homes welcomed the colourful celebrations marking the Chinese New Year to Saracen House. Traditional dances, music and food were enjoyed by those attending, including a special visit from classes by local primary schools.



Chinese New Year celebrations at Saracen House, Possilpark

Community Connect

Thank you to everyone who came along to our Community Connect event. We were delighted to see so many of our tenants and residents stop by to speak with organisations and agencies during the drop-in session.

We received lots of positive feedback and are busy working on plans for future events. Have an idea for a future event? Please send us an email with your suggestions to mycommunity@nghomes.net



A Speaker's Corner talk during a Community Network Breakfast



Chinese New Year celebrations at Saracen House, Possilpark

Community Spirit Shines Bright in North Glasgow with Easter Egg Donation

A heartwarming display of community spirit brought some early Easter treats as employees at our community partner Beam Suntory collected dozens of Easter treats for local children.

Greg Cann, Project Manager at ng homes, 'hopped' into action, collecting the eggs which were distributed by ng homes staff to local families in time for Easter.



Easter treats from Beam Suntory staff



Angela Ashton from Beam Suntory presents some of the Easter treats to ng homes Chair Catherine Rossine and Housing Officer Gordon McFarlane

Community Network Breakfasts

ng homes' popular Community Network Breakfasts take place at the end of each month.

If you are part of an organisation or community group working in North Glasgow, come share your story through our Speaker's Corner or 'Showcase' session, promote campaigns or activities, connect with others and find connections.

All sessions run 10am-12noon in Saracen House, Possilpark. Find more on our What's on Guide at <https://nghomes.net/what-s-on/> For any questions, more information or to get involved, please contact mycommunity@nghomes.net

Shopping Service

Need a lift for your weekly shop? ng homes and NATA run a shopping shuttle on Tuesdays to a local supermarket.

If you would like to take advantage of this FREE weekly service, join us (pick-up and return times and locations below)!

Have you used this shopping shuttle? We are looking for feedback on this service to see how we can make it even better. Please send your suggestions and comments to mycommunity@nghomes.net

SUPERMARKET

Join us for a weekly trip to the supermarket **Tuesdays**

FREE transport to and from the shop will be provided!

Route A:

9:20am – Carron Cres
9:25am – 70 Broadholm St.
9:30am – 100 Hawthorn St
Returns 11am

Route B:

10:10am – 53 Barloch St
10:20am – 47 Gourlay St
10:25am – 6 Kemp St
Returns 12 noon

Route C:

11:30am – 45 Hillkirk St
11:40am – 198 Balgrayhill Rd
11:50am – 15 Croftbank St
Returns 1:30pm



More information
0141 630 4254



mycommunity@nghomes.net

Garden Competition

ng homes' Garden Competition has returned for 2025, and we hope to see as many of you enter as possible.

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:

Enter via the QR code here



Post your photographs marked 'North News Garden 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 29 August 2025. **Good Luck!**



Terms & Conditions

Entries into the gardening competition must be received no later than Friday 29 August 2025. 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 8 September 2025.

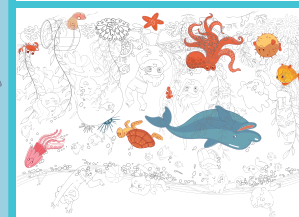
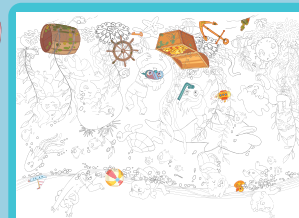
Summer Fun



FIND 12 HIDDEN OBJECTS IN THE PICTURE



FIND ALL THE HIDDEN CREATURES...



ANSWERS

Help shape our services: Getting involved with ng homes

We are looking to develop and grow the ways in which you can have your say about your community, ng homes, the services we offer and the way we work.

Why get involved?

We are committed to making sure your views are listened to and that our communities are places people are proud to call home.

We want to hear from anyone who wants to get involved in making a difference, particularly young people and those from an ethnic minority background.

By getting involved, you can:

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



Engaging with our community at an event in Saracen House

We are looking for tenants to join us as Community Board Members. Please see page 18 for more information on how to become a member of the Association and what you need to do to take the next step in joining our Board.

Other ways to get involved:

If something more informal or online would be more your cup of tea, let us know! We are currently looking at how best to engage with you, our ng homes tenants and residents, and how we could tailor the ways you can get involved. This could be anything from an online forum or short surveys to an ePanel.

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

We're looking at all ideas and suggestions – here's some other ways you could get involved:

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

Share your thoughts

We are keen to hear from you and your ideas on what you would like to see in your neighbourhood and how you'd like to engage and be involved with ng homes as your landlord. If you have ideas or comments, please get in touch with your Housing Officer or call us on **0141 560 6000**.

How we communicate with you

You may remember in our last issue of North News that we told you about CX-Feedback which we will be using to find out what you think of our services and collect suggestions on possible improvements.

We have now started using more texts and emails to get in touch with our tenants, residents and owners.

We understand that some of you may be concerned about potential scams and we wanted to reassure you that messages received from ng homes are genuine.

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

Our messages will always come from ng homes – and you will see the ng homes logo at the top of the survey or information page.

We will only ever ask for your thoughts, views or ideas or send you information.

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

Most surveys will be short and easy to complete within a few minutes and offer the chance for you to let us know how you found the experience and share any comments you may have. We will use your responses to review what we are doing well and also to highlight any areas that we need to improve on.

How can I take part?

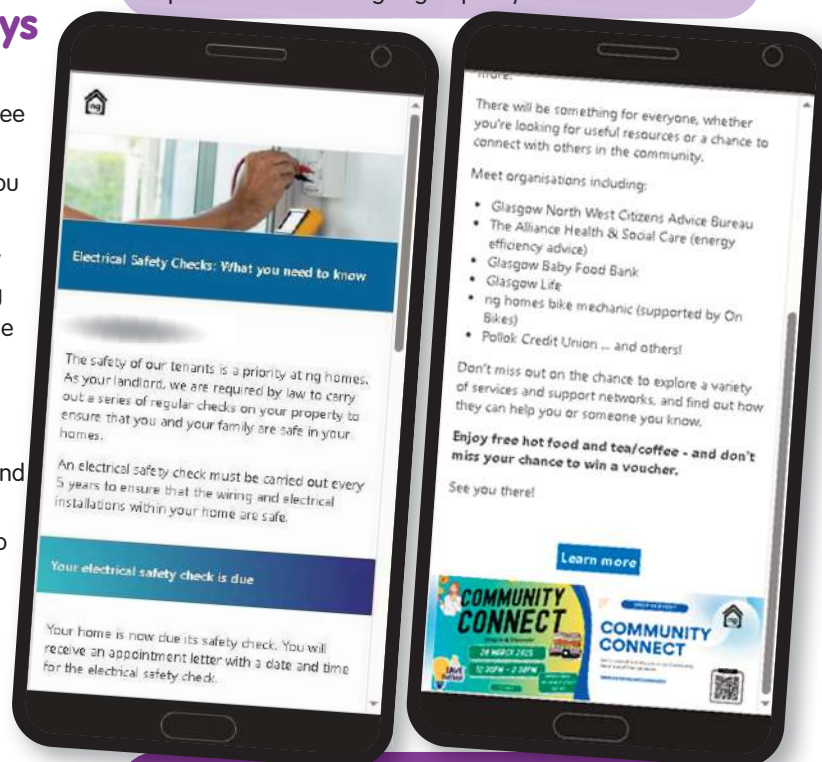
To take part in the surveys, we will need to have your mobile number and/or email address so please make sure to let us know if your details change. You can do so by email to info@nghomes.net or by phone on **0141 560 6000**. You will also have the chance to update your contact details at the end of surveys sent through CX-Feedback.

We are also able to send out information through text messages and emails through CX-Feedback from sharing upcoming events to tips and advice, changes which you may need to know about or keeping you updated on the progress of projects or repairs. These will also appear as coming from ng homes so please keep an eye out for these!



What does CX-Feedback do?

The system enables us to send out surveys via a phone call, text, or email so we can gather your views on lots of different subjects. The system can also text you directly with updates and messages. We will be able to make this specific to your local area and your interests, so the information is relevant to you and your neighbours. We will also be able to pick up feedback quickly to spot any areas where extra attention may be needed so that we can respond and make things right quickly.



What difference will this make to customers like me?

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

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 to ensure that the electrical installations within your home are safe. You can read more about electrical safety checks on page 29.

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

Window safety checks –

Window safety checks are carried out to ensure that window catches, which restrict opening, are functioning correctly preventing accidents such as falls from high-rise buildings.

Regular checks ensure that catches are secure and not damaged, reducing the risk of injury.

Integrated smoke alarm testing – The smoke alarms in your property have 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. 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 rearrange your appointment will be included in 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.

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 Ms Brown, Mr Skinner, Mr Higgins, Mr Cassidy, Mr Campbell and Mr & Mrs Smith were drawn as the lucky winners of the six £50 shopping vouchers.

Congratulations once again to our lucky winners!

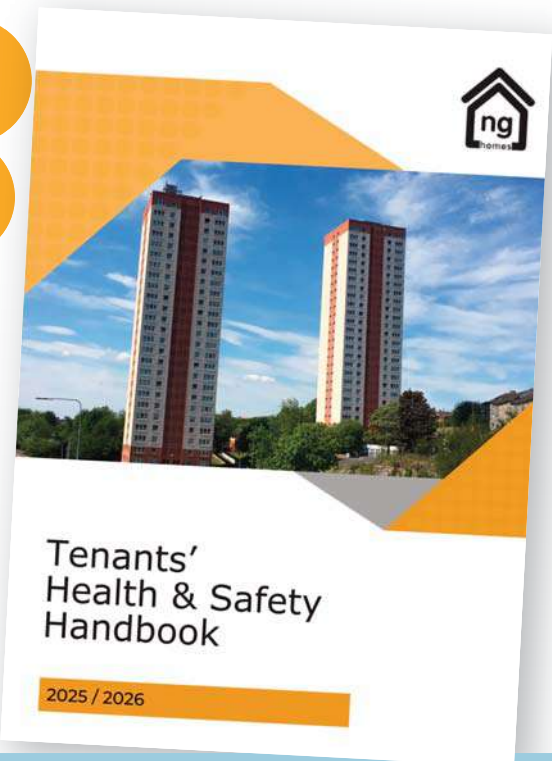


Tenants' Health & Safety Handbook

Earlier this year, we released a tenants' health and safety handbook which is available at any time via the ng homes website at <https://nghomes.net/publications/>

This handbook has been designed to give you information about what we will do to ensure your home is a safe place to live and how you can help us. We have included lots of hints and advice on general home safety which we hope you find both informative and useful.

Please take the time to read through the booklet and keep it somewhere safe to refer to. If you have any comments or feedback on the booklet, let us know! Please send us your feedback to info@nghomes.net or speak to your Housing Officer.



New Centre for local entrepreneurs to open in Glasgow

A Social Entrepreneurial Centre in Glasgow's Possilpark area has been given the green light for development through a successful application for Scottish Government funding.

The Regeneration Capital Grant Fund (RCGF) was announced as part of the 2024 Scottish Budget set out by Finance Secretary Shona Robison in December.

The funding will see a new Social Enterprise Centre come to life at the heart of Saracen Street in Possilpark. This Centre will help support local entrepreneurs, becoming a hub for innovation and growth, providing space, facilities, services, and connections to develop initiatives within the local community.

ng homes, an anchor organisation supporting the Business Improvement District (BID) project along Saracen Street, will host the new Centre at 252 Saracen Street.

ng homes Chair Catherine Rossine said "We are delighted to have received the funding which will enable ng homes to provide support and investment for the Social Enterprise Centre in Possilpark. Our hope is this project will provide opportunities for local people to develop and grow their businesses and skills".



Zero tolerance: No exceptions, no excuses.

Respect is the cornerstone of a strong community – especially in our neighbourhoods and communities. Every interaction between ng homes staff, tenants, residents and owners matters. When staff are treated with respect, it creates a safer, more positive, and more supportive environment for everyone. It's not just about courtesy – it's about protecting the wellbeing of our whole community.

Across the Association, staff work hard to ensure that tenants and residents have a safe and well-maintained place to live. Their roles are essential, and they often go above and beyond their official duties to help. Our staff will always treat any customer with respect and dignity, and we expect the same in return. We also expect the same from our appointed contractors. If your experience with any of our contractors or a staff member falls below this level, please get in touch on **0141 560 6000** or email us on **info@nghomes.net** and let us know.

Respectful communication builds better relationships.

When customers speak and interact with us politely and with patience, we can set the foundation for a positive, productive interaction.

This mutual respect encourages cooperation and helps us work together to find and implement solutions.

Conversely, hostility or disrespect can make communication strained and ineffective.

Being respectful is simply the right thing to do. Staff members are human beings with their own challenges, families, and aspirations. Just like anyone else, they deserve to be treated with kindness and fairness.

ng homes will be running a Zero Tolerance campaign. Through this campaign, you may notice some changes in our offices, such as posters, a change in the message you will hear on our phone system, and email signature changes.





No excuse
for abuse

NO 'IN YOUR FACE' IN THIS SPACE.



**ZERO TOLERANCE.
NO EXCEPTIONS. NO EXCUSES.**

**We will NOT tolerate behaviour that is threatening,
abusive or violent.**

We WILL take action when necessary.

Thank you for respecting this.

As ng homes are strengthening our approach to our Zero Tolerance, we will be strictly adhering to our Unacceptable Behaviour Policy.

Our staff will not tolerate any abusive or aggressive behaviour, whether that be in-person, on the telephone or via email.

Our staff will not engage with anyone who shows signs of aggressive or violent behaviour. Any instances like this will be reported through our incident reporting procedure; any customer acting in this manner may be reported to Police Scotland.

Respect should be the default, not the exception. It enhances service quality, strengthens community ties, and reflects the kind of environment most people want to live in. Treating staff with kindness and consideration is not only beneficial – it's essential.

We would like to thank those tenants, residents and customers who treat our staff and contractors with respect; it is noticed, and it is appreciated. Thank you and let's keep it going.

Flingin's Mingin' - Help

Fly-tipping is a significant concern for our neighbourhoods and we all have a responsibility to help put a stop to it.

We all want a clean, welcoming place to live. If you're getting rid of large items, don't leave them outside - that's fly-tipping.

Fly-tipping includes leaving furniture, appliances or bags of waste outside communal bins or on the street.

It's illegal and affects everyone. If you're caught you face a fixed penalty notice of £500. But if you get taken to court, you could be fined up to £40,000 or sent to prison for a maximum of five years.

It's up to you to store and dispose of your household waste legally, safely and responsibly. This means using your bins correctly and taking them in again once emptied.

Please ensure that all rubbish is disposed of correctly.

Larger items must be taken to the tip or Household Waste Recycling Centre free of charge - or you can arrange for items to be uplifted by Glasgow City Council at cost by requesting a bulk uplift.

Please do not leave items outside or in communal areas - this is a fire hazard and will not be tolerated.

Most uplifts cost £5 per item, including all electrical items; special items may cost more. You can request a bulk uplift online at www.glasgow.gov.uk under 'Bulky Waste Collection', on the MyGlasgow App, or call **0141 287 9700** or online at <https://my.glasgow.gov.uk/MyServices>.

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Standard Items



£5 per item

Large Electrical Items



£5 per item

Special Items



£80 per uplift



stamp out fly-tipping

Image source: Glasgow City Council

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



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

Your blue bin should now only be used to recycle paper, card, and cardboard. You can find out your collection dates online at

www.glasgow.gov.uk/recycling

Dog Fouling

There has been a rise in the number of reports we've received about dog fouling in our community. Dog fouling threatens the health of everyone in the local community, particularly those who are more vulnerable.

Please play your part and ensure you dispose of any dog mess straight away.

If you do not clean up after your dog and you are caught, you can receive a fixed penalty notice of £80 under the Dog Fouling (Scotland) Act 2003.

You can report dog fouling using the MyGlasgow app.



Pest control

Fly-tipping can also lead to issues with pests, such as rats, who are drawn to food, water and shelter. To reduce the risk of pests in your area, please ensure you follow these steps:

- Keep your garden and communal areas free of waste and rubbish.
- Dispose of waste properly. Always place rubbish in bins with closed lids. If you have waste that won't fit in bins, please take this to a Household Waste Recycling Centre or arrange a bulky waste uplift through Glasgow City Council.
- Do not leave food or food waste out – this will attract pests.

If you need to report an issue, you can do this through the MyGlasgow app or on the Glasgow City Council website at

<https://www.glasgow.gov.uk/pestcontrol>

Household Waste Recycling Centre (HWRC) locations:

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

Let's make North Glasgow even better, together!

We're looking for Board members

The Association's Vision is "A community where people can flourish and prosper"

We are entering an exciting time for the Association. We are looking for people to join us as Board members across the ng group to play a lead role in delivering our vision and to make a real difference to the lives of people in North Glasgow!

Want to get involved?

We are keen to ensure that our Boards are made up of people reflecting the diversity of local communities and have a good mix of skills and experience.

We would love to hear from any tenants or residents who are interested in taking a more active role with ng homes or one of our subsidiaries, ng2 or ng property (Scotland) Ltd (ngps). This could be the perfect opportunity for you!

The Association operates with a group structure: ng homes (parent organisation) and the subsidiary companies, ng2 Ltd, ng property (Scotland) Ltd (ngps) and design services Glasgow Ltd (dsgl).

Each organisation within the group has its own governing body (Board) responsible for the business plan, strategic direction, monitoring performance and the effective running and financial management of the organisation.

ng homes also has Committees which look at housing, community development, finance, governance and more. We would be keen to hear from you if you are interested in joining one of our Committees!

I'm interested – what's my next step?

ng homes Board (Community Board Member)

To join the ng homes Board 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 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. Complete and return your membership application form to us along with £1 and your application will be considered by our Board at its next meeting.

All shareholders will be invited to our AGM which will take place this year on Tuesday 16 September 2025.

A shareholder has to be nominated by a fellow shareholder to be eligible to become a Board member. A nomination form is included in your AGM shareholder pack which will be sent out in August. Completed nomination forms must be returned no later than 26 August 2025.

Becoming a Board member of a subsidiary company

ng2 Ltd Board

ng2 is a subsidiary of ng homes and a social enterprise delivering services direct to ng homes and the North Glasgow community including a wide range of environmental and facilities management services.

ng property (Scotland) Ltd Board (ngps)

ngps is a subsidiary of ng homes. The ngps Board oversees the factoring services to more than 1,200 owners in North Glasgow.

If you are interested in becoming a Board member of ng2 Ltd or ngps, please get in touch with us on **0141 560 6000** or info@nghomes.net



Meet the Board

The Board is the governing body that leads 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 Jim Berrington and Allan Gow.

Jim Berrington

How and when did you get involved with ng homes?

I've had the privilege of serving as a Board Member for a few years now, following my retirement. My last role was with ng homes as a member of their Concierge team, and after retiring, I decided to continue contributing by joining the Board.

What is the most rewarding thing about your role?

The reason I got involved was simple: after so many years working within the organisation, I wanted to understand more about how things worked behind the scenes. Being on the Board has given me that insight – and much more.

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

To every tenant and factored owner, I strongly encourage you to get involved too. This is your housing association, and your voice, your ideas, and your experiences matter. Your input can help shape the future of our communities.

Today, I serve as Board Secretary, sit on the Regeneration Committee, the ng property Board, the Human Resources Committee, a Director on the ng2 Board and I am the Chair of the Audit Committee – roles I never imagined I'd hold. If I can do it, so can you. Join us, take part, and help make a difference. Share your voice, your experience, and help shape the future with us.



Allan Gow

How and when did you get involved with ng homes?

Since being elected in 2017 I have been Glasgow City Council's representative on the Board of ng homes.

What has surprised you most about working with ng homes?

The range of activities and regeneration efforts undertaken to improve homes and communities for our tenants.

What is the most rewarding thing about your role?

The personal and positive impacts for tenants of the efforts of staff.

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

You'll learn about Housing, you'll learn about strategy, and you'll learn about yourself as you work with other like-minded people.



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 2025 includes:

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

Garden Maintenance

ng2 launched the 2025 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. If we receive prolonged periods of heavy rainfall, it 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

Our ng2 team is also supporting...

The HIT squad is out in the estate, working in void properties in a timely manner to enable these to be let out by ng homes.

Handyman Service – 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.

Back Court Cleaning – Our Back Court team is out tidying up back courts and reporting any issues to get these resolved as quickly as possible.

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 pickup. 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 FREE from the Apple App Store or Google Play Store.

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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?

Older benefits, including Housing Benefit and Income Support, are gradually being phased out. Those who currently get them are being asked to move over to Universal Credit through a process called ‘managed migration’.

If you’ve already had a letter and moved across to UC, there’s no need to do anything else.

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

What happens next?

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

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

You must claim Universal Credit by the deadline date given in your letter.

The deadline date for applying is 3 months from the date the letter is sent out. Please look out for your letter.

This letter will explain what you will have to do to claim UC and the deadline by which you must have applied (and completed) your application to continue receiving the financial support you’re entitled to.

You will not be moved automatically.

If it looks likely you’d get less on UC than you do on your current benefits, you may qualify for an extra payment known as ‘transitional protection’. These are additional payments to help make up the difference.

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

What should I look out for?

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

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

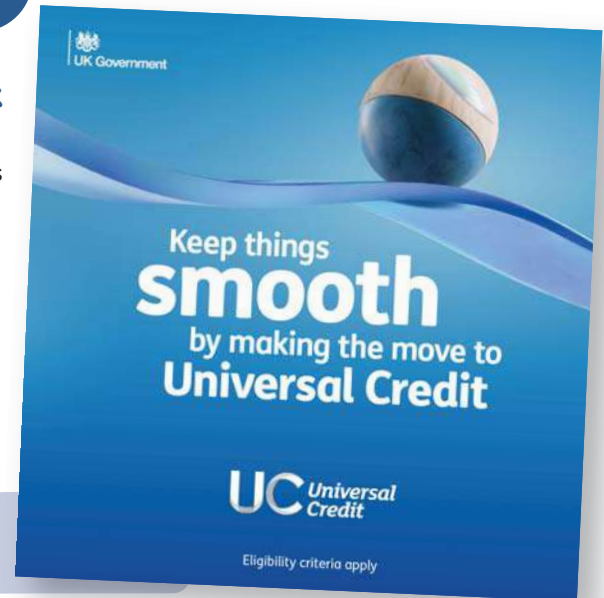
- A headline to let you know this is a ‘Universal Credit Migration Notice’.
- The benefits you currently claim that will be replaced by Universal Credit.
- A deadline for applying for Universal Credit – this will be three months from when the letter was sent.
- An address for the website you’ll need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

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

Be wary of any unusual requests

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

If something doesn’t look right with your letter, or you’re not sure, you can also call the DWP on **0800 169 0328** or get in touch with the Citizens Advice Help to Claim service:
<https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/contact-us-about-universal-credit/>



If you got tax credits

If you got Child Tax Credits or Working Tax Credits, you should have been sent a migration notice. This is because tax credits ended on 5 April 2025. If you haven’t received a notice, please get in touch and ask for an appointment with GEMAP.

If your tax credits have ended and you’re over State Pension age

If you’ve reached State Pension age and used to get Child Tax Credits or Working Tax Credits, you may have been sent a ‘tax credit closure notice’.

You might be able to apply for Pension Credit instead if you’re not already getting it.

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

Food Services

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

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

The website has information, maps, opening hours and more for food services located across the city. You can use your postcode to search for services near you, for example lunch or community cooking. A list of services matching your search will appear below a map along with information on their location opening hours and website/social media links.

Find a food directory by scanning this QR code.

If you need help or assistance, please get in touch and ask for your Housing Officer.



Reminder: Carer's Allowance is now Carer Support Payment

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

Carer Support Payment at the time of printing of this issue of North News is **£83.80** per week.

Who can apply?

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

- be 16 or over;
- usually live in Scotland;
- provide care for 35 hours or more a week, this includes if you provide care all day every day; and
- not earn more than £196 a week after tax, National Insurance and expenses.

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

What if I already receive Carer's Allowance?

You do not need to apply for Carer Support Payment.

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

If you're aged 16 to 18

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

Will other benefits be affected?

If you get means tested benefits such as Universal Credit, Carer Support Payment may affect the amount you receive. The disability benefits of the person you care for should not be affected.

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

Energy Support

Many Scottish households have already seen sharp increases in their energy bills over the last couple of years. This is worrying for many. However, we want to assure you that help is at hand.

Home Energy Scotland, the Scottish Government's free impartial energy saving advice service, have shared their top energy-saving 'quick wins' to help see ways you could be saving some money.



- 1 Did you know around one fifth of the average household's heating bills are spent on heating water for showers, baths and hot water from the tap? Spending one minute less in the shower each day could save £35 off your energy bills each year, in a four-person household.
- 2 You could be wasting 12 litres a minute while brushing your teeth or doing the washing up so use a universal sink plug and fill the sink with only the water you need when washing dishes.
- 3 Make sure that dishwashers and washing machines are full before you use them, and ensure you regularly use the most efficient water and energy settings. Using your washing machine at 30 degrees uses much less energy compared to a higher temperature but will still clean your clothes effectively.
- 4 Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C). Turning down the room thermostat by one degree can save up to 10% off your annual energy bills.
- 5 Did you know nearly 40% of people leave consoles on or on standby when they're not using them? You could save £55 a year on your energy bills just by switching yours off.

To find out how Home Energy Scotland can help you, call freephone **0808 808 2282**, send an email to adviceteam@sc.homeenergyscotland.org, or request a call-back via their website at homeenergyscotland.org. Lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.

Remember – help is available!



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

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



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

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

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

New disability benefit for pensioners: Pension Age Disability Payment

Pension Age Disability Payment has replaced Attendance Allowance in Scotland. This payment can give you extra money if you have both:

- care needs because of a disability or long-term health condition; and
- reached State Pension age.

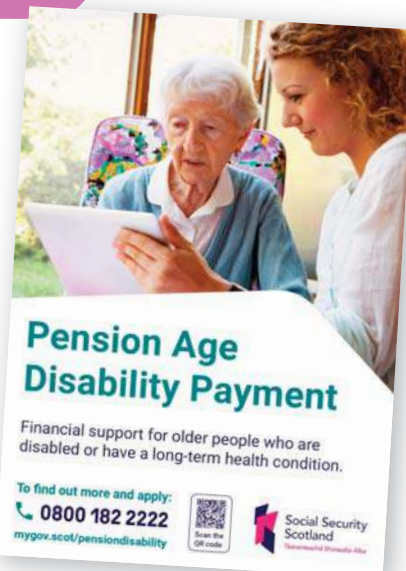
If you currently receive Attendance Allowance, you will not need to take any action; the transfer will happen automatically in phases throughout 2025.

Social Security Scotland will write to you letting you know when this is happening and when the transfer is complete.

Pension Age Disability Payment is not means-tested and is worth between £295 and £441 a month, depending on the needs of the person who gets it. You do not need to have someone caring for you in order to get Pension Age Disability Payment. If someone does care for you, they could get Carer Support Payment.

If you already get Adult Disability Payment, you'll stay on it when you reach State Pension age. You will not transfer to Pension Age Disability Payment.

We are here to help if you need advice or support. Please get in touch with your Housing Officer on **0141 560 6000** if you have any questions.



Make rent your priority

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

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

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

Thank you to all tenants who are continuing to make their rent payments on time.

Understanding Council Tax

Council Tax, collected by your local council, is used to pay for local services like rubbish collection, roads and street lighting.

This is paid directly to Glasgow City Council – it can be quite complicated so we have included answers to some **Frequently Asked Questions** below.

Can I reduce my Council Tax bill?

Find out if you're exempt from paying Council Tax, or if you're eligible for a discount or reduction in your bill by using the check my Council Tax tool at

<https://www.checkmycounciltax.scot/>

There are many ways in which your bill can be reduced, including:

- Council Tax Reduction Scheme if you are on a low income or in receipt of certain benefits.
- Second Adult Rebate for someone living with you, other than a partner, who is on a low income.
- Council Tax Discounts if you live alone or are the only adult in the household.

If you are a low earner, a pensioner, or on benefits, and are responsible for paying Council Tax, you may be entitled to claim a reduction. You can complete an application online at **www.glasgow.gov.uk/ben**

Please note that a Council Tax Reduction will not reduce Scottish Water's water and wastewater charges.

How do I pay my Council Tax?

Council Tax is charged for each day of the year but is normally paid in 10 instalments payable on the first of each month from April to January inclusive. However, if you choose to pay by direct debit you have the option to spread your payments over 12 months.

You can pay your Council Tax through:

- direct debit
- online
- cash at any post office or shop displaying the PayPoint sign (make sure you bring your bill with you)

If you have missed a payment, please contact Glasgow City Council as soon as possible at **www.glasgow.gov.uk/ct**

Enjoy Summer Safely

Now that summer is upon us, many people are looking to get out and about – ready for the nicer weather and those summer holidays.

The summer is a great opportunity for people to get out and get active, which helps improve both physical and mental wellbeing.

The NHS has tips and advice to help protect our health and wellbeing over the summer months.

Sun Safety

Sunburn does not just happen on holiday – you can burn in the UK, even when it's cloudy.

Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October. Do not rely on sunscreen alone to protect yourself from the sun.

Wear suitable clothing and 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.

Remember: wear clothes and sunglasses that provide sun protection, such as:

- a wide-brimmed hat that shades the face, neck and ears
- a long-sleeved top
- trousers or long skirts in close-weave fabrics that do not allow sunlight through
- sunglasses with wraparound lenses or wide arms



Mental health and wellbeing

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

The NHS has some top tips for making sure you stay mentally well this summer:

- Getting out in the fresh air and having a walk. Use the warmer weather to take a quick walk on your lunch break.
- Having a healthy diet - summer can be a great time to introduce fresh salads to your diet.
- 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.

Disposable BBQs

It is tempting to dig out those disposable barbecues when the weather is nice. Remember, disposable barbecues can give off fumes for hours after you've used them. They should never be used indoors or inside an enclosed space.

Please be careful when using and disposing of disposable BBQs as they can stay hot enough to ignite a fire long after you stop using them.

If you do choose to use BBQs this summer, follow these tips provided by the Scottish Fire and Rescue Service (SFRS):

- **Keep emergency supplies nearby** - always have a bucket of water, sand, or a garden hose nearby when barbecuing.
- **Never leave a barbecue unattended** - fires can start and spread quickly.
- **Choose a safe barbecue site** - make sure your barbecue site is flat and well away from sheds, fences, trees, shrubs, or garden waste.



- **Keep children and pets away** – ensure a safe zone is in place around the grill when it's in use.
- **Dispose of ashes properly** - never dispose of ashes from campfires or barbecues until they are cold to the touch. Hot ashes can reignite and cause fires if not handled properly. Also, avoid throwing hot ashes into a bin as they can melt plastic and start a fire.
- **Cool the barbecue before moving** - after cooking, make sure the barbecue is completely cool before attempting to move it. Moving a hot barbecue can be hazardous and might lead to burns or accidental fires.

Let's all enjoy the sunshine

In the summer months we all enjoy being outside a bit more. This can also mean we hear a little bit more noise from kids playing, picnics and outdoor activities!

The summer is a time to get outdoors after being cooped up all winter. But whilst you're outside having fun, please be mindful of your neighbours. We have a robust policy in place to tackle anti-social behaviour (ASB) within the community. We will look into all complaints received.

If you experience ASB, please report to us as soon as possible on **0141 560 6000** or email info@nghomes.net

For reports of serious ASB please contact Police Scotland on **101** (or **999** if applicable) when the incidents occur.

Keep cool: How to avoid damp and mould this Summer

Damp and mould can affect any home - condensation can be a main cause of the issues that occur. Every home gets condensation at some time; it can also occur any time of year.

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

- Keep air moving in your home – keep 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 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. Remember to open doors occasionally on all cupboards and wardrobes to ventilate these.



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**.

Scan the QR code here to access our guidance leaflet which has lots of useful information



including how to identify damp, mould, or condensation. If you would prefer a printed issue or in another format/language, please contact your Housing Officer.

Maintenance Matters: Help keep the drains flowing

Remember please do not flush wipes, nappies, sanitary products, cotton buds/pads, plasters, medicine or contact lenses.

These items will cause the drain to block and could stop you from being able to use your toilet.

To look after the drains in your kitchen and bathroom sink:

- Do not pour fats down the drain, they can solidify when cooled and block the drain;
- Scrape plates and empty pans completely of food before washing them;
- Run hot water down the sink after each use to remove any fat or grease that has built up;
- Do not rinse any food or rubbish down the drain;
- Clean drain stoppers on a regular basis to remove hair, soap scum and other items that can collect on the stopper and slow down the drainage.

If you have issues with blocked drainage, please report this to ng homes as soon as possible on **0141 560 6000**.



Report a repair

Report a repair

- Get in touch using our **Report a Repair form** on our website at <https://nghomes.net/repairs> or call us on **0141 560 6000**.
- For out-of-hours / emergency repairs, please call **0800 595 0595**.

Emergency Repairs

These are repairs that present immediate risks to your safety, security, health or could lead to serious damage to the property.

Report the fault as soon as possible on 0800 595 595. We aim to attend and make safe all emergencies within 4 hours and complete any follow up work within 24 hours.

For emergencies relating to:

- **Power cuts:** please call **Scottish Power** on **0800 0920 9290**
- **Water cuts:** please call **Scottish Water** on **0845 600 8855**
- **Smell gas?** Call **SGN** as soon as you can on **0800 111 999**. Do not turn on lights or power switches. You should also open a window. Read more advice on our website at <https://nghomes.net/gas-safety/>
- **Burst pipe?** Turn your water off at the stop tap. If the emergency is due to an electrical fault, and it's safe to do so, turn off your power supply at the main fuse box or meter. Call us on **0800 595 595**.

Urgent Repairs

These are repairs which need to be completed quickly but are not an immediate risk to health or the safety of the property. We aim to complete urgent repairs within **3 working days** of them being reported.

How to make a complaint

At ng homes we aim to provide a first-class service to all our customers, and we value your feedback. We recognise that from time to time some things can go wrong. When this happens, we want to know about it so we can rectify matters and improve our service.

Our tenant's complaint guide is available at reception in our offices or on our website and our complaints policy is available to view on our website <https://nghomes.net/policies-and-strategies/>

You can make a complaint by phoning us, emailing us or writing to us or by completing the complaints form on our website at <https://nghomes.net/complaints/> or in our offices.

When can you report a serious concern to us?

Tenants can contact the Scottish Housing Regulator (SHR) if their social landlord regularly and repeatedly fails to achieve the regulatory requirements for social housing (<https://www.housingregulator.gov.scot/for-landlords/regulatory-framework/#>) and this failure affects a group of the social landlord tenants.

For further information, please read the SHR's information leaflet which is available at reception in our offices or on our website at <https://nghomes.net/shr-complaints-and-serious-concerns/>



Carbon Monoxide

Would you recognise the signs of carbon monoxide poisoning?

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

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

- Get fresh air immediately.
- Open all doors and windows, switch off gas appliances and leave the house.
- Contact your GP, who can check and advise if you need treatment for carbon monoxide poisoning.



If you're concerned there is immediate danger, call the gas emergency helpline on **0800 111 999**.

Plugging in safely: Tips for Lithium-ion batteries, e-scooters and e-bikes

E-scooters, e-bikes and mobility scooters can be useful tools for many people. However, like all electrical items, they come with risks. The main fire risk is the lithium-ion (Li-ion) battery used to charge these appliances. E-bikes and e-scooters are not the only appliances which use lithium ion (Li-ion) batteries.

These types of batteries are found in mobility scooters, mobile phones, powerpacks, laptops, children's toys, power tools and e-cigarettes.

There are some quick and easy steps you can follow to help ensure you keep you, your household and your neighbours safe:

- Buy e-bikes and e-scooters, chargers and batteries from reputable retailers.

- Always use the manufacturer approved charger for the product. If you spot any signs of damage, buy a replacement charger for your product from a reputable seller.

- Do not charge batteries or store your e-bike or e-scooter near combustible or flammable materials, on escape routes or in communal areas. Store the batteries in a cool, dry place.

- Never charge overnight or when you are away – always keep it in sight and always follow the manufacturer's instructions.

- Make sure you charge your appliance in a well-ventilated area and do not cover the battery. Never charge smaller items, such as your mobile phone, under your pillow.

- Don't overcharge; always unplug your charger when it is finished charging.



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

In the event of a fire, NEVER attempt to tackle it yourself. Get out, stay out, and call 999. Remember, when disposing of a lithium battery, this can't be done in your household waste – you must take this to a Household Waste Recycling Centre (HWRC). We have included information on the HWRC locations in Glasgow on page 17 in this issue of North News.

Keeping closes clear

Do you live in a flat or a four-in-a-block? Have you ever thought what you would do in the event a fire broke out in your building – or your stairwell?

In our flatted properties, the common stairwell is often the only means of escape in the event of a fire or emergency. We will not tolerate any clutter or items in these areas.

Household items stored in these communal areas can make all the difference if you ever need to evacuate quickly. Please remember to not store anything in the close/communal areas. These areas must be kept clear as anything stored here can become a fire hazard in an emergency.

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

If you are moving items of household rubbish or larger items, please ensure these are moved out of the building in the correct manner – bulky waste collections can be arranged through Glasgow City Council as outlined on page 16 of this North News.

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



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

Keep it clear

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

If fire does start

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

To request a free Home Fire Safety Visit

CALL 0800 0731 999

For more fire safety advice visit:

www.firescotland.gov.uk



Electrical Safety Checks: What you need to know

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.

An electrical safety check must be carried out every 5 years to ensure that the wiring and electrical installations within your home are safe.

What do I need to look out for?

We will send a letter with an appointment date and time when your home is due its electrical safety check.

Please allow access to your home once you receive your letter from ng homes or one of our appointed contractors.

The appointment doesn't suit – what should I do?

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 vital for helping to keep you safe and are a legal requirement which we must fulfil. 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.**

If you have any questions or concerns, please do not hesitate to contact us on 0141 560 6000.

Let's work together on this matter.

Faulty appliances in the home: don't put yourself at risk

The most common cause of fires in the home is the misuse of electrical equipment, faulty appliances and cables. Appliances such as dishwashers, tumble dryers, cooking appliances and washing machines are common sources of ignition.

Electrical products in the home

We use electrical equipment every day around the house and it's important to make sure it is safe.

Any electrical appliance that's left plugged in to the mains could cause a fire. Some, like fridges and freezers, are designed to be left on but even these can cause fires if they're not used properly.

Follow the safety advice from the Scottish Fire and Rescue Service:

- Keep the area clear around plug sockets and the mains switch clear
- Don't use anything with a torn/damaged wire or plug
- Don't use anything electric that's broken or not working properly
- Don't overload plugs in sockets

As well as keeping you safer, switching off and unplugging things at the wall will save you electricity and money!

You can find more advice from the Scottish Fire and Rescue Service on their website at <https://www.firescotland.gov.uk/at-home/electrical-safety/>

Don't overload sockets



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

Maureen Burke MP

Glasgow North East (Scottish Labour Party)

Martin Rhodes MP

Glasgow North (Scottish Labour Party)

You can contact either MP via their
parliamentary address:

House of Commons
London SW1A 0AA

Bob Doris MSP

(Scottish National Party)

Contact the Member at their constituency
address: Maryhill Burgh Halls,
10-24 Gairbraid Avenue,
Glasgow G20 8YE

Phone: 0141 946 7700

Bob.Doris.msp@parliament.scot

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

**DO YOU HAVE THE
ng homes app?**

Contact us - anytime, anywhere

Apply for a home or pay your rent

Report a repair

Read the latest updates in our newsletters and more!

Download on the App Store

GET IT ON Google Play

Housing Officers



For Rent and Housing Enquiries, contact your Housing Officer on the relevant number below.
 Please note, calls or messages will be answered as soon as possible during working hours (Monday - Friday 9am-4.30pm).

Multi-Storey Flats Housing Manager: Karen Johnson



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 862821



Yvonne Kinnear
 Mobile Number
07557 369 593



Anne Sheeran
 Mobile Number
07557 403 575

Possilpark



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



Colin Walker
 Mobile Number
07920 858 798

Springburn Housing Manager: Lyanne Leslie



Lyanne Leslie
 Mobile Number
07967 575 314



Linda Forrester
 Mobile Number
07557 369 604



Joy Henderson
 Mobile Number
07990 373 435



Susan McAllister
 Mobile Number
07557 476 619



Laura Sharkey
 Mobile Number
07967 575 312



Lauren McPhee
 Mobile Number
07389 888 434



Liz McMillan
 Mobile Number
07557 369 603



Danielle O'Neill
 Mobile Number
07876 306 446



Ashleigh McIntyre
 Mobile Number
07920 509 549



Gordon McFarlane
 Mobile Number
07788 274 865



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



Hello Summer

Public Holidays

The Association will be closed on the following dates:

Glasgow Fair Weekend

Friday 18 July 2025 and Monday 21 July 2025.

September Weekend

Friday 26 September 2025 and Monday 29 September 2025.

Remember – we are 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!



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 will find news from across the Association, community and more.

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

You can always get in touch...

Phone – you can call us on ...

0141 560 6000

Monday to Friday from 9am-4.30pm.

Email – you can email us via forms on our website

www.nghomes.net

or to our general inbox:

info@nghomes.net



How to get in touch with us:

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

This is a Carbon Balanced Publication



When you have finished with this newsletter please recycle it.

Springburn office

Ned Donaldson House, 50 Reidhouse Street,
Springburn, Glasgow G21 4LS

Tel: 0141 560 6000

Possilpark office

Saracen House, 139 Saracen Street,
Possilpark, Glasgow G22 5AZ

Tel: 0141 336 1300