



# NORTH news



The Government Standard

One Vision: A New North Glasgow - a great place to live, learn, work, visit and invest.

ISSUE 42

## National Good Practice award for ng homes in Developing Communities

**ng homes were presented with a National Good Practice award for Developing Communities at the TPAS Scotland Annual Conference.**

The award recognises teams that work together to improve or build up a range of community activities and housing options in Scotland. It also takes into account teams who empower individuals and groups as well as those that help the environment, locally or on a wider scale.

The judges were impressed with the range of activities and services ng homes Housing and Regeneration staff deliver across North Glasgow from Resident Focus Groups, Area Committees, ng Green Champions, the Cultural Activity Programme, Listening surveys with Schools, Link Up groups, the Chancers and the Inner Circle, ng homes Volunteers and the Activate programme where 64 participants have undertaken

community investigations and supported activities.

The community is at the heart of all ng homes' activity programmes which also include recycling events, film nights and developing growing spaces. A regular group of older people from across the community come together to plan activities for the Cultural Programme and plan ways to get more people involved. The Food for Thought programme was also designed, and is delivered, with the support of the community and they initiated 'Meet and Eat' community meals.

Community consultations held during 'pop-up events' supported the development of Sports and Football Programmes with local people trained up to deliver activities.

John Fury, Chairperson of ng homes, said: "We are absolutely thrilled to have won this award. Our core business is to provide affordable

housing but it doesn't end there - when we give someone a set of keys, our view is to make a house a home and to create great communities for people to live in."

Margaret Layden, ng homes Regeneration Manager, said: "This award is testimony to the hard work of our board and staff and all the volunteers that help us deliver our services across North Glasgow. Well done everyone!"

Lesley Baird, TPAS Scotland's Chief Executive, said: "ng homes' uniqueness is the way they provide additional benefits, not just housing services, and connect people of all ages and backgrounds."



As well as rewarding excellence the TPAS Scotland awards also showcase successful or innovative ways of working and helping others to learn from and replicate best practice.

Also nominated in ng homes category were Albyn Housing Society & Partners, Link Housing Association, Shettleston Housing Association, North Ayrshire Council and the Wheatley Group.



Television weatherman Sean Batty and the Osmania dancers were among the guests at our Tenants Conference 2014. The event was hailed as our 'best ever'. Sean hosted a quiz for tenants and dance group Osmania from Saracen Primary School thrilled everyone with their routines. For full stories and more pictures see page 6.

**Rocks coach Sterling helps Greg with sporting action, Page 8**

**Mary's Birthday boost for Marie Curie, Page 12**



# Comments, & Complaints

ng homes recognise that from time to time some things can go wrong and our aim is to rectify matters and improve our service.

Our Complaints Handling Procedure was developed by the Scottish Public Services Ombudsman in partnership with the housing sector.

A copy of our complaints procedure is available on our website and at our offices or you can phone us and ask us to send you one out.

### MAKING A COMPLAINT

If you would like to make a complaint you can do so in the following ways:

Email: [Complaints@nghomes.net](mailto:Complaints@nghomes.net)

Telephone: 0141 560 6000

Online: [www.nghomes.net](http://www.nghomes.net)

Post/Visit:

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

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

### HOW ARE WE DOING?

From April 2014 to September 2014, ng homes received 70 complaints. Of those, 57 were at Stage 1 (frontline) and 13 at Stage 2 (serious/complex or unresolved at Stage 1).

Our Management Board receives information about complaints performance, and monitors the actions that ng homes is taking to improve our policies and services to tenants, factored owners and other customers in response to complaints received.



# Benefit not a life choice, part 2

BY NIALL ALEXANDER, Financial Inclusion & Affordable Credit Consultant

I have worked in the field of affordable credit for years. Much of my work involves interviewing people about their credit use; customers' of Provident Financial, Cheque Centre and a range of catalogues.

In April I was commissioned to speak to 30 Glasgow citizens, whose income was wholly derived from welfare benefits.

People were candid. One woman reckoned she was £30 a week worse off. She walks most places to save fares. She's switched her main shopping from Tesco to Lidl. Gas used to cost her £8 a week, then £10 and now £12.

Some could teach me and others a thing or two about budgeting, shopping wisely, making a small income stretch, conscious of the costs of a shower or a full load of washing.

One told me: "I get into a habit with the budget, Morrison's for food deals, freezer bags, 1lb stew, slow cooker, freeze half, mince and tatties, curry, freeze some of it, include milk, cereal, multi packs of crisps (for the kids). Between Morrisons, Farmfoods and B&M probably £25.

"If I can save a pound somewhere I'll save it. I pay £25 on the electric, £5 of that is debt (repayment) and £2.50 is the meter rental. I put an extra jumper if it's cold, unless the kids are around. I know what it costs, 60p for a shower, £1.20 for a washing. More regularly than not my power runs out."

Many interviewees chose not to use public transport to save a few pounds, instead planning and accounting for their income and expenditure in great detail.

Many made choices of fixed cost fuel payments either fuel card or pay-as-you-go and made similar choices on mobile phones and internet usage. A majority were aware that per unit, per therm or per minute they were paying more than their non-fixed cost alternative but these were active choices as fixed costs were preferable to variable billed costs. Similar choices were made for credit.

For most people their lives were narrowly contained in a few nearby streets or neighbourhoods. Television and smoking were primarily cited as both entertainment and stress relieving distractions. The overwhelming majority had few distractions, rarely eating out, or socialising. Affordability was always the factor. Life on benefit is no easy street.

## AVOID RIP OFF RATE – USE A CREDIT UNION

Christmas and holidays are expensive but you can avoid high interest loans by joining a credit union.

Thousands of people in Scotland pay just a pound or two a week into their local credit union but when it all adds up its millions of pounds!

Credit unions lend over £17million to people across Scotland, and their biggest presence is in Glasgow, where one in five people is a credit union member. Ethical, professional and safe, your quid or two quid a week is as important to them as it is to you.

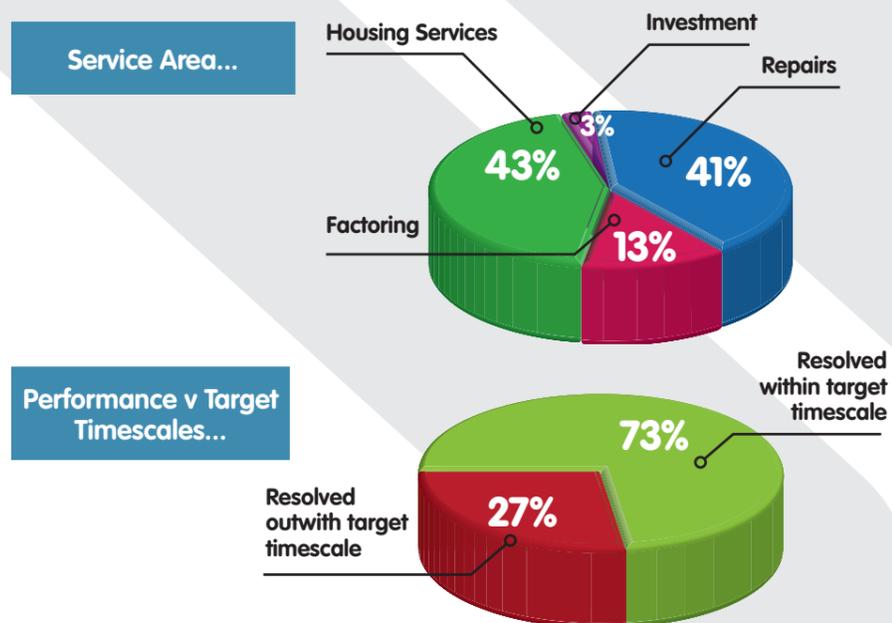
Pollok Credit Union is one of the biggest credit unions in Glasgow and, as part of a partnership with ng homes, has an office at 264 Saracen Street. Already one thousand people in North Glasgow have joined PCU and are keeping their wages or benefits safe, setting aside small amounts in savings, and borrowing at rates that don't hurt.

It's easy to join and just one visit ought to sort you out. The office is open from 10am to 3pm Monday to Friday.

PCU can help with all of your financial needs. Loans from as little as £50 to see you right; a £230 loan, will cost you less than £10 a week, for 26 weeks. Compare them to any other lender and you'll be amazed at the amount you pay back. They'll give you a great deal. That's not all, they'll help you plan and budget your money so those essential bills will get paid, and it's all available right now.

PCU are open to everyone in North Glasgow as your sensible, not-for-profit alternative to banks.

### Complaints Performance APRIL TO SEPTEMBER 2014



## Landlord Performance Report Delivered to ng homes tenants

Our Landlord report which highlights our performance over the past 12 months has been issued to all of our tenants. The document is a requirement of the Scottish Social Housing Charter which sets the standards and outcomes that all Housing Associations should aim to achieve when providing services to its tenants.

The Landlord Report contains detailed information and measures ng homes performance.

To download a copy of the Landlord Report go to [www.nghomes.net](http://www.nghomes.net)



Over the years ng homes have developed many ways to listen to customers views including satisfaction surveys, newsletters, our website, social media, public meetings and community events.

Feel free to provide us with any feedback on the report by contacting your local office or you can e-mail us at: [info@nghomes.net](mailto:info@nghomes.net)



In addition to the service Scotcash provide in Springburn with Tricia Will, customers can now visit professional Loans Officer Julie Spence in Saracen House, Possilpark on Thursdays and Fridays. To make an appointment for either office please ask a member of staff at reception desks or call Scotcash on 0141 276 0525

## Scotcash

approachable finance

### Affordable Finance for Christmas Borrowing late to pay for Christmas?

If you are a last minute shopper and feel you have to borrow money to pay for Christmas be aware of the charges involved and find out exactly how much it will cost you to repay in full.

Always look out for the Interest Rates and APR you are being charged and if you are unsure compare it to an ethical lender like Scotcash.

It's easy to focus on pleasing your children with the latest Christmas gadget and not realise how much you might have to pay back when borrowing from a "High Cost" or "Pay Day" lender.

Scotcash have onsite Money Advisers who can advise you of what to look out for when borrowing, such as, Interest Rates and APR's, if you feel you would benefit from some advice. Alternatively you can compare our rates to other lenders to see if you can make a saving.

You can call us on 0141 276 0525 for a quote or apply online at [www.scotcash.net](http://www.scotcash.net) Scotcash now have offices in the North of the City including Springburn and Possilpark.

### Compare our rates:

	Scotcash	Provident
£400 over 32 weeks Borrow	£400	£400
Admin Fee	£24.00	-
Total APR	96.75%*	399.7%**
Total Repayable	£486.72	£640.00
Weekly Repayment	£14.46	£20.00
Total Saving	£153.28	

\*Rates may vary

\*\*Loan featured on [www.providentpersonalcredit.com](http://www.providentpersonalcredit.com) Feb 2014. (92.83% Representative APR)

Make Christmas affordable this year and save £150 compared to other lenders.

# full moon festival

**Chinese families living in North Glasgow got the chance to celebrate the Mid Autumn Festival at the same time as it was celebrated in China.**

The Full Moon Festival was organised by ng homes for its Chinese speaking tenants and about 50 adults and more than 70 children attended the event at Saracen House in Possilpark.

According to traditional Chinese culture, the moon is a carrier of human emotions and the Mid Autumn festival is celebrated every year, with people returning home from every corner of the world to meet their family and have dinner with them, admire the full moon and eat mooncakes.

Michael Kam, of ng homes, said: "Being far from home the festival is very significant to Chinese people here in Glasgow. The Full Moon Festival has the meaning of family union and friendship among people. With the event held in their community this means they can enjoy the Festival celebrations with their Scottish neighbours at the same time as the Festival is being held in China."

After their mooncakes children and adults alike took to the dance floor when Scottish musician John Carmichael provided traditional Scottish entertainment including a rousing rendition in both Scottish and Chinese of Auld Lang Syne. The North Glasgow event also featured Chinese dancing, music, paper cutting demonstrations, lantern

making and a children's magic show.

Bill Rossine, an ng homes Board member, said: "It was excellent to see the Chinese families celebrating their culture with their neighbours from Springburn, Possilpark and surrounding areas."

Police Scotland Community Engagement Officers, Gerry Keenan and Dario D'andrea, also took part in the celebrations as well as local MSP Patricia Ferguson and CEO for ng homes, Robert Tamburrini.

Those invited along to share the Full Moon Festival included members of local groups the Chancers and the Inner Circle Mens group in Possilpark and their families. There were also volunteers of all ages involved in various programmes in the community.

The event was also supported by Ricefields Chinese Arts and Cultural Centre, Glasgow Chinese School Head Teacher Sam Chau, and ng homes Regeneration and Housing Operations staff.



## Early learning with ngsportslegacy



**As part of the wider ngsportslegacy programme, there is a focus on getting children active earlier. The project has run a series of pilot activities designed to develop children's athletic ability from a younger age, focusing on pre-school and nursery children.**

The longest running programme has been the ng homes supported Learn to Swim programme, run in partnership with Scottish Swimming under their #everychildcanswim campaign.

Local children and nurseries have been offered the chance to participate in a series of 8-10 week blocks of FREE swimming lessons held at Springburn Leisure Centre's pool.

Since the start of the pilot programme back in 2013, the lessons have seen around 300 children take part and it has recently extended its range to include Adult & Child classes for under 4's.

Spaces are FREE for ng homes tenants and/or residents of Springburn and Possilpark, G21 and G22 postcodes. To book please call Springburn Leisure Centre on **0141 2761690** (opt 1).

Greg Cann, ng sports legacy co-ordinator, said: "As well as swimming, ngsportslegacy has also worked with partners to identify additional life-skills for young children, with gymnastics and cycling coming up as key. With this in mind, we are working with some local and city organisations to offer this skills training to nurseries and pre-schoolers across the area."

For more information on the activities provided by ng sports legacy please contact: **0141 630 4254**, email: [mycommunity@nghomes.net](mailto:mycommunity@nghomes.net) or follow on Facebook/[ngsportslegacy](https://www.facebook.com/ngsportslegacy) or on Twitter/[nwgsportslegacy](https://twitter.com/nwgsportslegacy)

## ng homes celebrates British Food Fortnight with an International Community Meal

**ng homes hosted a community meal at Saracen House Conference Centre for over 80 local people and their families.**

The purpose of the meal was to bring together local people who are involved in helping out and delivering on a wide range of community activities to meet each other and to come together by enjoying good food and good company!

ng homes Chairperson, John Fury, welcomed everyone to the event including helpers and volunteers from ng Green Champions, ng homes and ng2 Board members, Chancers Group and Inner Circle (Possilpark), Song, Shimmy Helpers, Food for Thought, Sports Legacy and

Football Partnership volunteers. He also welcomed members of UNIS (United Nations in Scotland), African Challenge Scotland and tenants from the Chinese Community.

John said: "It was wonderful to see so many different groups and cultures represented at the community meal. There's so much work done by volunteers across North Glasgow and it was nice that we could give something back with a hot meal and entertainment. We also wanted to say a big Thank You to everyone for getting so involved in the community."

The event had a real multi-cultural element to it and ng staff were on hand

to serve the meals and make sure everyone was enjoying themselves.

Entertainment for the evening was courtesy of Sunny Govan's very own Tommy Twigg who got the party in full swing and soon adults and children were dancing the night away.

Tenants and guests thought it was a wonderful event. Edith McAteer, said: "It was a great success. Staff worked well and really kept us entertained."



Jean Dallas said:

"A brilliant night and good to see everyone coming together. Staff worked like Trojans and the venue was great. It was good to see families there and the children up dancing with us."

Local tenant Chen Qun, said: "Thanks to ng homes for inviting us to the event. The singing and dances were very entertaining and we enjoyed the party very much. We look forward to more involvement."





## ng2 highly commended at Social Enterprise Awards Scotland

**T**he work ng2 do in North Glasgow was recognised recently when they were highly commended in the category of Social Enterprise of the Year at the Social Enterprise Awards Scotland.

Over the past year the reputation of the organisation has continued to grow and has been looked on by other housing organisations as an example of 'good practice'.

It has created sustainable employment for 85 people since it's launch and is now recognised as an 'employer' within North Glasgow and a route into facilities management.

ng2 has increased its turnover and also expanded its community initiatives through funding from the Scottish Government, Big Lottery and Zero Waste Scotland for vital services to reach out and involve the community.

Chairperson of ng2 Margaret Thomson said: "It has created substantial employment opportunities which is contributing greatly to the local economy, the living environment

and the participation of residents making North Glasgow a great place where people can 'Live, Learn, Work, Visit and Invest'."

Fraser Kelly, Chief Executive of Social Enterprise Scotland said: "Yet again a simply outstanding collection of social enterprise activity impressed the judging panel and resulted in worthy winners in all categories. Congratulations to all of the 2014 applicants who are, with imagination, creativity and dogged determination, showing the breadth, depth and reach of social enterprise in Scotland."

Deputy First Minister John Swinney MSP said: "Social enterprises play a key role in our social and economic well-being.

"They help create employment and skills opportunities, improve public services and support some of our hardest to reach individuals and communities.

"I am therefore delighted to help celebrate the success of the innovative and inspiring winners of this years' Social Enterprise Scotland awards."



**Making A Difference:** Housing Officer Christina Duncan with Saracen Street tenant Nagad Ahmed and her children Nagib, Najma and Naimo Farah. The family moved into their home in August this year and Nagad said: "I am really thankful to ng homes for all their help and support in giving me my family home. We are much more settled now in North Glasgow."

## Sudoku

The idea is to fill all the squares with numbers 1 to 9 so that each number only appears once in each column and each row and also in each of the sub-divisions. Some of the squares already have some numbers.

	3	9		2		4		1
				4				2
7				9		3		
		2		3	4			
		7	1			9		
			9			6		
	5	1	8			7		4
				7		1		
							5	6

## ngsportslegacy were visited recently by North West Housing provider Plus Dane Group who were keen for members of their Youth Shadow Board to look at the work of both sportslegacy and the wider ng homes Regeneration Team.

The board members, all under 23, had graduated from various youth groups and forums in the Merseyside area of Plus Dane's work and had been put forward to represent the wishes and thoughts of the younger generation to the Housing Association's main board.



## YOUNG PEOPLE FROM PLUS DANE GROUP IMPRESSED WITH REGENERATION PROJECTS IN NORTH GLASGOW

Over the two days they were in Glasgow, the group heard a presentation on the work of ng homes' Regeneration team, met staff and partner organisations and visited various projects to see them in action and how they are delivered to young people in the area. They also took the time to feedback and answer questions on how the Youth Shadow Board was set up and works, in order for staff to review how similar work could be implemented with local youths.

For more info, or to register as interested in becoming part of a youth forum for ng homes please email [mycommunity@nghomes.net](mailto:mycommunity@nghomes.net) with a brief introduction of who you are, your age and why you would like to get involved.

Brian Cullen, Plus Dane's Youth & Community Manager, said: "I had previously worked with ng sports legacy co-ordinator Greg Cann in Liverpool a long time ago and wanted to pay a visit to North Glasgow to see the work being done to engage children and families in positive sporting activities. I believe Liverpool to be a very similar city to Glasgow, with people dealing with the same issues in some of the Neighbourhoods we manage.

"I was highly impressed with the programmes being delivered by the Sports Legacy initiative and the work of the wider ng2 team and I would like to see our organisations developing closer links in the future. The trip was really worthwhile

for all parties in terms of information sharing and good practice and we intend to run some exchange visits for young people around sport and community.

"Our Youth Shadow Board members who attended with myself and my Youth & Community Officer Lisa Cover were also really impressed and are hopeful they can work closely with ng2 to help them set up a Youth Board in the future."

Greg Cann, ng sports legacy co-ordinator, said: "We are pleased that our visitors from Plus Dane enjoyed their visit and it was good to hear their views on our programmes and to share ideas and experience of best practice."



# Best Ever Tenants Conference in North Glasgow



**O**ver 100 people attended ng homes latest tenants' conference at Saracen House in Possilpark with tenants saying it's the best ever event the housing association has hosted.

The programme for the day had something for everyone from "The Cost" - a hard-hitting one-woman play on welfare reform from actress and writer Naomi Breeze, to a fun, interactive quiz hosted by STV Weatherman Sean Batty.

Chairperson of ng homes John Fury kicked off the event with the key message that everyone should get involved and ask questions. John said: "Our tenants are our first priority and this event was an opportunity for them to tell us when we get things right and also how we can do things even better. It was a great day and I enjoyed hearing everyone's opinions."

As well as ng homes there were presentations from ng2, Greater Easterhouse Money Advice Project (GEMAP) and the Tenant Participation Advisory Service (TPAS).

With the theme for the day being "Get involved" there was a "who wants to be a millionaire" style interactive survey where tenants got the opportunity to tell their landlord how they felt about various topics relating to their homes and services.

Commenting on the survey results Lynne Cooper, Assistant Director of Housing Operations for ng homes, said: "It's encouraging to hear from tenants that they are satisfied with the quality of their homes and the services we provide. Although these results are positive, we won't be complacent. We are continuously looking for ways to improve our services and events like the tenants conference are a way to get closer to our tenants and encourage them to participate and contribute to all the good work we are doing in North Glasgow."

Although the day started off wet and windy there were plenty of sunny intervals when STV Weatherman Sean Batty arrived to host a fun, interactive quiz.

Sean asked residents some difficult questions on cloud formations, TV theme tunes and general knowledge. Sean also stayed on after the event chatting with residents and posing for photographs.

Sean said: "It was great to be involved in the ng

homes tenants conference and meet lots of really lovely people. It was fun testing people on their TV and weather knowledge by doing a quiz, and it seemed to go down well."

Rounding off the event was CEO of ng homes Robert Tamburrini who said: "The main aim of events like today is for us to let our tenants know everything we are doing in the North Glasgow community and for our tenants to let us know their views on our services and activities. I think we achieved that today and I'd like to thank everyone for coming along."

Hip Hop dance troupe Osmania consisting of children from Saracen Primary also performed a high energy hip hop dance routine to entertain guests.

A number of exhibitors were also present including Police Scotland, Scotcash, Pollok Credit Union and ng homes in the community.

A buffet lunch was served to all those who attended along with a prize draw with a star prize of an I-pod going to Mr Kibonge Okito from Balornock. He said: "I enjoyed the conference and would definitely come again next year."

Springburn tenant John McFarlane said: "I thoroughly enjoyed the tenants conference and I would say it's the best ever event for tenants that I have been to."



## Trainees begin their careers with ng homes

**Encouraging young people is an important priority at ng homes and a further five trainees have joined the association.**

The new trainees will work across the organisation in our investment, finance, corporate services and housing operations teams.

Whilst working at ng homes the trainees will also study for qualifications such as the Chartered Institute of Housing Level II and also SVQs in Housing and Business Administration.

The trainees started in early December on a two-year traineeship and they are already looking forward to the challenges ahead. Speaking to North News Juliette Duff, who will be working in Corporate Services, said: "This is a fantastic opportunity to gain

experience working for a housing provider like ng homes whilst studying for recognised qualifications."

Margaret McCann, HR Manager for ng homes, said: "We are delighted to welcome our new trainees and we look forward to working with them to develop and support their aspirations as they embark on their careers in housing."

Scottish Housing Associations Resources in Education (SHARE) have been chosen to mentor the group of young people

and Training and Development Manager Olwyn Gaffney said: "We are delighted to be working with the young people to support them in their studies to achieve Modern Apprenticeships."

ng homes Board member Professor James Sommerville said: "As an employer we really value our trainees, we get the right skills and a great attitude from them and in return we nurture them to support their career aspirations and the future success of ng homes."



Winnie Smith of Morrin Path is the latest recipient of our Tenants Reward Prize Draw. Winnie wins a £50 voucher to spend at Tesco and she said: "This will come in handy and go towards Christmas dinner this year. Thank you."



Back from left to right: Olwyn Gaffney from SHARE and HR Manager for ng homes Margaret McCann, trainees Darren Curran, Joseph Amouzou, Depute CEO Ann Marie Devlin, ng homes CEO Robert Tamburrini front Iona Wilson, Tiegan Shearer, Juliette Duff

**F**ive people started new jobs recently with ng2 after completing training at City Building's Skills Academy.

New recruits Greig Bell, David Fleming, Mark Lodhi, Paul Nelson and Paul Dolan have been trained by Instructors Lawrence Johnson and Mark Williams at the academy on a range of subjects including: Working Safely, Manual Handling, First Aid and Sharps Training.

The lads have started their new jobs with ng2 as Estate Services Operatives and they will carry out a range of duties such as close cleaning, jet washing, bulk uplift, preparing void properties for re-let and general environmental improvement works in the area.

David and Mark will complement the existing Close Cleaning service already in Saracen Street and the surrounding streets after their initial on-site training. They will be using the Green Machine and rotating the Close Cleaning days that are already in place.

Two of the five new starts Greig Bell and David Fleming engaged with ng2 initially through employability programmes run by ng sports legacy and the School of Hard Knocks which used Rugby and Boxing as a way of engaging people to get active and get into work.

David Fleming said: "I really enjoyed the School

of Hard Knocks boxing programme. It gave me the chance to improve my job prospects and get fitter at the same time. I have also gained a lot of new skills over the past few weeks at the Skills Academy and my social skills are improving all the time. I am looking forward to working at ng2."

ng2 facilities cleans over 400 closes per week across North Glasgow and employs environmental teams who have direct access to ng homes Neighbourhood Managers which means environmental work and void clearances can be carried out quicker and more efficiently.

Chairperson of ng2 Margaret Thomson said: "I think it's great that we can give local people opportunities to learn new skills and work for ng2 in the local community. I welcome the new employees and wish them all well in their roles."

# More training and jobs for local people at ng2



Supervisor for ng2 David McIntyre said: "I'd like to thank City Building's Skills Academy for training our new employees over the last few weeks and we look forward to working with our new staff and making a difference in North Glasgow."

Anyone wishing to find out more about the services ng2 offer should contact ng2 Supervisor David McIntyre on **0141 630 4252** or e-mail [info@ng2works.com](mailto:info@ng2works.com)

## ENVIRONMENTAL HIT SQUADS

Earlier this year ng2 changed the way the Environmental Hit Squad is deployed throughout the north of the city.

Instead of one hit squad for the entire area there are now three separate squads working in designated neighbourhoods:

- Multi-storey flats
- Possilpark / Parkhouse
- Springburn / Balornock

This change meant the number of people employed as part of the Environmental Hit Squad doubled from four to eight and, even better, four existing staff were promoted within ng2. This is further proof that there are real opportunities for development and progression in the social enterprise. The change also gives ng homes Neighbourhood Managers direct access to a Hit Squad for their neighbourhood meaning environmental work and void clearances can be carried out quicker and more efficiently.

David McIntyre, ng2 Supervisor, said: "Our teams have been hard at work over the summer months jetwashing, delimiting and de-weeding areas across North Glasgow

including the site of the old Wellfield Nursery and areas near Hawthorn Police Station and Ashfield Juniors ground which had become overgrown."

On occasion the Hit Squads help out tenants who have difficulty in maintaining their gardens.

Brenda Cross of Parkhouse said: "The Hit Squad have been marvellous. My elderly mum isn't able to maintain the garden and I suffer from illness. Craig Camley and the team are great and do a brilliant job so thank you so much."

Neighbourhood Manager for the Multi-storey flats Paul Johnson said: "It's really good that if there is an area in the community that's looking a bit overgrown or untidy that we can call on the Environmental Hit Squad to tackle it and clean it up. The team provide a very quick responsive solution and work in partnership with the City Council to keep the place looking good."

Anyone wishing to find out more about the services ng2 offer should contact ng2 Supervisor David McIntyre on **0141 630 4252** or e-mail [info@ng2works.com](mailto:info@ng2works.com)

### ng2 painters continue to make a difference in north glasgow



**T**he painting team from ng2 are making a real difference across North Glasgow carrying out work in a range of areas.

Properties and surrounding areas that have benefitted in North Glasgow include 70 Broadholm Street in Parkhouse where the team painted the staircase and seven exit corridors.

They have also been on site in central Springburn at Hillkirk Street painting fencing and hand rails in the area. The industrial estate at Payne Street has also received a makeover thanks to the team with units being refurbished and external cladding painted.

The team's next stop will be 53 Carbisdale Street where they will work their magic on more staircases and fire exit corridors. Maisonette properties in the Carron estate are also about to receive new timber panelling on their verandas and ng2 will be painting them as well as the external close entrances.

Robert Readie, ng2 Painting Supervisor, said: "We have an extensive programme of work on at the moment and this work is in addition to the day to day duties of the team which includes preparing void properties for relet by ng homes."



# school holiday sporting choices

**T**he school October holidays meant a programme of sporting fun for hundreds of youngsters in the Glasgow area.

Greg Cann, ng Sports Legacy Coordinator, worked in conjunction with other sport partners to make sure youngsters from North Glasgow had the opportunity to take part.

During five days of sporting action transport was laid on so that youngsters aged from six to sixteen had the chance to sample sports including basketball, table tennis, kayaking, judo, swimming, rugby, circuit training and more.

The Emirates Arena, which saw so many thrilling moments during this year's Commonwealth Games, hosted the multisports activities.

Around 90 youngsters took part in a group warm up before being given one of four different coloured T-Shirts and put into groups. They then moved around different sporting disciplines.

Former Commonwealth Games and World Cup competitor David Millar from Judo Scotland was among the leading sports people who took coaching sessions.

Glasgow Rocks stars Tommy Freeman, Dale Grieve and player coach Sterling Davis took basketball sessions and gave out goodie bags at the end of their visit to the youngsters who had shown great enthusiasm and team spirit.

Springburn Academy and Springburn Leisure Centre were also used for activities including table tennis and basketball and at the end of the week there was a pool party.

ng Sports Legacy Co-ordinator Greg Cann said: "The youngsters really enjoyed the variety of activities and also got to meet people of their own age from others parts of Glasgow.

"The whole week of activities was great and we are always working to provide other opportunities to develop sports interests."



Green group is Paige Friel, Chloe Clark, Lewis Maguire, Lee Cassells and Robert McMahon with Sports Legacy Co-ordinator Greg Cann and Judo Scotland coach David Miller



Thomas Munn, Aiden Byrne and Michael Roberts are all set for tennis.



Blue group has Aaron Hamilton, Darren McColl, Allie Hamilton, Sara Black and Thomas Munn



Tommy Freeman and Sterling Davis of the Glasgow Rocks



Silver Nwazobor clearing the hurdles



Greg Cann with the regulars who attend the weekly Friday Night Club in Springburn Leisure Centre.



# New Rugby Coaching for Secondary School Pupils in North Glasgow



**B**ased around the good work done in the local High Schools by Glasgow Sports rugby development team, ngsportslegacy, in partnership with the School of Hard Knocks, is looking to develop rugby talent amongst local young people. It will also give them the chance to pit their skills against counterparts from across Scotland.

Boys and girls who have first experienced rugby in school lessons can get involved in the new ngs Rugby and School of Hard Knocks North Squads, with a view to being selected to play against an ESE Edinburgh select team in early December.

The first session saw 20 boys and 4 girls from Springburn Academy and All Saints Secondary get put through their paces by ngs and School of Hard Knocks coaches who were clearly impressed by what they saw.

Coach Mark Rooney said: "For a group that have only played minimal games, including Springburn who have done very little tackling, the effort and skills levels from these boys and girls is incredible. I am looking forward to helping them develop further over the next few weeks."

**ngs Squads will be playing SE Edinburgh on Friday 12th December**

## WRESTLING CLASSES START

Elite wrestler Ross McFarlane, who competed for Team Scotland in the recent Commonwealth Games, has been helping to develop a wrestling club, with support from ngsportslegacy co-ordinator Greg Cann.

Taster sessions proved so popular that Ross had to call in help from bronze medal winner Alex Gladkov and the Cameroon wrestling giant Jules Mike Kamdem and female wrestler Christelle.

Ross says: "Wrestling develops basic athletic skills, personal responsibility and mental toughness. It teaches children about nutrition and weight maintenance and builds a strong camaraderie."

"It's a discipline but most importantly, wrestling is fun."

Greg Cann said: "It has been good to introduce a new sporting activity and also be able to inspire local children through the involvement of such elite athletes."

Currently sessions run on Wednesdays from 5-6pm at Springburn Sports Centre but it is hoped to develop more sessions for new-starts. To register interest, please contact ngsportslegacy on **0141 630 4254** and leave details or email [mycommunity@nghomes.net](mailto:mycommunity@nghomes.net) or check out the Facebook page and a comment or leave message!



# Community Football Partnerships

**T**he ngs homes Football Partnership continues to consolidate, expand and strengthen the existing provision in the north of Glasgow. The partnership is also creating and developing new opportunities for the wider community. We are working closely with our tenants and partners to achieve a 'lasting and positive legacy'.

We are developing much wider, more appealing offers through more informal and recreational opportunities for children and young people.

Our programmes include three distinct and complementary strands:

- **Physical activity**
- **Educational messages**
- **Progression routes**

Below is an update on some of our recent programmes.

### Promoting Equality and Diversity in North Glasgow

The Promoting Equality and Diversity programme is supported by the Scottish Government, Glasgow City Council and the Voluntary Action Fund. The programme is delivered in association with Glasgow City Council Education Services, Sense over Sectarianism, Nil by Mouth, SFA, Exchange Scotland, Celtic FC, Rangers FC, Partick Thistle FC and Active Schools.

The aim is to change attitudes and behaviour towards sectarianism for the better within North Glasgow.

The project has engaged community groups, schools and local clubs in the area. Over 50 workshops have been delivered to raise awareness and challenge sectarianism and bigotry at all levels.

The programme uses football and other diverse activities such as art and poster-writing to act as a means of engaging adults and young people to break down barriers and encourage greater understanding of each other's backgrounds. This includes fostering better relationships and friendships between pupils, schools and communities. The project supports the Government's 'Action Plan on Tackling Sectarianism in Scotland'.

Over 2,500 young people have participated in the coaching and educational programme to date. The programme links well with the Curriculum for Excellence, with a



particular focus on citizenship and health and wellbeing.

Robert Docherty, Football Development Partnership Manager ngs2, said: "Sport and physical activity regardless of what type has many benefits including the physical and mental health of those participating.

We are encouraged and delighted with the progress of the Community Football Partnerships to date – to have on average 1,000 young people participating each week is fabulous.

"Our aim is to consolidate and provide additional opportunities for the wider community. This will include expanding our dance programme and introducing programmes and activities for adults and senior citizens during 2015. As always a big thank you to everyone who has supported the programmes and also for those taking part."



### Primary School Football Festival hosted by St Roch's Juniors FC

St Roch's Juniors hosted a fun football festival with around 60 youngsters taking part. The event proved a huge success with everyone involved enjoying a wonderful day out. The programme was supported by Active Schools and St Roch's Juniors. Baillie Allan Stewart, also an ngs homes Board member, attended and presented medals to everyone taking part.

# Residents and Staff of ng homes enjoy a cuppa and cake for a good cause

**T**enants and staff of ng homes took part in the world's biggest coffee morning to raise funds for Macmillan Cancer Support.

The event was held in ng homes sheltered housing complex at Hawthorn Street and attracted a lot of support from tenants and members of staff.

Macmillan use the money raised to help provide practical, medical and financial support to people living with cancer.

There was a lot of home baking available and loads of chat over tea, coffee and goodies.

Local resident Jessie Wallace said: "It's great that the staff and residents are continuing to raise money for Macmillan Cancer Support. Its always a good day and I thoroughly enjoyed it."

time free for the event, said: "It is such a worthy cause and great to see ng homes continuing to play such an active part in so many aspects of the community."

ng homes Vice Chairperson Bill Rossine said: "It's always a great event and this year was no different. Well done to everyone who baked and donated for a good cause."

The day's events raised over £600 for the charity and Sheltered Housing Manager Karen Johnson said: "It was a great success and I'd like to thank everyone who helped out and especially the team at Hawthorn who I think excelled themselves this year with a wonderful spread of home baking. The tenants had a ball and once again dug deep to support this worthy cause."



After an opportunity to buy cakes and biscuits and take part in a raffle, entertainment was provided by Tommy Twigg who presents a show on Sunny Govan Radio. Tommy, who gave up his



## Safe Tea Events



As part of ng homes Cultural programme aimed at reducing isolation of older people living within sheltered housing complexes and those living in their own homes a number of activities have taken place including the monthly Song, Shimmy event attracting around 70 people, Still Game programme, Opera in a Box, museum visits and community film shows.

A big hit is the 'Afternoon Tea' programme in partnership with Fire Scotland, Police Scotland and the Scottish Ambulance Service. These sessions have introduced vital safety messages and provide an opportunity for people to build friendships with others in their community.

The first of the programmes was delivered at Springburn Fire Station and after the safety message a number of people signed up for Home Fire Safety Checks.

The Scottish Ambulance service have been giving instruction in CPR, pictured here with ng homes Board Member Bill Rossine.

To find out about the next Safe Tea event please contact us on **0141 630 4252**



## Energy Saving Tips This Winter

**At this time of year, lights are kept on longer and the heating goes on just that little bit earlier than usual. A quick look out of the window and we can see that Winter is fast approaching!**

Ross Donaldson is the new Energy Efficiency Project Officer for ng2 and he has come up with some top energy saving tips to help keep your energy bills low and keep you safe and warm this festive season.

Simple energy saving steps could save the average home as much as £130 per year. Here's how:

**Switch off** – appliances when they are not being used. This includes televisions and lights, especially in empty rooms. Avoid using standby (often, the little red light on televisions!) as that still uses energy. This could save you between £45 and £80 per year!

**Use energy saving bulbs** – they use up to 80% less energy than older style 'incandescent' bulbs. They also last 10 times longer! Energy saving bulbs (Energy Saving bulbs are supplied if you sign up for a Home Energy Check).

**Kitchen essentials** – we all love a cuppa, especially when it's cold outside! Filling the kettle only with the water that you need is another good way to save energy. Also, turn your washing machine down to 30°C and wash dishes using a filled basin, not running hot water. This combined could save you up to £43 a year!

**Exclude those draughts** – draughts have no place in a warm and cosy home, so the use of draught excluders. Make sure your chairs and sofas are positioned away from draughts, such as from windows. Closing the curtains at night also excludes draughts and keeps the heat in – 10-15% of heat is lost through windows alone!

**Adjust your heating controls** – but knowing your heating controls is essential, whether that be gas heating or electric storage heaters.

The optimum room temperature is 21°C, and reducing that by 1° could save you up to £75 per year. In any case, get to know your radiator controls and timing. Believe it or not, turning a radiator on full will not make a room heat up faster! And heating an empty room wastes money and energy. Don't forget about those winter jumpers too – an extra layer makes all the difference!

**Keep heaters clear of furniture** – having sofas or tables in front of heaters can serve to block out heat, making rooms...cold! Keeping heaters clear of furniture means rooms are heated quickly and efficiently. It may also be the perfect chance to rearrange furniture to make room for the Christmas tree, finding a space away from the heater!

Lastly...if there is anything you are unsure about, get in touch! We love to hear from you and we want to work with you to realise all of your potential home energy savings. We offer free home energy checks, which is a great way to understand where these savings can be made.

With these handpicked tips, you're sure to have a warm and cosy festive season.

**If you would like to arrange a free home energy check, or just have a quick chat about energy use in your home, please get in touch with Ross via e-mail [rdonaldson@ng2works.com](mailto:rdonaldson@ng2works.com) or give him a call on 0141 630 4252**



# WINTER GARDENS COMPETITION WINNERS ANNOUNCED

The Glasgow Institute of Architects are delighted to announce that James Hand and Nik Klahre are the winners of the competition titled, "An intervention at Springburn Winter Gardens; to provide a place where people can gather and share collective memories."

All entrants to the competition were asked to provide a computer generated model, which was 3D digitally printed by our competition delivery partner MAKLAB. From a total of twenty five entries a shortlist of five was selected by a specially selected panel of judges.

Paul John Sweeney of Springburn Winter Gardens Trust said: "We were overwhelmed with the high quality of entrants and the vast array of novel ideas explored in response to our brief. Down-selecting our shortlist proved to be an arduous process and we therefore had to be quite ruthless in getting down to our final five designs. We are very excited by all of them and indeed there are many aspects of several designs we are keen to explore for other parts of the site. We look forward to developing this design as the basis of our plans for this part of the site."

The models then formed the basis of an exhibition that toured throughout the Springburn area. The general public were invited to cast their vote for their favoured finalist. There were 324 votes cast at venues that included Mosesfield House in Springburn Park, ng homes local office, the local sports centre, the local shopping centre and the community space in one of ng homes high rise blocks of flats at Balgrayhill

Patricia Ferguson MSP for Glasgow Maryhill and Springburn said: "Springburn Winter Gardens is a building which, even in its current derelict state, is much loved by the people of Springburn. I am delighted that so many people from the area have had the opportunity to look at the designs and to express their views in the recent architectural competition. I think they will be delighted with the winning entry."

Public voting has ensured that the community is central to the support and development of the process. It places the community at the heart of the Springburn Winter Gardens Trust's work.

Competition winners, James and Nik, said: "We are both thrilled to have been selected as winners, it's especially meaningful for us as the result has come from a public vote. We look forward to helping the Springburn Winter Garden Trust work toward the future revival of the Winter Gardens and hope it will once again become a cherished and animated part of the community."

Following this local action Glasgow City Council have taken further measures to save the structure. Springburn Councillor Gilbert Davidson said: "I am pleased that the City Council has been able to provide the funds to arrest the deterioration of the Winter Garden and has also given its backing to the Winter Garden Trust to bring this once great building back into use for the people of Springburn."

The competition was supported by ng homes. Robert Tamburrini, CEO of ng homes said:



"We were delighted to be part of the design competition and to give our customers the opportunity to vote for their favourite design in our offices. We engage with a range of community groups across North Glasgow and where we can, we will continue to support the endeavours of Springburn Winter Gardens Trust in their aim to fully restore the hot house in Springburn Park."

The exhibition will now go on general display in The Lighthouse, Glasgow from 29th January 2015 to 11th March 2015.



## Red Road Flats story on stage

An afternoon of music, laughter and drama unfolded at Springburn's Alive and Kicking project when the Red Road Young 'Uns performed a show supported by ng homes all about the famous Red Road flats.

The flats which have towered over and surrounded Alive and Kicking since its inception in 1988 are earmarked for demolition and some of the blocks have already been demolished by GHA.

The show focussed on the man behind the plan to build the flats, Sam Bunton, as well as following the stories of the first residents of Springburn's High Living boom in the 1960's.

Tenants from ng homes' sheltered housing complexes were treated to a three course meal before the show. Sheltered Housing Support Worker

Chris Quayle said: "Our residents thoroughly enjoyed the performance by the Red Road Young 'Uns. It brought back a lot of happy memories for those who had stayed in the flats in the past."

Hawthorn Street resident Jessie Wallace said: "I enjoyed the show. It was sad in places and happy in others. It was also great to sit down and enjoy a nice meal in good company."

The show was also supported by Glasgow City Council, Age Scotland, WigWam Marketing and Safe Dem.

Member of Alive and Kicking and Chairperson of ng homes John Fury, who played the role of Architect Sam Bunton, said: "It's difficult to cover fifty years of the Red Road flats but we tried to fit as much in as we could and we are pleased the audiences enjoyed the shows."

## ACTIVATE UPDATE...

A partnership with ng homes and Glasgow University in the delivery of the 'Activate' programme has resulted in 64 students receiving a Community Development award at Glasgow University. Students include ng homes board members, residents, staff, volunteers and people from voluntary and public organisations.

Activate builds on the existing skills and knowledge of local activists and volunteers and explores topics such as anti-discriminatory practice, local and global issues, power and influence, group working and undertaking community investigations. Over a third of participants have progressed on to Further and Higher Education at Glasgow Kelvin College and Glasgow University.

Activate has now reached an International level as ng homes have been approached by The

Kettering Foundation, a non profit research foundation, and Talloires Network, based in the United States to participate in a fully funded collaborative research project on 'innovative civic engagement programmes with Universities'.

ng homes Regeneration Manager, Margaret Layden, and Helen Martin, Senior Lecturer at Glasgow University BACD, are working alongside partners from South Africa, Australia, Malaysia, Egypt, Mexico and the United States with a community and university partner from each country co-writing a chapter for a book that will be published in 2015.

Derek Barker, Program Officer from the Kettering Foundation, said: "I enjoyed hearing more about the Activate programme and this has the potential to be one of our most vivid case studies."



## BALGRAYHILL ACCESS

Emergency service vehicles should have unrestricted access to the MSF properties at the Balgrayhill after roads were resurfaced and new 'no waiting' double yellow lines were put down.

The move followed complaints from tenants about the poor surface outside their recently refurbished homes and a few issues with emergency service vehicles.

One tenant said: "It's great because no one parks there now and it means the road is clear for emergency services when every second counts."

## Sudoku Answer (From Page 4)

5	3	9	6	2	8	4	7	1
1	8	6	3	4	7	5	9	2
7	2	4	5	9	1	3	6	8
6	9	2	7	3	4	8	1	5
8	4	7	1	5	6	9	2	3
3	1	5	9	8	2	6	4	7
2	5	1	8	6	9	7	3	4
4	6	3	2	7	5	1	8	9
9	7	8	4	1	3	2	5	6

**Generous Concierge staff have donated £1,000 to Marie Curie, which they raised over the past six months.**

Presenting the cheque Neighbourhood Manager Paul Johnson said: "Our teams are always looking at ways to raise money for worthwhile causes and with Marie Curie our neighbours just up the road, it made perfect sense to make a donation."

Accepting the cheque on behalf of Marie Curie, Community Fundraiser Susan Cuthbert said: "Its really wonderful that the concierge at ng homes went to all this trouble and effort. We would like to say a huge thank you to all of them."

"Without the incredible support and fundraising efforts of people like Paul and his team, we simply would not be able to continue to provide the extra services and support that are offered at Marie Curie each and every day."



# Mary's Birthday Boost for Marie Curie

**Gourlay Street sheltered housing resident Mary Fishwick celebrated her 99th birthday with a party with her friends, neighbours and ng homes board and staff members.**

Mary received many gifts and birthday cards on the day and in a kind gesture she has donated money she received and also raised funds with her friends for Marie Curie.

Robert Tamburrini, CEO of ng homes said: "Mary is remarkable. To think of others on her 99th birthday says it all about her. She is very generous and we were delighted to help her present a cheque to Marie Curie."



Sheltered Housing Manager Karen Johnson said: "It's residents like Mary that make sheltered housing a great place to live."

Community Fundraiser for Marie Curie Susan Cuthbert visited Mary and her friends at Gourlay Street in Springburn for the cheque presentation and said: "It was great to meet someone as inspirational as Mary and we thank her for her kind donation, it was a lovely morning at Gourlay Street."

## OWNERS INFORMATION...

### SOME FREQUENTLY ASKED QUESTIONS ABOUT FACTORING

#### What is a Factor?

The definition of a Factor, also known as a Property Manager, is an individual or company charged with the responsibility for managing properties, estates and open space. Factoring is a complex business requiring structure and up to date knowledge of statutory requirements for the various legislations. A Factor has a number of roles and responsibilities that contribute to the smooth running of properties with common areas and shared amenities.

#### What is the Management Fee for?

The Management Fee is our charge for managing your development. This includes:

- Liaising with contractors and tendering for the best service
- Producing invoices (in line with the deed of condition)
- Cost of sending invoices, letters and newsletters
- Provide credit control to ensure that everyone pays their share
- Chasing payments on behalf of the development or property



- Liaise with electricity companies to make sure all charges are accurate and fair
- Undertake regular site visits and maintenance checks

#### What does the block insurance policy cover and who do I contact to claim?

The Block Buildings Insurance generally covers all fixtures and fittings within the building and the structure of the building. Please note that individual policies will not give cover to communal areas so it is essential that you ensure your problem is covered under the communal buildings policy before making a claim. You can contact the ng property team regarding the details of your properties Block Insurance cover.

- intimidation of neighbours and others through threats or actual violence
- harassment, including racial harassment or sectarian aggression, particularly if it takes place at or near a football match
- verbal abuse
- abusive behaviour aimed at causing distress or fear to certain people, for example, elderly or disabled people
- dumping rubbish
- animal nuisance, including dog fouling
- vandalism, property damage and graffiti.

To deal with anti-social behaviour you can contact the police, contact the housing provider or their factor, seek help from community wardens or other neighbours or contact the Citizens Advice Bureau.

### Anti-social behaviour

While there is no precise definition of anti-social behaviour, broadly, it is acting in a way that causes or is likely to cause alarm or distress to one or more people in another household.

To be anti-social behaviour, the behaviour must be persistent.

There may be a fine line between anti-social behaviour and disputes between neighbours over relatively minor inconveniences, although these may, if persistent, become anti-social behaviour. Anti-social behaviour can include:-

- noise
- rowdy behaviour such as shouting, swearing and fighting

Owner occupiers can contact the ng property team by calling their local office or by e-mailing [factoring@nghomes.net](mailto:factoring@nghomes.net)

## Food for Thought continues to make a difference

Food for Thought is a community led initiative supported by the Big Lottery Fund. It has three elements to it; Emergency Food assistance for people in crisis; community food events to connect the wider community; and a volunteer programme.

The project has a strong partnership with 'Fare Share', an organisation that works closely with large supermarkets to distribute surplus food. As a community partner, ng homes Food for Thought programme receives a supply of perfectly good 'in date' surplus food from Fare Share to use for cooking at the weekly community workshops and to distribute as food parcels to those in need.

If you, or anyone you know, is undergoing hardship then a referral for food or furniture support can be made confidentially through your Housing Officer.

Over the past few months a weekly community meal programme was operating in Springburn and Possilpark and this also provided the opportunity for people to connect with other support agencies.



From December a new service will begin: ng homes Big Breakfast – so you can Kickstart your day the Healthy Way. These will take place on: Possilpark Parish Church, 124 Saracen Street, Possilpark, G22 5AP - Mondays 9am-11.30am (starting Dec 2014). Salvation Army Halls, 192 Fernbank Street, Springburn, G22 6BD - Wednesdays 9am-11.30am (starting Dec 2014).

Look out in the New Year for the Community 'Cook and Go' workshops that will be taking place across all areas. This fun activity will have cookery demonstrations with the chance to try out new skills and maybe even sign up for some cookery workshops.

If you want information on any of the activities please contact your housing officer or a member of Food for Thought on 0141 560 6000

Angie Maguire from GEMAP will be offering one-to-one budgeting sessions, looking at how we can help people to make what money they have go a wee bit further and to give them tools and techniques to assist with this.

- We will look at where people's money is going and see if changes could be made to improve things.
- Explore their bank accounts or open them if needed and make sure they are using them to their maximum benefit.
- Promote saving strategies and credit union membership.
- Explain APR and the cost of credit to allow them to make informed choices with money management.
- Explore employability issues for people.

She will also be offering group sessions on debt priorities, consumer rights, taxation and the national minimum wage.



Possil Gala attracted large crowds with a wide range of stalls and free attractions on offer.

Youngsters had fun with Gladiator style challenges and bull riding and

life bike riding and pedal power to produce a healthy smoothie drink.

Glasgow Sculpture Studios artists James McLardy and Lauren Printy Currie devised and delivered a clay

## POSSIL GALA FUN

also enjoyed some of the stalls with old fashioned games on offer.

There were lots of goodies and give aways at the various stalls, including the one with staff from ng homes.

Our smoothie bike challenge was popular combining a mixture of real

workshop with their partners and neighbouring stalls Depot Arts and Concrete Garden. Over 50 new clay works were produced and put on show in an exhibition in September.

All at Young Peoples Futures are to be congratulated for staging another great event.



## canal action plan

**Glasgow's canal – The Forth and Clyde Canal – has been a distinctive feature of the north of the city for more than two centuries. But rather than being used for transport and industry as in the past, the Canal and the areas surrounding it now has a variety of different roles – and ng homes residents have the opportunity to have a say in its future.**

The Glasgow Canal Regeneration Partnership (GCRP) – a partnership between Glasgow City Council, Scottish Canals and its development partners – aims to regenerate and revitalise the canal to become a vibrant local and city attraction. Recent developments include new housing at Maryhill Locks, arts and cultural venues at the refurbished Whisky Bond, an improved towpath and new heritage trail, and sports facilities such as the new Pinkston Watersports Centre at Port Dundas. The Partnership is looking for input from local organisations and communities to influence activity over the next five years through a new Canal Action Plan.

The draft Action Plan groups action around four areas along the canal: Maryhill Locks, Firhill to Applecross, Speirs Locks and Port Dundas. However, it's not just about the canal itself and its towpaths, but also about its surrounding communities (such as Possilpark, Hamiltonhill

and Maryhill) and how they connect to and use the canal and how this could be improved. The Action Plan looks at a variety of issues such as new housing, business and cultural development opportunities, open space improvement, path connections, vacant land and potential for new recreation and leisure facilities. The aim is to create new places and spaces of lasting quality and reconnect and reinvigorate the communities around the canal.

We want local people to have their say on the Action Plan. We want to know what you think about what's in it – and what else should be in it.

The Action Plan is available online: [www.glasgowcanal.co.uk/regeneration-projects/forth-and-clyde-canal-action-plan](http://www.glasgowcanal.co.uk/regeneration-projects/forth-and-clyde-canal-action-plan) or in hard copy at offices of ng homes, Glasgow City Council (at 231 George Street) and Scottish Canals.

To comment on the Action Plan please email: [GlasgowCanal@glasgow.gov.uk](mailto:GlasgowCanal@glasgow.gov.uk), or write to Fiona Campbell, Glasgow City Council, 231 George Street, Glasgow G1 1RX.

More information on the canal is available at [www.glasgowcanal.co.uk](http://www.glasgowcanal.co.uk), or contact: Fiona Campbell, Glasgow City Council on **0141 287 8457** or Chris Breslin, Scottish Canals on **0141 332 6936**



## Annual Garden Competition

**Tenants of ng homes had their flowerbeds blooming again this year providing a real challenge for the judges of the association's annual garden competition.**

With gift voucher prizes on offer for best garden in Possilpark, Springburn, Parkhouse and Balornock the competition standard was very high.

Organiser for this year's competition Neighbourhood Manager for Parkhouse and Possilpark Irene Dalrymple said: "Its always a lovely part of the job seeking out the most talented gardeners amongst our tenants. The standard improves every year and we always see some quite amazing sights that you'd never even know were there if it wasn't for this competition."

Vice Chairperson of ng homes Bill Rossine, who was involved in the judging process, said: "The gardening competition is a wonderful way to show off the hard work our tenants put into their gardens and once again, this year, it was difficult to pick the winners, congratulations to all who took part. For me a special mention must go to the backcourt at 189 Killearn Street which looks astounding."

Hugh Williams, who won first prize in Parkhouse, said: "I always like to keep the garden nice and I was delighted to win the prize in my area."

Robert Johnstone who won 2nd prize in Balornock said: "I enjoy gardening and I put a lot of time and effort into getting the garden looking good so its nice to get a reward from ng homes for my hard work."

The annual gardening competition has been running for over ten years as part of ng homes Tenants Rewards Initiative that sees tenants rewarded for complying with aspects of their tenancy agreement.

The prize winners were:

### POSSILPARK

- 1st Mr O'Hara, Stonyhurst Street
- 2nd Miss K McKenna, Balgair Gardens
- 3rd Mr J Gattens, Closeburn Street

### PARKHOUSE

- 1st Hugh Williams, Crowhill Street
- 2nd Andrew & Christine Traynor, Broadholm Street
- 3rd Mrs J Cunningham, Ashfield Street

### SPRINGBURN/BALORNOCK

- 1st Mr & Mrs J McDonald, Avonspark Place
- 2nd Mr Robert Johnstone, Mansel Street
- 3rd Mr J Hamilton, Bagnell Street

Prizes were also given this year for Special Backcourts and these went to Killearn Street, Saracen Street and a joint effort between Ray Sandford and Patricia Mackin of Hillkirk Street.



# New Handy Person Service for Elderly and Disabled Customers



Mrs Elizabeth Porteous is the first tenant to benefit from our new Handy Person Service. She is pictured here with Andy Lytle who in the short space of time he was there assembled some flat pack furniture and put up a blind for Elizabeth. She said: "I think this is a great service and I'm glad ng homes have kept their promise and introduced it."

**N**eed a cupboard door adjusted, a light bulb changed or flat pack furniture assembled and can't do it yourself?

Sometimes it can also be expensive to get an expert in so ng homes have introduced a new handy person service for elderly and disabled tenants and residents.

The Handy Person Service is here to help you carry out those jobs with complete peace of mind knowing that you will get a good job done by a fully trustworthy operative.

We give you our assurance to help you feel completely at ease using this service.

## What sort of work can be done?

- Door and window repairs and adjustments. (eg. Locks added, new trickle vents etc).
- Minor joinery work (adjustments to kitchen cupboards, pelmets, internal doors etc).
- Additional internal draught proofing.
- Shelving and cupboard fitment.
- Fixing down loose floor covering and other trip hazards.
- Putting up grab rails/handrails/curtain rails/blinds.
- Fixing pictures/mirrors etc to walls.

- Moving furniture/building flat pack furniture.
- Changing light bulbs, fitting lampshades.

## Are there any jobs that cannot be undertaken by this service?

- Gas work cannot be undertaken or any work to the heating and hot water system.
- Electrical, plumbing/drainage work will not be possible using this service.
- Work that will structurally alter the property in any way.
- The Handy Person will not carry out any works that would be part of our normal maintenance service.
- Work will not be allowed in the loft or roof space.

## So what do you need to provide?

The Handy Person service is free but you will have to pay for and provide your own materials and fittings/fixtures. Our Handy Person will carry tools and small items such as screws and nails to assist.

## How long will each appointment last?

Each appointment will be limited to a maximum of 1 hour (this doesn't mean just one job e.g. in 1 hour a curtain pole can be put up, a light bulb replaced and a cupboard door hinge adjusted).

## What if you are not sure if the Handy Person service covers your required job?

Call us and ask! Our Customer Service Officers or your Housing Officer will advise you of whether your job can be completed or if appropriate book it in as repair.

## How do you order a job?

To order a job please call **0141 560 6000** or **0141 336 1300** and **press option 1** which will take you through to the Repairs Team.

If your request qualifies for the Handy Person service a morning or afternoon appointment will be booked for you.

If your request doesn't qualify for the Handy Person service, and where appropriate, it will be logged as a repair on our system.

# African Challenge Scotland

**African Challenge Scotland are a group supported by ng homes who have been meeting regularly on Saturdays at the Ron Davey Enterprise Centre in Vulcan Street in Springburn.**

They are passionate about developing the talents and potential of young people and they want boys and girls to discover and develop their talents and to strive for high standards.

Young people are encouraged to make the most of the numerous opportunities on offer at African Challenge Scotland such as football, basketball, gymnastics, handball, table tennis, badminton, dance, music, swimming, wrestling, karate, kayaking as well as training in IT skills, public speaking, power point presentations, enterprise.

African Challenge Scotland is a busy hardworking community that puts achievement, respect for each other and integrity at the centre of life. They want young people to be focused, well-rounded and above all happy individuals.

African Challenge Scotland President Ronier Deumeni said: "At African Challenge Scotland we aim to develop in our young people the love of learning and the ability to think

for themselves and to go on learning which will prepare them for the fast changing world of their adult lives."

As well as class room based learning in Vulcan Street the group take part in sporting sessions at Springburn Leisure Centre and recently paid a visit to Pinkston Paddlesports Centre organised by ng sports legacy.

Walter Nana from North Glasgow said: "I'm 15 and I enjoyed the day that I spent with African Challenge Scotland. I went to the kayak sport session, I like kayaking and I would like to do it again because I had fun and made friends."

Pierre Dang from North East Glasgow said: "Today was a very big day for me. I learned so many things that I have never done in my life. I really enjoy that; it was so great for me. I'd really like to do that again."

Father of three Lambert Iku from North Glasgow said: "Indeed, it was a nice outing with my children. The waterside was good to see and there were lots of friendly people. I can't wait for the next event like this."

The weekly sessions in Vulcan Street are proving very popular for children and adults alike with one mother of three saying: "I am very pleased with the work that African

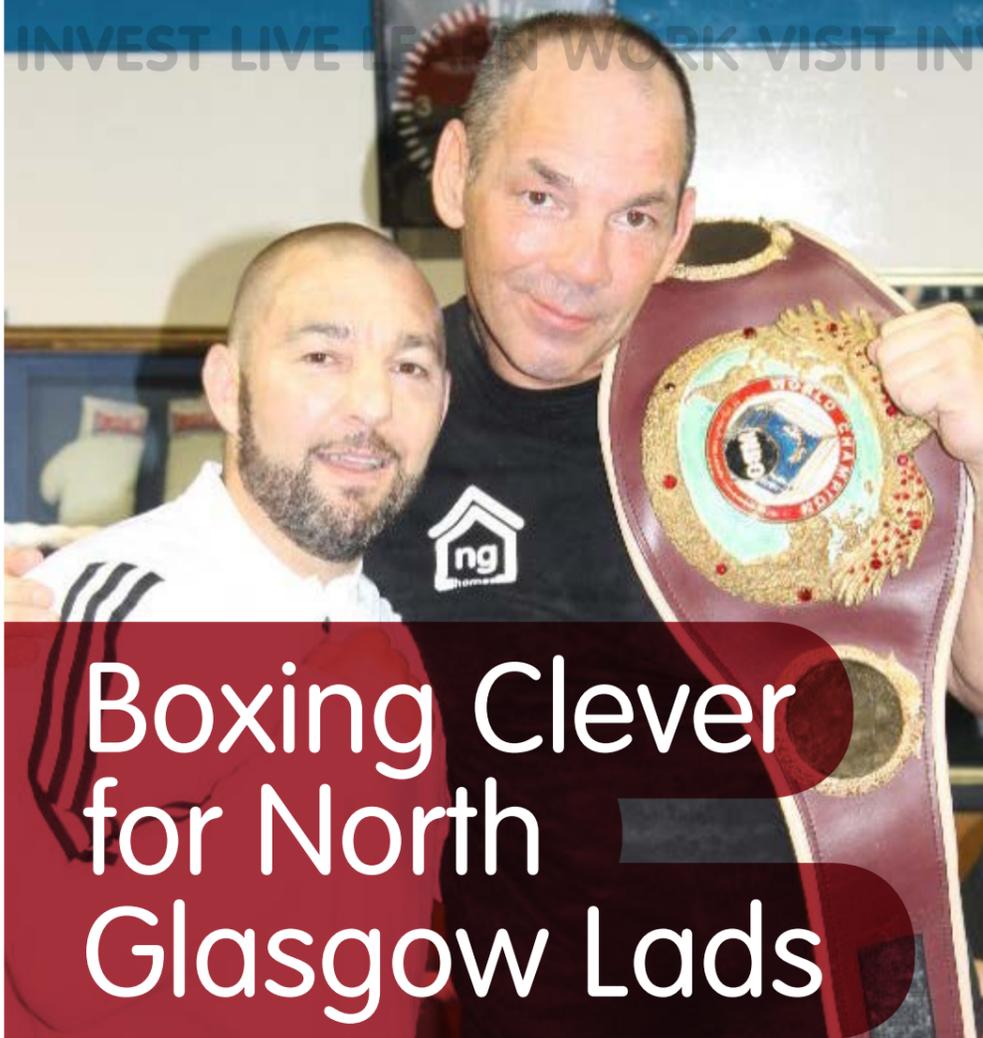
Challenge Scotland is doing for the African Community in Glasgow. I have been attending the workshop with my children every Saturday and it is great. They love to attend not just the workshop but also the sport and the swimming. This is a great change in my children's lives. These activities have enabled them to build confidence and skills and improve their learning and education."

**African Challenge Scotland is organising a major cultural event to celebrate Christmas. It's an opportunity for different cultures to come together including the African and Chinese communities in North Glasgow, ng homes tenants and others in the community. The event will be held on Friday 19th December 2014 at Saracen House, Possilpark, from 6pm to 11 pm.**

If you like African Food and meeting new people then come and join us to discover the flavours of Africa with African Challenge Scotland.

You can follow us on **twitter @acscotland** and **facebook/ African Challenge Scotland**





# Boxing Clever for North Glasgow Lads

**F**ormer world boxing champion Paul Weir has been helping out with a summer boxing programme run by ng2 through ngsportslegacy for local men from North Glasgow.

It involved eight weeks of boxing and fitness as well as life and employability education modules, designed to develop social and employability skills.

At the final gym session, Colin Meiklem emerged victorious after sparring with some tough competitors. Colin, from Maryhill, received a top prize of a six week membership of

this programme and with a Jobs Fair, it's a fantastic opportunity for them to make a real difference in their lives."

It was another project run in conjunction with the School of Hard Knocks (SoHK) charity. Jack Lewars, Operations Manager, SoHK (Charity) said: "Running employment courses with boxing is an exciting opportunity for the School of Hard Knocks charity. Although our roots are in rugby, boxing allows us to reach new audiences. It is a great sport which combines tough physical work with a history of reaching disengaged men and women. I am delighted that we are



Morrisons Gym, which hosted the eight week programme.

Colin said: "I have thoroughly enjoyed this programme and its made me more focussed on my goals whilst keeping fit at the same time."

Greg Cann, ng sports legacy co-ordinator, said: "This was the first time we had boxing to engage local unemployed males, and the interest and engagement from everyone was great. We had a fantastic coach in Paul, who helped us to increase the motivation and self esteem of the group from start to finish, and the results can be seen – more confident young men, back on track with job applications and life in general."

ng homes Board member Bailie Allan Stewart who met the lads at the start of the programme said: "It was great to meet the guys taking part in

able to run a boxing programme in Glasgow, as part of the legacy from our televised rugby programme in 2013."

Scott McCausland from Springburn said: "This has been brilliant for me. I'd still be in my bed if it wasn't for ng homes and School of Hard Knocks. Its given me something real to aim for and I'm looking forward to the jobs fair."

Putting the lads through their paces throughout the programme was former champ Paul Weir who brought one of his World Championship belts along and provided personally signed boxing gloves for everyone.

For more info on SoHK, visit website [www.schoolofhardknocks.org.uk](http://www.schoolofhardknocks.org.uk) or email [scotland@schoolofhardknocks.org.uk](mailto:scotland@schoolofhardknocks.org.uk)

# new faces at ng homes

Some new faces have joined ng homes recently so we thought we'd introduce them to you. First up is Greg Richardson who joins the Housing Operations team in Possilpark as Senior Housing Officer. Also in Possilpark is Danielle McErlane who is the Housing Officer covering for

Gemma Lee while she is on maternity leave. Sharon Brooks, Karen Kelly and Gordon McFarlane have also started with us as Housing Officers. We wish them all well and if you see them out and about in North Glasgow feel free to say hello.



Greg Richardson



Danielle McErlane



Sharon Brooks



Karen Kelly

# POSSILPARK'S VERY OWN VERSION OF HIGHLAND GAMES



**Possilpark hosted its very own version of the Highland Games recently and they were joined by former Justice Secretary Kenny MacAskill MSP who stopped by to cheer on the caber tossing, wellie throwing and tug of war.**

Alongside viewing the traditional activities, he awarded winning rosettes to the Highland Games Champions. The event was organised by local group the Inner Circle Men's group and Chancers Women's Group for children attending a summer programme at Possilpoint Community Centre.

The Highland Games are just one example of activities developed by residents of Possilpark over the last two years, for the benefit of the wider community.

Mr MacAskill said: "This is a great example of the 'Link Up' project which focuses on helping everyone to make a difference in their own area.

"By doing things together and helping each other, organisations like the Inner Circle men's group are helping communities to better face challenges while providing positive activities for young people."

Link Up focuses on people as contributors within their community, working on the principle that by doing things together and helping each other, individuals and communities become more resilient, happier and better able to tackle some of the challenges they face.

Since being supported by Inspiring Scotland's Link Up programme and Link Up Co-ordinator at ng homes, over 1400 members of the community have got involved in community family events including pop-up farms, beaches and cafes and 48 people regularly volunteer in groups established like the Inner Circle and Chancers.

Gillian Halliday, ng2 Link Up Programme Co-ordinator, said: "Having worked with both the groups on a regular basis, it has been great to watch them come together and put on an event for the benefit of the community. Both groups have different skills and abilities and I feel that the Highland Games has showcased their combined strengths and highlighted the assets and community spirit in Possilpark."

# BIG LOTTERY NEWS

**The Big Lottery has agreed a £1million funding package to help people improve their financial skills and gain access to better loans and bank accounts.**

As lead partner ng homes will manage the three year Glasgow Big Lottery Partnership for Welfare Project.

It will assist tenants who are experiencing financial difficulties, exclusion and increased pressures caused by welfare reforms.

Ann Marie Devlin, Depute CEO of ng homes said: "This is great news for our customers. Over the past few years we have offered money advice in our offices and with the Big Partnership for Welfare Project. We will now be able to reach more families on low incomes and help them to improve their financial skills."

Chairperson of ng homes John Fury said: "We are always looking at ways to help our customers especially in these difficult economic times so we welcome the funding

from Big Lottery. It will make a real difference to people's lives in the North of the city and beyond."

Delivered in partnership with Greater Easterhouse Money Advice Project (GEMAP) and other Housing Associations the project aims to reach over 3,000 people throughout the city.

Those who take part in the project will agree a personal financial plan with an advisor which can include opening a bank account, savings plan or even a switch to more affordable energy.

Group workshops will focus on a variety of finance related issues.

The project has been developed in consultation with Glasgow City Council.

Bailie Liz Cameron, Executive Member for Jobs and the Economy, said: "I am absolutely delighted that this application was successful. It means we are able to support our most vulnerable residents in relation to the devastating impacts of welfare

reforms and increasing financial pressures.

"I am also delighted that this project will take a strategic city wide approach and will draw on the already well developed partnership approach to working in Glasgow.

"I also commend the role which staff in Development and Regeneration Services played in helping to develop and co-ordinate this application in partnership with ng homes, GEMAP and the wider RSLs in the city."

Key stakeholders in the project also include GHA and the Glasgow and West of Scotland Forum of Housing Associations.

Big Lottery Fund Scotland Chair, Maureen McGinn, said: "I am delighted that ng homes is one of the latest groups to receive an award from our Investing in Communities fund. This is life changing money that will benefit those people and communities most in need."



## Rita loves home upgrade

**Rita Ferguson loved her home in Springburn but things became a bit difficult when she had to start using a wheelchair to get about.**

She found she couldn't manoeuvre her electric chair around her home without hitting off the skirting boards and walls.

ng homes staff have now carried out some major changes to give her full access to her living room and bathroom.

Rita says: "I am absolutely delighted. They moved the door in the living room, changed another one to make access at the front easier and gave me a sliding door in the bathroom."

Rita was born with cerebral palsy and didn't walk until she was eleven years old. She says: "I stood up to the sound of Elvis and started walking."

Rita has good neighbours and didn't want to move. She keeps busy helping out in the shop and with the bonus ball fund raising at the Disability Community's centre in Possilpark.

She lives with her son Glen and has other family nearby. She got around with the help of walking aids until four years ago but now needs her electric wheelchair to remain independent.

Rita said: "I want to be comfortable in my home and make it the way I want it. After the workmen finished I got the decorator in. I love it here as it's near everything. I can go to the shops, dial a bus and get out and about.

"The work ng homes has done has been just brilliant and I am so happy they made it possible."



ng homes hosted a visit by Big Lottery UK CEO Dawn Austwick and Scotland Director Jackie Killeen when they met stakeholders. The meeting at the Saracen House Conference Centre was to look at building assets in communities working with and led by local people as part of shaping a UK wide strategic framework for the Big Lottery over the next six years. John Devine and Margaret Layden of ng homes are pictured with the Big Lottery VIPs and other stakeholders including Sharon McPherson from Scotcash.



**CHRISTMAS AND NEW YEAR HOLIDAY**

ng homes offices will close at 12.30pm on Tuesday 23rd December 2014 and will re-open again at 9.00am on Wednesday 7th January 2015.

*The Management Board and Staff of ng homes would like to wish everyone a Merry Christmas and a Happy New Year.*

## emergency repairs during the holidays...

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

Problems with gas central heating should be reported direct to the Association's gas maintenance contractor City Building on 0800 595 595 or City Technical Services on 0141 646 5091

TV aerial faults should be reported direct to City Building on 0800 595 595

Lighting faults in your close or multi-storey block can now be reported during working hours by calling 0141 560 6000 or Out of Hours 0800 595 595

Calls made to the office numbers will automatically divert to the emergency call centre.

During periods of extreme cold weather there is a risk of pipes freezing and bursting. At such times it may be useful to follow these suggestions:

- Keep heat circulating in all rooms
- Report any dripping taps and pipes to City Building
- Find your main stopcock in case of leaks. If you are unsure of how to locate this, please call the office for guidance.

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

- Turn off water at stopcock or tap
- Switch off your immersion heater or boiler
- Turn on taps in sinks and baths
- Turn on as much heating as you can
- If water comes into contact with any electrical fittings turn off the electricity supply at the mains
- If your pipes do freeze or burst contact the emergency office number 0800 595 595

How to get in touch with us:  
email: [info@nghomes.net](mailto:info@nghomes.net)  
web: [www.nghomes.net](http://www.nghomes.net)  
Twitter: @ng\_homes  
Facebook: [ngsportslegacy](https://www.facebook.com/ngsportslegacy)

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