



north news

One Vision: A community where people can flourish and prosper

Doors Open – supporting and connecting the community



The team at ng homes is working to build and develop partnerships to help those in need. Read more about how we are supporting the North Glasgow community on pages 4-5.



Community Networking Breakfast

In this issue:



Take part in our "Getting to Know You" survey
page 12



Interested in getting involved? Find out more about joining the ng homes Board
pages 18 and 19



Find out more about help available this winter
pages 24-27



Welcome from the Chair...

Merry Christmas to you all and welcome to issue 65 of North News. I hope you and your families are keeping safe and are looking forward to the upcoming festive season.

We face another challenging winter with the cost-of-living crisis still here and energy costs remaining high. As we head towards the festive period and the heart of winter, many may be worried about what is to come.

This time of year should be filled with joy and laughter and the chance to relax and reflect. For some, however, it may be a real challenge. They may have lost a loved one, are feeling low or are struggling financially.

Whatever the reasons, I would like to extend an invitation - our door is always open. There are many organisations within North Glasgow offering assistance and support as well; we have signposted to these where we can in this newsletter.

In this issue I trust you will find lots of interest, including helpful information around financial support and our services over the winter months. We have also included tips on keeping safe and well over winter and the Christmas period.

Please take note of when our offices will be closing over the holidays – you will find this on the back page and below this welcome.

You will find our Winter Weather Plan on page 33 together with emergency details should you require them on page 36.

ng homes staff have been busy out and about in the North Glasgow community over the last few months – you can read more about what's going on in our communities from page 4.

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



We would love to hear your feedback or any thoughts you have about this issue. This is your newsletter, and we want to make sure it covers topics and stories of interest and help to you. Please get in touch!

Don't forget - please be sure to follow our website and social media for the latest news.

I hope you find this issue informative and enjoyable, and we wish you all the very best for a wonderful festive season and for 2024.

Catherine Rojine

Chairperson, ng homes

Office closure over the festive break

The Association will close for the Christmas and New Year break at 12.30pm on **Friday 22 December 2023**. We will re-open at 9am on **Monday 8 January 2024**.

We hope you have a fun and safe time but should you need us during this period you can always contact our Concierge team, who maintain a 24-hour service on **0141 560 6000**.

If you need to report an emergency repair, please call **0800 595 595**.

The Board and staff of ng homes wish all our tenants and residents a Merry Christmas and a Happy New Year!

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Our Performance: Complaints and Compliments

1 April 2023 – 30 September 2023 (Q1 and Q2)

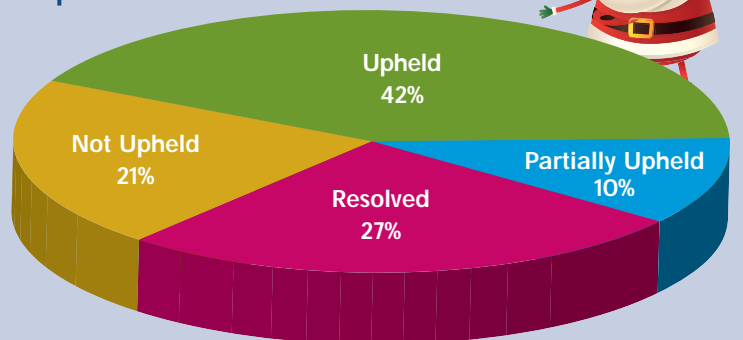
We know we are not perfect; however, we are striving to achieve excellence in all aspects of customer service. We recognise that from time to time some things can go wrong, we're only human after all, but our aim is to rectify things quickly and effectively, and permanently improve our services in the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

Number of complaints received in the period = 176

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

Complaints April to September 2023

Complaint Outcomes



Compliments during the period...

As well as receiving complaints, 24 compliments were recorded in our register for Q1 and Q2. These included the following messages of thanks:

Thanks for helping me sort out my garden and getting it all nice.

Thanks for help with Universal Credit.

Very happy with recent kitchen installation and full rewire which was completed in a timely manner and most professionally.

The guys are doing a great job on the weeding.

Thanks for following up on works and arranging repairs and taking time to listen.

Thanks for help and support during the recent Police evacuation. The team's work is invaluable to the community and much appreciated by everyone.

Thanks for all the help with getting a property. The staff went above and beyond to get the house ready, giving me access to community support website and charities to help with furnishings. They have been a lifesaver and I am very grateful.

You Said

A tenant was unhappy because the grass in her back garden had not been cut despite several phone calls regarding this.

We Did

We arranged for the grass cutters to re-attend to cut the grass.

You Said

A complaint was received from a tenant who had received a bill from our factoring department which the tenant did not think applied to them.

We Did

We apologised and explained that this was due to an IT system error which has now been resolved and the charges were not applicable.

You Said

A tenant complained about debris being left by contractors in the drainage pipework.

We Did

We apologised on behalf of our contractors and arranged for this to be cleared.

You Said

A tenant complained that she had several repairs to report and that the Housing Officer had agreed to visit to take note of them but had not visited.

We Did

We explained that, due to a miscommunication, the appointment had not been arranged but that a visit would now take place.

You Said

An owner was flooded by a leak at the bath in a recently tenanted home's property which caused damage to the bathroom ceiling.

We Did

We repaired the bathroom ceiling and noted the bath should be run at void inspection to ensure no leaks are present.

You Said

A tenant complained about the bins being located in her front garden and that it's a health and safety issue due to their position and that they should be in the back garden so that the refuse collectors can take them up and down the path.

We Did

We visited the tenant and explained that Glasgow City Council are responsible for the location of the bins and provided details of the MyGlasgow app and who to contact.



ng homes staff and organisation representatives gather in Saracen House as part of the Information and Advice Day.

Doors Open: ng homes hosts successful Information and Advice Event

ng homes welcomed organisations and the local community to Saracen House in early October for the latest Advice and Information Day.

Held during Challenge Poverty Week, the day featured a variety of local and community-based support and advice agencies, as well as organisations based in North Glasgow. Over 80 individuals attended throughout the day, filling the room with conversation and engagement on topics such as benefits, financial advice, energy conservation, and more.



A wide range of local and community advice and support organisations, including Social Security Scotland, Home Energy Scotland, The Wise Group, Jobs & Business Glasgow, Glasgow Baby Food Bank, GEMAP, We Are With You, Springburn Park Men's Shed, Glasgow Girls Club, and ng homes' Community Development team were in attendance.

ng homes' Community Development Team Leader, **Paula Mailey**, expressed gratitude to all who participated, stating, "We recognise the challenges posed by the ongoing cost-of-living crisis and the need for resources and advice to be readily available. We've been working closely throughout the crisis with our community partners to support North Glasgow and were delighted to see so many in attendance on the day."

ng homes Chairperson **Catherine Rossine** thanked those who attended saying "We were delighted to be able to host this event. This 'one-stop shop' not only helps link our tenants and residents with advice, resources and more but also offers a chance to learn more about what's happening in the local community and how to get involved. Thank you to everyone who came along."



ng homes Community Development Team Leader Paula Mailey with Dominic McNally, Community Support Officer (Senior)



Open Day visitors Chris Mullen and Margaret Newcombe

Those attending have shared many positive comments including:

"Thanks for inviting us, you are all so welcoming and we get to speak to some really interesting and amazing people within the community of Possilpark. We made some good connections organisation wise; these are always great events for us, it is always a good way to network and meet other organisations who we can work with for the good of the community." (Jobs & Business Glasgow)

"This is a great Information and Advice event for the local community, the support available really benefits people. We look forward to future (Information) days to provide ongoing support to those who may be struggling." (Baby Food Bank)

"The event was really good; it was easier to speak to someone face to face about my money issues. I received advice and support about energy and paying bills. The food was fantastic." (Local tenant)

For more information about ng homes' events, including future Community Information and Advice days, please visit our website at <https://nghomes.net>

Partnerships grow from ng homes' Community Networking Breakfasts



Monthly events are helping to bring together local community groups and organisations to share resources, connections, and experiences.

Breakfasts are held on the last Friday of each month from 10am to 12noon with many groups now attending regularly to share information and resources and establish new partnerships for the benefit of the community.

The Community Networking Breakfasts consist of:

- A 'Speakers Corner', where organisations share what they do as well as requests for support. These have ranged from the Wise Group to the Glasgow Baby Food Bank, Dekko Comics, Possibilities and many more.
- A chance to ask questions and network - time to mingle, network and make those all-important contacts and partnerships; and
- A 'marketplace' - a chance to share and swap resources and contact details as well as leaflets, newsletters and more.

A Community Networking Breakfast app will soon be available for participants as an interactive way to stay in touch between events.

Please keep an eye on ng homes' website and social media where we will share details on how to access the Community Networking Breakfast app.

We'd love to welcome you along! If you are working or volunteering in your community and would like to come along to the Community Networking Breakfasts, please join us at Saracen House from 10am-12noon:

Friday 15 December 2023

Friday 26 January 2024

Friday 23 February 2024

Friday 22 March 2024

If you have any questions regarding the Community Networking Breakfast, please contact **Paula Mailey (Community Development Team Leader)** on pmailey@nghomes.net

A look back at recent Community Networking Breakfasts



Spotlight on – our partners The Wise Group & Versus Arthritis

The Wise Group have recently launched their Relational Mentoring Service to support those struggling with many issues including alcohol dependency, hoarding, and energy debt. Different types of support include employability, mental health and wellbeing, self-confidence, general life skills, energy advice and advocacy and addiction. Organisations can make referrals directly to the Wise Group for support or speak with ng homes staff who can also make referrals.

Versus Arthritis recently attended the Community Networking Breakfast to discuss their local services including a 5-week Living Well self-management programme, 2-hour bitesize sessions, and volunteering opportunities. Versus Arthritis will be running the Living Well programme – looking at self-management, relaxation and more - in partnership with Possibilities in early 2024. To register your interest please contact Melanie at Possibilities or email livewell@versusarthritis.org



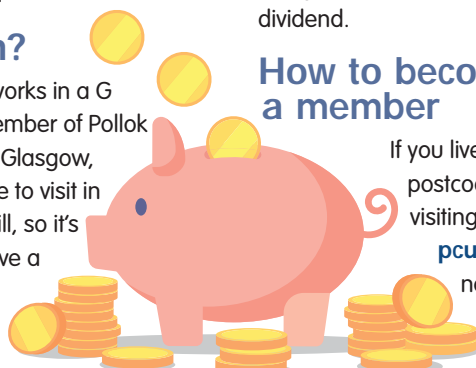


ng homes is working in partnership with Pollok Credit Union (PCU) to support people in setting up an account.

The Credit Union, based at Saracen Street Possilpark, is a vital community banking service. PCU offers a wide range of banking benefits and provide access to budgeting and savings accounts.

Who can join?

Anyone who lives or works in a G postcode can be a member of Pollok Credit Union. In North Glasgow, branches are available to visit in Possilpark and Maryhill, so it's easy to pop in and have a chat with the friendly staff.



What does a Credit Union do?

A Credit Union is owned by and works for their members. Members' needs are put first, meaning that loan interest rates can be lower than bank and payday lenders. When you join PCU you get a shares account - you can also open a savings account. These can hold a maximum of £15,000. You can get your benefits paid into a PCU account just like any other bank account. You can transfer money to another account through the CuMobile app or their website (pcu.org.uk) or withdraw money in branch. As a Credit Union, any profits made go straight to members through an annual dividend.

How to become a member

If you live or work in a 'G' postcode, you can join by visiting the PCU website, pcu.org.uk, and click 'Join now' to become a member. Once you're

a member, you will be able to download and access the CuMobile app, which can be downloaded from the AppStore or Google Play Store. You will also have access to your account through the online banking section of the website.

Looking to find out more?

Simply drop into your nearest branch and speak to the staff for more information. You can also call them on 0141 881 8731 or email to info@pcu.org.uk

Pollok Credit Union branches are located at:

Possilpark Branch
(Tues-Thurs 10am-3pm):
264 Saracen Street
Possilpark, Glasgow G22 5LF

Maryhill Branch
(Mon-Fri 10am-3pm):
Unit 2, Maryhill Shopping Centre
Glasgow G20 9SH



HEAT STRUGGLING WITH FUEL PRICES?

Are you struggling with fuel prices and need some advice?

If you, or someone you know, is struggling with their energy bills, we may be able to help

Our dedicated mentors can provide advice by visiting you at home and continue support through further visits or remote assistance to help you save money on your energy.

We may be able to help speak to your supplier about any questions you may have regarding billing issues or outstanding debt.

ENERGY CRISIS & ADVOCACY SUPPORT

ENERGY SAVING AWARENESS

INCOME MAXIMISATION

ENERGY EFFICIENCY ADVICE

If you are an ng homes tenant - PLEASE CONTACT OUR HOME ENERGY ADVICE TEAM TODAY!

0800 092 9002

HEAT@THEWISEGROUP.CO.UK



Join us at Pinkston Watersports!

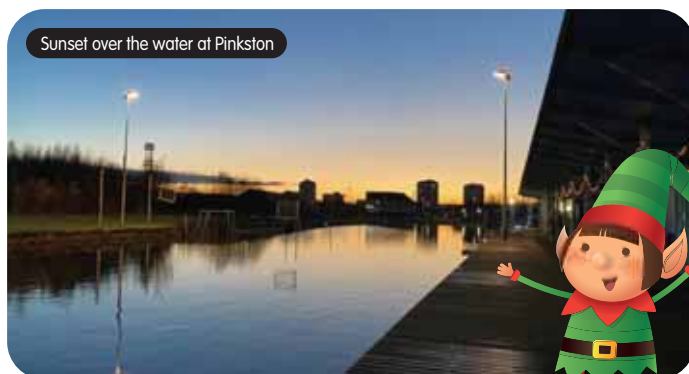
Pinkston Watersports is a community-based centre on the Glasgow Clyde canal. A registered charity and social enterprise, Pinkston strives to increase participation in sport, providing recreational facilities and organising activities as a way of improving and promoting wellbeing, quality of life and education.

Visitors to Pinkston have access to a range of activities from cold water swimming to whitewater tubing, canoeing, and kayaking. Several clubs also use the site on a regular basis – do get in touch with the team at Pinkston if you are interested in learning more!

Pinkston's General Manager, Jo Airey, shared this special update with readers of North News to let everyone know what's coming up!

"It's nearly the end of 2023! Would you believe it? We are looking forward to celebrating the holidays and would love to have everyone come along to our Winter Wellbeing Festival of Light.

All our January activities will be £1 and kayaking sessions for £5 will be bookable on www.pinkston.co.uk. The festival will take place on Saturday 13 January 2024 with fun activities, yoga, mindfulness



Sunset over the water at Pinkston

sessions, hot food and drinks and more.

We are looking forward to a day full of music and fun!

The festival will be a great start to 2024 – we are going to be celebrating our 10th birthday next year with lots of ways to get involved with outdoor watersports and more.

We'd love for everyone to come out and join us. Keep an eye on our social media channels for more news – follow us at **@PinkstonAWWC** on X (formerly Twitter) or search **Pinkston Watersports, Glasgow** on Facebook."

Rediscovering Glasgow's Hidden Gem: The Revival of Springburn Winter Gardens

By Sarah Robinson Frood,
Director InnovateRural

Nestled in the heart of Springburn Park lies a true Glasgow gem: the Springburn Winter Gardens, a cherished glasshouse with a rich history dating back to the early 1900s.

The Winter Gardens was once a bustling hub with people flocking to the glasshouse year-round. Sadly the iconic building closed 40 years ago and has since fallen into disrepair. Ten years ago, the Springburn Winter Gardens Trust (SWGT) formed to see the Gardens restored once again.

The journey so far...

The restoration journey has been an inspiring tale of commitment, collaboration, and effort. Surveys, workshops, and discussions with the local community have contributed ideas and aspirations for the future. Partnership working, across all parts of the local community from grassroots organisations to Glasgow City Council and ng homes, has played a key role in securing funding and seeing the project begin to take shape.

What's next? The vision ahead.

Ten years after first forming, the Springburn Winter Gardens Trust (SWGT) are on a mission to see the glasshouse restored to its former glory with the hope to see residents of Springburn returning once again.



Inside the Winter Gardens, Springburn Park, Glasgow

The vision aims to re-establish this landmark as a vibrant community hub. Plans are coming together for revitalised gardens with spaces for events, activities, and learning.

Follow along - join the Springburn Winter Gardens Community!

The SWGT would love for you to be a part of the journey – here's how you can take part:

- **Join the Springburn Winter Gardens mailing list:** stay informed about the project's developments.
- **Get Involved:** join in with volunteer opportunities, workshops, and community engagement activities. You can also enjoy special access to events, guided tours, and workshops within the Winter Gardens.

Interested in joining or learning more? Please visit <https://springburnwintergardens.com> where you can read more, sign up to the newsletter and more!

On Our Marks!

Regular readers of North News may remember that several issues ago we told you how ng homes has been boosting confidence and well-being in children in North Glasgow through On Our Marks, a project aiming to inspire the people to be more physically active.



Teachers, pupils and On Our Marks staff participating in educational games during sessions at local primary schools

We hit the ground running again in 2023 with 40 sessions taking place in eight local primary schools.

As well as encouraging pupils during school time, On Our Marks has also helped families spend more time together, having fun with being on the move at home and within the local community.

The aim now is to continue the positive steps to keep the children passionate about being active.



Active Travel rolls out in North Glasgow



It's been all things bikes over the summer and autumn! Here's the latest across ng homes...

Bike Storage

You may have spotted the grey 'Armadillo' shelters appearing near Broadholm Street, 252 Saracen Street and next to 15 Eccles Street. Working closely with our partners Greasemonkey and On Bikes we have been hard at work to develop our Active Travel plans across North Glasgow. We are thrilled with the response and looking forward to seeing the project continue to grow.

We are currently organising tenant consultations to learn more about how these bike shelters will benefit our tenants and residents the most. We hope to extend this consultation to the multi-storey flats at Balgrayhill Road and Edgefauld Road soon.

Stay tuned for more, including bike shelters planned for homes at Lenzie Terrace and Carron Place and individual storage units for Broomfield Crescent.



The new bike shelters in place



A guided bike ride sets off in Springburn

Getting Cycling and Dr Bike Sessions

At our Active Travel Hub, on Eccles Street, we have been busy with our monthly 'Dr Bike' maintenance sessions, which have been a great success. Thanks to funding from Glasgow City Council's 'Go Cycle' initiative, we were able to staff the sessions with qualified mechanics from our partners at On Bikes. These sessions have been particularly well-received, with each week fully booked and many bikes checked to ensure that tenants and residents can keep cycling all year round.

We are currently working to secure additional funding to extend the Dr Bike sessions further afield.

Another exciting development from the 'Go Cycle' fund has been our pilot program for young children, which introduces them to bikes and helps them learn to ride using

balance bikes. The programme, which runs weekly at Springburn Sports Centre with support from Glasgow Life, has been a resounding success, with over 120 children aged 3-10 taking part over the 8-week pilot.

We have also been working with local community groups to encourage group cycling sessions with trained leaders, supported by Scottish Cycling's 'Rock Up and Ride (Communities)' project, and bikes received from the Go Cycle initiative.

Local organisations NE Recovery and Springburn Unity Network (SUN) have already taken part, and two members of SUN are now fully qualified to lead rides themselves. We are also in talks with African Challenge Scotland and the local Chinese community to organise similar rides later in the year and early 2024.

Bike Refurb Scheme

Our bicycle refurbishment initiative is an ongoing project that strives to refurbish donated bicycles to like-new condition. Our goal is to distribute the refurbished bikes to our community and promote cycling in the area.

We're proud to say that we have already distributed over 50 bicycles to the community through referrals and requests from partner organisations and our staff at ng homes. We would like to extend a big thank you to On Bikes and HMP Barlinnie for their support in making the refurbishment scheme a success.



Dr Bike mechanics hard at work

ngFUN

Christmas Wordsearch

Bow • Candy Cane • Christmas • Joy
Santa • Snow • Presents • Elf • Reindeer
Lights • Family • Jingle

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

Christmas Crossword Answers

1. Mitten 2. Present 3. Bell 4. Star
5. (across) Snowflake 5. (down) Santa
6. Fireplace 7. Cookie 8. Snowman
9. Tree 10. Hat 11. Ball 12. Candle

Christmas Crossword

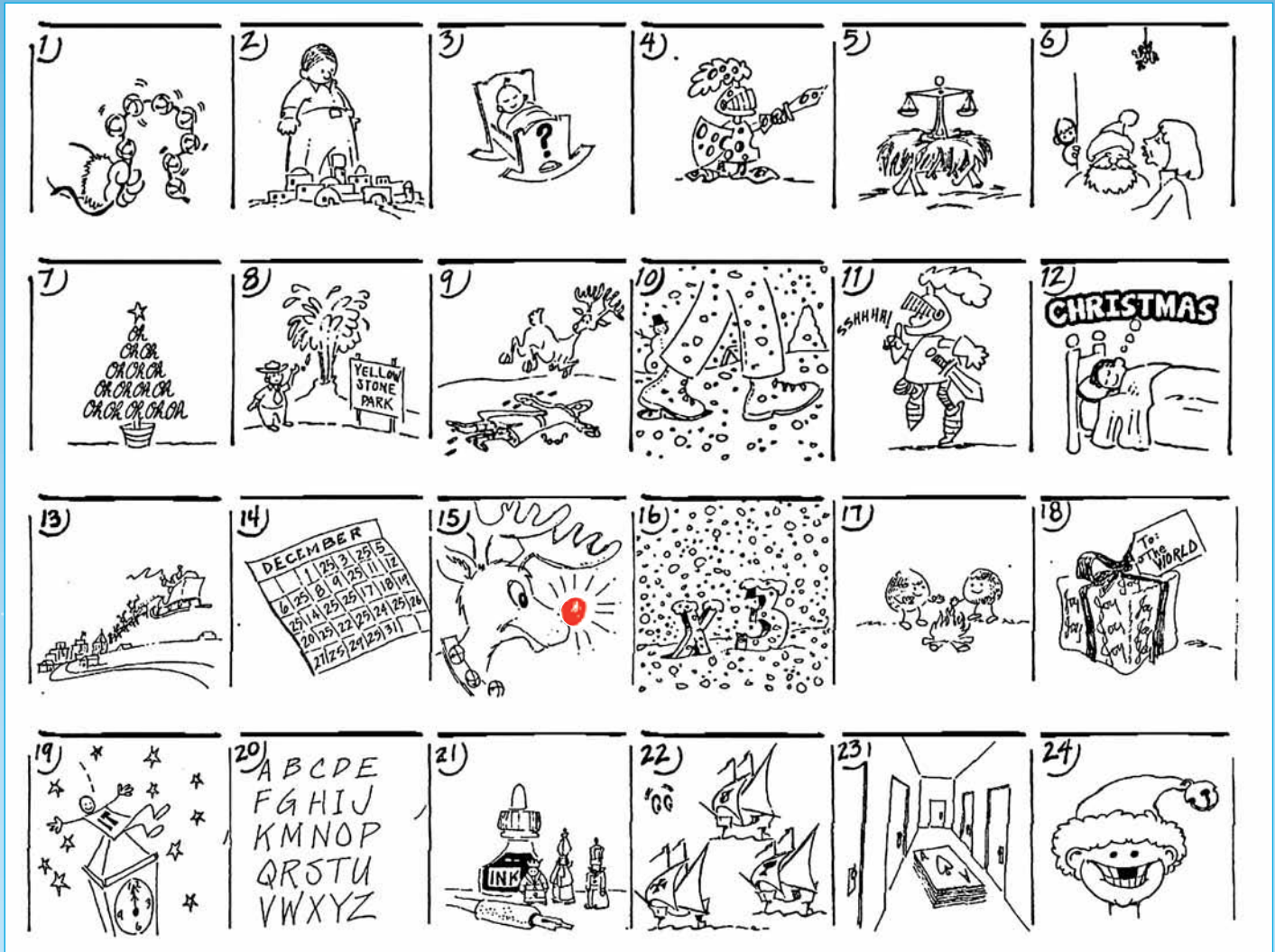


Spot the 10 differences



Rebus Puzzles

Can you guess the Christmas songs?



13. Santa Claus is coming to Town
14. Twelve Days of Christmas
15. Rudolph the Red-Nosed Reindeer
16. Let it Snow! Let it Snow! Let it Snow!
17. Chestnuts Roasting on an Open Fire
18. Joy to the World
19. It came upon a Midnight Clear
20. The First Noel
21. We Three Kings
22. I Saw Three Ships
23. Deck the Halls
24. All I want for Christmas is my two front teeth

1. Jingle Bells
2. O Little Town of Bethlehem
3. What Child is This?
4. O Holy Night
5. Away in a Manger
6. I saw Mommy Kissing Santa Claus
7. O Christmas Tree
8. O Come All Ye Faithful
9. Grandma Got Run Over by a Reindeer
10. Walking in a Winter Wonderland
11. Silent Night
12. I'm Dreaming of a White Christmas

Rebus Puzzles Answers

Spot the 10 differences - solution



Let's talk! Our first "Getting to Know You" tenant survey is here!

Why are we doing a "Getting to Know You" survey?

This is our very first "Getting to Know You" survey. By asking you questions on a range of topics - from your health and wellbeing to transport, digital issues and community development - we hope to learn more about you, our tenants and residents and what your priorities are.

This will help us understand what housing or support needs you or your family may have and how we can change the services we provide to suit you better.

How do I take part?

Our Getting to Know You survey can be found on the ng homes website at <https://nghomes.net/getting-to-know-you/>
Each completed survey will be entered into a monthly draw for a chance to win a £100 voucher.

Questions?

If you have any questions or need support, we are here to help. Please contact your housing officer for assistance.

If you would prefer the survey in another format such as large print or another language, please get in touch with us by phone on **0141 560 6000** or email **info@nghomes.net**



Housing Manager Karen Johnson presents winner Janet Sproull with her voucher.

ng homes 2023 Customer Service Excellence Review



work being delivered by the Association's staff teams and, in turn, how this was supporting our tenants and other customers. The Assessor was keen to learn about our partnership working with other local organisations and how this collaborative approach is making a positive difference to tenants and residents in North Glasgow.

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

The Association has held the CSE accreditation for many years and the 2023 annual review took place on Tuesday 21 November. This year's review was held remotely with the Assessor conducting a review of the Association's approach to customer service to assess whether the organisation continues to meet the requirements of the CSE Standard.

Previous reviews have been very positive, with the Association found to have a clear focus on developing and delivering services that meet the needs and expectations of its customers across the organisation.

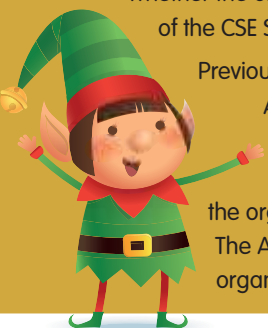
The Assessor met staff, customers and partner organisations to hear about the customer-focused

During the review, the Assessor had the opportunity to speak with tenants who provided outstanding examples of support and high levels of service. The Assessor was impressed by the staff's dedication to the tenants and other customers and the innovative ways they have demonstrated this commitment, especially during these challenging times.

The Customer Service Excellence Assessment conducted on 21 November 2023 found that ng homes continue to meet the requirements of the Customer Service Excellence standard.

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

We look forward to receiving the Assessor's report which will highlight areas of good practice whilst also identifying areas for focus in our pursuit of continuous improvement. We will share the outcome with Board members and staff as well as share it through the Association's website and in an update for readers in the next edition of North News.



Inspiring the next generation

Project Manager Greg Cann speaks with students at the busy All Saints careers morning

Students from local secondary schools have been getting a glimpse into the world of housing, thanks to ng homes staff.

In October our staff had the opportunity to hit the road, playing an active role in empowering students through careers carousels hosted by Developing the Young Workforce (DYW) careers days in North Glasgow.

During the early part of the month we joined other local and national employers to participate in a carousel-style careers event focused on new S1 students at Springburn Academy. The Academy's "Skills Framework" was a key theme for the day, emphasising the importance of transferable skills.

This framework is designed to help students develop skills that can be used across various roles, tasks, and sectors.

Developing the Young Workforce Coordinator (Springburn Academy) Tracy Parker added: "ng homes did a fantastic job of creating an interactive session which incorporated Springburn Academy's own Skills Framework which the event was centred around. As a local business they have created an awareness for the younger generation in their community. I think the young people will have a different perspective next time they see an ng homes van passing by the school."

ng homes representatives, including Project Manager Greg Cann, Housing Officer Catherine Mather, and Housing Assistant Lucy Brown, were present at the October Careers Carousel held at All Saints Secondary, Glasgow.

Students had the opportunity to engage with employers, learning about potential career paths, future education options and get a chance to ask questions.

These events aim to expand students' horizons and provide them with insight into options after leaving school.

ng homes' Project Manager Greg Cann said: "These events are a great opportunity for the Association to get out and meet young people in the community. It's a perfect opportunity to raise awareness of what the housing sector is and what it can offer



Housing Assistant Alan Nicolson at the Springburn careers day



All smiles from All Saints Secondary staff, students and ng homes staff during their October careers morning

people looking for a career. It's also great fun to engage with schools around their perceptions of what we do!"

Most recently, we worked with DYW Glasgow and FARE (a community organisation working to raise young people's aspirations and create opportunities for personal development) to support their **WorkAware at S3** project.

ng homes hosted Knightswood and All Saints Secondary students at the Ron Davey Enterprise Centre in late October, exploring the many roles with housing and visiting Saracen House (Possilpark), Ned Donaldson House (Springburn) and our subsidiary ng2, providing those taking part with the opportunity to ask questions of the staff.

City Building appointed to support repairs

We are pleased to share that City Building have been appointed as our Reactive Repairs and Small Works Contractor. The new contract began 1 August 2023 and includes an all-trades service for day-to-day reactive repairs as well as our emergency repairs service.

We are working closely with City Building to ensure the new contract runs smoothly and to continue to improve the reactive repairs service for our customers.

As part of the new contract, the City Building vans will now include 'Working in partnership with ng homes' so you can easily identify them as our contractor. The tradesmen will carry City Building ID with them – please remember to ask to see this before allowing entry into your home to help keep everyone safe.

Please find more on our repairs timescales and how to report a repair on our website at <https://nghomes.net/repairs/>. If you need to report a repair, please call 0141 560 6000 or in case of an emergency, please contact 0800 595 595.



Just a reminder

We have a legal requirement to complete essential checks such as the annual gas inspection and 5-yearly electrical tests. In order to complete these checks, our gas and electrical contractors will need access to your home. We will write to you in advance with an appointment – please contact us on 0141 560 6000 if the appointment is not suitable and we can arrange an alternative time.

Please ensure you are home at the arranged time to provide access for these essential checks so that we can continue to keep our tenants and properties safe.

Multi-Storey Flats – District Heating and Investment Project

The bathroom works, to implement fire compartmentation within our multi-storey flats, is progressing. The project, which began in 2022, remains on schedule and is due to be completed in February 2024.

As we go to print with this North News, work in more than 500 of our properties has been completed. Fire compartmentation in the flats at 250 Edgefauld Road is on schedule to finish shortly in mid-December. Work is also underway for the final homes on Croftbank Street.

Fire compartmentation – stopping fire spreading from one unit to another within a block of flats – is an important part of the passive fire protection within the overall fire safety system of a building and is critical within multi-storey flats. It is achieved by dividing the properties into "fire compartments" through using fire doors as well as having floors and walls constructed using fire-resistant material. The wall enclosing the pipework and services travelling between flats is located within bathrooms in the multi-storey flats. The current project has been removing this wall and replacing it with fire-resistant materials.

If you have any questions regarding this work, please speak to your Housing Officer.



ng homes 2023 Annual General Meeting

The Association's 2023 Annual General Meeting was held in Saracen House in Possilpark on Tuesday 12 September.

The meeting went very smoothly with 28 members of the Association attending on the night. Joining the Association's Chair, Catherine Rossine, at the top table were Bob Hartness, Deputy CEO and the representative of the Association's Auditors, Wylie & Bisset, Chartered Accountants.

The minutes from the 2022 AGM were adopted at the meeting. Other highlights of the meeting were as follows:

The Report of Board of Management

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



Finance

Bob Hartness, ng homes Deputy CEO, then covered the Income and Expenditure and the Balance Sheet highlighting some of the key features of this year's accounts.

Auditor's Report

The Association's auditors Wylie Bisset Chartered Accountants presented the Auditor's Report which was very positive.

Appointment of Auditor

It is a requirement of the AGM to approve the Auditor for the forthcoming financial year and the Chairperson highlighted that due to the first-class service provided by Wylie Bisset, the Association had no hesitation in recommending the company to members for the 2023/2024 Audit. The appointment of Wylie Bisset as auditors for 2023/24 was duly approved by the members.

Board Membership 2023/24

It was highlighted that two Community Board members were due to stand down this year: Catherine Rossine and Gino Satti. There were four community Board places available. Both Catherine Rossine and Gino Satti were seeking re-election and there were no other nominations for community



members, therefore Catherine and Gino were re-elected unopposed.

The Chair confirmed that there were no nominations for Independent Board member positions. The Chair then confirmed the ng homes Board members for 2023/24 as:

Catherine Rossine (<i>Chairperson</i>)	
Gino Satti (<i>Vice-Chairperson</i>)	
Jim Berrington (<i>Secretary</i>)	
Jacqueline Fernie	Allan Gow
Mairead Grimley	Jim Kennedy
John Macleod	Frank Malcolm
John Thorburn	

Note of Thanks

On behalf of the Association's Board, the Chair thanked those members who had left the Board during the past year, thanking them for their contribution and commitment during their time on the Board.

Association Members Prize Draw

The members prize draw took place following the AGM with the three lucky winners receiving Tesco shopping vouchers.

2023 Landlord Report now available

The Association is delighted to release our annual Landlord Report for 2023. The landlord report provides readers with the annual insight into the Association, highlighting our successes and our relationship with our tenants during the year.

The report shows how we are performing in key areas of the business and how this compares with the national average. It is produced in line with the Scottish Social Housing Charter which sets out the standards and outcomes that all Housing Associations should aim to achieve when providing services to tenants.

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



Proposed Rent Increase 2024

Your rent makes a significant contribution towards the delivery of our services. We are currently preparing to set rent levels for April 2024 – March 2025.

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

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

Last year we advised we were experiencing increased costs in relation to materials, energy suppliers and more - unfortunately this year is no different. Inflation is still high and prices continue to increase. We are striving to mitigate the impact this has on services to our customers and investment in our homes as much as possible while keeping in mind the cost-of-living crisis.

We want to keep our rent as affordable as possible, particularly for our tenants who are on low incomes. However, if rents do not increase, we will only be able to carry out essential repairs and maintenance – and we may have to cancel or postpone major works.

In order for us to provide a service to our customers and invest in our homes, the Association's Board will agree the proposed options for 2024/25 and this will be communicated out to all tenants in early December.



Please take part in the rent consultation as detailed below – all tenants who take part in the consultation will be entered into a prize draw to win one of three £100 shopping vouchers.

2024/25 Rent Increase: Tenant Consultation

As in previous years, we are giving our tenants an opportunity to influence what our rent increase will be for 2024/25. We aim to ensure that ng homes can continue to provide services while keeping in mind the cost of living and energy cost crises. Your views are important to us.

You may have received your proposed rent increase letter and consultation already. If not, it should be with you soon. There are five ways to take part:

WE NEED
you!

Write to us – complete the consultation form and return it to us in the freepost envelope provided or hand in the form to one of our offices.

Drop-in: Visit one of our drop-in sessions. Dates can be found in your rent increase letter or on the ng homes website.

Online – complete the consultation form on our website at www.nghomes.net

Email – send your views by email to info@nghomes.net with the heading 'rent consultation'.

Phone – call us on 0141 560 6000.

Mobile - if we hold a mobile phone number for you, you will also receive a text message and a telephone call from an external consultant.

You only need to reply once using whichever method you prefer. Please complete this by 17 January 2024 to take part in our free prize draw.

All tenants who take part in the consultation will be entered into a prize draw to win one of three £100 shopping vouchers. The winners will be announced at the end of January.

Your views and feedback are extremely important to us, and we would strongly encourage everyone to take part and have their say. For more information, please email us at info@nghomes.net

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

Meet the Board

The Board is the governing body that controls ng homes. They are responsible for the strategic direction, setting standards, monitoring performance and the effective running and financial management of ng homes and is the employer body, with senior staff accountable to the Board. We are featuring members from ng homes' Board over the coming issues of North News. Read on to learn more about Board Members Jim Kennedy and John Thorburn.



Jim Kennedy

How and when did you get involved with ng homes?

I've been aware of ng homes for some time and saw the ad recruiting for additional board members through social media around Autumn 2021. I was keen to apply since I was brought up in the area.

I joined the Board in October 2021 firstly as a voluntary board member and then voted as full member the following year.

What has surprised you most about working with ng homes?

I would say the diversity of the Association, it's not just about managing homes. There is real engagement with the community ensuring the tenants are fully involved and creating environments they want to live in and be part of.

Projects like the Balgrayhill Road multi-storey flats is a great example, with the introduction of air source heat pumps. It was more than simply creating a better living environment; the focus was to help reduce overall costs for tenants.

What is the most rewarding thing about your role?

Seeing change being implemented for the benefit of the tenants. It's great to see the impact it makes in people's lives. Through my short time as board member, I found ng homes staff are passionate about what they do - and it comes across during our Board meetings.

There's also a good relationship between ng homes staff and the Board and we often have open and honest discussions during our meetings resulting in a clear path and actions for the future. I've worked in the housing industry for over 30 years, and it is a real motivation to see this level of teamwork.

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

Go for it. Don't worry about getting up to speed - the support is there to help from day one. The rewards are great, and you get to meet people from different backgrounds.

To get the opportunity to make some small difference in your community is so rewarding and I would tell anyone to jump at the chance.



John Thorburn

How and when did you get involved with ng homes?

I became involved quite soon after I moved into a shared ownership flat which was more than 20 years ago!

What has surprised you most about working with ng homes?

The sheer range of work which ng homes are involved in, both in its homes and communities. Equally important is the regeneration and community work which has led to big improvements in the area, for all those in our neighbourhoods.

What is the most rewarding thing about your role?

I would have to say having an opportunity to make suggestions and have an input into what happens in the areas in which we work.

What are you most proud of since you've been involved with ng homes?

For me, it would have to be the formation of ng2 in 2010 - which has helped provide employment and training opportunities for many people over the intervening years. The training and support given has also enabled others to gain skills which they can use in future employment, which they may not have had the opportunity to learn otherwise.

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

Come along with an open mind and all your ideas! We are always open to hearing new ideas and we value feedback which can provide views or opinions we may not have considered yet. We all want to make the north of Glasgow the very best it can be.



Your Community

Interested in joining our Board?

We are looking for people with
a positive attitude and who
want to make a real difference
to the North Glasgow community!

As a community-based Housing Association we are particularly
keen to hear from ng homes tenants and North Glasgow
residents who are interested in joining our Board.

Don't worry if you don't have all the skills required - we can
provide you with training and learning opportunities.

Our Board is committed to delivering quality and affordable homes with excellent customer service –
improving homes, lives and communities. Our Board is responsible for running the Association's
affairs and plays an important role in developing our various communities. It provides strategic
leadership, sets objectives, exercises scrutiny and monitors and evaluates the organisation's
business to deliver continued improvements for our customers.

Being a Board member will give you the following:

- Access to training and learning opportunities;
- Personal development, improved confidence, and self esteem;
- Provide you with transferrable skills that will support you in work and life in general;
- An opportunity to share your views in a mutually supportive environment;
- A sense of achievement and personal satisfaction from giving something back to the community and being part of a team that is making a real difference for people in North Glasgow; and
- The opportunity to play a key role in shaping the future of North Glasgow.



Needs You!

What can I gain from joining the ng homes Board?

within the Scottish housing sector. You will be able to use and develop a wide range of skills, knowledge, and experience.

This role will provide you with opportunities for personal and professional development. At ng homes, you will learn about the wide range of activities undertaken within a progressive, customer-focused organisation operating

Why should I join the Board?

As a Board member at ng homes, you will be part of a team right at the heart of the community and will be responsible for driving ng homes forward – shaping the overall strategic direction of the business together with ultimate control of corporate governance and financial management.

In this role you will also have the opportunity to help shape the future of the services we provide for our tenants, residents and other customers in North Glasgow.

This is a voluntary unpaid position; however, appropriate expenses will be paid in line with the Association's Expenses Policy. You would be expected to prepare for, attend and contribute to evening Board meetings, take part in training sessions, and participate in additional Committee meetings. You don't need to have any particular skills - just a positive attitude and an open mind. You will receive a comprehensive induction together with ongoing training and support to assist you in your role.

Who are we looking for to join the Board?

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

We would love to be able to draw on your insight and experience as part of the collective knowledge helping to guide our Board in its decision-making to help ensure ng homes continues to serve our tenants, residents and other customers.

I'm interested in joining – what do I have to do?

To stand for the Board as a community Board member, you must be a shareholder and reside in the Association's local area.

Already a shareholder?

If you are interested and would like to learn more, please email Tony Sweeney, ng homes Director of Corporate Services at tsweeney@nghomes.net

Interested in getting involved with ng homes but not yet a shareholder?

To join ng homes as a shareholder, you need to complete and return a membership form with £1 – this will be considered by the Board at its next meeting.

To request a form, speak to your Housing Officer or email us at info@nghomes.net or phone us on 0141 560 6000.

Make sure to keep an eye on our website, social media channels and the next issue of North News for more information about other ways to get involved in your community through ng homes.

This Christmas – Keep Safe

While it's certainly the season for giving for many, for some rogues it is the season of taking. Remember:

- Keep your home secure – lock all windows and doors and switch on your timer for your lights if you have one.
- Don't leave gifts in view of the windows and keep cash in your home to a minimum.
- If you're going away for Christmas, don't advertise it on social media. Ask a neighbour or friend to keep an eye out while you're away.
- If you're hosting a festive party, make sure you know who everyone is.



If you're heading out to do last-minute Christmas shopping, keep an eye on wallets and bags and always put gifts into the boot if you've headed out by car to keep those precious purchases safe from prying eyes.

Heading out for the evening? Stay with friends where you can and make sure you plan a safe route home.

Staying safe – Ice and Wintery Conditions

It's always good to be as prepared as we can for Old Man Winter. Here are some quick tips to keep everyone safe this winter when the risk of slips, trips and falls increases as we deal with everything from leaves on paths to less daylight, ice, snow or even cracks in steps or paths from the cold weather.

Wet and decaying leaves

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

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

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

Preventing falls this winter

If it's slippery or wet, remember:

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



Water Safety

In winter, people and pets can find themselves at risk on thin ice.

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

Do:

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

Don't:

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

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

Keeping Warm and Well this Winter

Winter is here. As we head towards the festive period, days become shorter, colder and darker. It is easy to stay inside.

This time of year can be a particularly lonely and isolating time for anyone with limited contact with friends, family or neighbours as well as those who struggle to move about in chilly or slippery conditions.

Reaching out to our more vulnerable neighbours can make a big difference at this time of year. Elderly friends and family may appreciate an offer of fetching the weekly shopping, an invitation to dinner or simply a visit throughout the winter months. Even a quick phone call can make a big difference.

If you know of neighbours or anyone with mobility or health issues, checking in on them on a regular basis to ensure they have food and other essentials at home could be lifesaving – and would be very much appreciated.

The Christmas period can be very difficult for those without family or friends nearby, making them feel even more isolated and alone due to the 'busy bustle' of the festive season. Any help and kindness – even a kind word – goes a long way to helping to combat loneliness at this time of year.

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



Keep Healthy

Keep moving

Stay active! It's not just good for your health; moving regularly can generate heat keeping you warm and help maintain mobility.

Eat well

Dark days and dark nights can make it difficult to keep up the motivation to prepare meals. Hot food and drinks can help you to keep warm, so try to have one hot meal a day and as many hot drinks as you can.

Close in the warmth

Try to heat your home to a steady and comfortable temperature throughout the day in the rooms you use most. If there are rooms you don't use regularly throughout the day, like a spare bedroom, turn off the radiators in that room and close the doors. Don't forget to close all the curtains at dusk to help keep heat in.

Wrap up

Layers can be the best way to keep warm in winter. If you're heading out, make sure you take some extra layers – even if you don't need them immediately.



Staying Merry and Bright

Stay connected

A phone call or video call with a loved one can make a huge difference to how we feel.

Do something you enjoy every day

It's important to include things you enjoy in your day and your routine. Lots of people find a daily routine helpful and build good habits.

Could you revisit an old hobby? Or perhaps pick up a book or watch a film that you've been meaning to get to?

Reach out

Lots of things can leave us feeling anxious and worried. If you are feeling down and it's affecting your daily life, help and support is available. Talk to friends, family or a healthcare professional, no matter how small or insignificant you feel the issue may be.



Winter Fire Safety



Home fires occur more in the winter months than any other time of the year.

The festive period is meant to be a time of celebration – family and friends coming to visit and extra decorations around your house. Your safety is important and we wanted to make sure you were equipped to make your home fire safe this winter.

Disposable barbeques

The cost-of-living crisis is still upon us. It may be tempting to try and save money by using disposable barbeques to cook or heat your home.

Disposable barbeques can give off fumes for hours after you've used them. They should never be used indoors or inside an enclosed space.

Please do not use these indoors – they pose a significant fire risk and can cause carbon monoxide poisoning which can be deadly.

Carbon monoxide has no smell or taste – it's unlikely you would notice straight away if you were breathing it in. Exposure to carbon monoxide in enclosed spaces often causes drowsiness and the victims fall asleep unaware they've been exposed.

What are the physical symptoms of carbon monoxide poisoning?

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

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

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



Candles

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



Keep safe by following these tips:

- Candles and incense sticks should always be held firmly in tight fitting holders and placed on a flat, stable, heat-resistant surface where they won't be knocked over.
- Tea-lights are cheap and small but can get very hot. They can melt through plastic and have the potential to start a house fire. Never leave a lit tea-light unattended – even for a few seconds – and always use proper holders.

- Keep candles and flames away from clothes, curtains, cushions, paper and other things that might catch fire.
- Keep candles and flames out of winds or draughts.
- Do not put them under shelves, they can heat up the shelf above and cause a fire.
- Ensure candles and other naked flames are out of reach of children and pets and never leave them alone with burning candles.
- Do not use them if you've been drinking alcohol or feel sleepy.

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

Festive Safety

The festive season is nearly upon us. Our homes are decorated – or will be soon – and many will be busy hosting or visiting friends and family.

It's easy in all the hustle and bustle of the season to get distracted – the Scottish Fire and Rescue Service have a few tips to help ensure this season is merry while keeping you and your home safe.

Staying safe

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

Christmas dinner

Cooking is the biggest cause of house fires in Scotland.

- Never leave cooking unattended, especially when using stovetops, ovens, or grills.
- Stay attentive to your cooking and avoid holiday distractions.
- Keep decorations and other fire risks away from open flames or heat sources.



Real Christmas Trees

Caring for your tree:

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

Disposing of your tree:

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

Glasgow City Council have shared information on how to recycle your Christmas tree on their website. You can also find out more on page 28.

Have a safer winter – here's what you can do to stay safe from fire this winter

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



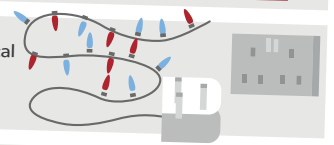
It's safer to smoke outside, or standing at an exterior door or window, **especially if you are tired or have been drinking.**



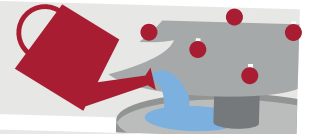
Keep portable heaters away from furniture, bedding or curtains. Don't sit too close and **turn off portable heaters before going to bed.**



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



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



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



Keep candles away from anything which could catch fire.

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



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

Keep in touch with friends, relatives and neighbours who live alone or **who may be at risk.**

A **phone call**, or a socially distanced door-step chat **can make a massive difference at this time of year.**



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

firescotland.gov.uk

@SFRSYourSafety

Call us to arrange a free Home Fire Safety Visit for you or someone you know who may be isolated or at greater risk from fire. Together, we can all stay fire safe.

CALL **0800 0731 999** TEXT **'FIRE'** TO **80800**
or visit **www.firescotland.gov.uk**

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

Warm Home Discount

For winter 2023/24, you could get a £150 discount on your electricity bill through the UK Government's Warm Home Discount scheme. This is a one-off discount on your electricity bill. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier direct to find out more.

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

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

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

How to apply

If you are eligible, the energy supplier who supplied your electricity on the qualifying date (13 August 2023) will be responsible for providing the rebate.

Most eligible households will receive an automatic discount. Your letter will say if you need to call a helpline by 29 February 2024 to confirm your details. Please contact the helpline before this date if you're eligible to make sure you don't miss out on the payment. If you're eligible, your electricity supplier will apply the discount to your bill by 31 March 2024.

If you have not received a letter by mid-January 2024 but you think you should be eligible for a rebate under 'Core Group 1' criteria, please contact the helpline on 0800 030 9322.

1. You receive the Guarantee Credit element of Pension Credit:

You qualify for the discount if on 13 August 2023 **all** of the following applied:

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

2. You are on a low income:

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

All the following must apply:

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

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



Winter Fuel Payment



If you were born on or before **25 September 1957** you could get between £250 and £600 to help pay your heating bills. This is known as a 'Winter Fuel Payment'.

The amount you'll get includes a 'Pensioner Cost of Living Payment'. This is between £150 and £300. You'll get this extra amount in winter 2023/24 – this is **in addition** to any other Cost of Living Payments you get with your benefit or tax credits.

Good to know

You usually get the Winter Fuel Payment automatically if you get the state pension or another social security benefit (not including Adult Disability Payment, Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).

If you're eligible, but do not get paid automatically, you will need to make a claim. You should receive your money by 26 January 2024. If you do not get your payment, contact the Winter Fuel Payment Centre on **0800 731 0160** or visit www.gov.uk/winter-fuel-payment.

Child Winter Heating Payment

Child Winter Heating Payment is a yearly payment to help disabled children and young people and their families with increased heating costs over winter.

The payment for winter 2023/24 is £235.70.

Payments for winter 2023-2024 began in November 2023.

Will I be eligible for the Child Winter Heating Payment?

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

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



To be eligible, the young person must be in receipt of the qualifying benefit on at least one day in the third full week of September 2023 (Monday 18 September to Sunday 24 September).

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

Do I/we need to apply?

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

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

Winter Heating Payment

Winter Heating Payment is to help people on low-income benefits who might have extra heating needs.

It replaces the 'Cold Weather Payment' in Scotland.

Unlike Cold Weather Payments, the Winter Heating Payment does not depend on how cold the temperature gets. Instead, it is an annual payment of £50.05 that is paid automatically if you are eligible.

Who gets Winter Heating Payment?

You must get and meet specific requirements of a qualifying benefit on at least one day during the qualifying week of 6-12 November 2023.

The qualifying benefits are:

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

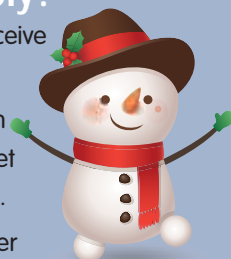
A full list of requirements can be found online at www.mygov.scot/winter-heating-payment/eligibility

Do I need to apply?

Most eligible people will receive this payment automatically.

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

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



Cost of living payments 2023/24

Here's what you need to know...

The £900 grant – which you do not need to apply for – is being paid in three parts:

- First instalment of £301 paid from 25 April 2023;
- Second instalment of £300 paid between 31 October and 19 November;
- Third instalment of £299 is due in early Spring 2024.

If you received low-income benefits (during the qualifying periods), such as Universal Credit, you may be entitled to the cost-of-living payment.

You are eligible for the payment if you are entitled to the following:

- Child Tax Credit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit
- Universal Credit
- Working Tax Credit

If you are eligible for the payment, please be aware that payments will be automatic.

Scams regarding applications or missed applications for the Cost-of-Living payments are doing the rounds so please be vigilant if you or someone you know is eligible.

Two of the three instalments have been paid. A third instalment is due to follow in spring of 2024; if you didn't receive one of the previous payments, you can report the missing payment by contacting the helpline for your qualifying benefit.

What is Managed Migration? Will it affect me?

Managed migration is the final phase of the rollout of Universal Credit due to complete by the end of 2029. The Department for Work and Pensions (DWP) will be gradually contacting those who are still claiming legacy benefits to notify them that these benefits will be ending and that they will need to claim Universal Credit (UC) instead.

You will receive a letter when it is time to move across to UC called a Migration Notice. This letter will explain what you will have to do to claim UC and the deadline by which you must have applied and completed your application to continue receiving financial support.

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

If you have any questions, please contact your Housing Officer.



This will affect
those claiming:

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



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.



Remember – help is available!



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

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

Food Services

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

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

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



Find a food directory by scanning this QR code – if you need help or assistance, please get in touch and ask for your housing officer.

Are you worried about food?

The Glasgow City Food Plan is working to build a better food system for everyone.

Find out more about the Plan and some resources that could help at bit.ly/worriedaboutfood or scan here

Good Food For All - Glasgow Food Policy Partnership, Glasgow Community Food Network, Glasgow Centre for Population Health, Glasgow City Health and Social Care Partnership, NHS Greater Glasgow and Clyde, Glasgow City Council

Glasgow City Council – Bulk Uplift

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

More information, including FAQs, is available on the Glasgow City Council website at www.glasgow.gov.uk/bulkywaste. You can also find other options for disposing of your bulky waste.

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



Christmas Bin Collection Dates & Christmas Tree Recycling

Due to the Christmas and New Year holidays, collection days may be affected. It can be easy to collect more waste over the Christmas and New Year period – including Christmas trees. If you choose to get a live tree this year, please check on the Glasgow City Council website for dates and details on recycling these once the holidays have passed. Please note centres will be closed on Christmas Day and New Year's Day.

Christmas and New Year Holidays - Wheeled Bin Collection Arrangements

Due to the Christmas and New Year holidays bin collection dates will change.

Please note the revised collection dates in the table below:

2023	Current Date	New Date	Current Date	New Date
Blue, Purple Bin	Mon 25/12/23	Wed 27/12/23	Tue 26/12/23	Thurs 28/12/23
Green, Brown Bin	Mon 25/12/23	Wed 27/12/23	Tue 26/12/23	Thurs 28/12/23
2024	Current Date	New Date	Current Date	New Date
Blue, Purple Bin	Mon 01/01/24	Wed 03/01/24	Tue 02/01/24	Thurs 04/01/24
Green, Brown Bin	Mon 01/01/24	Wed 03/01/24	Tue 02/01/24	Thurs 04/01/24

Over the holiday period, please ensure cars are parked in a position which will allow bin crews safe access to your wheeled bins.

Thank you for your co-operation.

www.glasgow.gov.uk/recycling

 recycle for Scotland



Merry Christmas and a Happy New Year.

Could you spot a Christmas scam?



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

Unfortunately, it is also a time popular with fraudsters who are looking to take advantage of shoppers eager to find the best deals or to track down that hard-to-get item.

Counterfeit goods

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

Charity scams

It's common to hear the jingle of bells and see volunteers standing next to a collection box for donations.

To make sure your donation reaches a genuine charity, do:

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

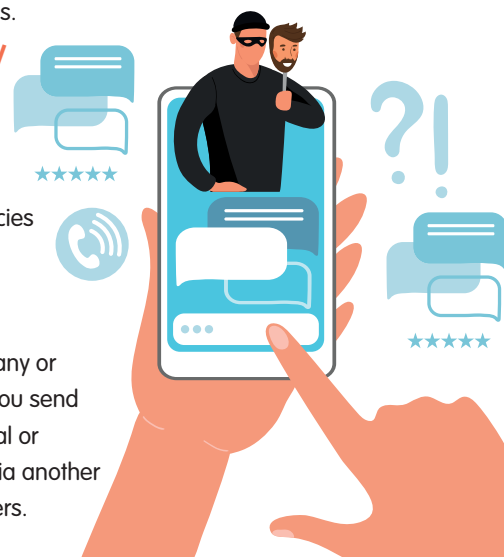
Number spoofing

This occurs when scammers 'copy' a number and make it look like the call is coming from a real organisation, either on caller ID or the message sender, including high street banks.

Remember, never give out personal details to unexpected calls or messages. If in doubt: hang up, wait a few minutes and call back on their customer service number. Do not call back by redialling or using a number the caller provides.

Impersonation/courier fraud

Fraudsters impersonate officials from the police, banks, government agencies such as HMRC or utilities promising refunds or threatening legal action. Remember that no company or agency will request that you send vouchers, money, personal or financial details to them via another individual or using vouchers.



Protecting against flu

The flu jab remains the best protection available against this unpredictable virus which is so common in the winter months.

Although receiving the jab won't prevent you from catching the flu, it can help make it shorter and less severe than without it.

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

- Those 65 and over (including those who will be 65 by 31 March 2024);
- If you have certain serious long-term health conditions including chronic respiratory or heart conditions or a weakened immune system;
- Live in long-stay residential care; or
- Live with someone who is more likely to get a severe infection due to a weakened immune system.

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



Online shopping? Make sure to check it twice!

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

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

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

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

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



Local Elected Members



Anne McLaughlin MP

(Scottish National Party)

Contact the Member at their constituency address:

Springburn Old Library & Museum

179 Ayr Street, Glasgow G21 4BW

Phone: 0207 219 6484

anne.mclaughlin.mp@parliament.uk

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

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 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 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

Have you used the ng homes app?

We're always looking to improve our website and the ng homes app to make them work even better for our tenants and customers.

We'd love to hear your feedback on any aspect of the app or website – what could we improve, what works well for you, what doesn't work or even any suggestions about what we could add to make them easier and user-friendly.

Please email us: media@nghomes.net

Not on the app? Download for FREE from the Apple App Store or Google Play.

Or simply scan the QR codes and get online today!



Google Play



Apple App Store



Emergency or winter weather over the holidays

You can report any emergency repairs including gas central heating or lighting faults in your close or multi-storey block during the holidays by calling the Emergency Contact number 0800 595 595.

Calls made to our offices when they are closed will be directed to our Concierge staff.

Frozen or burst pipes

During periods of extreme cold weather there is a risk of pipes freezing and bursting. To prevent this from happening:

- Keep heat circulating in all rooms.
- Report any dripping taps and/or pipes on 0800 595 595.
- Find your main stopcock in case of leaks. This is often under your kitchen sink or in a room where water is used on the ground floor (e.g. bathroom/kitchen).
- Have a trusted friend or family member keep an eye on your home if you are going to be away.

Please do not attempt to thaw them by putting the immersion heater or central heating boiler on or by applying a direct flame.



If you have a burst pipe please follow these steps:

- Turn off water at the stopcock or tap.
- Switch off your immersion heater or boiler.
- Open all hot and cold taps to drain them of any remaining water **AFTER** the stop valve has been turned off. This will help minimise damage.
- Switch off your electricity supply at the mains if there's any chance that water could come into contact with wiring or fittings.
- **Call our emergency repair number on 0800 595 595**





ng2's winter weather plan for 2023/24

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

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

ng2 will:

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

Retirement Housing

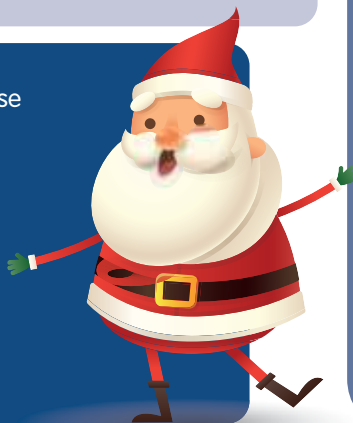
- Kemp Street
- Carron Crescent
- Gourlay Street
- Hawthorn Street
- Barloch Street

Amenity Housing

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

Vulnerable Areas

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



Grit bins in ng homes' areas

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

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

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

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

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

Housing Officers

Multi-Storey Flats

Housing Manager: Karen Johnson



Karen Johnson



Bola Akintoye



Catherine Mather



Pamela Hutchison



Gemma Lee



Emma Coats



Yvonne Kinnear



Anne Sheeran

For Rent Enquiries:

Bola Akintoye

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

Catherine Mather

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

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

Pamela Hutchison

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

For Housing Enquiries:

Gemma Lee

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

Yvonne Kinnear

Galloway Street
Lenzie Terrace
Carron Crescent

Emma Coats

771-783 Springburn Road
Blackthorn Street

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

Anne Sheeran

Broomknowes Road
Croftbank Street
Edgefauld Road
623-700 Hawthorn Street

Possilpark

Housing Manager: Sharon Hazlett



Sharon Hazlett



Gail Hamilton



Danielle Keenan



Lesley McLeish



Alison McLean



Lynn Bennett



Daniella Sprott



Terri McChesney

For Rent Enquiries:

Gail Hamilton

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

Danielle Keenan

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

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

Lesley McLeish

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

For Housing Enquiries:

Alison McLean

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

Lynn Bennett

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

Daniella Sprott

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

Terri McChesney

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

Springburn

Housing Manager: Lyanne Leslie



Lyanne Leslie



Linda Forrester



Danielle McErlane



Laura Sharkey



Lauren McPhee



Joy Henderson



Ashleigh McIntyre



Liz McMillan



Susan McAllister



Gordon McFarlane

For Rent Enquiries:

Linda Forrester

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

Danielle McErlane

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

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

Laura Sharkey / Lauren McPhee

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

For Housing Enquiries:

Joy Henderson

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

Ashleigh McIntyre

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

Liz McMillan

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

Susan McAllister/ Gordon McFarlane

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



Festive Holiday Closures Christmas and New Year



We will close at 12.30pm on
Friday 22 December 2023
and re-open at 9am on
Monday 8 January 2024.

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.

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

MYGLASGOW

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

Keep in touch!

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



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



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



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

You can always get in touch...

Phone – you can call us on **0141 560 6000** Monday to
Friday from 9am-5pm

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: nghacommunity

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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

