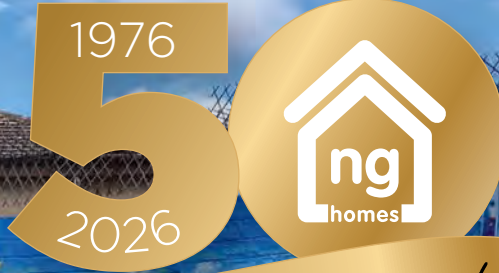




north news

One Vision: A community where people can flourish and prosper

Celebrating 50 years of Community



A community where people can flourish and prosper



ng homes marks its 50th anniversary this year. Read more about what's been achieved since the Association's start in 1976 on pages 3-5.

In this issue:



Be part of the conversation! Join us for ngVoices and more – details on pages 10 & 18.



We've made changes to our Housing Services patches to support service delivery. Find more on pages 30 & 31.



Working together to protect your home from condensation, damp and mould. See pages 27-29.

Welcome to the 2026 summer issue of North News

I am delighted to share this special 50th anniversary edition of North News with you. Reaching this key milestone is a great achievement and we are very proud to have served the North Glasgow community throughout this time.

Since its beginnings in 1976, ng homes has played a key role in helping to improve housing, support communities and champion local people. Today, we are proud to be Scotland's largest community-based housing association, but our success has always been rooted in the communities we serve and the partnerships we build working together with local people.

Protecting our homes, preserving local heritage and ensuring that local voices shape future change have been central to our story from the very beginning. That commitment remains as important today as it was 50 years ago.

ng homes is about more than housing. Tenants, residents and the community remain at the heart of everything we do. We want to listen, learn and work with you to shape the future of our communities, helping our neighbourhoods to grow and thrive and be a place that people are proud to call home, both now and in the future.

We are committed to working with the community to celebrate and protect the proud history of Springburn and Possilpark and we aim to revive the area's industrial legacy through the lens of new creative industries (please see **page 17**).

Your ideas and experiences are essential in helping us develop plans that reflect local priorities and build on North Glasgow's unique character to create a community where people can flourish and prosper.

I encourage you to read more about ngVoices on **page 10** and consider the various ways you can get involved.

Whether you wish to join the Association's Board or one of our groups, attend an



event or simply share your views, your contribution can help make a real difference.

If joining a group isn't for you, we'd still love to hear from you. Whether you have feedback on our services, ideas for the future, questions or comments, please get in touch by phone on **0141 560 6000** or by email at **info@nghomes.net**.

Please enjoy this special issue of North News and I hope you have a wonderful summer.

Catherine Rossine
Chairperson, ng homes

Friendly reminder: we use CX-Feedback to stay in touch

We'd like to remind you that we use a system called CX-Feedback to keep in touch and gather your views.

You may receive messages from us by text or email, sometimes with a short survey or a link to share your feedback. These will always include our recognisable branding and come directly from **ng homes**.

We understand it can be alarming to receive unexpected messages, especially those containing links. We wanted to reassure you that messages received from ng homes are genuine. If you are ever unsure about a message, please contact us on **0141 560 6000** and we'll be happy to confirm if we have sent a message.



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Celebrating 50 years of ng homes

ng homes is celebrating a major milestone in 2026, marking 50 years of providing homes and supporting communities across North Glasgow.

The Association was established in 1976 by a group of residents who wanted to save their homes from demolition. Their aim was to protect and improve the Victorian sandstone tenements in their area of Springburn and to start building a new future. Out of these plans came the Mansel and St Monance Housing Association.

The Association has grown and evolved. It became Springburn and Possilpark Housing Association, then North Glasgow Housing Association, before becoming ng homes. It now makes a positive difference in North Glasgow, providing around 5,400 homes for rent and a factoring service for more than 1,200 owners across Springburn, Balornock, Possilpark and Parkhouse.

Throughout its history, ng homes has received a wide range of awards recognising its commitment to customer service, community engagement, sustainability and regeneration.



Members of the first committee set up in 1976

Catherine Rossine, chair of ng homes, said: "Reaching 50 years is a real achievement and reflects the dedication of our staff, past and present, the support of our tenants and the strength of our partnerships. "This anniversary is about more than celebrating a milestone. It's about recognising the communities we serve and remembering our roots as a community-based organisation."

"We are continuing to invest in our homes and ensuring we remain a trusted and effective organisation for our tenants and residents. We have exciting plans for the North of Glasgow and I'm excited to see where the next chapter takes us."

See our 50 year timeline on pages 4-5 >>>>>>



Staff from ng2



ng homes celebrating a win at the 2023 TPAS National Good Practice Awards



A community where people can flourish and prosper

Timeline: 1976 – 2026

1976

Community residents join together forming Mansel and St Monance Housing Association.

1979

The Association changes name to Springburn and Possilpark Housing Association.

1999-2001

More than 1,100 homes come into the communities of Springburn and Possilpark Housing Association through stock transfers.

2002

Renamed North Glasgow Housing Association (NGHA) to reflect the wider remit for managing homes across North Glasgow.

2004

First Scottish Housing Association to be awarded Charter Mark recognition (recognising public service excellence).

2006

Marks 30 years of service; NGHA manages close to 3000 homes and invests around £5m each year.

2008

North Glasgow Housing Association receives the Customer Service Excellence (CSE) award (which replaces the Charter Mark).



2010

1000th home completed; our subsidiary ng2, who provides estate and maintenance services is formed.

2011

3000 more homes join the Association. North Glasgow Housing Association introduces the brand name ng homes.

2014

Saracen House in Possilpark was opened, providing a hub at the heart of the community. Commonwealth Games come to Glasgow. ng homes appoints a Commonwealth Games Legacy Officer.



ng homes logo and tagline: A community where people can flourish and prosper



2017

Our current vision, **'A community where people can flourish and prosper'**, is created.

2019

ng homes helps support the development of a Business Improvement District (BID) (now Positive Possill).

2020

ng homes' multi-storey flats benefit from a new energy efficient heating system; ng homes and ng2 deliver key services to tenants and owners during the Covid-19 pandemic.



2021

21 mid-market rent homes and 28 social rent homes added at Keppochill, new builds to diversify our tenure; ng homes hosts delegates from COP26 touring the district heating system.

2023

Homes on Balmore Road and Hawthorn Street are refurbished.

2025

ng homes partners with iOpt to support health and wellbeing of tenants and properties; plans for a new enterprise centre in Possilpark announced.



2026

ng homes celebrates 50 years in North Glasgow, supporting around 5,500 homes and providing factoring services to a further 1,200 properties.



Alive and Kicking: Still at the Heart of North East Glasgow

Alive and Kicking SCIO was established in 1988, following five years of determined campaigning by local people who believed their community deserved more. At the heart of it all was Rose McCallum, whose vision and dedication led her to become the organisation's first Chairperson.

The journey began in the Broomknowes Complex at Red Road – an old school building transformed into a welcoming space for hundreds of local people. With support from staff and volunteers recruited through early media attention, Alive and Kicking quickly became a vibrant hub for activity, connection and support.

From the outset, the organisation was guided by Annemarie Robertson, whose 38 years of leadership have helped keep it firmly rooted in the community it serves.

But Alive and Kicking was never just about a building.

It was a place where people could feel valued, enjoy company and take part in daily life again. For many, it offered

friendship, routine and a sense of belonging, especially after illness, bereavement or isolation.

Its purpose has always been clear: to help older and disabled people stay active, independent and connected. Over the years, this has taken many forms, from exercise classes and creative activities to social events, entertainment, and a much-loved lunch club.

Transport has always been vital, ensuring members can attend regardless of mobility or circumstance. The organisation's minibus helped members get safely to and from the centre, making sure that poor mobility, distance or lack of support did not stop people from attending.

Contact Us Today

Alive and Kicking SCIO is open, active and welcoming new members, volunteers and supporters.

If you, a family member, or someone you support would benefit from getting involved, please get in touch.

 **Office:** 0141 260 0734

 **Email:** info@alivekicking.org

 **Website:** www.alivekicking.org



 **Office Address**

Alive and Kicking SCIO
Saracen House
139 Saracen Street
Glasgow
G22 5AZ

 **Social Media**

 Facebook:
Alive and Kicking SCIO

 Instagram and TikTok:
@aliveandkickingscio

Come along, get involved, and be part of the Alive and Kicking community. ♥



The Red Road Young'uns rehearsing their performance



Alive and Kicking together in June

Day trips and holidays have also played an important role, creating lasting memories and friendships.

Alive and Kicking's impact has been widely recognised, most notably through the Queen's Award for Voluntary Service (the highest honour for voluntary groups in the UK).

Today, although no longer located at Red Road, the organisation continues to thrive. It offers weekly Social Days and Games Days, alongside walking groups, supported golf and regular outings, activities and events.

New members continue to join, often searching for companionship or confidence. They find the same thing that generations before them have found: warmth, laughter and a place to belong.

Nearly four decades on, Alive and Kicking remains true to its founding values – community, dignity and friendship. What began with a simple idea and unwavering determination continues to make a real difference today.

A new direction for Balgrayhill Community Centre

Balgrayhill Community Centre has been given a new lease of life. After being closed for more than four years, the centre faced a significant challenge to rebuild its role in the community. With a fresh vision and a series of carefully considered changes, the centre has been transformed into a vibrant hub for local residents.

It is now thriving, with a steady stream of bookings forming the backbone of its success. Income generated from bookings is reinvested directly into community projects. These include free hall access from Monday to Wednesday (10.30am–1.30pm), IT support sessions for over-65s, and a range of free activities such as pool, music, chess, indoor bowling, and even free fruit.

The centre also hosts regular evening activities, with the hall in use every Thursday from 6pm to 10pm.

A standout initiative is the Saturday Market, which grew out of a cooperative scheme where the Centre supports new project ideas with set-up funding of up to £50. Held on the first Saturday of each month from 1pm to 4pm, the market has quickly become a local success story. At a recent event, more than 200 people attended to browse, buy and sell items, and enjoy a lively community atmosphere.

Balgrayhill Community Centre Property Manager Saiful Alam said: "I'm delighted to see how successful a simple project has become. It's fantastic to see local residents taking the lead and making it their own. We would love to see more ideas like this – projects that are practical, bring people together, and help build stronger connections in the community."

He added: "We want everyone to feel welcome to get involved. Whether it's creating a new project or making use of the space, the centre is here for the community. Together, we can ensure Balgrayhill Community Centre continues to grow and thrive."

For more information about events and projects at Balgrayhill Community Centre, visit www.balgrayhillcentre.co.uk or follow them on Facebook at www.facebook.com/balgrayhill.



Events at Balgrayhill Community Centre



Bringing Bella the Beithir to life

Readers of North News may remember learning about three local schools (Saracen Primary, St Teresa’s Primary and Broomlea Primary) coming together to create colourful mosaic tiles for Bella the Beithir, a 120-metre-long mythological creature at Stockingfield Bridge in our Summer 2025 issue.

With support from ng homes, Make It Glasgow and artist Nichol Wheatley, the first six ‘pods’ have now been completed and installed on Bella’s body. The creative work continues, with three more pods now underway. Pupils from Barmulloch Primary, Balornock Primary and Elmvale Primary have started designing and making their own tiles, helping to grow this fantastic community artwork.

Artist Nichol Wheatley said, “Bella the Beithir is a huge community sculpture being made with and for the folk of



North West Glasgow. I’m delighted that ng homes have again supported this project, allowing hundreds of primary school children to make a permanent mark on this sculpture, which will be there for the next hundred years or more!”

Ruth Impey, Co-Director of Make It Glasgow, added, “Receiving more funding from ng homes has allowed us to expand the school pods to primary schools who have not come across Bella before. The pupils at Barmulloch Primary were captivated by her story and mosaics and excited to find out more about Glasgow’s ceramics history, as well as making their own clay tile.”



More on the Beithir

The Beithir is a large public artwork by artist Nichol Wheatley, created as a partner piece to The Kelpies. The project is made up of several design elements including illuminated spines, handmade ceramic scales, and school pods. The school pods are mosaic sculptures created by local schoolchildren.

Each ‘pod’ is a school of fish forming a larger fish. The ‘eye’ of the large fish is the crest of each individual school made up of fish designed by individual classes. It is hoped that these pods will allow students to find their school, their class, and their contribution to the project.



The Beithir sits next to Stockingfield Bridge and, by the time it is finished, will feature artwork and contributions from communities across Glasgow.

This project was commissioned by Scottish Canals and has been funded by ng homes, Glasgow City Council, Sustrans, EB Scotland and others.

Community Network Breakfasts

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

The past few months have seen Saracen House filled with representatives from across North Glasgow with more than 40 organisations in attendance at ng homes' Community Network Breakfasts.

Our Breakfasts are held on the last Friday each month from 10am – 12noon.

The Community Networking Breakfasts consist of:

- A 'Speakers Corner' or 'Showcase', where organisations share who they are and what they do.
- A chance to ask questions and network - time to mingle, network and make important contacts and partnerships.
- A 'marketplace' - a chance to share and swap resources and contact details as well as leaflets, newsletters and more.

We'd love to welcome you along! If you are working or volunteering in the North Glasgow area and would like more information, please email mycommunity@nghomes.net.

We will be taking a short break over the summer. More details will be shared on our website and social media towards the end of the summer.



Community Connect – April

It was doors open in April for our first Community Connect event of 2026.

Tenants and residents stopped by Saracen House on Friday 24 April to take advantage of the free in-person support and advice on offer from organisations including Glasgow North West Citizens Advice Bureau, Glasgow Libraries (Glasgow Life), ng homes Bike Mechanic Christie Smith (On Bikes), Pollok Credit Union and staff from ng homes.

A big thank you to all who attended – we were delighted to see so many of you take the opportunity to speak with both ng homes and our guest organisations on the day.

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





Get involved with ng homes – introducing ngVoices

The Association has worked alongside tenants, residents and local communities to help make North Glasgow a place where people are proud to live, work and belong since our beginnings in 1976.

We are looking at changing how we engage with you, our ng homes tenants and residents, and how we could shape or create ways you can have your say.

We know meetings aren't for everyone, so we are keen to hear more about how and when we can engage with our communities.

Why get involved?

By getting involved, you can:

- Support the wellbeing of your local community;
- Gain new skills and experience;
- Help strengthen local communities through events, tenant engagement days and more;
- Have a say in and help make decisions about services and assessing how we are doing against the goals we have set;
- Ensure we achieve value for money by monitoring our performance

and much more!

Interested in taking part but don't see something for you?

Tell us what works best for you. We're always open to new ideas, and we'd love to hear how you would like to get involved.

Have a suggestion? We're listening. Get in touch on **0141 560 6000** or email us on **mycommunity@nghomes.net**

ngVoices
 Find your voice and join the conversation with ng homes. Choose your level of involvement!

LEVEL 1: LOW COMMITMENT

- Tenant Consultation Group
- Focus Groups

** For specific neighborhoods, retirement housing, and distinct communities.*

Be Involved, Your Way!

- Looks at: Local policies, new strategies, providing digital feedback via CX-Feedback.
- What's involved: Share your views from home or online at your convenience. Flexible.

LEVEL 2: MEDIUM COMMITMENT

- Resident Improvement Group
- ng2 Board
- ngps Board
- Committees: ARC (Audit, Risk & Compliance) & FPR (Finance, Performance & Resources)

Contribute and Shape Decisions

- Looks at: Improving ng homes services (e.g., repairs, grounds, newsletters), overseeing local services (maintenance, cleaning voids, factoring), and providing detailed group oversight.
- What's involved: Boards and Committees meet 4 times per year. Focused, manageable sessions.

LEVEL 3: HIGH COMMITMENT

- ng homes Board

Make Strategic Impact

- Looks at: The big picture of ng homes, high-level strategy, finance, and risks.
- What's involved: Meet 8 times per year. Participate in key strategic decisions and also serve on either ARC or FPR Committee. A leadership role.

Learn More & Get Involved!

Learn more! www.nghomes.net 0141 560 6000 mycommunity@nghomes.net

Following our Community Connect event in April, we invited those who had expressed interest in getting involved along to Saracen House in May for a discussion on concerns, opinions and how they felt ng homes should engage with its tenants and residents. This informal session (fuelled by Baynes cakes!) asked attendees for suggestions and thoughts on how ng could actively support and learn from tenants and residents and resulted in a fantastic array of responses.

Project Manager Greg Cann said: "Thank you to everyone who came along – we gathered many thoughts and a few ideas on how and where to start. We will be working on bringing these ideas to life over the summer months and will share updates with you on our website and social media channels as we go!"

Inspiring Young People to explore Housing Careers

At the end of April, we were delighted to welcome a group from Springburn Academy's S3 class for a day-long visit as part of GROW (Glasgow Region Opportunities for Work). 10 young people, supported by youth workers, joined us to learn more about ng homes, the housing sector, and the wide range of services we provide.

The visit included interactive activities and a guided tour of our offices, giving the group an opportunity to meet staff from across the organisation. After lunch, the young people took part in hands-on activities, putting their morning learning into practice.

Following the visit, **Eve Holmes, GROW Project Coordinator** said, "Springburn Academy's visit to ng homes was really great. The visit was engaging, and the group really enjoyed the interactive activities, and

meeting the different members of the team."

She added "The young people said on the bus ride back to school that they found it interesting to learn about the different jobs involved in housing, some of which they didn't know existed beforehand."

Greg Cann, ng homes Project Manager, added: "It was great to welcome local pupils to the offices as part of the regional GROW programme.

As a local employer, we are always keen to raise awareness of the varied opportunities within both our organisation and the Housing sector as a whole."

"The pupils were a pleasure to work with, interacting with all the activities we helped to facilitate, and we look forward to welcoming more pupils in the future, and maybe even seeing some of them as as employees, tenants or Board Members of the future."



Pupils and youth workers speak with ng homes staff during their GROW visit.

Helping local people get into work

We've once again been working with local partners to help people in our communities get into work.

Project Manager Greg Cann teamed up with the Department for Work and Pensions (DWP) and local employability organisations to deliver this year's Sector-Based Work Academy Programme (SWAP). This programme gives potential applicants the chance to try out the role of an Estate Service Operative (ESO) with ng2, our subsidiary who run our grounds and estate maintenance.

Over four weeks, participants took part in hands-on training and gained valuable

experience. At the end of the programme, anyone interested in applying for a role was guaranteed an interview.

The programme has been a real success this year. After a series of information sessions, we are pleased to share that:

- 27 places were offered,
- 19 people completed the full four weeks, and
- 15 people went on to secure six-month contracts with us.

Debbie McKinnon, Employment Advisor based at the Springburn Job Centre Plus said "We highly value the strong

partnership established with ng homes through the SWAP programme. Over the past three years, we have worked collaboratively to support 74 Jobcentre Plus customers into full-time employment."

"Through this partnership, we have helped individuals overcome barriers, build confidence, and develop valuable employability skills, while enabling ng homes to identify, assess, and nurture candidates who are the right fit for their organisation. This collaboration has delivered positive outcomes not only for our customers, but also for the wider community."



Winning schools with Chloe Oster, Scottish Athletics and Lynne Cooper, Director of Housing Services at ng homes.

On your marks!

Local schools shine at the ng Classic Athletics Final

Runners got on their marks in June as the ng Classic Athletics Final returned to the Glasgow Club Crownpoint Sports Complex.

Students from eight local secondary schools – All Saints Secondary School, Bannerman High School, Eastbank Academy, Springburn Academy, St Andrew's RC High School, St Mungo's Academy, St Roch's Secondary School and Whitehill Secondary School – competed in a day of track and field events.

Spirits were high as athletes and teachers cheered on each race, despite cold and soggy conditions! After a fiercely contested competition, St Andrew's RC High School crossed the finishing line with the most points on the day successfully defending their ng Classic title. St Mungo's Academy was this year's runner-up with the final podium step taken by All Saints Secondary School.

Lynne Cooper, Director of Housing Services at ng homes attended the event and presented the winner's shield.

The first ng Classic Athletics Final took place in 2015 with four local schools – St Roch's Secondary, Springburn Academy, All Saints Secondary and St Mungo's Academy. Since then, it has grown into a series of track meets involving schools from across the North East of Glasgow, with eight schools now qualifying for the final.

The event gives young people the chance to compete on a full athletics track, helping them build confidence and prepare for larger competitions. It also offers a year-round pathway for pupils to get involved in athletics.

The ng Classic Athletics Final is supported by ng homes and delivered by the North East Active Schools team.

Greg Cann, ng homes Project Manager, congratulated the teams, saying "Well done to everyone who took part in this year's ng Classic Athletics Final. We're proud to support this event and see it grow each year. It was great to see and hear the enthusiasm from everyone, especially given the conditions on the day!"



All Saints Secondary athletes



St Roch's Secondary athletes

Pedal forward: our community bike support rolls on

Since launching our partnership with St Pauls Youth Forum (SPYF), we've been lucky to benefit from specialist support from two fully qualified bike mechanics. While Jacob has moved on to a new project, Christie Smith has stepped into the role and is already building fantastic new partnerships and opportunities from our Eccles Street workshop.

Christie currently provides bike maintenance advice and hands-on support three days per week. Alongside this, he has strengthened our connection with Scottish Cycling, helping us expand our cycling pathway to include local bike clubs. These clubs make the most of our fleet of mountain and BMX bikes, giving young people more opportunities to get active and involved.

Since January 2024, having an experienced, passionate community bike mechanic has made a real difference across the ng homes community. Christie's enthusiasm and skills are helping residents improve their health, build confidence, make new friends, and learn valuable practical skills.

We're delighted to share that funding has been secured to continue the role through to the end of 2026. This means even more tenants and residents will be able to access support and get involved.

Get involved

Would you like to learn more?
We can provide information on:

- Bike maintenance support
- Accessing a second-hand bike
- Donating an old bike to the project
- Finding out about local cycling opportunities

You can get in touch:

- ✉ mycommunity@nghomes.net
- ☎ **0800 014 7791** (workshop)
- 📱 Text Christie: **07354 743339**
(Wednesday to Friday only)

Finally, a huge thank you to all our Active Travel partners, especially SPYF for their ongoing support and Cycling Scotland for their financial backing.



ng homes' Bike Mechanic Christie Smith



Bike Hub at 15 Eccles Street

Tenant Rent Increase Consultation Winners

Thank you to everyone who took part in the rent increase consultation which we told you about in the last issue of North News. We are pleased to share that our tenants Miss R Carroll, Mr D Kelati, Mr J Wilson, Mr T Dawson, Mr and Mrs McPherson and Miss N Gourley were drawn as the lucky winners of the six £50 shopping vouchers. Congratulations once again to our lucky winners!

We received responses from more than 54% of all our households.

Of those who shared their views:

- 2,191 supported a 6% increase
- 149 supported a 6.5% increase
- 61 supported a 7% increase

This feedback was carefully reviewed by our Board before the final decision of 6% was made and announced earlier this year. While we understand that keeping rents affordable is important, we also need to make sure your homes remain safe and well-maintained, and that we can continue to deliver services responsibly and sustainably. This increase will allow us to deliver on all of this.

A community where people can flourish and prosper

Shoppers returning home on the NATA shuttle



Shopping Service

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

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

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



SUPERMARKET SHUTTLE

HEADING OUT FOR YOUR WEEKLY SHOP?

SUPERMARKET

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

FREE transport to and from the shop will be provided!

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

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

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

More information **0141 630 4254**

mycommunity@nghomes.net

Saracen Primary thanks ng homes for their support

Guest piece by Alison McGill,
Head Teacher Saracen Primary

The school community would like to extend our sincere thanks to ng homes for their generous funding of a wonderful festive treat for our pupils.

Thanks to their support, children from P1–P5 enjoyed an exciting trip to Wonderworld Soft Play, where there was no shortage of laughter, energy, and big smiles as they explored and played together!

Meanwhile, our P6 and P7 pupils had a fantastic time at Hollywood Bowl, showing off their bowling skills and enjoying a fun-filled outing with their friends.

These experiences meant so much to the children, giving them the chance to celebrate in a special and memorable way. The excitement and joy they brought back to school was clear to see, and many have been talking about their trips ever since.

We are incredibly grateful to ng homes for making this possible and for their continued support of our school community. Recently, a group of our pupils had the opportunity to attend the Community Network Breakfast, where they proudly delivered thank-you posters they had created.

The children thoroughly enjoyed taking part – especially the delicious croissants! On behalf of all our pupils and staff, thank you once again to ng homes for your kindness and generosity.



Students from Saracen Primary display their posters with ng homes Chair Catherine Rossine.

Supporting care-experienced young people into work and wellbeing

A group of care-experienced young people successfully completed a four-week wellbeing and employability programme delivered in partnership between ng homes and Glasgow City HSCP's Continuing Care and Aftercare Employment Services (CCAES).

The young people (aged 16-26) and their coaches were introduced to touch rugby through **Pitstops Launchpad**, a programme combining physical activity, wellbeing support and employability development. Designed to challenge and inspire, the programme focused on building motivation, confidence and goal-setting skills, alongside practical employability workshops.

CCAES supports young people aged 16 to 26 with tailored one-to-one and group support, including career planning and guidance to help overcome barriers to work, training or

education. Working closely with social work services and a wide range of partner organisations, the team is always looking for new opportunities to support the young people they work with.

Throughout the programme, staff helped participants explore their strengths and interests, particularly important for those still unsure about their future career paths. Glasgow Kelvin College delivered three gym-based sessions led by sports coaching students, combining cardio and weight training. Bikes and two mountain biking sessions proved especially popular.

Participants also completed a two-day accredited course delivered by Money Ready, covering essential topics such as budgeting, managing money, understanding debt, and preparing financially for independent living.

Due to the success of the initial course, Launchpad and ng homes partnered up again to run a similar course at the start of



summer. Aimed at young people with an interest in leading sport and physical activities, this course focussed on the skills needed to deliver group activity sessions for young children.

Participants on the course also received brief introductions to coaching in a number of sports which they will then deliver as part of Partick Thistle Trusts Summer Holiday Camps. It is hoped that by participating in this course, young people will get an idea of possible career or volunteer opportunities in the local community that they can advance into.

We will share more in the next edition of North News.

Flourish: supporting women to thrive

The Flourish programme, funded by ng homes and delivered by C7 City Reach, is a 10-week wellbeing initiative supporting women in North Glasgow who are experiencing isolation, low confidence, or challenging life circumstances.

Over the past year, the programme has helped dozens of local women build confidence, improve mental wellbeing, and develop practical life skills in a supportive and welcoming environment.

Flourish has demonstrated strong results, helping women feel more positive, resilient, and in control of their lives.

Building confidence and life skills

Through weekly group sessions, participants explore topics such as self-worth, managing finances, building healthy habits, and setting goals. The programme also removes barriers to participation by offering childcare, transport, and a safe space to connect with others.

Those attending report increased confidence, stronger social connections, and practical improvements in areas like budgeting and managing stress.

Changing lives

Real-life stories from participants show the difference Flourish makes – from helping women leave unsafe situations, to gaining control of finances, finding employment, or building independence after major life challenges.

Looking ahead

Due to high demand and over 200 referrals, there are plans to expand the programme, strengthen partnerships, and introduce additional support – helping even more women across the community benefit in the future.

We will share updates through our website/social media channels and in future issues of North News.



Pollok Credit Union: support for summer

Guest article by Aidan Tyrrell, CEO Pollok Credit Union

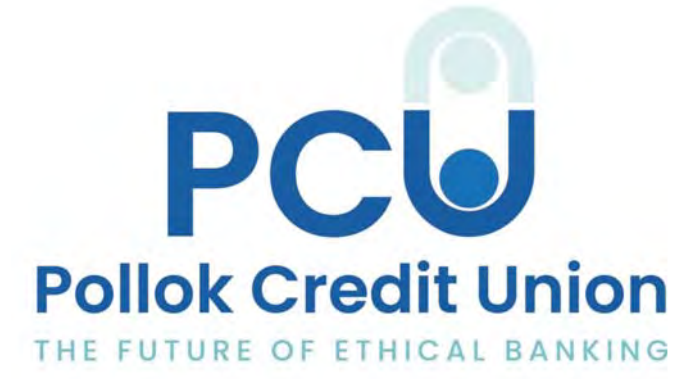
Pollok Credit Union (PCU) is encouraging members to plan for the months ahead, with support available for summer holidays, family costs during the school break and looking further.

While Christmas may still feel far away, PCU is also reminding members that festive costs are closer than they seem. The organisation offers Christmas savings accounts designed to help spread the cost across the year, alongside loans for those who want extra support ahead of the holiday season.

Aidan Tyrrell, CEO of PCU stated "Summer can be an expensive time for parents whether you are going abroad, having a staycation or just enjoying the Glasgow sunshine and relaxing at home.

"PCU is there to support our members through all their life milestones, and we aim to be our members first call regarding their savings and borrowing requirements. Our Possilpark office is open Monday to Friday 10am to 3pm and our telephones are open Monday to Friday 9am to 4:30pm. We remain focused on offering practical, friendly financial support to local people throughout the year."

PCU's school banking programme will pause over the summer before returning at the start of the new school year in late August or September. Yvonne Oxford, PCU's School's Co-ordinator, recently interviewed Primary 5 pupils at Saracen Primary moving into Primary 6 and was so impressed by the standard that all of them will become school bank staff for the next school year. The two schools have built up more than £4,000 in children's savings since the start of the last school



year in August 2025, with more than 70 regular savers supported by a team of 14 pupil staff across the two schools. They are supported by Yvonne and staff from each of the schools.

Anyone wanting to join PCU can do this in branch or online, with applicants required to provide proof of identity and address. PCU's usual £2.50 joining fee was withdrawn in June, meaning membership is now free.

As well as savings and loans, PCU can also accept cash payments at our Possilpark branch on behalf of ng homes for rent, maintenance and factoring fees, provided tenants bring their reference number.

Progress continues at the Possilpark Social Enterprise Centre

Since our last update, the Social Enterprise Centre in Possilpark at 252 Saracen Street has moved forward steadily, with ng homes working closely with the design team and contractors to keep the project on track. Good progress is being made as we move towards delivering a high-quality and well-designed facility for the community.

Once complete, the Centre will provide a vibrant and welcoming space where local people can develop their ideas, skills and ambitions. It will offer flexible areas for entrepreneurship, training, collaboration and community activity, supporting learning, innovation and growth, including within the creative industries.

If you'd like to find out more, please come along to one of the Blether sessions listed below.

We currently expect the building to be ready for handover in summer 2026. Our focus remains on creating a space that opens doors, creates opportunities for local entrepreneurs and local groups and delivers a lasting, positive impact for tenants and residents.

We're excited about what the Centre will bring to the area and look forward to sharing more updates in future editions of North News.



Blether Sessions with The Melting Pot

We are pleased to share that ng homes is partnering with The Melting Pot to offer 'blether sessions' in Saracen House, Possilpark, throughout the summer (July – September).

These informal sessions are open to anyone who would like to talk through an idea for an enterprise, charity, grassroots group, or any initiative that could make a positive difference in their community.

In Autumn, the programme will build on these initial conversations with more focused sessions, exploring topics that participants identify as most important to their journey. This may include areas such as branding, marketing, finance, governance, and accessing funding for start-ups.

The Melting Pot's Good Ideas programme supports people with ideas for social and environmental change. Working with

communities across Scotland, they help ensure that people with lived experience of an issue have the opportunity to develop solutions, with support available at little or no cost.



Blether sessions

Saracen House (139 Saracen Street, Possilpark, G22 5AZ)

Thursday 23 July 10.30am - 12.30pm
Wednesday 12 August 10.30am - 12.30pm
Tuesday 18 August 5-7pm
Thursday 3 September 1-3pm and 4-6pm



Help shape the future – join our Boards

We're entering an exciting new chapter at ng homes – and we want you to be part of it.

We're looking for tenants and residents from across North Glasgow to join our Boards and help bring our vision, "A community where people can flourish and prosper", to life.

Could this be you?

We're looking for people who:

- Care about North Glasgow and their local community;
- Want to have a say in how services are delivered; and
- Enjoy working with others to plan for the future.

We'll provide full training and ongoing support to help you succeed.

Why join a Board?

Becoming a Board member is a great way to:

- Make a real difference in your community.
- Learn new skills and build confidence.
- Share your experience and influence decisions.
- Meet new people and be part of a supportive team.

We want our Boards to reflect our communities, so we welcome interest from people of all backgrounds and walks of life.

About our Boards

ng homes is the parent organisation within our group, alongside:

- **ng2 Ltd** – providing environmental and facilities services
- **ng property (Scotland) Ltd (ngps)** – delivering factoring services to over 1,200 homeowners

Each Board helps to:

- Set direction and priorities,
- Oversee finances and performance, and
- Ensure we meet legal and regulatory standards



There are also Committees covering key areas such as housing, community development, finance, human resources and governance.

These are voluntary roles, with reasonable expenses paid.

How do I join? (Community Board Member)

To join the ng homes Board, you need to:

- Be a **member**, and
- Live in the Association's local area

If you're already a shareholder, just get in touch. Email us on info@nghomes.net or call **0141 560 6000**.

Not a member yet? It's easy to become one – visit <https://nghomes.net/become-a-member/>. Complete a membership application form, return it with £1, and your application will be considered at the next Board meeting.

Subsidiary Boards

There are also opportunities to join the Boards of our subsidiary companies.

We'd love to hear from you.

Interested? For an informal chat to learn more, please reach out! We'd love to hear from you on **0141 560 6000** or by email on info@nghomes.net

Bringing learning to life: All Saints pupils explore future careers

As part of our ongoing support for the local 'Developing the Young Workforce' (DYW) programme, members of our Housing Services team visited All Saints Secondary School to speak with pupils about working at ng homes, the wider housing sector, and the importance of strong customer service skills.

This work forms part of our wider commitment to supporting employability opportunities for people in our communities – both in schools and beyond.

Mrs Farooq, Acting Faculty Head of Business Education and Computing Science at All Saints Secondary School, said "Our NPA Customer Service SCQF Level 6 class has been delighted to work in partnership with ng homes this session.

"ng homes delivered a series of valuable sessions which linked directly to key units within the course,

including the importance of effective communication, delivering excellent customer service, managing difficult customer situations, and using social media platforms to engage positively with customers.

"Pupils found the sessions extremely helpful, as they were able to connect their classroom learning with real-life examples from the workplace. The class also had the opportunity to attend a breakfast networking event organised by ng homes, further developing their confidence, communication skills and understanding of customer service in a professional setting."

ng homes Senior Housing Officer Lauren McPhee, who attended for the first time, said: "I really enjoyed attending the sessions. It was great to see how engaged the young people were and how eager they were to take part in our activities. It was especially encouraging to hear that some are now considering a future career in Housing."



All Saints pupils take part in a group activity during the ng homes sessions.



Cooking Club with Possibilities

Guest article from Possibilities

Community members cooked up a storm at Possibilities. Over a period of 8 weeks, members learned many new skills including food preparation, cooking, food hygiene, and teamwork. Everyone had fun tasting different spices, fruit and vegetables. Well done to our talented chefs!

Thank you to ng homes, Glasgow Community Food Network, Glasgow City HSCP, and the NHS for helping to fund this health and wellbeing project. This was a great

opportunity for the local community to



learn and develop cooking skills and gain a greater knowledge and understanding of healthy eating and balanced meals.

Looking for the latest at Possibilities? Check out the Possibilities Facebook page for updates on events.

You can also call **0141 336 3562**, email at **info@possibilities.org.uk** or pop in - you'll find Possibilities at 74 Closeburn Street, Possilpark G22 5ST.

Positive Possil champions Scotland Loves Local Week 2026

Guest article by Margaret Fraser (Positive Possil)

‘Flying the Flag for Local Businesses’ was the theme of events which took place from June 13 to 20.

Scotland Loves Local took place while the country rallied behind Scotland in the World Cup with the theme ‘Flying the Flag for Local Businesses’, highlighting the difference that can be made by supporting businesses and organisations in local communities.

Jim Garrity, Chair of Possilpark Improvement District, said: “We are fortunate to have such a diverse range of businesses in our neighbourhood, and all of them contribute so much to the community. When we ‘shop local’, we support these businesses and the people behind them. Many have served the community for years, while others were newer to the area. By ‘flying the flag’ for local businesses, we help them to thrive.”

Scotland Loves Local Week was led by Scotland’s Towns Partnership (STP), the organisation which spearheaded the Scotland Loves Local campaign.

STP Chief Officer Kimberley Guthrie said: “It can be easy to underestimate the



K&S Eyewear staff – Amanda Sinclair, Suzanne Stuart, Karen McIntosh



impact of local people supporting local businesses, and local businesses supporting one another. Yet each of us can play a vital role in driving community wealth and building stronger, more resilient communities simply by choosing to do so.”

Positive Possil will continue to have a focus on funding opportunities for improvements to local businesses, environmental actions and outdoor/indoor events that will bring more footfall to the area.

To support access for local businesses, ng homes has

provided the use of space at Saracen House, 139 Saracen Street for meetings with individuals, groups and to host Positive Possil events.

A ‘Positive Possil’ mailbox is available at Saracen House reception for traders to request a face-to-face appointment, telephone call or email. You can also contact Positive Possil on info@positivepossil.co.uk. Alternatively, you can find more information at <https://positivepossil.co.uk>

Scotland Loves Local aims to encourage people to build stronger, more sustainable futures for their communities by supporting businesses in their area.



Possil Credit Union staff – Alice Grugen, Scott McGill

Positive Possil Powers Local Growth

Guest article by Margaret Fraser (Positive Possil)

Possilpark Improvement District, Positive Possil, has been working closely with local traders to address key issues and encourage increased footfall by promoting a 'shop local' approach.

Over the past year, Positive Possil has engaged with businesses through informal meetings and 'Meet the Traders' events, helping foster stronger connections, shared understanding, and collaborative solutions to local challenges.

Positive Possil was successful in receiving financial support from Allied Vehicles Charitable Trust towards the purchase of new cross lights and projectors for Saracen Street. We thank ng homes for their assistance with some of the technical issues around the installation of cross lights which has now been rectified, and the lights will be used for years to come. Positive Possil also supported a festive programme in partnership with local organisations and Comfort Zone, with a focus on sourcing supplies from local businesses.

Environmental improvements have been another key priority. A week of action in April, delivered in partnership with Glasgow City Council, targeted dog fouling and fly tipping hotspots.

Positive Possil is adding our support to, and liaising with, Glasgow City Council's lighting strategy, that will see substantially improved street lighting in Saracen Street later this year.

Work is ongoing to update the new website, including the Business Directory. Local businesses are encouraged to share their details and updates. Anyone interested can obtain a directory form at Saracen House or arrange to speak with Margaret Fraser on info@positivepossil.co.uk.



Kayden Bell and Iyinoluwa Owolabi display their posters encouraging their community to help stop dog fouling.

ESOL classes pilot launched

ng homes and Rosemount Lifelong Learning launched English language classes this June as part of a pilot programme to support tenants and residents in developing skills and building confidence.

The pilot aimed to improve English language ability, boost confidence and create progression opportunities for tenants and residents, supporting them to integrate into the local communities.

ng homes Project Manager Greg Cann explained: "For many non-English-speaking tenants the barrier to 'progression' is language. The provision of these opportunities will support and allow development into various areas of life including housing applications and tenancy sustainment, education and employment as well as volunteering and integrating into local communities."

"We are pleased to be supported by a local partner in the provision of this opportunity which further demonstrates the Association's commitment to local education & community."

Sessions included in the pilot programme included structured beginner and intermediate classes focusing on everyday communication needs, from shopping to appointments or reading everyday signs as well as improving confidence and informal conversation cafés, giving participants the opportunity to practice their skills in a supportive environment.

Following the roll-out of these initial sessions, it is planned to offer a further structured programme of classes running through the year. Updates on any future opportunities will be shared on our website and social media channels.



ESOL CLASSES
Join the Conversation

Get involved!
Pilot Programme running through June

Conversation Cafe Tuesdays 1030-1230 @ Balgrayhill Community Centre	Beginner ESOL Class Saturdays 1000-1200 @ RDEC (10 Vulcan Street)	Pre-Intermediate ESOL Class Thursdays 1830-2030 @ Balgrayhill Community Centre
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Choose your level!
Spaces are limited - sign up using form or email us at the address below with your details

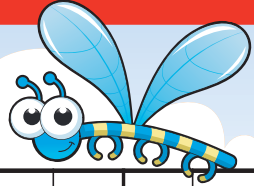
All sessions run in partnership with Rosemount Lifelong Learning with qualified tutors.

0141 560 6000
mycommunityenghomes.net

Can you Sudoku?

Everyone's doing them – all you have to do is fill in the grid so that each row, each column and each 3x3 box contains just one of each number from 1 to 9.

Easy Puzzle



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

Medium Puzzle



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

Proud of My Patch – Flower Basket Competition



Have you brightened up your balcony, doorstep, or window with a hanging basket or flower basket?

We'd love to see it!

This summer, we're inviting all tenants to take part in our "Proud of My Patch" competition. Whether you're an experienced gardener or just getting started, this is your chance to show off your creativity and add a splash of colour to your home.

How to take part

It's simple:

- Create your own hanging basket display
- Take a photo of your hanging basket
- Submit it via our quick survey: <https://cxfb.co.uk/cx2/bdb-ytf>

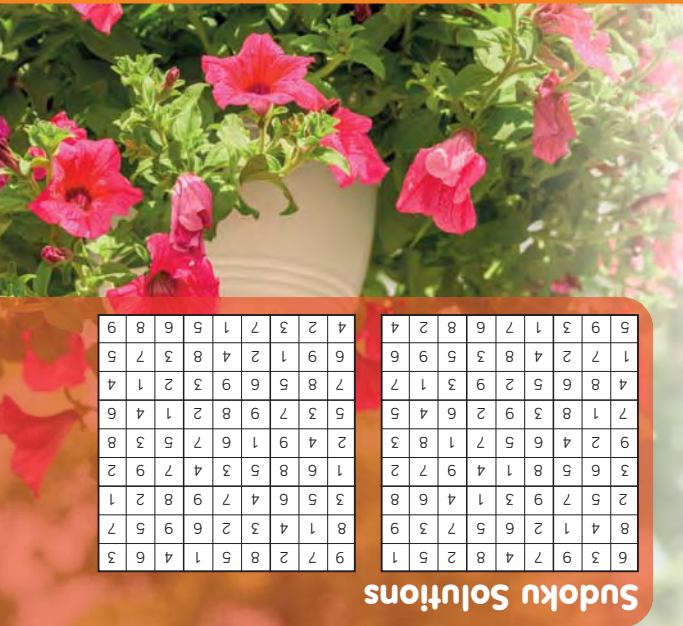
You can submit entries for yourself or for a neighbour/friend.

Please make sure you ask permission before submitting a nomination.

Entries close Sunday 30 August 2026.

Good luck!

Scan me!



Sudoku Solutions

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

Equality, Diversity and Inclusion Statement

ng homes is committed to promoting human rights, supporting diversity, ensuring equality of opportunity, and fostering an inclusive approach.

The Association will comply fully with the Equality Act 2010 and is committed to ensuring fairness for everyone.

We aim to:

- Address unlawful discrimination, harassment, and victimisation
- Embed inclusive practices into all our services and decision-making
- Meet the needs of people with protected characteristics
- Remove or reduce disadvantages suffered by people because of a protected characteristic
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between diverse communities
- Promote accessibility and tackle social exclusion
- Encourage people with protected characteristics to participate in public life and other activities

In considering our approach to equality, diversity and inclusion we have given due regard to key aims of the Equality Act 2010 (eliminating discrimination, advancing equality of opportunity, and fostering good relations) in respect of all protected characteristics, as listed below:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity
- Race including colour, nationality, ethnic or national origin
- Religion or belief
- Sex
- Sexual orientation

We will act to ensure that no one is treated unfairly or unlawfully disadvantaged due to a protected characteristic or socio-economic background.

The Association will be developing an Equality, Diversity and Inclusion (EDI) Policy and Action Plan as part of our commitment to ensuring we have a robust approach to support fairness for people throughout the North Glasgow community.



Our Performance: Compliments and Complaints

Compliments during Q3 and Q4 included:

Thanks for showing me round the viewing.

Thanks for all your help dealing with the family at a hard time.

Thanks to Housing Officer, who is an asset to ng homes, for being honest, courteous and extremely helpful.

Thanks from a former tenant's daughter for making a difficult time easy.

Thanks for sorting out tenant's bin issue.

Thanks for my voucher, you have no idea how much this means. Christmas dinner thanks to Asda!

1st April 2025 – 31st March 2026

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

Number of complaints received in the period 1st April 2025 - 31st March 2026: 191

Average time to respond in full to Stage 1 complaints = 5.17 days

Average time to respond in full to Stage 2 complaints = 19.19 days

This means that of the total number of complaints received during the year, 81% were Stage 1 complaints and 19% were Stage 2 complaints.

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 a copy.

Scottish Housing Regulator's Engagement Plan for ng homes

Each year the Scottish Housing Regulator (SHR) issues Registered Social Landlords with an Engagement Plan. The Association's latest Engagement Plan was issued by the SHR on 6 February 2026, and it covers the period to 31 March 2027. In the interests of transparency, the Engagement Plan is posted on the Association's website and can be accessed at <https://nghomes.net/shr-engagement-plan>.

The Engagement Plan specifies the Association's regulatory status as "compliant" and states that we meet regulatory requirements, including meeting the Standards of Governance and Financial Management.

The Engagement Plan specifies what the Association must do and what the SHR will do. The Plan also details the documents and annual regulatory returns that the Association must provide to the SHR during the period covered by the plan.

The Plan also requires the Association to notify the SHR of any material changes to its Annual Assurance Statement, and to provide notification of specific tenant and resident safety matters.

Each year Landlords must provide the SHR with an Assurance Statement by 31 October telling the SHR how they are meeting regulatory requirements. The Annual Assurance Statement is produced by the Association's Board and signed by the Chairperson prior to submission to the SHR. It is also posted on the Association's website and can be accessed at <https://nghomes.net/assurance-statement/>.



Scottish Housing Regulator

ng homes retains Investors in People Gold accreditation

The Association's Investors in People 'We Invest in People' and 'We Invest in Wellbeing' reviews took place during February this year. This combined assessment involved an independent assessor visiting the Association and interviewing staff over two days. As part of the review, all staff were also asked to complete a comprehensive on-line survey.

The assessor was very complimentary regarding the staff who contributed to the review, stating "I'd like to thank everyone who took part in the online survey, and those who gave up their time to speak to me. I really enjoyed all the conversations I had and am grateful for people's interest and openness." He added "Conversations with people and the online survey were complimentary about the way people are managed and the good feeling about the organisation's values, high levels of collaboration between colleagues, as well as the supportive and caring environment around wellbeing."

The outcome of the assessment was very positive overall with the assessor commenting: "I am delighted that ng homes continues at the Gold level in both accreditations, and this is testament to the

INVESTORS IN PEOPLE® INVESTORS IN PEOPLE®
We invest in people Gold We invest in wellbeing Gold

hard work of everyone in the organisation and something to be very proud of."

The Association is also recognised with Investors in Young People Gold level accreditation, which was successfully reviewed last year.

The feedback report from the latest review was received in April and it summarises the assessment findings and the performance levels achieved through an analysis against both relevant Investors in People frameworks, including assessment survey data, strengths, and potential areas for development.

Tony Sweeney, ng homes Director of Corporate Services thanked the Association's Board and staff for their continued commitment to maintaining the IIP Standard which ultimately supports improved service delivery. He stated

"Our work with Investors in People provides the Association with a framework for improving business performance. By having a planned approach to setting and communicating business objectives and developing people to meet these objectives, we are able to provide a more effective and efficient service for our tenants, residents and other customers."

Plug-in Solar Panels

You may have spotted news stories in the media or on social media about small, portable solar panels. Across the UK, these small 'plug-in' panels are expected to become available to purchase soon.

These compact panels are designed to be more accessible for everyday households. They are small enough to be placed on balconies, terraces, or near windows and plugged into a standard socket to help reduce electricity use.



As these panels are typically fixed or attached to parts of the building, such as balcony railings, external walls, or window spaces, they may affect the building's structure, appearance, or safety.

We know it's important to adopt sustainable practices where we can, however it's important that anyone considering changes requests permission from ng homes in advance before they make any purchases or start any work. This is outlined in our Alterations, Improvements and Compensation Policy.

Please ensure you always seek permission from the Association before installing any plug-in solar panels.

This way we can ensure that any installation is safe, appropriate, and does not cause damage or risk to you, your neighbours, or the building itself.

By Hazel Lovatt, ng homes Health and Safety Manager

When reviewing requests, the Association will consider things such as:

- How the panel will be fixed or mounted
- Whether it could pose a risk in high winds or severe weather
- Any impact on the building's fabric or external appearance
- Electrical safety and compliance
- The potential effect on neighbouring properties

A quick conversation early on can help avoid delays or issues later and ensure everything is done properly.

If you have any questions, we are here to help. Call us on **0141 560 6000** or email **info@nghomes.net**



ng2 keeping things trim and tidy over the summer months



ng2's summer programme is helping to keep our neighbourhoods looking clean, welcoming and tidy for tenants and residents.

The schedule for 2026 includes:

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

Garden Maintenance

The 2026 summer maintenance contract launched on 1 April, with regular visits planned throughout the season. This includes grass cuts, strimming and litter picks, with hedges scheduled to be cut twice over the summer.

As we all know, in Scotland the weather can have an impact on our plans. Periods of heavy rainfall may delay work while warm, sunny spells can cause grass and hedges to grow more quickly than expected. Our teams will do their best to keep everything on track and respond to changing conditions.

Dog Fouling

This can be an issue throughout all our estates. Where this becomes a problem, grass cutting may be temporarily paused to protect staff health and safety.

In these cases, Housing Services staff will be notified and will contact residents in the affected areas. We ask all dog owners to clean up after their pets to help keep our communities safe and pleasant for everyone.

Open Spaces

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

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

Supporting services across ng2 homes

The ng2 teams also provide a range of essential services to support our communities:

- HIT Squad** – Preparing empty properties so they can be re-let quickly.
- Window Cleaning** – Regular cleaning of communal windows in over 460 closes.
- Close Cleaning** – Focused on high-contact areas to maintain hygiene standards.
- Back Court Cleaning** – Keeping shared outdoor spaces tidy and reporting issues promptly.

Bulk Waste and Flytipping

ng2 staff and our Housing Officers work closely to keep our estates free from bulky waste and flytipping.

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

You will find more information on the MyGlasgow app on the back page of this North News.



Working together to protect your home

In our last issue, we told you about new sensors which are being installed in all our homes by iOpt.

A reminder of what's happening

Two small devices, about the size of a light switch, are being placed in living rooms and main bedrooms. These devices check temperature, humidity and CO2 levels and will help us to spot any signs of issues such as damp, mould, and poor ventilation before they become a problem.

Your new Environmental Sensors.
Providing Healthier Properties for ng homes Tenants

What the devices check

- Temperature
- Humidity
- Air Quality

ng homes iOpt.

What do the devices do?

These devices will help us to:

- Identify early signs of moisture or damp.
- Make sure your home is well-ventilated.
- Support tenants who may be facing challenges with heating or rising energy costs.

When will the devices be installed?

We started this project towards the end of 2025 with the full programme expected to take around a year to complete. If you have not yet had the devices installed, our contractor iOpt will be in touch.

We understand life can be busy and the appointment time may not suit; if you need to reschedule, details on how to do this will be included in your letter.

What about my privacy?

We understand that you may have questions about technology coming into your home.

Please rest assured that:

- The devices do not record sound or images.
- They cannot see what you are doing inside your home.
- The device is purely to help ng homes ensure your home stays healthy.

The new iOpt app – HomeView

If you have recently had devices installed in your home, the new iOpt app, called HomeView, allows you to see the information being collected and receive helpful advice on how to make small changes to help make your home as healthy as possible.

The app can be downloaded for free from either Google Play Store or the Apple App Store. Please speak with your Housing Officer if you need any help.

How the app works

The iOpt devices in your home are monitoring the environment you're living in to make sure it's as healthy as possible. If something isn't quite right, a 'pop-up' alert will appear on your phone explaining what the issue is and offer advice on how to improve it.

If you have any questions or concerns, please call us on **0141 560 6000** or email info@nghomes.net

Awaab's Law – what this means for you as a tenant

From October 2026, new legislation (*The Investigation and Commencement of Repair (Scotland) Regulations*) which makes up Scotland's 'Awaab's Law' will require social landlords such as ng homes to fix reported damp and mould issues and emergency repairs within specific timeframes.

What this means for ng homes

The new legislation places strict timescales on how long ng homes has to respond to certain types of repairs or issues, such as reports of damp and mould.

We know that having a safe, dry and warm home is of utmost importance to you and we are already hard at work, making sure that we can continue to do so under the new rules.

Under the new legislation:

- Any investigations which need to be undertaken will be completed within 10 working days.
- A summary of our findings (from our investigation) will be shared with you in writing within 3 working days of the investigation's completion.
- We will also start any required repairs within 5 working days of completing this investigation.

We will keep you up to date on any next steps. If repairs or further work is

required, we will let you know what we will do, including approximately how long this work should take and when we will be carrying the work out.

We will also provide you with advice to help manage the health and wellbeing of your home.

We will continue to monitor the repairs for a period after they are completed to ensure that repairs have been successfully put in place.

What this means for me?

Please ensure you allow access to your home at the agreed date and time. This makes up part of your responsibilities as a tenant. We may need to force access to your home if you do not allow access. This is a step we want to avoid.

Why is this happening now?

Awaab's Law, named after Awaab Ishak and first introduced in England in October 2025, aims to tackle serious housing hazards such as damp and mould to ensure tenants live in safe, healthy homes and that landlords respond to certain hazards within clear, mandatory timescales.

While RSLs such as ng homes already must be compliant with regulations around living standards and repairs, this new law sets out clear and fixed timescales and deadlines to both begin and complete investigations as well as begin repairs.



Isn't Awaab's Law already in place?

You may have heard of Awaab's Law as similar legislation is in place in England and Wales. While similar, the regulations in Scotland set out different requirements and are due to become law from 6 October 2026.

Where can I learn more?

We are building a new section of the ng homes website called 'your home' which will soon be found in the 'tenants' section. We will include information on Awaab's Law and advice on related issues in this section.

Struggling with costs?

We know it can be difficult to heat your home, especially with the current cost of living crisis. If you are concerned about heating costs or think you may be facing financial difficulties, please get in touch. Our Money Advice Support Team (GEMAP) can help – if you would like to speak with GEMAP, please call us on **0141 560 6000** to book an appointment.

Tips to help avoid damp and mould this summer

Damp and mould can affect any home, with condensation often a leading cause. It can also happen at any time of the year.

Things you can do every day to help

- Keep air moving in your home and keep trickle vents open. Try to open your windows every day to let the air exchange.
- If you see condensation on windows or windowsills, remove the condensation using a cloth and wring out the cloth to remove the moisture.
- Try to dry clothes outside where possible. If you do need to dry clothes indoors, use a clothes airer and ensure the room is well ventilated.
- Close doors to the kitchen/bathroom when they are in use, even if you have an extractor fan. Use lids on pots and pans and extractor fans when they are available.
- Allow space for air to circulate effectively. Remember to open doors occasionally on all cupboards and wardrobes to ventilate these.

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

If you see signs of damp/mould in your home, it's important that you report this to us straight away.

Scan the QR code here to access our guidance leaflet which has lots of useful information including how to identify damp, mould, or condensation. If you would prefer a printed issue or in another format/language, please contact us on **0141 560 6000**.

Scan me!



Keeping closes clear

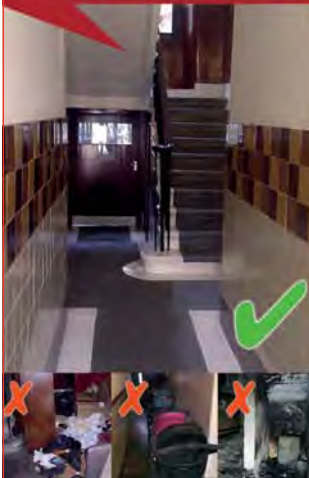
Do you live in a flat or a four-in-a-block? The common stairwell is often the only means of escape if there is a fire or emergency.

Please do not store anything in the close/communal areas. These areas must be kept clear as anything stored here can become a fire hazard in an emergency.

Items such as bikes, prams, toys, mops, buckets, brushes etc should be stored properly, either safely inside your home or alternatively in appropriate storage such as a bike store. They can make all the difference if you ever need to evacuate quickly.

If you are moving larger items of household rubbish, please ensure these are moved out of the building in the correct manner – bulky waste collections can be arranged through Glasgow City Council as shared on page 33 of this North News.

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



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

Keep it clear

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

If fire does start

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

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



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Contact us today for a
FREE HOME FIRE SAFETY VISIT
or a Personal Fire Plan

Visit our website:
firescotland.gov.uk





Housing Officer patch changes



In late April, we made some changes to how we support our tenants and communities with the first change being the ‘patches’ for each of our Housing Officers.

From April, one Housing Officer is responsible for both estate and rent queries for a particular area. This means you have a dedicated contact who knows and understands your needs and can help you with questions relating to your home.

As a result of this, your Housing Officer may have changed. If you are unsure who your Housing Officer is, you can always find this information via the nghomes website.

Visit www.nghomes/tenants, click on Find Your Housing Officer and type in your street name (you do not need your house number or flat position). The name of your Housing Officer and contact details will then appear.

We have included a breakdown of streets in each of the new areas in this issue of North News.

Please bear with us as our Housing Officers settle into their new patches. They are hard at work getting up to speed with their new communities and neighbourhoods as well as learning new systems and processes to be able to fully support you in your tenancy.

If you have any questions, we’re here to help. Please get in touch on **0141 560 6000** or email us on info@nghomes.net

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

Springburn

Linda Forrester

07557 369 604

- 1 - 15 Avonspark Gardens
- 1, 3 & 5 Avonspark Place
- 5 - 225 Avonspark Street
- 1- 161 Broomfield Crescent
- 2, 4 & 8 Broomfield Drive
- 721 & 745 Broomfield Road
- 1 - 44 Oatfield Street
- 459 - 463 Petershill Road
- 3 - 75 Red Road

Pamela Metcalfe

07900 720 041

- 131 Auchentoshan Terrace
- 11 & 21 Auchinloch Street
- 3 - 239 Burnbrae Street
- 1 - 25 Dykemuir Place
- 4 -172 Dykemuir Street
- 247 - 405 Edgefauld Road
- 15 - 93 Young Terrace

Alison McLean

07967 575 317

- 11 - 197 Balgraybank Street
- 104 - 138 Balgrayhill Road

- 4 - 172 Barmulloch Road
- 60, 62 & 81 Boghead Road
- 256 - 356 Broomfield Road
- 9 - 101 Broomknowes Road
- 28 - 37 Craigenbay Street
- 8 - 28 Cardarrach Street
- 33 - 208 Cockmuir Street

Bola Akintoye

07557 369 597

- 12 St Joseph's View
- 7, 9A & 9B Angus Street
- 10, 16, 41 & 47 Atlas Road
- 3 & 36 Ayr Street
- 21, 22, 23 & 28 Carleston Street
- 12 Cowlairs Road
- 20, 41, 43 & 47 Crichton Street
- 41, 43, 45, 49 & 58 Gourlay Street
- 22 & 26 Hillkirk Place
- 7 - 45 Hillkirk Street
- 6 & 10 Kemp Street
- 50 Keppochhill Road
- 5, 7 & 9 Millarbank Street

- 10 - 52 Morrin Path
- 237,243,251 & 312 Springburn Road
- 4 - 91 Springburn Way
- 8 Vulcan Street

Ashleigh McIntyre

07920 509 549

- 5 - 41 Bagnell Street
- 7, 11 & 15 Broomfield Place
- 2 - 488 Broomfield Road
- 2 - 206 Campsie Street
- 1- 87 Drumbottie Road
- 126 - 162 Elmvale Street
- 151 & 155 Fernbank Street
- 630 - 700 Hawthorn Street

Lynn Bennett

07557 369 592

- All Mansel Street
- 17 - 34 Downs Street
- 3 - 21 Gartferry Street
- 34 - 82 Hillhouse Street
- 3 - 78 Langrig Road
- 6 - 20 Lumloch Street
- 6 - 22 Mossesfield Street

- 13 - 37 St Monance Street
- 1- 12 Syriam Gardens
- 10 - 26 Syriam Place
- 12 - 96 Syriam Street

Anne Sheeran

07557 403 575

- 8, 9, 11 Barnhill Drive
- 10 Carron Street
- 185 Fernbank Street
- 25, 27, 29, 77 Foresthall Crescent
- 135 Foresthall Drive
- 623 - 685 Hawthorn Street
- 76 Horne Street
- 41- 57 Laverockhall Street
- 149 - 161 Memel Street
- 32 - 57 Midton Street
- 77 - 163 Petershill Road
- 4 Southloch Gardens
- 5, 7 Eastburn Road
- 15, 25, 31 Valleyfield Street
- 8, 14, 36, 44 Wallacewell Crescent
- 3, 5, 7 Wallacewell Place
- 99-144 Wallacewell Road
- 2, 6 Zena Crescent

Multi-Storey Flats

Susan McAllister
07557 476 619

Gordon McFarlane
07788 274 865

151, 157 & 163 - 178 &
198 Balgrayhill Road
15 Croftbank Street

Yvonne Kinnear
07557 369 593

37-73B, 75 - 107
Galloway Street
22 & 42 Viewpoint
Place

Emma Coats
07584 862821

70 Broadholm Street
53 Carbisdale Street
9, 19 & 29 Carron
Crescent

12 & 15 Eccles Street
195 Fernbank Street

Catherine Mather
07967 575 310

250 Edgefauld Road
1 - 199 Lenzie Terrace
1292, 1294, 1296 &
1330 Springburn Road
6 - 52 Stobhill Road
2 - 28 Viewpoint Gate
6 - 100 Viewpoint Road



Possilpark

Gail Hamilton
07557 369 588

102 -173 Ashfield Street
4 - 64 Buckley Street
7 & 23 Chestnut Street
5 - 233 Crowhill Street
8 & 12 Cypress Street
21 & 26 Gadloch Street
7 Glenhead Crescent
6 - 160 Glenhead Street
469 & 481
Hawthorn Street
4 - 48 Hayston
Crescent
4 - 43 Hayston Street
82 - 209
Haywood Street
5 - 77 Kippen Street
105 Knapdale Street
144 Liddesdale Road
9 & 23 Spruce Street
20 - 39
Walnut Crescent
6 & 15 Walnut Place
12 - 122 Walnut Road

Pamela Thomson
07823 349 208

3 - 39 Balmore Square
28 Bracken Street

24 - 326
Broadholm Street
11 - 61 Claddens Quad
32 - 84 Claddens Street
16 - 34 Coltmuir Street
2 - 8 Hawthorn Court
8 & 20 Hawthorn
Quadrant
4 - 100 Hawthorn Street
23, 33 & 43
Lamb Street
1 - 15 Sunnyslaw Place

Lesley McLeish
07826 500 261

1 - 39 Balgair Gardens
1 - 27 Balgair Place
25 - 40 Balgair Street
1 - 22 Balglass Gardens
24 - 41 Balglass Street
8 - 221 Balmore Road
772 - 802 Bilisland Drive
10-63 Mireton Street
198, 200 & 202
Panmure Street
1 - 8 Redmoss Street
45 - 89 Stronend Street

Danielle Keenan
07823 349 209

67 - 134 Allander Street
1 - 23 Rednock Street
100 -248
Bardowie Street
All Saracen Street

Gemma Lee
07585 118 608

139 - 162 Barloch Street
2 - 73 Closeburn Street
123 - 183
Denmark Street
4 - 127 Mansion Street

Liz McMillan
07557 369 603

3 Carbeth Street
1- 25 Hamiltonhill Cres
96 - 112 Hamiltonhill Rd
All Killearn Street
67 - 207
Stonyhurst Street

Terri McChesney
07557 369 608

4 - 50 Ardoch Street
2 - 53 Barloch Street
2 - 38 Blackthorn Street
4 - 58 Carbisdale Street
3 - 33 Carron Place
33 - 73 Carron Street
200 Fernbank Street
538 - 584 Hawthorn
Street
675 Hawthorn Street
150 - 158 Memel Street
2 & 4 Hickory Street
771 - 783
Springburn Road



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

Your safety and wellbeing is a priority at ng homes. By law, we are required to carry out a series of regular safety checks to make sure your home remains safe for you and your family.

What do I need to do?

When a service is due, you will receive a letter from us or our appointed contractor with an appointment date and time. **Please allow access to your home.**

We understand that life can be busy. If the time or date does not suit you, please get in touch to re-arrange. **Details on how to re-arrange your appointment will be included within your letter.**

These safety checks are legal requirements and we must fulfil them. They also make up part of your responsibilities as stated within your tenancy agreement. We may need to force access to your home if you do not allow access. This is a step we want to avoid - please keep an eye out for these letters and respond when you receive one.

Safety checks we carry out:

Gas safety (yearly) – we check and maintain gas appliances, boilers and flues in accordance with the manufacturer’s instructions. **Please ensure you have credit on your meters for this check to be completed.**

Electrical safety check (every 5 years)

– This visit ensures that the electrical installations within your home are safe.

Legionella checks –

These checks are carried out on all storage tanks in our properties to prevent the growth and spread of legionella bacteria which, in severe cases, can cause Legionnaires disease.

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

Integrated smoke alarm testing – Test the alarms regularly and report any issues to ng homes. If you have gas in your property, the smoke alarm system will be checked each year at the gas service.



Safe storage and use of e-scooters and e-bikes

E-scooters, e-bikes, and mobility scooters can be useful tools for many people and have become very popular. However, their lithium ion (Li-Ion) batteries can pose a fire risk.

These types of batteries can be found almost everywhere - from mobility scooters, mobile phones and powerpacks to children’s toys and e-cigarettes.

Do

- Ensure you buy devices, chargers, and batteries from reputable retailers.
- Always use the manufacturer’s approved charger for the product.

Don't

- Charge in a well-ventilated area, away from flammable materials.
- Unplug promptly once full charged.
- Store batteries in a cool, dry place.
- Charge overnight or when you are out. Never charge smaller items, such as mobile phones, under your pillow or on soft surfaces.
- Charge or store devices in communal areas or escape routes.
- Use damaged or worn chargers. If you spot any signs of wear or damage, buy an official replacement charger from a reputable seller.

In the event of a lithium-ion battery fire:

- NEVER attempt to tackle it yourself.
- Get out, stay out, and call 999.

Remember, lithium batteries **must not** go in your household waste. Please take them to a Household Waste Recycling Centre (HWRC). We have included information on the HWRC locations in Glasgow on page 33 in this issue of North News.

Help 'bin' fly-tipping

We all want a clean, welcoming place to live. If you're getting rid of items, don't leave them outside; that's fly-tipping. Not only does it affect the look of our neighbourhoods, it creates fire risks and attracts pests. We all have a responsibility to help put a stop to it.

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

What you can do

- Use your bins correctly and bring them back in (promptly) after collection.
- Make sure all rubbish is disposed of correctly.
- Never leave unwanted items outside.

Getting rid of bulky/large items

You have several options:

- Take the items to a Household Waste Recycling Centre free of charge.
- Arrange for items to be uplifted by Glasgow City Council.

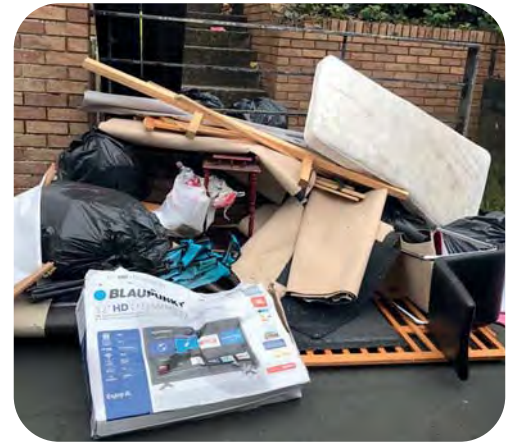
Please do not leave items outside or in communal areas – this is a fire hazard and will not be tolerated.

Most uplifts cost £5 per item, including all electrical items; special items may cost more.

Changes came into place from 1 April 2026 around white goods (e.g. washing machines, dish washers, fridges, etc) and upholstered seating (e.g. sofas, armchairs, etc). White goods now cost £25 per item; upholstered items remain £5 per item but will be collected separately.

You can request a bulk uplift:

- Online at www.glasgow.gov.uk under 'Bulky Waste Collection'
- On the **MyGlasgow** App, or
- By calling **0141 287 9700**.



Household Waste Recycling Centre (HWRC) locations:

- **Dawsholm Recycling Centre**
75 Dalsholm Road, Glasgow G20 0TB
- **Polmadie Recycling Centre**
425 Polmadie Road, Glasgow G42 0PJ
- **Shieldhall Recycling Centre**
Renfrew Road, Glasgow G51 4FE
- **Easter Queenslie Recycling Centre**
90 Easter Queenslie Road,
Glasgow G33 4UL – *temporarily closed.*
Expected to reopen late summer/early autumn 2026.

Dog Fouling



We've had an increasing number of reports about dog fouling in our communities. This isn't just unpleasant – it can also pose a risk to people's health, especially children and vulnerable residents.

If you have a dog, please always clean up after them straight away.

If you don't and are caught, you can receive a fixed penalty notice of £80 under the Dog Fouling (Scotland) Act 2003.

You can report dog fouling through the **MyGlasgow** app.

Pest control

Fly-tipping and poorly managed waste can attract pests like rats, which are drawn to food and shelter.

You can help prevent this by:

- Keeping gardens and shared areas clean and tidy,
- Making sure bin lids are fully closed,
- Not leaving food or food waste outside,
- Disposing of larger items through the correct channels.

If you need to report an issue, you can do this through the **MyGlasgow** app or on the Glasgow City Council website at <https://www.glasgow.gov.uk/pestcontrol>



Download the MyGlasgow app





Local Elected Members

Local Councillors

Ward 16: Canal

Councillor Allan Gow

allan.gow@glasgow.gov.uk • 0141 287 4238 • Party: Scottish National Party

Councillor Fiona Higgins

fiona.higgins@glasgow.gov.uk • 0141 287 7041 • Party: Scottish Labour Party

Lord Provost Jacqueline McLaren

jacqueline.mclaren@glasgow.gov.uk • 0141 287 0223 • Party: Scottish National Party

Councillor Robert Mooney

robert.mooney@glasgow.gov.uk • 0141 287 3934 • Party: Scottish Labour Party

Ward 17: Springburn/Robroyston

Councillor Graham Campbell

graham.campbell@glasgow.gov.uk • 0141 287 4875 • Party: Scottish National Party

Councillor Christina Cannon

christina.cannon@glasgow.gov.uk • 0141 287 4791 • Party: Scottish National Party

Councillor Audrey Dempsey

audrey.dempsey@glasgow.gov.uk • 0141 287 5615 • Party: Scottish Labour Party

Councillor Thomas Rannachan

thomas.rannachan@glasgow.gov.uk • 0141 287 3779 • Party: Scottish Labour Party

Glasgow MSPs

Following the redrawing of electoral areas since the 2021 election, our homes now fall under two parliamentary constituencies – Glasgow Kelvin and Maryhill and Glasgow Easterhouse and Springburn.

Each 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.

Most of our homes sit within Glasgow Easterhouse and Springburn. Please check the Scottish Parliament website,

<https://www.parliament.scot/msps>, using your postcode for details on which constituency your home sits within.

Iris Duane

Scottish Green Party • Iris.Duane.msp@parliament.scot

Patrick Harvie

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

Thomas Kerr

Reform UK • Thomas.Kerr.msp@parliament.scot

Pauline McNeill

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

Anas Sarwar

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

Paul Sweeney

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

Kim Schmulian

Reform UK • Kim.Schmulian.msp@parliament.scot

Maureen Burke MP

Glasgow North East (Scottish Labour Party)
maureen.burke.mp@parliament.uk

Martin Rhodes MP

Glasgow North (Scottish Labour Party)
martin.rhodes.mp@parliament.uk

You can contact either MP via their parliamentary address: House of Commons, London SW1A 0AA

Bob Doris MSP (Scottish National Party)

Contact the Member at their constituency address:

Maryhill Burgh Halls,

10-24 Gairbraid Avenue, Glasgow G20 8YE

Phone: 0141 946 7700

Bob.Doris.msp@parliament.scot

Ivan McKee (Scottish National Party)

Contact the Member at their constituency address:

12 Hillfoot Street, Glasgow G31 2LF

Phone: 0141 556 4441

Ivan.McKee.msp@parliament.scot

Bob Doris (Scottish National Party) is the constituency MSP for the Glasgow Kelvin and Maryhill area. Ivan McKee (Scottish National Party) is the constituency MSP for the Glasgow Easterhouse and Springburn 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.

DO YOU HAVE THE ng homes app?

- 24** Contact us - anytime, anywhere
- Apply for a home or pay your rent
- Report a repair
- Read the latest updates in our newsletters and more!

Download on the App Store | GET IT ON Google Play

Understanding Council Tax

Council Tax is paid to Glasgow City Council and helps fund local services like rubbish collection and street lighting. We know it can be confusing, so here are some quick answers to common questions.

Can I reduce my Council Tax bill?

You may be able to reduce your bill depending on your circumstances. You can check if you are eligible for any discounts or reductions in your bill by using the 'Check my Council Tax' tool at <https://www.checkmycounciltax.scot/>

You may qualify for:

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

You can complete an application online at www.glasgow.gov.uk/ben. A reduction in your Council Tax will not reduce Scottish Water's water and wastewater charges.

How do I pay my Council Tax?

Council Tax is charged for each day of the year but is normally paid in 10 instalments (April-January). If you pay by direct debit, you have the option to spread your payments over 12 months.

You can pay your Council Tax through:

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

Missed a payment? Please contact Glasgow City Council as soon as possible at www.glasgow.gov.uk/ct

I have questions about my Council Tax

Glasgow City Council manages your Council Tax. For any questions about your bill or payments, please contact them directly.

GEMAP

GEMAP offer free and confidential financial advice and support. They can help with benefits, 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**.



Make rent your priority...

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

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

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

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



Energy Support

Guest article written Cassandra McIntosh, Marketing Manager, Home Energy Scotland

Summer is the perfect time to refresh more than just your home - your energy habits could use a reset too. After a long winter, energy use and household bills can build up without us noticing. Making a few small changes now could help you save money in the months ahead.

Here are a few simple ways to get started:

- Check your energy bill to make sure you're paying the correct amount and are on the best available tariff.
- Switch appliances off at the plug instead of leaving them on standby - devices like TVs and games consoles still use energy when not fully switched off.
- Wash clothes at eco mode or 30°C where possible to reduce the energy used to heat water.
- Dry clothes outdoors when the weather allows, or indoors on a drying rack in a well-ventilated room.

Home Energy Scotland is the Scottish Government's free energy advice service, offering impartial support to help people stay warm, make the best use of energy, and save money on their bills.

For more advice and support, visit the Home Energy Scotland website at <https://www.homeenergyscotland.org/> or call **0808 808 2282**.



Tenant energy advice sessions

We are partnering with Home Energy Scotland to provide energy advice sessions throughout the summer. If the sessions go well, we hope to be able to continue them into the autumn.

These sessions will be offered at our offices in Springburn and Possilpark:

- **Springburn** (50 Reidhouse Street)
First Tuesday of the month (7 July and 4 August)
- **Possilpark** (139 Saracen Street)
Last Tuesday of the month (28 July and 25 August).

Appointments will be made on a first come, first served basis between 10am – 4pm. Please contact ng homes on **0141 560 6000** for more information or to book.



Would you recognise the signs of carbon monoxide 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. If you're suffering from any of these symptoms and feel better when you leave the house, it could be CO poisoning.
- 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**



Reporting a repair



Do you need to report a repair? Here's a reminder of how you can let us know about repairs at any time.

- Get in touch using our **Report a Repair form** on our website at <https://nghomes.net/repairs> or call us on **0141 560 6000**.

- For out-of-hours or emergency repairs, please call **0800 595 0595**.

What is an emergency repair?

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

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

For emergencies relating to:

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

What is an urgent repair?

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

How to make a complaint

At ng homes, we aim to provide a high-quality service to all our customers. We understand that sometimes things can go wrong. When they do, we want you to tell us so we can put things right and continue improving our service.

Our tenant's complaint guide is available at reception in our offices. It is also on our website at

<https://nghomes.net/complaints/> where you'll find our complaints policy too (<https://nghomes.net/policies-and-strategies/>).

You can make a complaint by:

- Phoning us on 0141 560 6000,
- Emailing us on complaints@nghomes.net,
- Writing to us,
- Completing the complaints form on our website (link above), or
- In person at our Springburn office (Ned Donaldson House, 50 Reidhouse Street Glasgow G21 4LS) or Possilpark offices (Saracen House, 139 Saracen Street, Glasgow G22 5AZ).

When can you report a serious concern?

Tenants can contact the Scottish Housing Regulator (SHR) if their social landlord regularly, and repeatedly, fails to achieve the regulatory requirements for social housing and this failure affects a group of the social landlord tenants

(<https://www.housingregulator.gov.scot/for-landlords/regulatory-framework/>).

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





Making the move to Universal Credit

Universal Credit (UC) is a single monthly payment to help with your living costs. It supports people who are working on a low income or looking for work.

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

Some older benefits, such as Housing Benefit and Income Support, are ending. If you receive these, you may need to move to UC through a process called managed migration. If you have already moved to UC after receiving a letter, there's nothing more you need to do.



What happens next?

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

This letter will explain what you will have to do to claim UC and give you a deadline to apply. **You will not be moved automatically.**

Be wary of any unusual requests

Your migration notice won't ask you to pay anything or give any of your card details.

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

Over state pension age?

If you have reached state pension age, the migration will depend on your personal circumstances. Your migration notice letter will give you more information.

Need advice or support? Please get in touch on 0141 560 6000 if you have any questions and ask for an appointment with our Money Advice Team (GEMAP).

Looking for local food support?

Help is available for you or someone you know. Information on a wide range of local food services – including food banks, pantries, and community meals – is available through an online directory run by the Glasgow Community Food Network.

The directory is regularly updated and easy to use on your phone, tablet, or computer. It provides details on services across the city, including:

- Locations and maps
- Opening hours
- Contact details and social media links

Simply enter your postcode to find support near you – whether you're looking for a hot meal, food parcels, or community cooking opportunities.

Scan the QR code to access the directory or visit

<https://glasgowfood.net/community-food-hub/find-local-food-services>





Incentives to move to a smaller property

Do you want a smaller property that better suits your needs?

You may be able to take part in the **City-Wide Housing Transfer Incentive Scheme** which offers a range of incentives to help you move, including:

- Assistance with current rent arrears
- Removal costs, decoration and floor coverings paid for your new home
- Practical assistance with the move
- A location nearer your family member or friends
- Broadband paid for a year

If you live in a property with 3 bedrooms or larger and want to find out more about a move to a smaller property, please contact your housing officer and arrange a chat.

Extra financial help you could be missing out on

Did you know there are several benefits available in Scotland that could help you and your household?

Best Start Grants offer one-off payments to help with the cost of having a baby, early learning, and starting school. There are restrictions on when you can apply for the School Age Payment depending on when your child was born.

If you live with a disability or long-term health condition, **Adult Disability Payment** could help with extra daily living or mobility costs. It has replaced PIP in Scotland and is available to working-age adults.



Are you over State Pension age and have care needs?

Pension Age Disability Payment may provide extra weekly support depending on the level of help you need.

If you look after someone, you may be entitled to **Carer Support Payment** if you provide regular care to someone receiving certain disability benefits and are 16+ years old. If you are aged 16-18, you may be entitled to the **Young Carer Payment**.

It's always worth checking to see if you are eligible.



We have more information available online at www.nghomes.net/tenants/welfarebenefits.

Our Money Advice Support Team (GEMAP) may also be able to help – if you would like an appointment to discuss any of these benefits, please call us on **0141 560 6000**.

You can also contact Social Security Scotland on **0800 182 2222** or speak to Citizens Advice on **0800 028 1456**.

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2026



A COMMUNITY WHERE PEOPLE CAN FLOURISH AND PROSPER • A COMMUNITY WHERE PEOPLE

FINANCE/HELP AT HAND

A community where people
can flourish and prosper

Hello Summer

Public Holidays

The Association will be closed on the following dates:

Glasgow Fair Weekend

Friday 17 July 2026 and Monday 20 July 2026.

September Weekend

Friday 25 September 2026 and Monday 28 September 2026.

Remember – we are still here to help. If you have an emergency, please call **0141 560 6000** where you will be diverted to our Concierge team. **For emergency repairs, please call 0800 595 595.**

Keep in touch!

Keep in touch and up to date with what is happening. We're on X (formerly Twitter), Instagram and Facebook where you'll find information about our services, opening hours, community news, community events, what's happening and lots more.



You can reach us by...

Phone – call us on **0141 560 6000**

Monday to Friday from 9am-4.30pm.

Email – you can email us via forms on our website

www.nghomes.net or to our general inbox:

info@nghomes.net



X: @ng_homes



Facebook: @ngha_community



Instagram: @ng_homes

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

You can download the MyGlasgow app FREE from the Apple App Store or Google Play Store.

MYGLASGOW



Reminder - we're using CX-Feedback

We can now send texts and emails with information, updates or even a chance to have your say through survey links.

If you are ever unsure about a message, please contact us on **0141 560 6000** and we'll be happy to confirm if we have sent a message.

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: nghacomunity

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