



NORTH news



Our Vision: A community where people can flourish and prosper

ISSUE 55

Young People from North Glasgow discuss their future with Scottish Parliament's Presiding Officer

African Challenge Scotland were at the forefront of bringing a group of young people together to meet with the Presiding Officer of the Scottish Parliament, Rt Hon Ken Macintosh MSP. The event took place in The Ron Davey Centre in Springburn, where the young people meet regularly for educational programmes, such as the free Homework Club.

The purpose of the visit was to hear about career opportunities with the Scottish Parliament Apprenticeship Programme, which is open to young people aged 16 to 24 across Scotland. The programme aims to support participants to develop their skills, reach their potential and feel inspired. The group which included members of African Challenge Scotland and Afghan United, had the opportunity to talk to current and past apprentices and learn how they can make their voices heard in Parliament. There was a question and answer session and the young people were asked about their goals and aspirations for the future.

Presiding Officer of the Scottish Parliament, the Rt Hon Ken Macintosh MSP said:

"It was so encouraging to meet the young members of the Homework Club and to hear their dreams and aspirations for the future. Here is a group of young people who are working hard and giving up their own time out of school to overcome any challenges they might face and so that they can build a successful and fulfilling life.

"Maryhill and Springburn was the first stop on my tour of Scotland as part of the engagement events designed to mark 20 years of the Scottish Parliament. It is clear from the discussions I had with members of the homework club that we can have confidence in those shaping our next twenty years."

The event was attended by ng homes Chief Executive Robert Tamburrini and ng homes Chair, John Thorburn who said:

"The turnout of young people attending this event was impressive, as was their clear determination to try to ensure a successful set of careers in the future. If they continue to work as hard as they are doing, I have no doubt that they will fulfil their individual dreams. We are very happy to engage with every member of our community no matter age or ethnic group and provide what resources we can, especially if it helps their futures."

Ronier Deumeni, Founder of African Challenge Scotland said:

"We are grateful that the Presiding Officer of the Scottish Parliament, the Rt Hon Ken Macintosh MSP came and talked with members of our



free Homework Help Club. It was a fantastic and excellent experience for young people in our community. As a platform organisation to Black Asian Minorities Ethnic in Glasgow and beyond, we are confident that some challenges and existing barriers that were discussed during the meeting will be addressed in the Scottish Parliament, and as a result it will unlock doors and create opportunities to young people with a BAME background in Scotland, because they belong to Scotland. In addition, we are very pleased with our ongoing partnership with ng homes, and the work placement opportunities they provide to young people in the community."

It was an excellent opportunity and inspiring event, and concluded with the young people taking a 'tour' of the Scottish Parliament using Virtual Reality Goggles.



ng homes Chair John Thorburn, Ken Macintosh MSP, ng homes CEO Robert Tamburrini and Ronier Deumeni, Founder of African Challenge Scotland



Summer is finally here!

Summer time has finally arrived in North Glasgow and ng homes has a host of activities taking place, so come along and join in! See pages 20 and 21 for everything that's happening!



A New Look for North News

P3



North Glasgow Climate Challenge Awards

P8 & 9



Staff Fundraising benefits local Charities

P18

Chief Executive's Message



Robert Tamburrini, Chief Executive

Hello and welcome to the 55th edition of North News.

It's summertime already and I'm sure you will all agree nothing stands still for long. So far 2019 has been a busy time across the ng group. We have achieved a lot however there are still many challenges ahead not least of all the impact of Universal Credit as it is rolled out and the ongoing uncertainty around Brexit and any changes that could lead to. The one thing that will not change however is our focus on the importance of people and community. The health and safety of our tenants and residents is of prime importance and we are committed to maintaining a robust health and safety culture across the ng group. We continue to champion equality and diversity and look forward to working in partnership with our tenants to achieve our vision of a community where people can flourish and prosper.

Since the last edition of North News the Scottish Housing Regulator has introduced its new Regulatory Standards of Governance and Financial Management and you can read more about this inside. Good governance has always been at the heart of our approach however there is no room for complacency and we have a comprehensive governance framework in place at the Association which will support us in maintaining our high standards.

We have recently produced our new business plan for 2019-2022. This gave us a great chance to review our successes and our goals for the future. We remain committed to investing in our properties to ensure we provide good quality houses that people are proud to call home. We are dedicated to delivering an excellent level of service for our tenants and other customers and our housing and regeneration teams continue to work together to make

a real difference for the community. Our Investors in People Gold status and the Investors in Young People Gold accreditation gained earlier this year shows the importance we place on having trained staff with the right skills and attitude. Our work is supported by our social enterprise company ng2 Ltd which continues to grow and develop and now delivers a wider range of services across our community.

I hope you enjoy this edition of North News, catching up on what has been going on in the first six months of this year and reading about some of the key events that we have planned over the summer months. Looking forward, we are planning some changes to North News to give it a more modern look and feel. It will also be more environmentally friendly whilst reducing costs, you can read more about this on page 3 and we are keen to hear your views!

Robert Tamburrini

Robert Tamburrini, Chief Executive, ng homes

Comments, Compliments & Complaints

1st October 2018 to 31st March 2019

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

Number of complaints received in the period = **136**

87% of complaints were responded to within our target timescales.

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

Compliments 1st October 2018 to 31st March 2019

Compliments during the period included:

Thanks for installing new radiators and leaving house very tidy

Thanks for arranging uplift of cooker

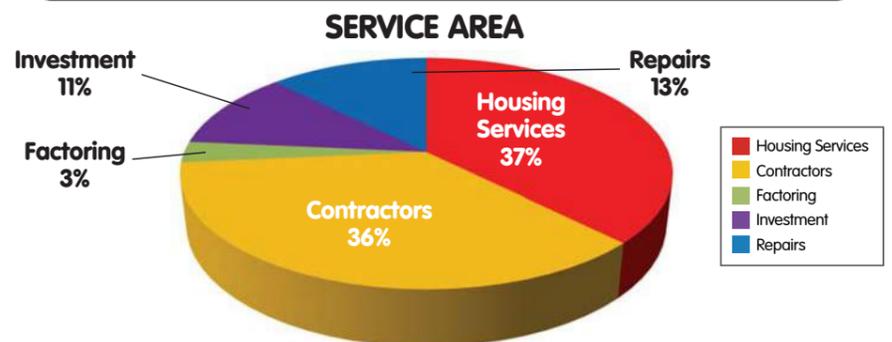
Thanks for attitude of call handler and his general enthusiasm

Thanks from tenant for help and information on new home

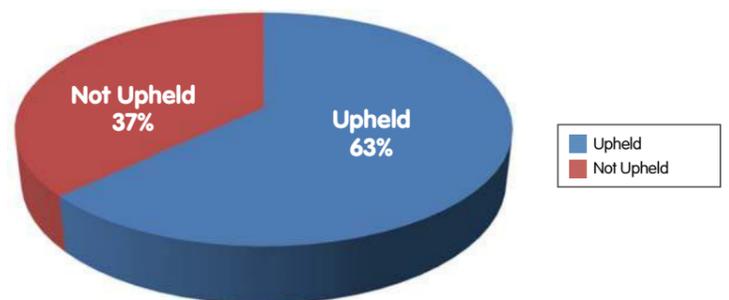
A great job by concierge in keeping brasses clean

Thanks for the service provided by contractors and staff following rewires

Complaints 1st October 2018 to 31st March 2019



COMPLAINTS UPHELD



SECTION GUIDE:

- WHAT'S HAPPENING p2-6
- ng FINANCE p7
- ng ENERGY p8-9
- ng EVENTS, PROJECTS & INITIATIVES p10-15
- ng STORIES p16-18
- ng FUN p19
- ng INFORMATION p20-24

A New Look for North News

We're looking to refresh your North News and wanted to share some ideas with you and hear your thoughts on your tenant's newsletter.

We listened to tenants who have given us feedback about North News, who said a smaller size would be easier to handle. We propose to move away from the current broadsheet style, and make your newsletter an A4 size which is far more compact and neater. While the size is getting smaller this won't impact the amount of stories we put in North News!

We'd also like to take a more environmentally approach to publishing North News by swapping the paper for a more eco-friendly paper. This will help us reduce our carbon footprint and save money.

Your North News is completely recyclable, so once you've finished reading it please pop it into a Recycling bin. By recycling your North News, you could help reduce deforestation by creating more recycled paper. Deforestation has a devastating impact on wildlife as well as our atmosphere.

Another environmentally friendly approach we are taking is by offering North News online. It will be available on our website so you can read it wherever and whenever you'd like!

We will produce your tenant's newsletter three times a year (Spring, Summer and Winter) and we will have plenty of information, news and stories across our website and social media channels.

We are currently developing our online platforms, including our social media, website and app, so keep a look out for new features coming soon!

We look forward to hearing your thoughts for the next edition of North News!

We welcome any feedback and ideas you might have along with any stories of your own or of local interest.

Please get in touch!

Communications Officer • ng homes • Ned Donaldson House • 50 Reidhouse Street Springburn • Glasgow G21 4LS • media@nghomes.net • 0141 630 4286



Got a great idea for North News? We want to hear from you!

We would like to know your views or suggestions about our services, creative ideas for North News, or comments on what we could be doing better.

We want to make North News enjoyable for you to read, and we're very keen to hear any historical stories of North Glasgow, as well as see any photographs of the area back in the day. Get in touch and your letters or photographs could appear in the next issue of North News.

Please get in touch:

media@nghomes.net

Or send in your letters to:

ng homes • Ned Donaldson House • 50 Reidhouse Street Springburn • Glasgow G21 4LS

Vanguard Repairs Survey

The Vanguard experimental team has been set up to review in-house repair calls in order to improve our service and process. Our new process will look in more detail at the way we work, how we analyse repair calls and data, as well as screening for recurring issues and the 'right first time' customer/tenant journey through repairs.

The experimental team has been in place since January 2019 and we now review each repair request individually. The experimental team is predominantly focusing on the Possilpark area during this first phase. Although, we do receive considerable "hard to treat" recurring job requests from other areas in which we operate.

When we receive a call or email from a customer relating to a repair, we first check the history of the repair to see if it has been logged before. This allows us to check if this is a first time repair and if it is, we can

contact the relevant contractor quickly. If it is a rechargeable request it is reported to the Housing Officer.

If a recurring issue is identified, this will be passed to a Technical Officer. The Technical Officer will review any previous repairs with a view of identifying and resolving any underlying issues which may have previously been missed. A home visit/pre-inspection may be raised and follow up (post-inspections) visits will also take place when required, if the Technical Officer feels they need to review this further. This also allows us to recall the relevant contractors if necessary and help ensure higher quality on repairs.

During the experimental phase we issued a satisfaction survey to approximately 100 customers who recently received a repair. Overall the general response was very positive, with the standard of the repairs service reaching 93.75%.

Here's a snapshot of the survey results:

How did you report your repair?

Local Office 70%

Were you given a timeframe or appointment for your repair?

Yes 100%

Was the appointment kept?

Yes 100%

Was the repair fixed in one visit?

Yes 85%

How would you rate the service on a scale of 1 to 5 where 1=Poor and 5=Excellent?

5 rating 80%

The satisfaction survey had a prize of a £50 Tesco voucher open to all those who participated.

The winner was Miss Daly of Petershill Road who was presented with her prize by David Cowan, ng homes Maintenance Manager. Congratulations!



WHAT'S HAPPENING

What's on at Springburn Parish Church



ng homes are keen to highlight and showcase the great work and activities that are going on in North Glasgow. We are always looking to build strong partnerships with people and organisations in the community. In this edition Minister Rev. Brian Casey of Springburn Parish Church has provided information about the events and services happening in the Church:



Springburn Parish Church is located at 180 Springburn Way, nestled in the heart of the Springburn Community. The Church is open daily and hosts a variety of events, and Rev. Brian Casey highlights that the Church's doors are open to people of all ages and backgrounds.

What's on:

Musical Memories: Singing for the Brain

These supportive Singing for the Brain music sessions are for people who are living with dementia and their carers.

It is recognised that the parts of the brain which help us recall 'melody' and song 'words' often escape severe damage when other areas of the brain get damaged by different types of dementia. In these sessions, we can help people living with dementia and their carers enjoy the music together in a relaxed and safe environment. We have received lots of advice and encouragement from Alzheimer Scotland and other professionals to develop Musical Memories sessions. We have a group of volunteers at Springburn Parish Church who will provide support and assistance at our sessions.

Join us on Mondays at 2pm

Glasgow Brownie Guide Pack and The Rainbow Group

We always welcome new recruits and we'll be starting back in September 2019.

Women's Anxiety Support Group

Please come along and join us in a safe and welcoming environment on Fridays from 10am to 12pm.

Golden Oldies

Every month we present a Golden Oldie movie with a free lunch. We launched this back in April 2018 and it's been a glowing success in the community. Join us at 1pm for lunch, followed by the film at 2pm. We are located in the Large Hall in the Church.

The next movies being shown are:

- 13th July 2019 – Rio Bravo
- 10th August 2019 – Gentlemen Prefer Blondes
- 7th September 2019 – Summer Stock
- 12th October 2019 – Girls! Girls! Girls!
- 16th November 2019 – Hans Christian Anderson
- 7th December 2019 – White Christmas

Community Council Meetings

We meet every 3rd Monday of the month to ascertain, co-ordinate and express the wider views of the entire community within Springburn. All Springburn residents are welcome to attend to discuss what is happening locally, and raise any concerns.

Find out more on the Springburn Community Council Facebook page, @Springburncc on Twitter or email SpringburnCC@outlook.com.

Our meetings commence at 7pm in the Ron Davey Enterprise Centre, 10 Vulcan Street, G21 4BP.

Our next meetings for 2019 are as follows:

- 15th July 2019 • 19th August 2019 • 16th September 2019
- 21st October 2019 • 18th November 2019

Through the week...

Sunday

Choir Practice 10.15am
Morning Worship 11am
Ichthus on Sunday 11am

Monday

Musical Memories 2pm
174th Glasgow Brownies 6pm (starting back Sept 2019)
174th Glasgow Guides 7.30pm (starting back Sept 2019)

Tuesday

2nd Glasgow Brownies 6.30pm (starting back Sept 2019)

Wednesday

Ladies' Fellowship 2pm



Thursday

33rd Glasgow Brownies 6.30pm (starting back Sept 2019)

Friday

Women's Anxiety Group 10am
Rainbow Group 6pm
25th Glasgow BB Anchor Boys 6pm (starting back Sept 2019)
25th Glasgow BB Junior Section 6pm (starting back Sept 2019)

Saturday

Tea Room 10am

Can you help?

Springburn Parish Church always welcomes volunteers. We would be happy and grateful with your assistance in:

- Keeping our grounds neat and tidy, and free from litter
- Deep cleaning the building on a regular basis
- Providing a friendly service and support in our Tea Rooms
- Being a trusted Keyholder for opening and closing the building

If you would like to volunteer and help with anything above, please contact: Lynn Johstone, Clerk to the Congregational Board – 0141 557 2345

Agnes Burniston, Session Clerk – 0141 558 9601

Minister: Rev. Brian Casey – 0141 557 3668 –

springburnparishchurch@btconnect.com

www.springburnparishchurch.btck.co.uk

If you'd like your place of worship or community organisation to be featured in future editions of North News, please email: media@nghomes.net

The Springburn Tapestry

The Tapestry was created to mark the 10th anniversary of the present buildings of Springburn Parish Church, Glasgow on the 14th May 1991.

It was unveiled at the Anniversary Service held on the 19th May 1991 by the Rev Robert Carmont, Moderator of the Presbytery of Glasgow. The Tapestry features ten images of local churches, past and present.

1. The present building of Springburn Parish Church

By Margaret Wilkes
180 Springburn Way
Congregation formed on 11th May 1978 with the union of Cowlairs Somerville, Johnston, Sighthill, Springburn North Hill and Wellfield congregations. The church was dedicated on 14th May 1991.

2. Springburn Hill

By Ruby Watt
Was situated at 40 Hillkirk St
Congregation was formed in 1841 and the building was dedicated on 3rd July 1842 and then enlarged in 1899.

3. Springburn North

By Martha McMillan
Was situated on Springburn Rd, at Elmvale St
Originally a Free Church congregation formed in 1888 the church was built in 1890.

4. Cowlairs

By Margaret Wilkes
Was situated at 35 Gourlay St
Congregation was formed when the church was built in 1890.

5. Somerville

By Janet McDiarmid
Was situated on Keppochhill Rd at Pinkston Rd
The church was built in 1895 and congregation united with Phoenix Park in 1907.

6. Sighthill

By Martha McMillan
Was situated on Springburn Rd at Mollinsburn St
Originally a Free Church Mission in 1869, a hall was built in 1870 and the church in 1872.

7. Johnston

By Isabel Jordan
Was situated on Springburn Rd at Queenshill St
The Church was opened as a United Presbyterian church in 1856 and later became Springburn Johnston Memorial United Free Church.

8. Wellfield

By Margaret Wilkes
Was situated on Balgrayhill at Springburn Rd
The congregation was formed on 10th December 1895 and the church was built and dedicated on 5th October 1899.



If you'd like to know more about the Springburn Tapestry, visit Springburn Parish Church where you can pick up a leaflet.

Springburn Community Hub

The Springburn Community Hub opened its doors on the 14th February 2019 and it has been a shining success with the local community. The Hub hosts a variety of activities and is an excellent centre for community information and research.

There's fascinating details about the Springburn Winter Gardens and its plans for restoration, loads of information about local groups and businesses, and the results of the community consultation which are proudly displayed across the length of one wall. We caught up with Helen Carroll, Chairperson of Springburn Community Council, who you may remember from Issue 50 of North News! In that Issue we talked about Helen's volunteer work, her volunteering and community goals, and what others can do to volunteer in their community.

Helen, who is based at the Hub on a daily basis, recalls how well received the Hub was in the community when it opened:

"We opened the Hub officially on St Valentine's Day, and as soon as we took the vinyl off the windows and put the lights on and opened the doors, people were just drawn in to see what was happening. It was just an exciting time, so we built on that just to bring in people and try and find out what folk were looking for in their community. We started with a community consultation, a survey, some workshops, and then the Springburn Charrette with Kevin Murray Associates in May. This was hosted by Kelvin College, Springburn, and was attended by many community groups, representatives from ng homes and local Councillors. It was a big hit! It was great to bring everyone together to show the extraordinary work that's been done in designing Springburn for the future. Overall, it's been great and there has been a lot of support, from ng homes, the community and the Winter Gardens Trust which we greatly appreciate!"

We asked Helen a few questions to find out more about the Hub:

Tell us a little bit about the Hub, when is it open and what happens there?

"The Hub is open Monday to Saturday, though if there's anything the community would like to host on a Sunday I'd be more than happy to open it up! We're located in Springburn Shopping Centre, so we're pretty central.

We've got loads of information about what's going on in the community, information about local groups and activities, information about the Springburn Winter Gardens and the community consultation. We've got the Balornock Uniform Bank too, so if you're looking for any school uniform or you've got some to donate, we'd love to see you at the Hub. Along with that, we've usually got a few freebies going, like some fabulous homeware items like mirrors and photo frames and shelves. You'll need to pop in to see for yourself!"

What's been happening lately at the Hub?

"We have been pretty busy - we've had workshops, we've looked back to the past, we've looked at people's childhoods, we've looked at so many photographs and listened to different stories. We had a consultation and a survey, and we've spoken to members of the community and residents about what they wanted us to do, how they wanted us to represent them, and what change they wanted. We've re-designed Springburn! It's been great listening to people and hearing what change they wanted, along with the stories about how Springburn used to be. Sadly we've lost iconic buildings and tenements here. There has to be some way of remembering Springburn the way it was and what it offered to the world as well - the park, the locomotive history, all that heritage, including the great engineers and industrialists such as James Reid and his son Sir Hugh Reid of Hydepark Locomotive Works. There's so much history and that history is still connected to today, it's here and we're living with it, it's just we can't see it. There is an amazing history and the community is still here. With the Public Halls gone now, we need another loved community space."

What's next for the Hub?

"The Hub will continue to be open and we welcome everyone to pop in, see what's happening, share your thoughts and ideas, and take part in activities. Next, we're looking for a Steering Group to help and support setting up a Development Trust, so we're looking out for key members who can add a skillset, who can come with some experience and knowledge, and ultimately help us change the future of Springburn. We'd love local members to get involved in this, and I absolutely want Springburn to get behind this!"

If you're interested in the Steering Group, please contact Helen Carroll at the Hub or at: hcarroll170@gmail.com



WHAT'S HAPPENING

Chinese community host an afternoon of culture

Members of the newly formed Glasgow Chinese Recreation Centre hosted a wonderful afternoon at Hawthorn Bowling Club. The event supported community integration and was a huge success with many local people attending as well as ng homes Board members. Margaret Fraser, Head of Regeneration at ng homes, said:

"It was a wonderful event organised by active members of our Chinese community and I would like to thank them, along with the Committee of Hawthorn Bowling Club for their friendliness in hosting this event. It is a great example of using a local facility to bring cultures together. The banquet of food from the Sichuan House Restaurant was delicious and went down a treat. We are looking forward to the next event!"

Throughout the event there was music, dancing and papercutting activities, and of course the wonderful food. Sponsor, Jimmy Lin from Sichuan House Restaurant on Sauchiehall Street, said:

"I was delighted to sponsor this event and became aware of the work of ng homes through Mary Lam who is a member of the Chinese Recreation Centre. The sense of community was top class and I was really happy to be part of the event."

Mary Lam, Vice Chair of Glasgow Chinese Recreation, said:

"We would like to thank Jimmy Lin for his generosity as he arranged his best cooks to prepare this wonderful food. We are proud of our partnership with ng homes and are thankful for the help in hosting this event. This event is a great opportunity to let our friends in Scotland learn more about our Chinese culture. Our Scottish friends were very interested in the paper craft items and we are going to continue these workshops with them in the future."

Glasgow Chinese Recreation Centre will continue to host more of these events in the future at Hawthorn Bowling Club, and plan to extend their invitation to more people.

Chinese and Scottish members together with ng homes Board members and members of Hawthorn Bowling Club



The Chinese banquet was enjoyed by all!



The funding for the project was supported by the Scottish Government, People and Communities fund through ng homes' Build Bridge Bond project with support from Thriving Places.

Glasgow celebrates the Chinese New Year in style

Glasgow's George Square was an array of colour on Sunday 10th February as ng homes joined in the celebration of the Chinese New Year. Also known as the Spring Festival, colourful Dragons, Pandas, Dancers and a Scottish Pipe Band lit up a special night in Glasgow city centre.

In Chinese culture, 2019 is the Year of the Pig. The Pig represents luck, overall good fortune, wealth, honesty and general prosperity.

The event started off in George Square with Dragon and Lion Dancers, a costume parade, face painting, balloon modelling and paper cutting for the children. The St. Francis Pipe Band from the Gorbals area of Glasgow provided a Scottish

element to the event and were warmly welcomed by the crowd.

The event continued into the City Chambers, hosted by Lord Provost Eva Bolander where she welcomed the Chinese New Year to Glasgow. This was followed by an address from Mr Xinchun Pan, Consul General of the Consulate of China.

The event was organised by the Chinese Cultural and Welfare Society Scotland (CCWSS) under the leadership of Chairperson, Andy Chung. It was also supported by ng homes, Queens Cross Housing Association, Arnold Clark, the Consulate General of China in Edinburgh, the Glasgow Chinese Recreation Centre and the Glasgow Chinese Students Community amongst many others.

Andy Chung, Chair of the Chinese Cultural and Welfare Society Scotland said:

"We are delighted to celebrate this very important event for Chinese people in our home City of Glasgow and we are pleased for the support of the Lord Provost to bring this colourful event to the heart of the City. We would like to see this event become a larger event in the City and hope that more businesses and communities can support us for next year to celebrate this with Scottish and other cultures."

Margaret Fraser, Head of Regeneration at ng homes said:

"We have been pleased to support the work of the Chinese community over the last four years in opening up their culture and celebrations to the communities and the City of Glasgow. The idea to bring this celebration to Glasgow City Centre began four years ago with Andy Chung, Chair of CCWSS. He wanted to see this important celebration become part of Glasgow's annual festivities with a real multicultural element.

ng homes were once again delighted to help facilitate the Chinese New Year celebrations and will continue to put an emphasis on integrating and celebrating the rich variety of communities in North Glasgow and beyond. We will continue to support this event and hope that many others come on board to make this even more spectacular next year".



Lord Provost Eva Bolander (centre), Chinese Consul General Xinchun Pan (centre left), Chinese Cultural and Welfare Society Scotland Chairperson Andy Chung (centre right) and guests at George Square

Tackling poverty and empowering communities through recycling



How your furniture donations are helping the community

As part of our climate challenge project, our Regeneration team accept and collect good quality furniture for redistribution in the community which helps tackle poverty and reduces our carbon footprint. On a daily basis we hear the positive impact that food, furniture and textile donations are having on local families.

We work closely and effectively with multiple teams in ng homes to support tenants. Our Regeneration team recently supported a young couple who were experiencing difficulties due to lack of employment and were in need of some extra support with food and furniture whilst awaiting the arrival of their first child. The Regeneration Team collaborated with the Housing Officer to provide food, furniture, carpets and baby clothes, bringing together donations with the help of the community volunteers.

Want to donate?

We accept and redistribute most furniture items, such as:

- ✓ beds
- ✓ drawers
- ✓ chairs
- ✓ mirrors
- ✓ desks
- ✓ rugs
- ✓ wardrobes
- ✓ tables
- ✓ sofas
- ✓ coffee tables
- ✓ TV stands

We accept most furniture items, except white goods. Sofas must have their fire safety tag still attached. To arrange a collection, please contact the Regeneration team on 0141 560 6000.

Swap Shop

Every month we host a Swap Shop at Possibilities where you can come along and swap your items for something new such as: curtains, blankets, bedding, shoes, bric a brac, etc.

Possibilities, 74 Closeburn Street, Possilpark, G22 5ST

If you require a food package or furniture, please speak to your Housing Officer who will be able to support and assist you in confidence. Referrals for food and furniture will come from your Housing Officer, please speak to them if you are facing any difficulties. We're here to help!

DONATE YOUR OLD FURNITURE TO A NEIGHBOUR

Recycle Re-use Re-distribute

As part of our Climate Challenge project we accept and collect good quality furniture for redistribution in the community.

It gives people a headstart in their new home and has a big impact on our carbon footprint.

Contact below for more info:
 Dominic McInally - dmcinally@nghomes.net
 Ronnie Black - rblack@nghomes.net
 0141-560-6000

Best Start Grant

The Best Start Grant is to help parents and carers on low incomes with the costs of looking after children. It is a package of three different payments, which can be applied for as a child gets older:

- the Pregnancy and Baby Payment
- the Early Learning Payment
- the School Age Payment

Getting all your details together will make it easier to apply.

You'll need details of:

- your National Insurance number
- other benefits – the name of the other benefits that you or your partner get
- your partner - if you have a partner, you'll need their date of birth and National Insurance number
- your due date - if you're pregnant
- your children – the dates of birth of any children under 16 in your household
- your bank details – the name on the account, the name of the bank, building society or credit union, the sort code, account number, and the building society or credit union reference number if you have one.

Visit mygov.scot for more information and to apply.



Social Security Scotland
 Tèarainteachd Shòisealta Alba



New online services!

We've recently launched two new handy calculator tools on our website to help you with budgeting and benefits.

Budgeting Calculator

Our Budgeting Calculator can help you take control of your finances. It's user friendly and free to use. Before you start, you will need the following information, which will make filling the form in much easier:

- Your income, e.g. from state benefits, pension details or any earnings
- Your partner's income, including any benefits
- How much money you have going out on debt repayments, or money coming in from interest on savings
- Your household bills, for gas, electricity, food, mobile and internet payments, leisure activities, etc.
- Your bank statements so you can refer to them to check your figures

Benefits Calculator

Our handy benefits calculator will help you find out what benefits you could claim. It's completely free to use, and all the details you provide are anonymous. Before you get started, make sure you have information about your savings, income, pensions and existing benefits to hand.

To use these online calculators, please visit our website: www.nghomes.net



ng homes Chair John Thorburn, Bob Doris MSP and Paul Sweeney MP with members of African Challenge Scotland



Bob Doris MSP, Paul Sweeney MP and ng homes Chair John Thorburn with Chancers Group Possilpark

North Glasgow community's contribution recognised at Climate Challenge Awards

Over 100 people gathered for a special event in the North Glasgow community to celebrate the work supporting the Growing and Sustaining North Glasgow's Green Legacy project on the 21st March 2019.

The celebration paid tribute to the tremendous work done by individuals, groups, schools and partner organisations in tackling climate change. The project, funded by the Scottish Government's Keep Scotland Beautiful Climate Challenge Fund, saw a range of activities being carried out across North Glasgow, including energy workshops, swap shops, furnishings and furniture redistribution, fashion shows, comic strip workshops, and a carbon counting tool too!

ng homes began working around climate change issues a number of years ago, and one of the main challenges was to raise awareness and change attitudes. The project's success over the years has stemmed from community members seeing the importance of changing their everyday actions and habits in order to have a positive and sustainable impact.

In particular, the furniture redistribution and monthly swap shop linked in with ng homes' recycling service. With there being so much environmental waste which could be reused, the furniture redistribution service and swap shops provided an excellent platform to bring the community together to upcycle, reuse and redistribute furniture and clothes, whilst reducing the amount of items going to landfill and supporting people in hardship.

Fuel poverty is another area of importance in tackling energy efficiency and climate change. Poor choices or circumstances can put people into fuel poverty, however the expert support of ng homes' Energy Efficiency Officer has been vital in helping individuals overcome this.

The special celebratory event was held in Springburn's Petershill Club and was attended by community members, partners, ng homes staff and Board members, and local Elected Members.

ng homes Chair, John Thorburn, opened and introduced the event, and praised the outstanding work done by community members. He said:

"Although the ceremony tonight is to celebrate the success of the project, it also demonstrates the great things that happen when people come together and it impacts on strong community connections across age groups and cultures, with people gaining skills and experience and connecting better with services and venues."

Margaret Fraser, Head of Regeneration at ng homes, said:

"It is clear from this room tonight that the level of community engagement is very powerful and that this is what has made the project the success it is. It is

people who make the difference. The level of community involvement in designing and delivering creative sessions has been exceptionally high. It has been heart warming to see so many taking part over the lifetime of this project."

Elected Members Bob Doris MSP and Paul Sweeney MP attended the event and congratulated the community on their outstanding contributions and presented awards.

Bob Doris MSP said:

"It was a privilege to present awards to volunteers from such a wide range of community organisations. This is a testament to the significant efforts our local communities are making to play their part to support re-use, recycling and reduce waste. Most importantly volunteers are challenging and changing both culture and attitudes. That is why the part played by local school pupils was particularly heartening. We all have our part to play in tackling climate change and the strong Environmental partnership between ng homes and our communities is having a positive impact."

Paul Sweeney MP said:

"It was a pleasure to join up with ng homes and all the amazing volunteer groups across Springburn and Possilpark for the annual Climate Challenge awards at Petershill. We only have a decade left to take action before climate change becomes irreversible, so it is encouraging that so many people in our community have already sprung into action to play their part in making the practical changes needed to our lifestyles that will preserve our planet for future generations.

I was particularly impressed by the engagement of so many young people in the projects that received awards, as not only are they the ones who will be at the forefront of tackling climate change, they have already been inspired to lead the way in changing how we lead our lives to help protect our planet. Whether it is stopping single use plastics, recycling furniture or finding ways to educate our young people like Dekko Comics have done, all the Climate Challenge winners are worthy recipients and I look forward to working with them all to continue their work in the years to come."

Entertainment at the event was delivered by Johnny Cypher, who gave an amazing Climate Challenge Rap, followed by Divine Tasinda and dancers who performed powerful routines linking into the story of climate change.

Margaret Fraser concluded the event with special thanks to the ng homes CCF project staff Dom McNally, Ronnie Black, Evelyn Milligan and Joseph Brown for their work in supporting the community.

Awards were presented to:

- Swap Shoppers
- Chancers
- Glasgow Afghan United
- African Challenge Scotland
- Chinese Recreation Association
- ng homes Concierge Service
- ng2
- Possibilities
- Highballs Low
- Eco Drama
- Dekko Comics
- Home Energy Scotland
- LEAP
- Fare Share
- Re-tek
- Salvation Army
- Sew Confident
- Divine Tasinda
- Johnny Cypher
- Albi Taylor
- Progrez
- Schools:**
- Elmvale Primary
- Saracen Primary
- Chirnside Primary
- Highpark Primary
- St Teresa's Primary
- Keppoch Nursery
- Springburn Academy
- Elmvale Nursery



ng homes Chair John Thorburn, ng homes Concierge Arthur McGill, ng homes Board Member Margaret Thomson, ng homes Concierge & Property Manager Colin Leverage and Bob Doris MSP



ng homes Board Member Gino Satti and Bob Doris MSP with Rossie Stone from Dekko Comics



ng homes Chair John Thorburn, Bob Doris MSP and Paul Sweeney MP with members of the Glasgow Chinese Recreation Centre

Young People lead the way on Environmental issues in North Glasgow

In the last edition of North News we highlighted the fantastic work of young people in North Glasgow in designing a comic book focussing on areas such as waste, recycling and re-use. The comic strip was very well received and was distributed to a number of schools in the area. As a result of this work and other projects involving young people, ng homes was presented with an award from Keep Scotland Beautiful, Climate Challenge Fund in the category of 'Youth Engagement'.

Designing the comic strip really grabbed the imagination of other young people who wanted to produce a further comic strip. So, we started work with Rossie Stone from Dekko Comics for the next edition...

the Journey of the Big Carbon Footprint! For this project we worked with children from Elmvale Primary, Glasgow Afghan United, African Challenge Scotland and the Chinese Recreation Centre. The results were excellent with the children showing both their artistic skills and knowledge of Climate Change issues.

The Comic Strip will be distributed to young people in the community at a variety of summer events.

If you want to get your hands on your very own copy, then come along and join in the fun at one of our summer events! See pages 20 and 21 for all the activities taking place!



Head Teacher of Elmvale Primary Mr MacLeod, class teacher Mrs Thomson, and Rossie Stone from Dekko with class members



Children participating in the comic strip workshops



Activate continues to make an impact in North Glasgow

ng homes have been working in partnership with Glasgow University over the past 8 years to deliver Activate, a community development programme delivered within the North Glasgow Community.

The programme is a community based introduction to community development and takes place over a period of 10 weeks for 3 hours a week in local venues. It strengthens local networks and increases knowledge of communities. As a stand alone programme it is very powerful, and can also form a progression route on to further and higher education with Glasgow Kelvin College and Glasgow University.

We have many positive comments from students such as:

"This was an enjoyable experience and I learned more about how to work as a group and learned more about communities. It was great to meet with people from different backgrounds, experiences and knowledge. I would thoroughly recommend it".

Over the past 8 years large numbers have taken part with participants moving on to volunteering, college or university with some graduating with BA Community Development and Masters in Community Development.

One example of this is local man and ng homes' resident, Billy Aird, who was first featured in North News Issue 41 back in 2015, after completing the Activate course and enrolling for the HNC Working with Communities Programme at Glasgow Kelvin College. His plan at that time was to complete the college course and enrol with Glasgow University.

And now four years on, Billy is graduating at Glasgow University in June 2019 with a BA Community Development.

Margaret Fraser, Head of Regeneration said:

"This is another example of the talent that's in our community. We're delighted to be able to provide the opportunity for people like Billy to reach their potential, not only for his benefit but also for the community. Congratulations to Billy on this wonderful achievement."

ng homes will continue to deliver the Activate programme within North Glasgow and for the first time we will be delivering Youth Activate, a programme specifically aimed at young people, and this will take place locally in July.



Congratulations to Billy Aird who graduated with a BA in Community Development

Activate: Introduction to Community Development for young people

- Are you involved in your local Community?
- Are young people listened to in their Community?
- Do you want to make a difference?

A new and exciting Activate course has been developed specifically for young people. Participation in the course will encourage critical self reflection which will support young people's personal development and contribute to building their self confidence, as well as widening their own experiences of each other and their communities.

We believe that the sharing and learning from each other's experiences related to specific themes, such as, community, exclusion, sectarianism, territorialism, power and participation is crucial in order for young people to deconstruct and make sense of their own situation, personally and collectively within a wider world context.

Key Features:

- Flexible local delivery of this 40 hour course ensures that it is accessible.
- The teaching and learning is informal, participative and fun, though it will challenge students to think more deeply about their community and how they can positively contribute to having a voice within it.
- Students will undertake 3 key tasks as part of their Activate experience.
- Activate Awards celebration at the University .

Activate is delivered in partnership with ng homes in North Glasgow.

For further information please contact:

Margaret Fraser, (Head of Regeneration, ng homes)
 Email: mfraser@nghomes.net

Helen Martin (Activate Co-ordinator,
 University of Glasgow)
 Email: Helen.Martin@glasgow.ac.uk



MindtheMen

MindtheMen is a suicide prevention peer to peer support group for men (18+). We provide a safe place for men to meet every Monday night (except bank holidays.) 7pm-9pm to talk about their challenges, be listened to and feel supported. Sadly suicide is the biggest killer of men under 50 in Scotland.

MindtheMen aims are to reduce male suicide and get the men of Glasgow talking.

We have recently opened a 2nd group in the community Room at Tesco Extra, St Rollox Business Park in Springburn. We are also located at the West of Scotland Cricket Club, Peel St in Partick.

At the clubs each week we ask 5 questions to support discussion.

An important part of the meeting is our "talking ball". When you have the ball is when you talk when you don't have the ball is when you listen. If you don't want to talk it's ok just pass the ball on.

We are a group of men from all backgrounds (no experts) talking, listening, supporting and encouraging men that it's ok to share how you feel and realise that you are not alone.

What is said at MindtheMen men stays in the room. Confidentiality is extremely important to us.

To attend just come along on the night. At our club in Springburn as you enter Tesco's turn left and it's a short walk to the community room.

Please share this information and let men know that if they are having challenging thoughts there is a safe place to come to where support is granted.

For more information go to - www.facebook.com/mindthemen/

Our contact email address is: mindthemen@gmail.com



MindtheMen
 #SupportGranted

MindtheMen
 Mondays 7pm - 9pm

SUPPORT GRANTED

We are a suicide prevention peer to peer support group where men can meet in a safe place, talk openly, be listened to and feel supported.

Suicide is the biggest killer of men under 50 in Scotland

LOCATIONS:

West Of Scotland Cricket Club
 40-44 Peel St
 Partick

Tesco Extra Community Room
 St Rollox Business Park
 Springburn

email: mindthemen@gmail.com

ng homes facilitate essential SFRS training in North Glasgow

ng homes helped facilitate essential Scottish Fire and Rescue Service (SFRS) Breathing Apparatus (BA) training by having it take place at one of their properties.

The unoccupied two bedroom flat in Springburn was made available to the SFRS crew from Springburn with the aim of creating a new and realistic training environment.

This essential training will help prepare SFRS staff in the event of an actual fire. It is imperative that firefighters get this training to ensure they are best equipped to save lives in the future.

The training specifically concerned BA teams from across watches being put through a variety of different search and rescue scenarios.

Douglas Miller, SFRS Watch Manager for Springburn Fire Station, said:

"The training was of great value to a number of personnel who are approaching their firefighter competency assessments."



SFRS Firefighters prepare to enter the ng homes property

Jim Hymas, SFRS Local Senior Officer for Glasgow, said:

"Feedback from all those involved has been very positive and it was agreed this was a valuable resource in maintaining and developing firefighting skills. Thanks to ng homes for their assistance and hopefully this event marks the start of an ongoing programme of access to void properties for training events."

ng homes was delighted to facilitate the training and help support the development of Glasgow's firefighters. The Association is committed to supporting fire safety and building a closer relationship with key community organisations.

John Thorburn, Chairperson of ng homes said:

"We were delighted to provide the setting for this essential firefighting training for SFRS. It gives them the chance to experience what it would be like if a fire was to break out in a residential environment. Supporting these training days also reinforces our commitment to fire safety and ensuring that our tenants feel safe and secure in their homes."

ng homes is proud of its strong links with the Scottish Fire and Rescue Service and it is a partnership which will continue to grow and develop.

Contact us today to arrange a **FREE Home Fire Safety Visit**
 We'll help you spot possible fire hazards, sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.
 CALL 0800 0731 999, TEXT 'FIRE' TO 80800 or VISIT firescotland.gov.uk

SCOTTISH FIRE AND RESCUE SERVICE
 Working together for a safer Scotland

Cooking is the number one cause of house fires in Scotland.

Don't add alcohol to the mix.

For fire safety information visit firescotland.gov.uk

SCOTTISH FIRE AND RESCUE SERVICE
 Working together for a safer Scotland

JOIN SCOTLAND'S FIGHT AGAINST FIRE

Scottish Fire and Rescue Service
How we can help

If you have any concerns about a child or young person playing with or showing an unhealthy interest in fire, please contact your local community fire station. We're cracking down on people who start fires. Don't accept it, report it.

Scotland CRIMESTOPPERS 0800 555 111
 Call anonymously with information about crime

www.firescotland.gov.uk
www.crimestoppers-uk.org
 Crimestoppers is a registered charity.

SCOTTISH FIRE AND RESCUE SERVICE
 Working together for a safer Scotland

HOME FIRE SAFETY VISITS

For a Home Fire Safety Visit text **FIRE** to **80800** or call **0800 0731 999**

#Fact

Sporting Memories event in North Glasgow helps tackle Dementia, Depression and Loneliness

ng homes and Sporting Memories Foundation came together to hold an Open Day event at Saracen House in Possilpark in January.

Sporting Memories are a charity dedicated to the development and use of sports reminiscence, inclusive physical activities and intergenerational activities to support isolated older people across the country. It provides a space for people to meet and talk with others about past memories, undertake some exercise sessions and at times, hear from sporting stars from the past.

The purpose of the event was to gather support for establishing regular clubs in the area.

Two sporting heroes were also in attendance at the inspiring event:

Jim Herriot, a former footballer, who played as a goalkeeper for clubs in Scotland, England and South Africa. Jim was also capped 8 times for Scotland.

The other sporting hero was Lachie Stewart, a former long-distance runner, well known for his fantastic win at the 1970 Edinburgh Commonwealth Games where he won Gold in the 10,000 metres.

The sporting heroes told many stories and shared their experiences during a question and answer session. They were applauded by all of those who attended. The event demonstrated the power of bringing people together, sharing memories and having conversations with younger people on both their sports and living through various decades.

Sporting Memories Partnerships Manager, Donna Mackay said:

"Our Open Day was a great success and we have to thank ng homes for their support in hosting the event and spreading the word through their vast community network. We are excited by the interest shown by local people and organisations and we look forward to establishing Sporting Memories activity in the area.

Thanks also to sporting legends Lachie Stewart and Jim Herriot who gave up their time to share their sporting memories and enjoy some banter with the audience."

Margaret Fraser, Head of Regeneration at ng homes said:

"Research shows the positive effect of connecting with friends and the community and this programme is a great example of this. ng homes is looking to work with Sporting Memories and other groups to establish this network in North Glasgow to add to the substantial work that we do in building community connections across generations and cultures. This is further supported through funding from the Scottish Government's People and Communities Fund for our Build, Bridge, Bond programme."



ng homes and Sporting Memories representatives with former Scotland international goalkeeper Jim Herriot and Commonwealth gold medalist Lachie Stewart (centre)

ng homes Chairperson John Thorburn added:

"It is very important for ng homes to be involved in this type of initiative which addresses really important issues in our community. It will help to make a positive difference to so many people in North Glasgow and fits perfectly with a number of well attended community conversations that have taken place to investigate issues of loneliness and isolation."

Sporting memories are looking to recruit volunteers to support the expansion of clubs into North Glasgow. If you would like any more information on volunteering then please contact Liz at liz@thesmf.co.uk or Maurice at maurice@thesmf.co.uk

If you would like to find out more about ng homes Intergenerational and Cultural programmes please contact Margaret Fraser, Head of Regeneration at mfraser@nghomes.net

Friday Night Club in Springburn

Did you know that ng homes supports a Youth Club in the Springburn area for Primary age children? Since 2013, every Friday night has seen groups of children from Balgrayhill, Springburn and beyond descend upon Springburn Sports Centre for 2 hours of sport and multi-activity fun.

Supported by partners Glasgow Life Community Learning & Development and with coaches from Utd Sports, there are activities from 4pm for 7-12 year olds. Groups have also been involved in producing creative arts and have been on trips and external activities in the past. Although not running over the summer, the Friday Night Club (FNC) will look to restart in late August 2019.

For more information or to enquire about a space, please get in touch: Call 0141 630 4254 Email mycommunity@nghomes.net with 'FRIDAY NIGHT CLUB' in the subject heading.



North Glasgow Summer Activity Camps

There will be Summer Activity Camps facilitated by ng homes this year – this will again take the form of multi-activity camps and will be aimed at Primary ages in both Keppoch/Possil and Springburn communities.

To get more information or to enquire about spaces: Follow us on Twitter @ngsportslegacy and Facebook [ngsportslegacy](https://www.facebook.com/ngsportslegacy)

Email us on mycommunity@nghomes.net with 'SUMMER CAMPS' in the subject heading.



ng Classics Athletics



The ng Classics Athletics event is now in its 5th year, with participation from 4 schools from across North Glasgow. 90 S1 and S2 pupils from All Saints Secondary, Springburn Academy, St Mungo's Academy and St Roch's Secondary took part in the event at Crownpoint Athletics Track on Thursday 6th June 2019. It was a busy day, involving 400m, 300m, 200m, 100m, 4 x 100m relay and 4 x 200m relay track events.

This overall event is a culmination of the Athletics season for all the schools who took part in an Athletics League with schools in the East area of the city. All Saints Secondary were the winners on the day amassing the most points overall from all of the races that they took part in.

The Athletics League event is organised and run in partnership with Active Schools, Shettleston Harriers and Springburn Harriers, and once again the final has kindly been sponsored by ng homes. John Thorburn,

ng homes Chairperson, attended the event and awarded medals for the outstanding performances on the day and he commented:

"ng homes is proud and delighted to support this event and it was a fantastic effort by all who took part. Everyone was out to try their best and you could see how important the team spirit was to them. I hope that their enjoyment in sport remains after they leave school and they go on to join the sports clubs in the area. A big well done to everyone, you were all winners in my book!"

Neal Fowler, Active Schools Coordinator for the area said:

"I would like to thank ng homes for their continuing support of the ng Classics Athletics event. This yearly event has helped the schools involve and prepare their pupils to be able to compete effectively on an athletics track. The event itself is the highlight of the



John Thorburn, ng homes Chairperson, presenting the award to the winners

athletics calendar for the schools involved and also provides an excellent guide of how their athletes are prepared to compete in the citywide Glasgow Schools Athletics competitions."



Pitstops - Project Update

Back in 2016, ng homes' Regeneration Department received funding from the Big Lottery Fund to deliver the Pitstops project in North Glasgow. The project was set up as a partnership between the housing association and School of Hard Knocks, a social inclusion charity.

Targeted at unemployed, disengaged adults, Pitstops aimed to run a series of personal development courses using sport as a means to support participants to take steps towards becoming more ready for the world of work, or other positive destinations including college, voluntary work or healthy living. This was done through course learning, peer and staff support, and signposting to 'Pitstops' (services that can support participants with their underlying needs and barriers).

The first Pitstops course ran in May 2016. Since then, the Project team has run eight courses in total, five for male participants and three for female participants. Overall 132 people have graduated from these Pitstops cohorts.

What's next for a Pitstops graduate?

What sets Pitstops apart from other similar courses on offer in the community was the dedicated aftercare offered to each graduate. The project aimed to provide eight weeks formal aftercare to graduates after each course, however in reality the team never set a formal end date on relationships with graduates, and this is especially true following the completion of the project.

Since April, staff continued to offer post-course physical activity to allow graduates to further develop their fitness and strengthen social networks and friendships. Activities have included touch and contact rugby, running, badminton, table tennis, tennis and fitness-boot camps.

Our Progressions Officer has continued to work with graduates to further identify and pursue suitable positive progression routes, including appropriate employment, further education, adult learning, vocational training, health improvement initiatives or volunteering. Furthermore she has made contact with almost 100% of all cohort graduates to find out what has been going on since they left the course. Sometimes this has been in special 'reconnection-

sessions', other times a formal chat or a catch-up.

Amanda Harvie, Pitstops Progressions Officer said:

"Since January I have been doing reconnection sessions with all Pitstops graduates, getting them to provide evidence and feedback of their Pitstops journey. This includes where they were before Pitstops, improvements and gains when on Pitstops, aftercare, progressions since leaving and goals for the future. These feedback sessions have proven that Pitstops has made a positive impact to peoples lives with participants mental health improving and providing them with the tools and confidence to allow them to move on to positive destinations. Not all graduates' have been able to attend these sessions because they are either in employment or education which is excellent and those that have attended are offered a 1:1 meeting, where we have been working on their personal development plans, setting short term achievable goals to get them back on track and providing them with the support they need to progress forward. We also have various activities going on for graduates to keep them motivated and to help with their mental health including, boot camp, badminton, tennis, table tennis, touch rugby and Zumba.

I am very happy with these sessions and it goes to show the amount of good work going on within the Pitstops family."



Scottish Housing Regulator publishes its new Regulatory Framework

The Scottish Housing Regulator (SHR) has recently published its new Regulatory Framework and Statutory Guidance for social landlords. The new Framework which was developed after an extensive consultation exercise went live from 1st April 2019 and it sets out how the SHR will regulate social landlords in Scotland.

This comprehensive document covers a wide range of areas including the SHR's Statutory Objective, their functions to monitor, assess, report and intervene (as appropriate) in relation to social landlords performance of housing activities, financial wellbeing and standards of governance.

It is a vitally important document for ng homes and all Registered Social Landlords (RSLs) within Scotland and it provides detailed information on how the SHR will regulate the housing sector. It clearly sets out the seven Regulatory Standards and related guidance. A new element that has been introduced from 2019 relates to 'Assurance' and all RSLs are now required to provide an

'Assurance Statement' to the SHR by 31 October each year.

At ng homes we pride ourselves on having a comprehensive governance framework in place with an emphasis on robust financial and risk management this includes rigorous processes for self-assessment and internal audit. This approach will support us in maintaining our focus on good governance and ensuring compliance with the SHR's new Standards.

When the new Standards were introduced George Walker, the Regulator's Chair, said "I am delighted to announce the publication of our new Regulatory Framework.

"We will continue to keep our focus on safeguarding and promoting the interests of tenants, people who are homeless, factored owners and Gypsy/Travellers at the heart of our work.

"We will continue to empower tenants with easy-to-use information about their landlord, take

action where we need to and promote a culture of assurance, openness and transparency.

"We will support landlords to get the assurance they need that their organisation is well-run and so delivers good outcomes for tenants, people who are homeless and others who use their services.

"Our new Framework is the culmination of a yearlong discussion with tenants, landlords, representative bodies, funders and others. Thank you to everyone who responded to our consultation, discussion paper or came along to one of our events across the country. Your feedback helped shape the new Framework and we're grateful for your input."

More detail on the Framework and/or the work of the SHR can be on the SHR's website www.scottishhousingregulator.gov.uk



Allocations Review

Our Allocations Policy aims to provide good quality housing at affordable rents to those in the greatest housing need and to give reasonable preference to those in need as identified by the Housing Scotland Act 1987, including people who:

- Occupy overcrowded houses
- Occupy houses which do not meet the tolerable standard
- Have large families
- Live in unsatisfactory housing conditions
- Are homeless or threatened with homelessness

The Association's Board are reviewing our Allocations process and updating our Allocations policy, and we are keen to share this with our tenants and applicants.

Please come along to one of our scheduled drop in sessions:

- 29th July 2019 10am-12pm in the Carron Lounge, 9 Carron Crescent
- 29th July 2019 2pm-4pm in The Springburn Community Hub in Springburn Shopping Centre
- 1st August 2019 12 noon-3pm as part of the Welcome to the Community Event in Saracen House

If you are unable to attend one of our sessions and would like to find out more about this review, please contact your Housing Officer who will be able to provide you with all the relevant information. If you would like to provide any comments or views in relation to the Allocations review, please let us know by 1st August 2019.

You're invited to join the Springburn and Balornock Focus Group!

If you're interested in your local area and would like to get involved, please come along to the launch of the Springburn and Balornock Focus Group!

What is the Focus Group?

- A group of residents interested in their area who want to work with agencies to make it better.

Who is it for?

- Residents who want to have their say about what happens in their area.
- People who want to hear from agencies working in their area providing services, e.g. Police, Council Departments, Housing Association, Councillors, MP's etc.
- People who have ideas how to make changes/improve things and want to be part of that change.
- Residents who want a voice and to be part of any changes and improvement in their area.
- Anyone living in the area who wants to be part of a community.

**IT'S YOUR AREA
SO HAVE YOUR SAY!**

When:

6th August 2019 at 2pm

Where:

10 Vulcan Street, Springburn G21 4BP

What to bring:

Enthusiasm and ideas

Two Day Passport: Joann Booth-Wightman

At the ng group we have launched a new initiative where all employees can work within a different department, experience something new and learn more about other roles within the group on their 'Two Day Passport'.

The uptake of the Two Day Passport has been fantastic, with many employees building strong working relationships and learning something new. The initiative came about from the Staff Ideas Bank where everyone has the opportunity to contribute their suggestions for improvements.

We recently spoke with Joann Booth-Wightman, Administration Officer in ng2, who visited the Regeneration team in April.

Joann, where did you decide to travel to first on your Passport?

I used one of my days to go and visit the Regeneration team, to learn more about what they do and experience the different types of events that they put on.

In the morning I went along to the Tron St Mary's Church to see the Tai Chi event that is supported by Michael Kam, ng homes Housing Integration Officer. I was made so welcome by everyone attending the class and I was very impressed with Michael who delivered it.

And how did you enjoy getting involved in the exercises?

Well, I tried to hide away at the back of the class while I started to learn the moves, but I was quickly spotted and

was brought to the front very quickly! Once I got into it I loved it. The class was excellent and I enjoyed every minute of it!

After your Tai Chi class, where did you go to next?

In the afternoon I then made my way over to the Petershill Club where I attended the famous Song, Shimmy and a Sausage Roll event!

I had the opportunity to mingle with the attendees, and met ng homes Board members Jim, Margaret, Tillie and Isabella. It was a wonderful afternoon of laughter and dancing, and after my Tai Chi in the morning I was feeling pretty confident and got on the dance floor myself!

After all my dancing I then helped out in the kitchen along with other members of the Regeneration team with serving lunch and then clearing and washing up the dishes. I had a great afternoon and I was very impressed with how well organised the event was, from the lunch to the entertainment, bingo and transport for tenants attending.

What did you think of the Two Day Passport?

I loved it! It is such a great idea and lets staff visit other departments that they may not know



too much about or would like to learn about. It was so great to see what the Regeneration team do and how well attended their events are by people within the community. I learned how important these events are as well for tenants and residents, so many folk I spoke to said how much they look forward to them. The Regen team work tirelessly to put on these excellent events and it pays off as they are so popular. I'd like to thank Margaret Fraser, Head of Regeneration, who hosted for the day, and the whole Regeneration team.

Where would you like to visit next?

Next on my list is the Housing Team! I'm really interested in learning more about a Housing Officer's role and to see what their day-to-day duties are like. This is an area I don't know too much about, so I'm really keen to learn more.



Welcome to the Community Event



Welcome to the Community is a regular event hosted by ng homes and is aimed at new tenants and existing tenants. This is a great opportunity to hear first hand about what's happening in the community and get to know other tenants.

The event takes place in Saracen House, in a friendly, welcoming and relaxed environment. We invite along local volunteers to this event, along with ng homes Housing and Regeneration staff, and other local organisations, who will be at hand to let people know what is happening in the community.

Come along and enjoy a cuppa, and get to know some friendly faces - we've found that people get so much out of these events where they can sign up for other

local sessions or activities, get to know their neighbours and enjoy a warm cuppa and some delicious food. It's a drop in event and everyone is welcome, so we look forward to seeing you at the next Welcome to the Community event, which will be held on: **Thursday 1st August from 12-3pm** in Saracen House, 139 Saracen Street, Possilpark, Glasgow G22 5AZ



Community Breakfast at The Grove

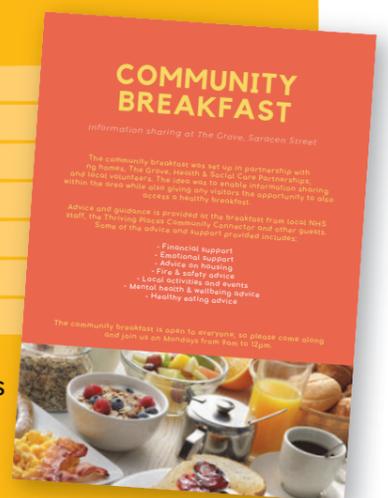
The community breakfast was set up in partnership with ng homes, The Grove, Health and Social Care Partnerships, and local volunteers. The idea was to enable information sharing within the area while also giving any visitors the opportunity to access a healthy breakfast. The breakfast has had an average of 15-20 people attending which has included a mixed range of ages from a few weeks old to pensioners.

During the breakfast there has been opportunity for advice and guidance from local NHS staff, the Thriving Places Community Connector and other guests. Some of the advice and support happening in The Grove includes:

- Financial support
- Emotional support
- Advice on housing
- Fire and safety advice
- Local activity
- Mental Health and Wellbeing advice
- Healthy eating advice

The Community Breakfast is open to everyone, so please come along and join us on Mondays 9am to 12 noon at The Grove, Saracen Street, Possilpark, G22 5EP

This is not running through July.



ng homes celebrates Remarkable Investors in Young People Gold Award



ng homes staff; Tony Sweeney, Depute Director (Corporate Services), Alan Nicolson, Customer Services Officer, Lucy Brown, Customer Services Officer, Connor Hazlett, Customer Services Officer /Housing Assistant, Danielle Quinn, Housing Officer and Karen Johnson, Housing Manager proudly display the IYP Gold Certificate

The Association was delighted to be awarded Investors in Young People (IYP) Gold status. Following an external review conducted in March by Investors in Young People Scotland (now Remarkable) during which the Association was assessed against the IIP wider Advanced Framework.

The review assessed how ng homes attract, recruit, support, guide, develop and retain young people and this involved the Assessor, Alix Malcolm meeting with a number of young people and managers who have mentored and supported the young people at work. Alix was very impressed by the organisation and spoke very highly of all the people that she met, stating:

“The young people that I met with are great ambassadors who spoke positively about their experiences with you. The overall feedback I received was very encouraging and insightful which is further testimony of your commitment and desire to support young people.”

Tony Sweeney, ng homes Depute Director (Corporate Services) said:

“We currently have the Investors in People Gold and Health & Wellbeing Awards and we have also

had Investors in Young People recognition in place since 2016. At this time we felt ready to be assessed against the Advanced Framework and we are delighted that this has resulted in the IYP Gold Award.

I would like to thank our Assessor, Alix Malcolm for carrying out this comprehensive review and for sharing her specialist knowledge, support and guidance along the way. I would also like to thank all of our staff who took part in the review process. It was a very positive experience and the Outcomes Report identifies many areas of good practice together with some excellent recommendations for continuous improvement.”

Strengths highlighted include the organisation’s values being at the heart of ng home’s approach to supporting young people and the Association’s strong commitment to young people both externally across our communities and internally around the opportunities we offer. Other key strengths identified were the Association’s clear strategy for developing young people which includes; qualifications, on-the-job learning and mentoring, and managers who are seen as role models who are committed to developing young people.

INVESTORS IN
YOUNG PEOPLE

Good
Practice
Award
Gold

John Thorburn, ng homes Chairperson said:

“Over the years we have been actively involved in recruiting and developing young people, many of whom have successfully completed traineeships and gained relevant formal qualifications along the way. We now have several young people employed in various roles across the ng group. We applaud the excellent contribution of our young people and are delighted that we have been able to offer them the opportunity to learn and develop. This gold accreditation recognises the continued focus and hard work of our Board and staff members in making this happen.”

The IYP Framework seeks to reward and recognise employers who demonstrate excellence in recruiting and retaining young people, while encouraging others to begin working with young people and it highlights that high performing organisations are always improving to keep ahead.

ng homes Housing Manager shortlisted for prestigious compliance award

ng homes Housing Manager Sharon Hazlett was selected as a finalist for the "Women in Compliance" award at the ASCP National Awards in Newport, Wales, for her recent work in gas compliance.

Women in Compliance was formed by women in social housing and facilities management, to provide support, encouragement, and motivation to women working in the sector.

Alongside two colleagues, ng homes Senior Administration Co-ordinator Angela Anderson and IT Consultant Ronan Horton, the popular employee helped develop a creative system for gas compliance.

In doing so, the trio also ensured that tenants will have their gas compliance upgraded to meet regulatory standards quickly and effectively.

The Gas Safety (Installation & Use) Regulations 1998 requires all permanent and portable gas appliances and flues in the Association's properties to undergo an annual gas safety check and accurate reporting is required for the Scottish Housing Regulator's Annual Return Charter (ARC).

Sharon, Angela and Ronan developed a new IT system which would ensure the Association takes a proactive, organised approach to fulfilling these statutory obligations and compliance.

The IT system allows ng homes to plan three months ahead of the anniversary date and provides a robust process to ensure that the annual gas safety checks are carried out in all the Association's properties in a timely manner.

Sharon led the project and this nomination is testament to the immense work she has put in and the success it has had.



Sharon Hazlett, ng homes Housing Manager

Lynne Cooper, Depute Director (Housing Services), said: "We are delighted that Sharon has been shortlisted for this award. I think I speak for everyone at ng when I say how much her contribution is valued in North Glasgow."

The Awards ceremony took place in April 2019 and Sharon was a runner up on the night.

Congratulations to Sharon and well done to the rest of the team involved in this compliance project.

Staff fundraising benefits local Charities

Staff across the ng group have continued to contribute to local charities with the most recent fund raising activities taking the form of a staff festive fundraiser and the scrap metal recycling initiative undertaken by Concierge staff.

This means that two great local causes have benefited from their efforts, the Marie Curie Hospice in Springburn received £650 and Possibilities based in Possilpark received £375. Possibilities is dedicated to helping the community of Possilpark and the wider North Glasgow area to flourish through their centre (which includes a café) and social and educational programmes including Cook 'n' Care and the Steamie.

Staff raised funds for the Marie Curie Hospice prior to the festive break and as with previous years the staff contributed generously raising a substantial sum. Tony Sweeney, Depute Director (Corporate Services) at ng homes said:

"The staff festive fundraiser has become a tradition within the ng group, all of our staff look forward to the event and they are delighted that the money raised is going to such a worthy cause."

In addition, the Concierge staff have been busy raising money by gathering metals from void properties, collecting materials which tenants want uplifted from their homes as well as picking up any goods that have been fly tipped in North Glasgow. The metal is all then recycled by registered scrap metal merchants. The cash raised from the Concierge efforts

has been shared between the Marie Curie Hospice, Possibilities in Possilpark and the Association's Retirement Housing Complexes to support activities for residents.

Concierge and Property Manager Colin Leverage commented:

"The Concierge teams work hard to collect the goods and the staff are delighted that they are able to raise funds that can make a positive difference for so many people. It's a great way to raise money but it also has additional benefits as it helps keep the environment clean and tidy and supports the Association's wider recycling initiative."

Both Charities were delighted to receive their cheque from staff and thanked everyone for their kindness and thoughtfulness.

Amanda Casey, Community Fundraiser at Marie Curie commented:

"We are absolutely delighted to once again have the support of the ng group staff and receive this fantastic donation of £650 – thank you to everyone involved!"

Jim McCabe and Melanie Fyfe, Managers at Possibilities commented:

"This is an amazing surprise and it is greatly appreciated! All donations received help keep our centre open and running. A big thanks from all the staff, volunteers and members of Possibilities for this generous donation of £375 from ng homes' Concierge."

ng homes Chairperson, John Thorburn stated "The staff fund raising has become a prominent feature of our culture over the years and it is great to see this continue.



Amanda Casey, Community Fundraiser at Marie Curie receiving a cheque for £650 from ng homes Concierge Gerry McDonald, Housing Manager Sharon Hazlett, Customer Services Officer Alan Nicolson, ng homes Chair John Thorburn and Concierge and Property Manager Colin Leverage



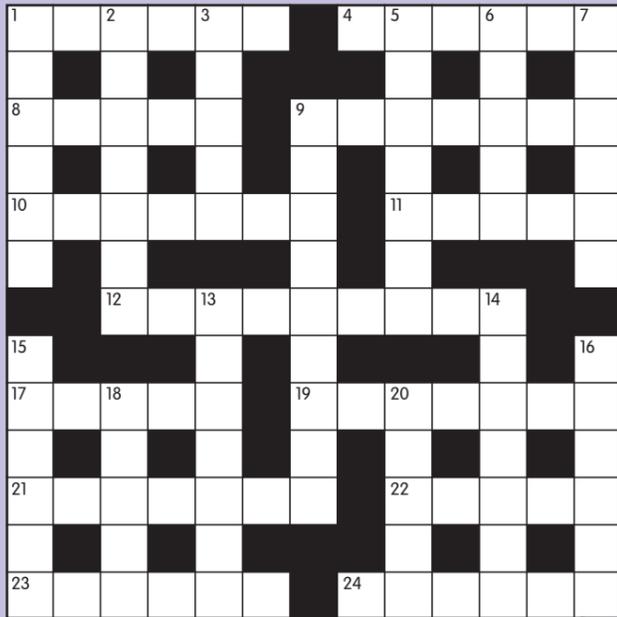
Possibilities Managers Jim McCabe and Melanie Fyfe receiving their cheque for £375 from ng homes Concierge Gerry McDonald, ng homes Chair John Thorburn and ng homes Concierge and Property Manager Colin Leverage

We are very proud of the dedication shown by staff in their efforts and their commitment to making a difference for the local community."

More information on the great work done at both of these organisations can be found on their websites:

mariecurie.org.uk • possibilities.org.uk

Puzzle page



Across

- 1. Catlike (6)
- 4. Consume (6)
- 8. Strained (5)
- 9. Toxic element (7)
- 10. Correspondence (7)
- 11. Copious, abundant (5)
- 12. Catastrophe (9)
- 17. Glowing coal (5)
- 19. Refrain from voting (7)
- 21. Thai (7)
- 22. Troublesome little insect (5)
- 23. Tyrant (6)
- 24. Spanish capital (6)

Down

- 1. Useless (6)
- 2. Madman (7)
- 3. Female relative (5)
- 5. Rapture, bliss (7)
- 6. Confess (5)
- 7. Wealthier (6)
- 9. Colleague (9)
- 13. Submarine weapon (7)
- 14. Wander, wind (7)
- 15. Came to an end (6)
- 16. In fact, truly (6)
- 18. Alloy of copper and zinc (5)
- 20. Brazilian dance (5)

Can you Sudoku?

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.

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

Kid's Corner...

Can you help the astronaut find his spaceship?



Spot 10 Differences!



Count the lollies...

How many can you find?

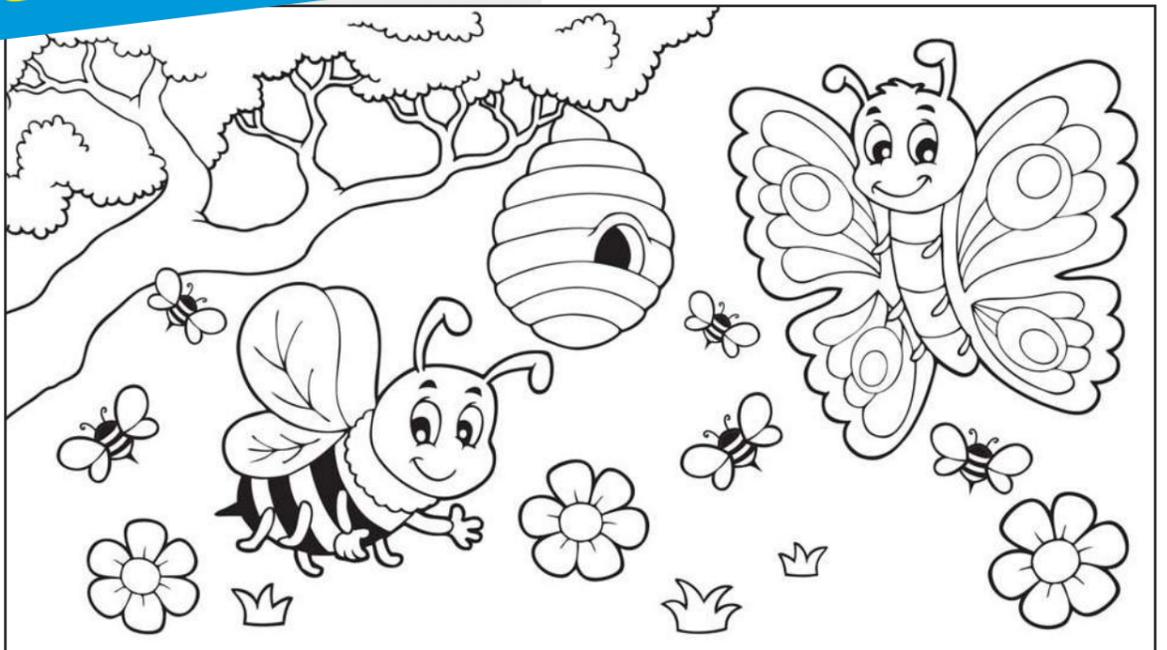


Animal Wordsearch

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

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

Summer Colouring...



YOUR COMMUNITY -

Weekly Activities

Possilpark

| Activity | Venue | Date and time | Contact | Other |
|---|--|---|---|---|
| Little Rascals (Link Up) | Possilpoint Community Centre 130 Denmark Street G22 5LQ | Mondays, Thursdays and Fridays 9.30 - 11.30am | Gillian Halliday ghalliday@ngworks.com | New parents welcome. |
| Chancers (Link Up) | Possilpoint Community Centre 130 Denmark Street G22 5LQ | Wednesdays 11am - 2.30pm | Gillian Halliday ghalliday@ngworks.com | All welcome. Variety of activities Activities will include sewing, card making, jewellery making. |
| Breaky Clubs | The Grove 182 Saracen Street Possilpark G22 5EP | Mondays 9am - 12 noon | Brian Land bland@nghomes.net | All welcome. Not running through July |
| Inner Circle Men's Group (Link Up) | Possilpoint Community Centre 130 Denmark Street G22 5LQ | Mondays: 1 - 4pm Thursdays: 12 noon - 4pm | Gillian Halliday ghalliday@ngworks.com | New members welcome. |
| Carpet Bowls | Possilpoint Community Centre 130 Denmark Street G22 5LQ | Fridays 12 noon - 2pm | Gillian Halliday ghalliday@nghomes.net | New members welcome No experience necessary |
| Wednesday Social Event | Possilpoint Parish Church 124 Saracen Street Glasgow G22 5AP | Wednesdays 9.30am - 2pm | Michael Kam mkam@nghomes.net | Breakfast • Tai Chi Lunch • Variety of activities |
| Good as new | Possilpoint Parish Church 124 Saracen Street Glasgow G22 5AP | Tuesdays 10am - 12.30pm | Delivered by Possilpark Parish Church | Good quality preloved clothes /tea and coffee |

Springburn/Balornock

| Activity | Venue | Date and time | Contact | Other |
|---|---|---|--|--|
| Oriental Gym Exercise | Tron St Mary's, 128 Red Road Barmulloch G21 4PJ | Fridays 10am - 12 noon | Michael Kam mkam@nghomes.net | Oriental Gym Exercise Activities |
| Paper Craft Club | Tron St Mary's, 128 Red Road Barmulloch G21 4PJ | Fridays 1pm - 3pm | Michael Kam mkam@nghomes.net | All welcome. |
| Parkrun A free, weekly, timed 5k walk/jog/run. Open to all ages and abilities | Springburn Park G21 3UQ Meet at centre monument | Saturdays 9.30 am start | Check Facebook Page https://www.facebook.com/springburnparkrun/ | NB - MUST register beforehand, follow link http://www.parkrun.org.uk/springburn/ |
| Community Drop In | 178 Balgrayhill Road Community room, Multi storey flats for 8 weeks | Mondays from 8th July 10am - 12 noon | Margaret Fraser mfraser@nghomes.net | Tea/coffee - Community Information |

WHAT'S ON GUIDE

Children/Family Activities - Springburn/Possilpark

| Activity | Venue | Date and time | Contact | Other |
|---|---|--|--|-------|
| Summer Multi-Activity (Primary Age) | Springburn Academy 151 Edgefauld Road G21 4JL | Wednesday 10th, 17th, 24th & 31st July Thursday 11th, 18th, 25th & 1st August 10am – 3pm | Greg Cann gcann@nghomes.net | |
| Summer Multi-Activity (Primary Age) | Keppoch Campus 65 Stoneyhurst Street G22 5AX | Monday 8th, 22nd & 29th July Tuesday 9th, 17th, 24th & 31st July 10am – 3pm | Greg Cann gcann@nghomes.net | |
| Various Children and family activities | Balgrayhill Community Centre 139 Balgrayhill Road G21 3AE | Contact directly for more information & details | Kirsteen Marshall 01415570475 / kirsteen@nrfg.org.uk | |

Summer Activities

| Activity | Venue | Date and time | Contact | Other |
|-----------------------|-------------------------------|-----------------------------|--|-------|
| Canal Festival | Speirs Wharf Canals G4 9TB | 20th July 10.30am – 6 pm | Dawn Taylor 07855 027231 contact@dawntaylor producer.com | |

Monthly Activities

| Activity | Venue | Date and time | Contact | Other |
|--|--|--|---|--|
| Swap Shop | Possibilities 74 Closeburn Street Possilpark G22 5ST | 11am - 2pm Thursday 22nd August | Margaret Fraser mfraser@nghomes.net | Open to all. |
| Community Networking Breakfast | Saracen House 139 Saracen Street Possilpark G22 5AZ | Thursday 11th July Friday 9th August Friday 13th September 10am – 12 noon | Margaret Fraser mfraser@nghomes.net | |
| Song Shimmy Events | Petershill Football Club Adamswell Street Springburn G21 4DD | Fridays 1 - 4pm 28th June 2019 26th July 30th August 20th September | Margaret Fraser mfraser@nghomes.net | Aimed at older adults Lots of fun – so come along. |
| Welcome to the Community Event | Saracen House 139 Saracen Street Possilpark G22 5AZ | Thursday 1st August 12noon – 3 pm | Margaret Fraser mfraser@nghomes.net | Open to all. |
| Women's Health & Well-Being Group | The DEN Possilpoint Community Centre 130 Denmark Street G22 5LQ | Fridays 12.30pm – 2.30pm | Gillian Halliday ghalliday@nghomes.net | New members welcome Learning and discussion around all areas of health & well-being |

Customer Services Officers

Meet the team

Our Customer Services Officers (CSO's) are based within our Customer Contact Centre at Saracen House, Saracen Street, Possilpark. The CSO's are the first point of contact for our customers calling ng homes. When you contact us you will now be asked to provide your up-to-date contact details, your preferred method of contact and information on who is living in your home. This will allow us to contact our customers in the way that they prefer.



Andy Wilson



Connor Hazlett



Alan Nicolson



Stephen Lauder



Iona Wilson



Lucy Brown

Housing Officers

You will have a Housing Officer who deals with your rent and one for all other housing enquiries.

MULTI-STOREY FLATS TEAM

For rent enquiries please contact:

Catherine Mather

- 37-107 Galloway Street
- 771-783 Springburn Road
- Blackthorn Street
- Elmvale Street
- Horn Street
- Memel Street
- 10-73 Carron Street
- 3, 4, 10, 16, 22, 28, 34, 40, 46, 52, 58 Carbisdale Street
- 12/15 Eccles Street
- 53 Carbisdale Street
- 195 Fernbank Street



Linda Forrester

- 1-217 Lenzie Terrace
- 9-101 Broomknowes Road
- 15 Croftbank Street
- 250 Edgefauld Road
- 177-311 Edgefauld Road
- 371-405 Edgefauld Road
- 623-700 Hawthorn Street



Bola Akintoye

- 1292-1330 Springburn Road
- 178/198 Balgrayhill Road
- 155-163 Balgrayhill Road
- Stobhill Road
- Viewpoint Gate
- 22/42 Viewpoint Road
- Viewpoint Road



Alison McLean

- 178/198 Balgrayhill Road
- 155-163 Balgrayhill Road
- Stobhill Road
- Viewpoint Gate
- 22/42 Viewpoint Road
- Viewpoint Road



Yvonne Kinnear

- 37 - 107 Galloway Street
- 1-217 Lenzie Terrace
- 1/19/29 Carron Crescent



Anne Sheeran

- 9-101 Broomknowes Road
- 15 Croftbank Street
- 250 Edgefauld Road
- 177-311 Edgefauld Road
- 371-405 Edgefauld Road
- 623-700 Hawthorn Street



Liz McMillan

- 771-783 Springburn Road
- Blackthorn Street
- Elmvale Street
- Horn Street
- Memel Street
- 10-73 Carron Street
- 3,4,10,16,22, 28, 34,40,46,52,58 Carbisdale Street
- 12/15 Eccles Street
- 53 Carbisdale Street
- 195 Fernbank Street



For all other housing enquiries - please contact:

POSSILPARK TEAM

For rent enquiries please contact:

Lesley McLeish

- 134 Allander Street
- 4-50 Ardoch Street
- 1-27 Balgair Place
- 1-39 Balgair Gardens
- 25-41 Balgair Street
- 1-22 Balglass Gardens
- 24-41 Balglass St
- 3-39 Balmore Square
- 41-59 Balmore Road
- 71-83 Balmore Road
- 100-149 Bardowie Street
- 184-248 Bardowie Street
- 772-802 Bilsland Drive
- 8-48 Hayston Crescent
- 1-43 Hayston Street
- 10-63 Mireton Street
- 198-202 Panmure Street
- 1-8 Redmoss Street
- 185-277 Saracen Street
- 21-89 Stronend Street
- 1-15 Sunnylaw Place
- 102-173 Ashfield Street
- Buckley Street
- 5 - 233 Crowhill Street
- 7 Glenhead Crescent
- 6-44 Glenhead Street
- 54-160 Glenhead Street
- 5 - 81 Kippen Street
- 144 Liddesdale Road



Pamela Hutchison

- 67-101 Allander Street
- 107-119 Allander Street
- 2-18 Barloch Street
- 3-5 Barloch Street
- 29-53 Barloch Street
- 3 Carbeth Street
- 2-8 Hawthorn Street
- 100 Hawthorn Street
- 1-27 Hamiltonhill Crescent
- 97, 110, 112, 115 Hamiltonhill Road
- 180, 194, 208, 222, 236 Killeam Street
- 56-251 Killeam Street
- 1-23 Rednock Street
- 98-110 Saracen Street
- 67-102 Stonyhurst Street
- 106-116 Stonyhurst Street
- 217 - 231 Stonyhurst Street
- 24 - 326 Broadholm Street
- 28-30 Brocken Street
- 11-61 Claddens Quadrant
- 26-84 Claddens Street
- 16-34 Coltmuir Street
- 26-36 Gadloch Street
- 23-43 Lamb Street
- 82-209 Haywood Street
- 105 Knapdale Street



Danielle Quinn

- 8, 16, 24 Balmore Road
- 40, 46, 52 Balmore Road
- 72 Balmore Road
- 139 - 221 Balmore Road
- 139 - 162 Barloch Street
- 2-73 Closeburn Street
- 123-183 Denmark Street
- 4-40 Hawthorn Street
- 313-483 Hawthorn Street
- 8-20 Hawthorn Quadrant
- 4-127 Mansion Street
- 138, 148, 156 Saracen Street
- 172-294 Saracen Street
- Walnut Crescent, Place, Road
- Chestnut, Cypress & Spruce Street



Gordon McFarlane/ Joy Henderson

- 134 Allander Street
- 4-50 Ardoch Street
- 1-27 Balgair Place
- 1-39 Balgair Gardens
- 25-41 Balgair Street
- 1-22 Balglass Gardens
- 24-41 Balglass St
- 3-39 Balmore Square
- 71-83 Balmore Road
- 100-149 Bardowie Street
- 184-248 Bardowie Street
- 772-802 Bilsland Drive
- 8-48 Hayston Crescent
- 1-43 Hayston Street
- 10-63 Mireton Street
- 198-202 Panmure Street
- 1-8 Redmoss Street
- 185-277 Saracen Street
- 21-89 Stronend Street
- 1-15 Sunnylaw Place



Emma Coats

- 67-101 Allander Street
- 107-119 Allander Street
- 2-18 Barloch Street
- 3-5 Barloch Street
- 29-53 Barloch Street
- 3 Carbeth Street
- 2-8 Hawthorn Street
- 100 Hawthorn Street
- 1-27 Hamiltonhill Crescent
- 97, 110, 112, 115 Hamiltonhill Road
- 180, 194, 208, 222, 236 Killeam Street
- 56-251 Killeam Street
- 1-23 Rednock Street
- 98-110 Saracen Street
- 67-102 Stonyhurst Street
- 106-116 Stonyhurst Street
- 217 - 231 Stonyhurst Street



Gail Hamilton

- 8, 16, 24 Balmore Road
- 40, 46, 52 Balmore Road
- 72 Balmore Road
- 139 - 221 Balmore Road
- 139 - 162 Barloch Street
- 2-73 Closeburn Street
- 123-183 Denmark Street
- 4-40 Hawthorn Street
- 313-483 Hawthorn Street
- 8-20 Hawthorn Quadrant
- 4-127 Mansion Street
- 138, 148, 156 Saracen Street
- 172-294 Saracen Street
- Walnut Crescent, Place, Road
- Chestnut, Cypress & Spruce Street



Lynn Bennett

- 102-173 Ashfield Street
- 24 - 326 Broadholm Street
- Buckley Street
- 28-30 Bracken Street
- 11-61 Claddens Quadrant
- 26-84 Claddens Street
- 16-34 Coltmuir Street
- 5 - 233 Crowhill Street
- 26-36 Gadloch Street
- 7 Glenhead Crescent
- 6-44 Glenhead Street
- 54-160 Glenhead Street
- 5 - 81 Kippen Street
- 23-43 Lamb Street
- 82-209 Haywood Street
- 105 Knapdale Street
- 144 Liddesdale Road



SPRINGBURN TEAM

For rent enquiries please contact:

Danielle McErlane

- 256-346 Broomfield Road
- 9-109, Mansel Street
- 13-37 St Monance Street
- 1-12 Syriam Gardens
- 9-96, 51-61 Syriam Street
- 10-20 Syriam Place
- 17-34 Downs Street
- 3-21 Garriery Street
- 1-41 Drumboitie Road
- 50-197 Balgraybank Street
- 51-87 Drumboitie Road
- 8-28 Cardarrach Street
- 11-73 Balgraybank Street
- 41-82 Hillhouse Street
- 5-7 Eastburn Road
- 8-44 Wallacewell Crescent



Andrea Campbell

- 1-15 Avonspark Gardens
- 1-5 Avonspark Place
- 5-225 Avonspark Street
- 4-168 Dykemuir Street
- 1-25 Dykemuir Place
- 1-44 Oatfield Street
- 459-463 Petershill Road
- 3-75 Red Road
- 15-93 Young Terrace
- 77 Foresthall Crescent
- 135 Foresthall Drive
- 8-9 Barnhill Drive
- 25-29 Foresthall Crescent
- 3-239 Burnbrae Street



Emma Dunn

- 104-138 Balgrayhill Road
- 6-22 Mosesfield Street
- 5-41 Bagnell Street
- 7-15 Broomfield Place
- 2-60 Broomfield Road
- 20 Crichton Street
- 20-47 Crichton Street
- 41-58 Gourlay Street
- 10-52 Morrin Path
- 21 Auchinloch Street
- 131 Auchentoshan Terrace
- 7 Angus Street
- 9A-9B Angus Street
- 10-16 Atlas Road
- 3-36 Ayr Street
- 21-28 Carlestone Street
- 28 Carlestone Street
- 12 Cowlares Road
- 22-45 Hillkirk Street
- 6-10 Kemp Street



Terri McChesney

- 20-47 Crichton Street
- 41-58 Gourlay Street
- 10-52 Morrin Path
- 11-21 Auchinloch Street
- 131 Auchentoshan Terrace
- 7, 9B Angus Street
- 10-16 Atlas Road
- 3-36 Ayr Street
- 21-28 Carlestone Street
- 12 Cowlares Road
- 22-26 Hillkirk Place
- 7 Hillkirk Street
- 15-45 Hillkirk Street
- 6-10 Kemp Street
- 4 Southloch Gardens
- 41-57 Laverockhall Street
- 32-57 Midton Street
- 47 Atlas Road
- 36 Springburn Way
- 8 Vulcan Street
- 312 Springburn Road
- 77-163 Petershill Road
- 237-251 Springburn Road
- 2-91 Springburn Way
- 15-31 Valleyfield Street
- 12 St Joseph's View
- 2-6 Zena Crescent



Gemma Lee

- 1-15 Avonspark Gardens
- 1-5 Avonspark Place
- 5-225 Avonspark Street
- 140 Avonspark Street
- 4-168 Dykemuir Street
- 1-25 Dykemuir Place
- 459-463 Petershill Road
- 3-75 Red Road
- 15-93 Young Terrace
- 77 Foresthall Crescent
- 135 Foresthall Drive
- 8-9 Barnhill Drive
- 25-29 Foresthall Crescent



Amanda Milne

- 104-138 Balgrayhill Road
- 6-22 Mosesfield Street
- 5-41 Bagnell Street
- 7-15 Broomfield Place
- 2-346 Broomfield Road
- 9-37 Mansel Street
- 10-109 Mansel Street
- 1-12 Syriam Gardens
- 51-61 Syriam Street
- 10-20 Syriam Place
- 9-96 Syriam Street
- 17-34 Downs Street
- 3-21 Garriery Street
- 1-41 Drumboitie Road
- 50-197 Balgraybank Street
- 51-87 Drumboitie Road
- 11-73 Balgraybank Street



Lauren McPhee/ Laura Sharkey

- 41-82 Hillhouse Street
- 5-7 Eastburn Road
- 8-44 Wallacewell Crescent
- 3-7 Wallacewell Place
- 99-144 Wallacewell Road
- 356 Broomfield Road
- 4-172 Barmulloch Road
- 426-488 Broomfield Road
- 28-37 Craigenbay Street
- 3-22 Langrig Road
- 2-206 Campsie Street
- 33-208 Cockmuir Street
- 3-239 Burnbrae Street
- 1-161 Broomfield Crescent
- 2-8 Broomfield Drive
- 721-745 Broomfield Road
- 60-81 Boghead Road
- 8-28 Cardarrach Street
- 34-62 Hillhouse Street
- 60-78 Langrig Road
- 6-20 Lumloch Street



Become a member

If you are a North Glasgow tenant or reside in the association's local area and are aged 16 and older, you can become a member of North Glasgow Housing Association.

To become a member please complete a Membership form at your local office and enclose a one off fee of £1, or drop us an email at info@nghomes.net.

For £1 you get:

- ✓ Membership of the Association
- ✓ A vote in the election of the Board
- ✓ And if you are 18 year of age or over, you could stand for election

Formed in 1976 to benefit the community and prevent further decline in the area, the Association now owns around 5,400 properties for rent across the communities of Springburn, Balornock, Possilpark and Parkhouse.

- We have one vision: A community where people can flourish and prosper
- The Association is accountable to the local community, and controlled by a democratically elected voluntary Management Board who are committed to:
 - ✓ providing high quality rented housing and services
 - ✓ improving quality of life in North Glasgow communities
 - ✓ addressing the needs of the most disadvantaged
 - ✓ encouraging people to make decisions that directly affect them
- The Association provides a factoring service to 1400 owner-occupiers with a proven track record for quality and value for money
- We are regulated by the Scottish Housing regulator and has been rated an excellent performer
- We have invested well over £100m in North Glasgow communities since 1976
- We spend £10m annually on repairs and maintenance on our properties
- We are actively involved in regeneration activities in the North Glasgow area providing training, local jobs and local community services

Our Main Offices

We are based in both Springburn and Possilpark and we're open Monday to Friday. We've extended our opening hours for another 6 months (until November 2019) from 9am until 4.30pm.

Springburn (Registered Office)

Ned Donaldson House • 50 Reidhouse Street
 Springburn • Glasgow G21 4LS
 Tel: 0141 560 6000 • Fax: 0141 560 6005



Possilpark Office

Saracen House • 139 Saracen Street
 Possilpark • Glasgow G22 5AZ
 Tel: 0141 336 1300 • Fax: 0141 560 6005



Medical Adaptations

At ng homes we take a 'person-centred' approach to assisting tenants to live in their own home for as long as possible.

If you have a disability or medical condition which makes carrying out daily tasks difficult, you may benefit from advice and information about medical adaptations. We can carry out modifications to tenants homes in order to make living at home as easy as possible.

ng homes tenant Hugh McDade recently received a bathroom adaptation and commented: "I am delighted with my new bathroom, it is finished to a great standard and the whole process was quick and easy. My walk in shower is really fantastic and has helped me greatly. I'd like to thank the Technical Officer, Antony, and the entire Repairs Team for all their help."

ng homes Technical Officer Antony Knight said: "We're delighted that we could assist Mr McDade with this adaptation. The work carried out in his bathroom means that he can continue to live in his home independently."

If you think you would benefit from a medical adaptation in your home, please speak to your housing officer.



The Equality Cup Final!

The final of the Equality Cup took place on the 23rd June between Unreal Madrid and Oasis. The event was introduced by The Scottish Unity Football League and sponsored by ng homes.

The Equality Cup League was made up of 8 teams competing every Sunday for 15 weeks to win the title. The 8 teams who participated in the competition were: Glasgow Afghan United, Unreal Madrid, Oasis, Fusion, Glasgow Irish FC, MYF, Universal and Westfield FC.

The final took place in Toryglen Football Centre and was attended by ng homes Board member Gino Satti, Paul Sweeney MP, The Scottish Unity Football League Chair Abdul Bostani, and Glasgow Rangers legend Mark Hateley.

It was a competitive game with Oasis striding in front with a 3 goal advantage in the first half, but Unreal Madrid made a great comeback into the second half scoring 3 goals to take the final to a penalty shoot out that Unreal Madrid went on to win!

Gino Satti said: "It was an excellent game, well done to both teams, and to everyone who has competed in the league! I was delighted to go along to the final match on behalf of ng homes to hand over the trophy to the winners. It was a fantastic day and congratulations to Unreal Madrid!"



The winners were presented with their trophy!

Useful Numbers

Glasgow City Council

Anti-social behaviour **0800 0273 901**
 Cleansing and recycling **0141 287 9700**

Health

Springburn Health Centre **0141 531 6700**
 Possilpark Health Centre **0141 800 0600**
 NHS 24 (Out of hours) **111**

Out of Hours/Emergencies

Emergency repairs **0800 595 595**
 Scottish Water – water cuts **0845 600 8855**
 Scottish Power – power cuts and emergencies **0845 272 7999**

Foodbank

Colston Wellpark Parish Church **0141 772 8672**

Your Local Councillors

Your local councillors represent you on any issues which are affecting your local area. Councillors can provide help and assist you with a range of matters. The Glasgow City Council website holds all information relating to Councillor's contact details and more information with what your Councillor can help you with.

To contact your Councillor, please call Glasgow City Council's number on 0141 287 2000.

For more information, visit: www.glasgow.gov.uk

Ward (16) Canal

Councillor Allan Gow, SNP
 Councillor Gary Gray, Scottish Labour
 Bailie Jacqueline McLaren, SNP
 Councillor Robert Mooney, Scottish Labour

Ward (17) Springburn/Robroyston

Councillor Graham Campbell, SNP
 Councillor Martin McElroy, Scottish Labour
 Councillor Christina Cannon, SNP
 Councillor Aileen McKenzie, Scottish Labour

Public Holidays

Our offices will be closed on the following dates:

Glasgow Fair: Friday 12th July and Monday 15th July 2019.

September Weekend: Friday 27th September and Monday 30th September 2019.

How to get in touch with us:

email: info@nghomes.net
 web: www.nghomes.net
 media centre: <http://mediacentre.nghomes.net>
 twitter: [@ng_homes](https://twitter.com/ng_homes)
 facebook: [ngsportslegacy](https://www.facebook.com/ngsportslegacy)

Springburn office

Ned Donaldson House,
 50 Reidhouse Street,
 Springburn, Glasgow G21 4LS
Tel: 0141 560 6000

Possilpark office

Saracen House,
 139 Saracen Street,
 Possilpark, Glasgow G22 5AZ
Tel: 0141 336 1300