



north news

One Vision: A community where people can flourish and prosper

Supporting and connecting the community with Lottery funding



The team at ng homes is working in partnership to help those in need.

Read more about how we are supporting the North Glasgow community on page 9.



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Welcome from the Chair...

Welcome to the 2022 Winter issue of North News – I am thrilled to be writing this welcome as the new Chair of the Association's Board. Since taking up the role in October, I have been busy working alongside our Board and staff to ensure we can continue to deliver the projects and key initiatives that have been agreed to support North Glasgow and our communities.

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

This time of year is often a time of merriment, joy and laughter and the chance for some time off to relax with loved ones and reflect on the year just past.

But for others, it can also be a real challenge. They may have lost a loved one, are feeling low or are struggling financially.

Whatever the reasons, you don't have to face the pressure of Christmas alone. Our door is always open for anyone who needs support; financial or otherwise.

There are many organisations within North Glasgow who can offer assistance and support as well, some of which we have signposted you to in this newsletter.

If you are fortunate to be looking forward to a wonderful Christmas, please offer kindness to everyone in the community.

In this issue I trust you will find lots of helpful information, including details on financial support and advice and information on our services over the winter months. We have also included tips on keeping safe and well over the Christmas period – and details on when our offices will be closing over the holidays. We have shared our Winter Weather Plan together with emergency details should you require them.

We have also looked back at the events in the North Glasgow community over the last few months providing a snapshot of what's going on in our communities.

We would love to hear your feedback or any thoughts you have about this issue – please get in touch! We love receiving all your stories to feature them in North News and on our website.

If you do want to get involved and feature in the next issue, or if you have any comments or suggestions, please get in touch by email on media@nghomes.net.

Please be sure to follow our website and social media for the latest news.

Have a Merry Christmas and a Happy New Year from everyone at ng homes. Let's really make this Christmas one to remember.

Catherine Roylance
Chairperson, ng homes



Christmas Closure

The Association will close for the Christmas and New Year break at **12:30pm on Friday 23rd December 2022**. We will re-open at **9am on Monday 9 January 2023**. However, during this period you can always contact our Concierge team, who maintain a 24-hour service, on **0141 560 6000**. If you need to report an emergency repair, please call **0800 595 595**.

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



Covid-19 Update

As Christmas approaches, it marks nearly three years of change since the Covid-19 pandemic began.

The worst of the pandemic now, thankfully, seems to be behind us. While the virus has not gone away, we are aware that in recent weeks and months there has been a marked improvement in the impact that Covid-19 has on our day-to-day lives.

As always, the health, safety and wellbeing of our tenants, customers, and staff remains our top priority.

Our offices are open Monday to Friday 9:00am-4:30pm for our tenants and other customers on an appointment-only basis. If you would like to make an appointment with one of our team, please contact **0141 560 6000** or email info@nghomes.net

Staff are working on a hybrid model - working remotely part of the week and from their offices for the rest. We have recently reviewed our procedures and guidelines and this way of working will remain in place until early in the new year. We will look to review plans then and will share these with our tenants and customers via our website and social media channels.

In the meanwhile, please visit our website or call us on **0141 560 6000** for the most up-to-date information.

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Our Performance: Complaints and Compliments

**1 April 2022 – 30 September 2022
(Q1 and Q2)**

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

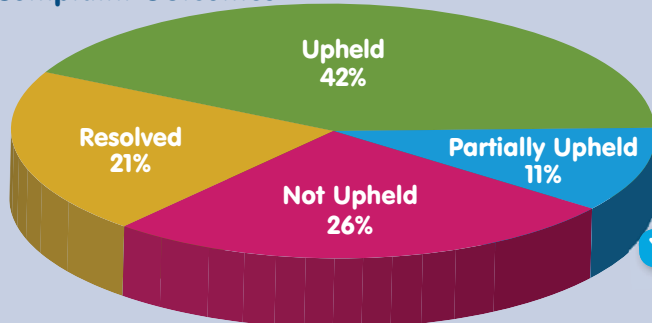
Number of complaints received in the period = 127

90% 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.

Complaints April 2022 to September 2022

Complaint Outcomes



Compliments during the period...

As well as receiving complaints, 21 compliments were recorded in our register for Q1 and Q2. These included the following messages of thanks:

Thanks for help getting rear garden sorted out.

Really appreciate help with electricity.

Thanks for offer of flat.

Help and compassion shown to mum after sudden bereavement.

Thanks to the plumbers who fitted tenant's bath and the joiners did a lovely job.

Thanks for getting fence erected.

Staff were fantastic when tenant given a flat, can't thank them enough.

Thanks for help sorting out rent account.

You Said

Tenant was unhappy with the amount of call outs for a recurring repair as well as an ongoing squirrel problem.

We Did

Our contractor advised us that there had been multiple no accesses to the property which contributed to the time taken to identify the issue. Arrangements were made for a specialist to attend to investigate issues and the loft space to be inspected to see where squirrels could be entering.

You Said

Customer complained about a lack of investment work being carried out in her kitchen and bathroom after it was assessed for work.

We Did

We explained the delay was due to the assessment taking place the week the Covid 19 restrictions were implemented, and that kitchen and bathroom renewal has now been rearranged.

You Said

Customer was unhappy with rubbish that had been left behind by a previous tenant and a contractor working on behalf of ng homes.

We Did

We apologised for the delay in the contractor emptying the bins after void and followed this up with contractor.

You Said

Tenant was unhappy about the mess and damage left behind by contractor after renewal of plasterboard.

We Did

We arranged for the contractor to attend to apologise and discuss a resolution with the customer. The customer was happy with the outcome.

You Said

Tenant complained that after being asked to allow access to contractors to the close so they could pick up tools left in empty flat, the contractors then wedged the close door open and left the premises allowing anyone to access the close.

We Did

We apologised and asked for new fobs to be supplied as a matter of urgency and explained to the contractor that the door can be held open when transporting tools and materials to and from the flat but at no other times. The tenant was happy with apology and explanation.

You Said

Owner complained that she had received an invoice for her share of the gutter cleaning but was refusing to pay it as she claimed that the contractor didn't clean up the dirt which was left behind when carrying out the work. The owner cleaned up the mess and was unhappy because she had just previously paid to have her slabs cleaned.

We Did

We apologised and explained that we would be crediting the amount charged to the owner's factoring bill and asked that in future she contact us as and when any problems like this happen. Owner was happy with the outcome.

Signposting Support – ng homes hosts successful Community Information and Advice event



ng homes hosted a Community Information and Advice Event on 6 October 2022 at Saracen House as part of Challenging Poverty Week.

The event brought together a range of partners including Social Security Scotland, Pollok Credit Union, GEMAP, Citizens Advice Scotland, Possibilities, Glasgow Baby Foodbank, Springburn Men's Shed, Home Energy Scotland, ng homes Housing and Regeneration Services, Glasgow Uniform Bank, Differabled and Community Link workers.

It was a 'drop in' event for local people to speak with agencies and to receive information and support. Hot food was available throughout the day, provided by Courtyard Pantry (who operate within the Westercommon area) and the Master Chef Chinese restaurant (Saracen Street). This provided the opportunity for people to come in and sit and talk with other community members.

The feedback from community members was very positive, including:

"This was a really useful event; I was able to get help with my fuel top up and got help with an ongoing complaint that has been worrying me".

"I think there should be more like this in the community as I got loads of information. The food was excellent too. Thank you for putting this on."

The partner agencies who came along on the day also welcomed the opportunity to be able to engage directly with the North Glasgow community to share advice and information directly with those who attended. **Emma Howe, Senior Partnership Officer (Home Energy Scotland) The Wise Group**, said "It was a very busy event and we were kept going the entire day and supported 28 people directly with fuel vouchers, have contact details for 30 individuals and are dealing with two situations of multiple debt. We were pleased to participate in this event and are working with ng homes on further events".

ng homes will be holding another Community Information Advice and Open Day on Wednesday 11 January 2023 at Saracen House, Possilpark between 11am-3pm with a range of advice and support agencies and community partners.



A busy day at the Community Information Day



Margaret Fraser, ng homes Deputy Director of Regeneration with Chairperson Catherine Rossine (third from left) and attendees at the Pollok Credit Union stand.

Remaking Saracen – Building on success



by Margaret Fraser, Deputy Director of Regeneration

In our last North News, we highlighted the successful ballot which saw Possilpark become an official Improvement District known as 'Remaking Saracen'.

This was a hugely important step in reinvigorating and regenerating the area to increase footfall, trading activity and a sense of community. This has already resulted in shop front improvements (Phase 1), bespoke planters, creative lighting at Millennium Square, a commercial waste management scheme, website and newsletter for the Improvement District.

Saracen Street and the surrounding areas are hugely diverse, with a large range of businesses. Some are family businesses established years ago, whilst some are entirely new to the area. They range from florists, hair and beauty salons, international foods, butchers, bakers, general grocery stores, opticians, pharmacies, solicitors, funeral parlours, hot food and more.

Whatever the business, there is a great sense of community, and we are all proud of the area's heritage.

Throughout the pandemic it became even more apparent how vital it was to maintain our local businesses and shops.

Brian Kelly, Chair of Possilpark BID, and owner of Eyepad Option said "We thank the key partners, including ng homes, who have hosted the BID since it was just a twinkle in the eye – and of course Scotland's Towns Partnership and

Glasgow City Council without whom so much would not have been possible.

Community spirit is alive and kicking on Saracen Street, we have what it takes to achieve great things. The more we can bring to the area, the more that the wider community can benefit and join us on this exciting journey to 'Remake Saracen'."

The work underway in Possilpark is a new approach - establishing Scotland's first Community Improvement District in Possilpark and being hailed as an inspiration for other places across Scotland.

Scotland's Improvement Districts (SIDs), the organisation which spearheads the rollout of improvement districts across the country as part of Scotland's Towns Partnership, is working with Remaking Saracen to share our area's story.

They believe the Community Improvement District approach to drive change in and around Saracen Street is one that could work in communities across the country.

It is a concept that will feature prominently in a refreshed Scotland's Improvement Districts website (www.improvementdistricts.scot) and as part of a promotional campaign, which is due to go live soon.

Phil Prentice, the Chief Officer of Scotland's Towns Partnership, is also the programme director of Scotland's Improvement Districts.

He said: "The story of Remaking Saracen and the creation of our first Community Improvement District approach is a great

one. Actions being taken in North Glasgow – by ng homes and the other partners – will make a real difference. I am sure they will encourage and inspire other communities across the country to follow the area's lead."

Possilpark's Improvement District is working with many others in the community to plan this year's festive celebrations. Winter lighting will be extended from the illuminated trees at Millennium Square to a new scheme for Saracen Street alongside the annual Christmas tree.

Funding plans for Phase 2 of the shop front refurbishment have been submitted and we hope these will be successful. This will allow us to continue work to lift the look and feel of Saracen Street.

Work continues with one of our key partners, Glasgow City Council, to combat flytipping issues on Saracen Street.

The Scotland Loves Local gift card programme continues to roll out across Scotland. We have a growing number of businesses on Saracen Street that are accepting the card. You can check the list online at www.possilparkbid.co.uk or email getinvolved@possilparkbid.co.uk We are very aware of the increasing utility costs for small businesses and, to that end, we are working with Eyebright Business Utility Consultants. Businesses can request a free consultation from Eyebright to learn more about potential ways to save money. Simply get in touch by email on getinvolved@possilparkbid.co.uk

Community Networking Breakfast is the Toast of North Glasgow

Our popular Community Networking Breakfast programme takes place monthly at our Saracen House office in Possilpark. The 'breakfast' is open to organisations, community groups, entrepreneurs, and others interested in connecting and building partnerships to support community members.

It is a very welcoming event and begins at 10 am with a selection of breakfast food whilst people sit round the tables and chat to each other.

The event begins with the popular 'Speakers' Corner' when organisations can speak about the work they do, who they support, ways they can partner with others to benefit community members and provide information on upcoming events.

Don't worry if you haven't requested time to speak during 'Speaker's Corner' – there's plenty of opportunity to share information, upcoming activities and events with others in the room as well as a 'Marketplace' where organisations will leave community information.

The event has generated a number of strong new local partnerships, including with ng homes Regeneration team – and the community connections grow with every 'breakfast'!

At the most recent community breakfasts speakers included Amy Mills from Glasgow and Clyde Rape Crisis, Dawn Fyfe from Wise Women, Jess Carley from Gamcare and Rossie Stone from Dekko Comics.

Amy Mills, Access and Development Worker for Glasgow Rape Crisis said

"I found the Community Networking Breakfast so useful and beneficial to our organisation. I feel this occurring once a month will be a great benefit to us for meeting and connecting with local organisations. I met so many new organisations and individuals and this gave me an insight on organisations that I didn't know existed. The Speakers' Corner was the best part of the Community Breakfast as it was so interesting to find out in-depth information on organisations out there. Thank you for the invite".

The Glasgow Baby Foodbank also spoke to those attending and explained the work they do and put out a request for donations of formula milk. As a result of this, Partick Thistle Community Foundation, who attended the event got in touch with 'Jags for Good' who are putting together a drive for baby formula.

Off the back of this wonderful community networking, the Glasgow Baby Foodbank were interviewed by Radio Clyde for a donation drive for formula in the lead up to the festive season.

If you would like to find out more about the community breakfast or to take part in the Speakers' Corner, please contact **Paula Mailey, Community Resilience Officer**, on pmailey@nghomes.net

**Join us at our next
Community Breakfasts:**

**16 December 2022
20 January 2023
24 February 2023
24 March 2023**



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

The Credit Union, based at Saracen Street Possilpark, is a vital community banking service when other banks are leaving our town centre and is also part of 'Remaking Saracen', the Business Improvement District.

PCU offers a wide range of banking benefits and provide access to budgeting and savings accounts.

Who can join?

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

What does a Credit Union do?

A Credit Union is owned by and works for their members. Members' needs are put first, meaning that loan interest rates can be lower than bank and payday lenders.

When you join PCU you get a shares account - you can also open a savings account. These can hold a maximum of £15,000. You can get your benefits paid into a PCU account just like any other bank account. You can transfer money to another account through

Become a North Glasgow Chess Master

In the last North News, we shared that we were working with children from local schools alongside Chessmaster Colin Paterson and Rossie Stone from Dekko Comics to produce a comic strip on how to play chess.

They carried out workshops with the children with Colin explaining the rules of chess and running mini tournaments and Rossie carrying out the techniques of comic strip, getting the children to produce their ideas and drawings for the comic.

We are pleased to say that the comic strip has now been printed and is ready to be distributed to children in local schools and the community. The comic strip includes images and ideas from the workshops undertaken by the children and will serve as a creative guide on the rules of chess.

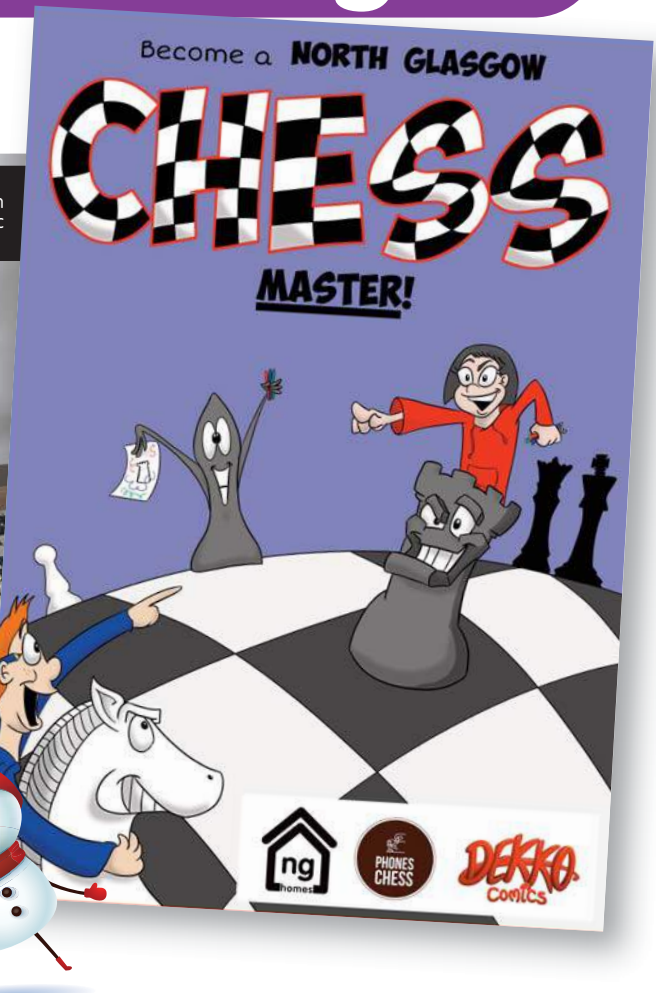
We are looking to develop chess workshops with community partners early in the new year.

The 'easy guide' to chess can be used across all age groups.

If you would like more information, please contact **Paula Mailey, Community Resilience Officer** on pmailey@nghomes.net or a member of ng homes Regeneration team.



Chessmaster Colin Paterson with the comic strip



the CuMobile app or our website (pcu.org.uk) or withdraw money in one of our branches. As a Credit Union, any profits made go straight to our members through an annual dividend.

How to become a member

If you live or work in a 'G' postcode, you can join by visiting the PCU website, pcu.org.uk, and click 'Join now' to become a member. Once you're a member, you will be able to download and access the CuMobile app, which can be downloaded from the AppStore or Google Play Store. You will also have access to your account through the online banking section of the website.

Looking to find out more?

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

Pollok Credit Union branches are located at:

Possilpark Branch

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

Maryhill Branch

(Mon-Fri 10am-3pm,
Sat 9:30am – 12:30pm):
Unit 2
Maryhill Shopping Centre
Glasgow G20 9SH

Paying it forward - making a difference in North Glasgow

A local major employer in North Glasgow is making a difference by championing local community efforts. Allied Vehicles Charitable Trust (AVCT), the charitable arm of Allied Vehicles, has already made a significant impact on North Glasgow communities in a few short months.

Since launching in March 2022, the AVCT has already donated more than £90,000 to various community groups, projects and facilities through partnership working, including a number of ng homes community partners.

Among the first recipients was the Courtyard Pantry – a Glasgow community facility operated by mental health charity Flourish House in partnership with Queen's Cross Housing Association.

The donation from AVCT supported an expansion of the work undertaken by the Courtyard Pantry in the local area.

Another group to benefit were Rossvale Thistle 2009s, a 20-player squad of young teenagers in north Glasgow and part of Rossvale Football Club, which helps promote teamwork to make a difference to young people's lives. They received funds to buy new home and away kits.

On Our Marks, an initiative to encourage youngsters in North Glasgow to take more exercise and physical activity received support to promote and build on achievements to date. On Our Marks is delivered by the charity Winning Scotland and supported by ng homes and other community partners.

A major social regeneration project also benefited from the Trust – an ambitious initiative by Ashfield Football Academy at Chirnsyde Playing Fields in Milton, which

will see the area transformed with floodlit football pitches and associated facilities.

Others who have benefited from funds from the Charity include the Glasgow Baby Food Bank and Springburn Park Men's Shed. Allied Vehicles and their Charitable Trust are also supporting the donations of toys for Christmas as well as the Christmas Tree and Lighting programme as part of 'Remaking Saracen' Improvement District.

Gerry Facenna, Managing Director and Owner of Allied Vehicles said:

"We set up our Charitable Trust to give something back to the local community we belong to. While we are managing to do that, the exceptional demand we've seen, fuelled by widespread poverty and rising prices, has resulted in an expansion of our charitable giving through Allied Vehicles Charitable Trust".

"We'll continue doing all we can to help ease the harm of severe poverty and its significant health effects in north Glasgow and beyond".

Allied Vehicles Group, the UK's leading manufacturer of wheelchair accessible vehicles, launched AVCT in March 2022 to bring together all the charitable work the firm undertakes and pledged to give £10,000 a month to charities and good causes. These are primarily in Possilpark, in North Glasgow, where the company was born almost 30 years ago and still has its headquarters with a workforce of nearly 600. To date the trust has donated a whopping total of £92,500 to 80 charities. If you are part of a local community group who is looking for funding, you can find out more about the fund and how to apply on their website <https://alliedvehiclesgroup.com/apply-here/>



Outside with Courtyard Pantry's new awning



On Our Marks games in North Glasgow



Springburn Men's Shed and their Santa sleigh



Kulture Connect event at Possibilities

Supporting and connecting the community with Lottery funding



ng homes' Community Regeneration team continues to work closely with the community, housing staff and community partners to help those in need with preloved good quality furniture and furnishings.

Over the past few months, we have supported tenants who find themselves in hardship, or may be setting up a home for the first time. We have helped connect tenants with additional support such as accessing refurbished computers, energy top ups and guidance with opening credit union accounts. This approach helps people 'make their house a home' and gives them a good start in the community.

We have established strong connections with local partners such as Springburn Men's Shed, Possibilities, Glasgow Baby Foodbank (who also deliver regular swap shops), Stronger Enterprises Together and African Challenge Scotland as we work together to support the wider community efforts.

The partners meet up regularly through our community networking breakfast programme and other events.

Consolata Ogbebeor, from **Stronger Enterprises Together**, said "Our partnership with ng homes has enabled us to reach out to older people who are experiencing isolation and loneliness. We can boldly say that we are living in a community that is thriving and constantly developing thanks to our partnership with ng homes"

Paula Mailey, **Community Resilience Officer**, for the project, works closely with community members and helps connect them up to other services for ongoing support.

Paula said "The local community are facing so many difficult challenges and we receive many requests for help, quite often requiring urgent action. By working closely together with housing officers and assistants, community partners and organisations, we can offer the extra support that could really make a difference to someone's life."

If you could benefit from our preloved furniture, please contact your housing officer or a member of ng homes Regeneration team and we will check what we have in stock.

If you have good quality furniture or furnishings that you wish to donate to this project please contact Dom McInally or Ronnie Black on dmcinally@nghomes.net or rblack@nghomes.net

Donate your pre-used furniture to a neighbour!

Make a house a home

Building Resilience

Communities

Supporting

Connecting

As part of our National Lottery Funded 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.

Please note: We do not accept used white goods.



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



African Challenge Scotland recaps a busy year

African Challenge Scotland (ACS) has been hard at work supporting BAME communities across North Glasgow and beyond.



AFRICAN CHALLENGE SCOTLAND

Ronier Deumeni, founder of ACS, shares a snapshot of two projects they've been working on this year.

Cooking up confidence – ACS supporting culinary skills among young people

Our online cooking programme was developed to give skills, confidence and inspiration to young people to prepare and cook good, healthy food. The aim of the programme was to revive local community cooking skills and habits of eating healthier, more nutritious food through online cooking classes, with young people and their families involved.

Young people took the lead in establishing and running the programme, with the support of volunteers, staff and other interested community members. The programme was flexible to meet the needs of each individual and local community. We delivered 14 online cooking sessions which took place twice per month. This enabled those who participated the opportunity to learn different cooking techniques that will support and improve their overall mental health and wellbeing.

The overwhelming majority of respondents strongly welcomed the African Challenge Scotland Cooking programme. Responses included the following common themes:

- Desire to learn cooking skills among young people and parents
- Cooking club was needed
- Lack of healthy cooking skills and knowledge among young people and parents, which is a barrier to healthy eating
- Very limited provision of cooking skills in the local community

It was agreed that encouraging kids and families to eat healthily as they learned in the cooking sessions would affect obesity, health and wellbeing. The lack of cooking skills in our communities, the loss of good food culture, and the change to fast convenience and snack food were seen as causes of poor diet. The reasons given were lack of time, and advertising and promotion of convenience foods by the food industry and supermarkets.

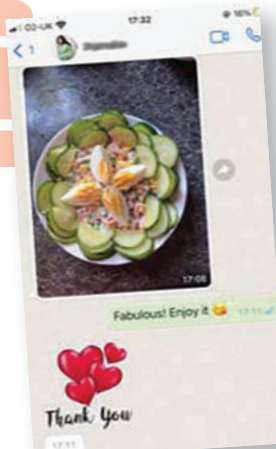
A young person taking part said: "I thought the African Challenge Scotland Cooking classes were a great experience. It has really inspired me to become involved in cooking and helping my parents at home. It has helped me to experiment with different types of foods, and especially vegetables that I have never heard of! My dream is to become a professional Chef. I had a lot of fun at this programme."

One of the ACS volunteers added "Cooking should be seen as a right for every young person in our diverse communities across Glasgow who wants it – and in my experience, most do."

Hatem Johnson, African Challenge

Scotland President said:

"At African Challenge Scotland, we have a unique and strong culture of caring. Our cooking programme was a great idea and volunteers running the cooking programme have a good background knowledge of food and practical skills and were able to show young people the best and safest way to prepare and cook food."



Improving Young People's Engagement with Science, Technology, Engineering, Arts and Mathematics (STEAM) in North Glasgow

Many minority ethnic and working-class young people in our youth club reported being interested in STEAM and aspired to working in STEAM jobs, yet rarely took part in designed and community informal STEAM learning offers.

We worked with a range of companies, including Glasgow Science Centre, to ensure that all young people receive the best possible STEAM education.

Understanding and supporting parents and carers as key influencers of young people who are making decisions about their future is an integral part of our programme.

African Challenge Scotland and Glasgow Science Centre team work with our members, pupils and families right across Glasgow to give young people an insight into the world of work and to plug the STEAM skills gap.

Hatem Johnson, African Challenge Scotland President said: "We are delighted to see that this initiative will inspire, encourage, and support Black youth and individuals to achieve excellence, and contribute to society and the economy as leaders in STEAM (Science, Technology, Engineering, Arts and Mathematics)."

More than 5 visits to the Glasgow Science Centre were organised as a result of the programme.

Thanks to Sally White and the entire team at Glasgow Science Centre.



Scottish Housing Regulator

National Panel of Tenants and Service Users

Share your views...

Would you like to help improve social landlord services in Scotland? Add your voice to the National Panel!

What's involved?

The Panel is one of the ways that the Scottish Housing Regulator hears from tenants and people who use council or housing association services. Feedback helps the Regulator focus on the important things.

We have more than 400 people already having their say. Members receive occasional surveys, information updates and take part in other feedback exercises. Participation is always optional.

Who can join?

The Panel is open to anyone who uses council or housing association services. Members include social tenants, people who have been homeless, homeowners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

Ready to join?

By phone

0800 433 7212

Online

bit.ly/shr-panel

On your smartphone:



**Join today for a chance
to win £50!**



Community Activities return to North Glasgow



It was great to see a variety of community events and activities taking place once again over the last few months.

Springburn Gala Day was held on Saturday 13 August and was organised by Spirit of Springburn and Springburn Youth Forum. It was a fabulous event with a range of activities such as dancing displays, music, bouncy castles, face painting, a vintage bus, and a range of food from various cultures.

ng homes participated in the event and highlighted 'Springburn Loves Local' and a wide range of community information. We also organised a cycle repair area and 'Play on Pedals' workshops for the younger ones.

Chessmaster Colin Paterson was a big hit with outdoor chess with people interested in attending community chess workshops.

A big 'Thank You' to the organisers for a marvellous event – and for arranging a lovely sunny day!



Greg Cann, Project Officer, Max Cann and Dominic McInally, Project Services Officer at the Springburn Gala Day



Margaret Fraser, ng homes Deputy Director of Regeneration with Men's Shed members at the Springburn Gala Day

'Meet and Eat' gatherings have been organised over the last couple of months for the older members of the community. These were held at Hawthorn Bowling Club where we received a warm welcome from their staff, members, and volunteers. The event included live music, bingo, and much enjoyed fish suppers.

Those who attended commented on what a wonderful afternoon they had and how good it was to get out and socialise again.

We will be organising more of these events, alongside community partners, over the coming months.

If you would like to find out more, please contact a member of ng homes Regeneration team.

The Kulture Connect 2022 event was held on 3 September at Possibilities. Organised by Divine Tasinda from Three 60, the event was delivered in partnership with ng homes, Possibilities and Stronger Enterprises Together. It was supported by Allied Vehicles Ltd who provided food and snacks for children and families.

Although the weather wasn't kind to us, it didn't spoil the great time had by all. The outdoor stage was kindly built for the event by Springburn Men's Shed who were on hand during the day displaying some of their amazing woodwork and crafts.



Dancing display at Kulture Connect

There was a wide range of activities on the day including face painting, dancing displays, dance and music performances, chess and a range of hot food.

We also held our first Indoor Market for local businesses and entrepreneurs to trade locally and we highlighted the wonderful work of 'Scotland Loves Local' and the Improvement District in Possilpark, Remaking Saracen.

We are working with Possibilities to deliver more of these indoor markets. Please keep an eye on our website for details of upcoming events.



Actor Karen Dunbar and Margaret Fraser, ng homes Deputy Director of Regeneration at Kulture Connect

WHAT'S ON GUIDE



	Activity	Venue	Date and time	Contact	Other Information
POSSILPARK/PARKHOUSE/SPRINGBURN/BALORNOCK	Parkrun	Springburn Park Meet at centre monument	Saturdays 9am start	springburn@parkrun.com	NB - MUST register beforehand, follow link: http://www.parkrun.org.uk/springburn/
	Junior Parkrun	Springburn Park Starts close to the pond near the bowling greens	Sunday at 9.30am	springburnjuniors@parkrun.com	NB - MUST register beforehand, follow link: www.parkrun.org.uk/register/?eventName=springburn-juniors
	Health Walk	Springburn Park Meet at Broomfield Road entrance (near children's playpark)	Fridays, 11am	Greg Cann gcann@nghomes.net 0141 63042564 Jim Goldie James.Goldie@glasgowlife.org.uk	Walks vary each week of up to 3.5km, staying within park boundaries. Ideal for those returning to exercise and wanting some social interaction.
	Community & Youth Hub	Glasgow Kelvin College (Springburn Campus)	Tuesday & Thursday 5pm-7pm	communitylearning@glasgowkelvin.ac.uk Turn up on night to register with Staff	Activities for Primary age (must be accompanied), Secondary age & adults
	Jog Group	Springburn Park Meet at Broomfield Road entrance	Wednesdays 6.30pm-7.30pm	Jim Goldie (Glasgow Sport) james.goldie@glasgowlife.org.uk	10 week Programme – places limited. Make contact BEFORE attending to ensure availability
	Community Networking Breakfast	Saracen House 139 Saracen Street Possilpark	10am-12noon Fridays 16 December 2022 20 January 2023 24 February 2023 24 March 2023	Paula Mailey pmailey@nghomes.net	Open to community and public organisations and volunteers. Networking event. Speakers' Corner and marketplace information stands.
	Song Shimmy Events	Petershill Football Club Adamswell Street Springburn G21 4DD	Fridays 1-4pm Festive event: Tuesday 20 December 2022	Paula Mailey pmailey@nghomes.net	Aimed at older adults Lots of fun - so come along. Transport can be provided.
	'Meet and Eat Events'	Hawthorn Bowling Club. Spruce Street, Springburn	Dates to be confirmed – please check our website for the latest information.	Paula Mailey pmailey@nghomes.net	Booking required. Food and entertainment will be provided – further details on our website.
	Family Breakfast Club	Possibilities 74 Closeburn Street, Possilpark	Mondays to Fridays 8.45am	Contact Possibilities on 0141 336 3562 for more information.	https://possibilities.org.uk/
	Furniture Redistribution Service	ng homes Regeneration Department	As required. Referrals from Housing/partners /self referrals.	Dom McNally dmcnally@nghomes.net Ronnie Black rblack@nghomes.net	We accept donations of good quality preloved furniture (no white goods). We provide good quality furniture to residents.



Proposed Rent Increase 2023

As you will be aware, legislation to freeze most rents until 31 March 2023 has been passed by the Scottish Parliament. However, the Scottish Government have not ruled out any rent increases in April 2023.

Most Housing Associations apply a rent increase on 1 April each year. This year is a bit different, as we will not know until mid-January 2023 if there are restrictions which will affect this.

Following guidance from the Scottish Housing Regulator (SHR), we will proceed with our rent increase consultation as normal during December 2022 and January 2023.

Last year we advised we were experiencing increased costs in relation to materials, energy suppliers and more - unfortunately this year is no different. Inflation is currently at 11.1% and is expected to increase further. This will impact on services to our customers and investment in our homes if our rent increase is below this level, not just this year but each year thereafter.

We are following guidance from the SHR by minimising the increase to below inflation by seeking cost savings in the Association's operations. We want to keep our rent as affordable as possible, particularly for our tenants who are on low incomes. However, if rents do not increase, we will only be able to carry out essential repairs and maintenance – and we may have to cancel or postpone major works.

In order for us to provide a service to our customers and invest in our homes, we are proposing the following options:

Option 1

6% - a rent increase of £5.52 per week (based on an average 3apt rent).

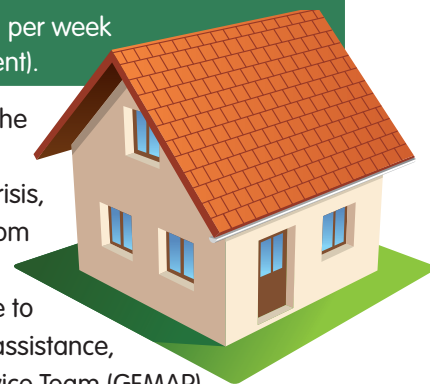
Option 2

7% - a rent increase of £6.44 per week (based on an average 3apt rent).

Option 3

8% - a rent increase of £7.36 per week (based on an average 3apt rent).

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



2023/24 Rent Increase: Tenant Consultation



The Board met in late November to consider options for 2023/24.

As in previous years, we are giving our tenants an opportunity to influence what our rent increase will be for 2023/24. We aim to ensure that ng homes can continue to provide services while keeping in mind the cost of living and energy cost crises during the current financial times. Your views are important to us.

You should have received your proposed rent increase letter and consultation already. There's still time to take part - here's how to have your say::

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

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

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

Phone – call us on **0141 560 6000**

Mobile - if we hold a mobile phone number for you, you will also receive a text message from us.

You only need to reply once using whichever method you prefer. Please complete this by 20 January 2023 to take part in our free prize draw.

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

Your views and feedback are extremely important to us and we would strongly encourage everyone to take part and have their say.

For more information, please email us at info@nghomes.net

ng homes nominated for Awards

ng homes has been recognised for our efforts to improve energy efficiency and the heating systems in our multi-storey flats and our work across North Glasgow through two sector-leading awards. The Association was nominated as a finalist at both the Scotland Housing Awards 2022 and the UK Housing Awards 2022.

CIH Scotland Housing Awards 2022 – Net Zero in Housing

ng homes was delighted to be nominated for our innovative work taking place in the multi-storey flats (MSF) and our efforts to support 'net zero' targets.



We were shortlisted for the 2022 Scotland Housing Awards 'Net Zero in Housing' category for our investment projects, retrofitting the multi-storey tower blocks with the new district heating units and the progress we have made towards the net zero targets for Scotland.

Working alongside heat network consultants and engineers to retrofit an Air Source Heat Pump (ASHP) District

Heating systems to six 26-storey tower blocks situated in Springburn through an £8.5m project, ng homes aimed to change the way tenants heated their homes in these tower blocks.

The Scotland Housing Awards recognise and celebrate the creativity, passion, and innovation of housing organisations and individuals across the sector in Scotland.

The 'net zero in housing' project category celebrates the work done by the housing sector to combat the challenges of cutting carbon emissions to achieve the Scottish Government's net-zero targets by 2032.

The award commends organisations that can demonstrate they have overcome some of the significant challenges in cutting carbon emissions through new

developments, retrofit projects or any other initiatives that have helped reduce carbon emissions.

Catherine Rossine, ng homes

Chairperson said, "ng homes have been working exceptionally hard to improve energy efficiency across its housing stock to meet our EESSH obligations and reduce emissions in our social housing properties in Glasgow. I'm delighted that this has been recognised externally and been identified as a model of good practice.

"This recognition, particularly in light of the high calibre of work demonstrated at the 2022 Scotland Housing Awards, is particularly meaningful given the significant challenges faced by the projects teams over the last couple of years."

UK Housing Awards 2022 – Landlord of the Year

We were also recognised for our work at the MSF Energy Conservation Project with a nomination at the 2022 Awards.

ng homes' work across housing management, the customer experience, customer satisfaction, repairs, and communication with our tenants and residents were all factors considered by the judging panel. The judges looked at how ng homes responded to our tenants needs, the community and environmental impacts of our projects and long-term investment.

The award also considered partnership working with key figures to provide local leadership and a driving force behind local approaches to meeting the needs of tenants, our local communities, and the wider North Glasgow area.



Representatives from ng homes took part in a virtual interview with judges from the UK Housing Awards in early October.

Lynne Cooper, Director of Housing Services, said "I am delighted to see the hard work and dedication of staff recognised externally. Tenants and residents are at the very heart of what we do – and to be shortlisted for the Landlord of the Year award highlights the hard work and dedication shown by staff to deliver the very best we can for the North Glasgow area."

The UK Housing awards showcase the very best of UK housing at a national level and highlights organisations delivering high-quality homes and services in partnership with the communities they serve.



Next stop: Balgrayhill Flats

High profile visitors come to North Glasgow

It's been a busy summer/autumn for the team working out of the multi-storey flats at 178/198 Balgrayhill as they've hosted a number of high-profile visits to see the district heating system located on site.

Visitors were given an informative tour, highlighting how the project was conceived, utilising the £4.5m of Low Carbon Infrastructure Transition Programme (LCITP) grant funding from the Scottish Government and a £4.5m loan facility from Energy Savings Trust, an overview of how the system works, and what it was like installing and using the largest mobile crane in Europe.

In June, the Housing Finance Corporation (THFC), one of the largest investors in the housing sector, had a tour of ng homes and North Glasgow during a one-day visit in June.

The representatives met with **John Devine, CEO**, and **Bob Hartness, Deputy CEO**, and discussed the challenges facing the housing sector and the Association. While they were here, they also visited the multi-storey flats where they were given a tour of the air source heat pumps, sensors and digital upgrades being put in place.



Representatives from THFC with John Devine, ng homes CEO and Bob Hartness, Deputy CEO during their visit.



First Minister Nicola Sturgeon (left) and Minister for Zero Carbon Buildings Patrick Harvie (right) tour the district heating system with ng homes CEO John Devine.



Visitors tour the district heating system at the Balgrayhill flats during the Heat Network Support Unit visit in September.



First Minister Nicola Sturgeon and Zero Carbon Buildings Minister Patrick Harvie with ng homes staff and Board members at Balgrayhill



On the tour with the team from Scottish Power Energy Network.

Scottish Government First Minister Nicola Sturgeon and Zero Carbon Buildings Minister Patrick Harvie visited the site in August to tour the site and learn about the energy saving project and zero carbon heating systems in place in six of ng homes' multi-storey flats.

The project received funding from the Scottish Government as part of a £25million retrofit to upgrade the heating system, improve fire safety, and support the Scottish Government's net zero and green strategies.

In September ng homes hosted 37 guests from local authorities, housing associations, the Scottish Government, and international organisations. The visit was part of a day-long tour organised to support the launch of the new Heat Network Support Unit, a branch of the Scottish Government whose remit will be to help housing associations and councils to develop and progress district heating projects.

Rounding off the recent visits was a team of Scottish Power Energy Network representatives who stopped by in mid-October and were highly impressed with the efficiency of the district heating system and were highly complementary of the work put in by the project teams.

ng homes 2022 Annual General Meeting

The Association's Annual General Meeting (AGM) was held in Saracen House, Possilpark on Tuesday 13 September.

Here is an overview of key points from this year's AGM:

The Report of Board of Management

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

Finance

Bob Hartness, ng homes Deputy CEO, presented some of the key features of this year's accounts followed by a very positive report from the Association's Auditors, Wylie & Bisset Chartered Accountants.

Board Membership 2022/23

Four Community Board member places were available alongside four Independent Board members nominated for election at this year's AGM. All nominees and the sole Community member seeking re-election were successful in securing a place on the Association's Board.

The ng homes Board members for 2022/23 was then confirmed by the Chair as:

John Thorburn, Catherine Rossine, Gino Satti, Jim Berrington, John MacLeod, Paul Nelson, Allan Gow, Jacqueline Fernie, Mairead Grimley, Jim Kennedy, and Frank Malcolm.

Thanks and Best Wishes – Retirals

Before concluding the meeting, John Thorburn, gave a note of thanks to Mary Lam who resigned from the Board earlier this year. On behalf of the Board, he thanked Mary for her contribution and wished her well for the future.

He also gave a special mention to two long serving Board members Isabella Cross and Margaret Thomson who retired from the Board, after giving over 20 years of service to the Association. On behalf of the Association's Board, the Chair thanked them for their hard work and commitment over the last 20 years and gave Isabella and Margaret his best wishes for the future.

On a personal note, John Thorburn highlighted that this was his last AGM as Chairperson. He said that it had been an honour to have served the Association and the community in this role and he thanked everyone for the support he had received over the last 5 years. He confirmed that he would be remaining on the Board and was looking forward to working with his Board colleagues and the new Chairperson.

Association Members Prize Draw

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



Investment Update

Multi-Storey Flats – District Heating and Investment Project

Phase 2 of the District Heating Project, which comprises of seven multi-storey blocks in Springburn, commenced in June 2022 and is on schedule to be complete by March 2023. To date there have been nearly 200 flats which are benefitting from the new heating system.

Fire Compartmentation

In the last issue of North News, we told you about plans for bathroom works within our multi-storey flats to update and improve fire safety. The work began in September and, to date, nearly 70 properties have had the works completed. We are continuing to progress through the programme which will run through to early 2024. If you have any questions regarding this work, please speak to your Housing Officer.

Flat Door Replacements

The upgrading of the old flat doors with new and improved 60-minute fire rated doors has now been completed within the 14 multi-storey blocks in Springburn.



Following questions from tenants on how to use the heating system and the control panels within the flats, we had requested a user guide from the manufacturer of the system.

Unfortunately, the guides are quite complex and could be difficult to follow. We are looking at the user guide and are hard at work creating a simplified version which will be issued to our tenants in the near future. If you require assistance with your system in the meantime, please speak to your housing officer.

ng homes staff will also be receiving training on the new heating metering and billing system payment cards. This team will soon be on hand to assist tenants with new tenancy agreements, heating enquiries, issues, new payment cards, emergency credit, crediting meters and more. We will update you as soon as this team is in place and ready to lend a helping hand.



ng homes Customer Service Excellence Review

The Association's most recent Customer Service Excellence (CSE) Assessment was completed in November last year, and we have the 3-year accreditation in place until December 2024.

However, as part of the process of accreditation for the CSE Standard, organisations are required to undertake annual reviews.

As we were preparing for this year's review, we were notified that our certification body, SGS, had decided to withdraw from delivering the CSE standard with effect from 30 September.

It was important that the Association followed the correct formal processes, actions and timelines to ensure our certification remained valid. Following careful consideration of our options, we agreed to transfer to an alternative CSE certification body, Centre for Assessment Ltd (UKAS accredited) based in Manchester.

We have now been allocated a new Assessor and have agreed a date and schedule for our 2022 annual one-day review, which will take place in December.

As with previous reviews, the Assessor will want to explore and understand the Association's approach to Customer Service and they will speak to staff, partner organisations and customers to hear about examples of how we are making a positive difference to the lives of our tenants, residents, and other customers.

We will let you all know the outcome of the annual review when it is complete – we will also include an update in the next North News.



2022 Landlord Report now available

The Association is delighted to release our annual Landlord Report for 2022.

The landlord report provides readers with the annual insight into the Association, highlighting our successes and our relationship with our tenants during the year.

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

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

Customer Service Excellence Standard

The Customer Service Excellence Standard is recognised across the UK and it lies at the heart of an overarching strategy to provide public services for all customers which are efficient, effective, excellent, equitable and empowering. Customer Service Excellence was developed to offer companies and organisations a practical tool for driving customer-focused change. The foundation of this tool is the Customer Service Excellence Standard which tests in great depth those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude.



Come be part of making North Glasgow a community where people can flourish and prosper!

ng homes is looking for members to join its management Board. Read on to find out more...

ng homes is a leading community-based Housing Association that provides housing and support services to almost 7,000 tenants and owners within North Glasgow. Our customers are at the heart of our business, and we strive to deliver a first-class service in all that we do.

To support us in achieving this, we are looking for enthusiastic and committed people who share our passion for the community to join our voluntary management Board.

If you are interested and would like to learn more about this opportunity please email **Tony Sweeney, Director of Corporate Services** at tsweeney@nghomes.net to register your interest or for an informal discussion.

Help this Winter – know what you are entitled to

Warm Home Discount

For winter 2022/23, you could get a £150 discount on your electricity bill through the UK Government's Warm Home Discount scheme. This is a one-off discount on your electricity bill. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier direct to find out more.

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

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

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

How to apply

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount. The scheme for both groups opened on the **14 November 2022**.

Eligible households should receive a letter between November 2022 and January 2023 telling you about the discount.

Most eligible households will receive an automatic discount. Your letter will say if you need to call a helpline by 28 February 2023 to confirm your details.

If you're eligible, your electricity supplier will apply the discount to your bill by 31 March 2023.

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

You qualify for the discount if on **21 August 2022** all of the following applied:

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

2. You are on a low income:

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

All the following must apply:

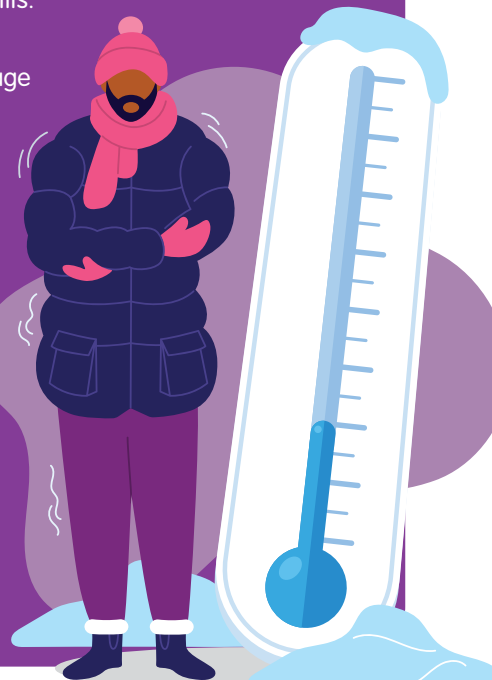
- your energy supplier is part of the scheme
- you (or your partner) get certain means-tested benefits or tax credits
- your name (or your partner's) is on the bill

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

Cold Weather Payment

You may also get a 'Cold Weather Payment' if you receive certain benefits.

You can receive a payment if the average temperature in your area is recorded as, or forecast to be zero degrees Celsius or below for 7 consecutive days. You'll receive £25 for each 7-day period of very cold weather between 1 November 2022 and 31 March 2023.



Social Tariffs – Staying connected for less

An internet connection – broadband for most – has become essential for everyday life from communication to finding out information to entertainment.

Social tariffs are special low-cost broadband deals available to customers receiving certain benefits such as Universal Credit and Pension Credit (Guarantee Credit).

What is a social tariff?

Social tariffs are special discounted deals available for low-income customers. They're usually a little cheaper than standard broadband tariffs and are not subject to price rises or exit fees.

Who is eligible for a social tariff?

Anyone who receives a 'means-tested' benefit, such as Universal Credit, Pension Credit or legacy equivalents such as Employment & Support Allowance, is likely to be eligible.

Some providers also offer social tariffs to vulnerable households that receive 'non-means-tested' benefits such as Personal Independence Payment (PIP). Please check with your provider for requirements.

Is it worth me signing up to a social tariff?

It's worth considering your options. A key benefit of social tariffs is their affordable, fixed pricing.

It may be possible to access broadband deals that aren't social tariffs. Keep in mind that these are usually subject to annual price rises and exit fees.

Is it difficult to sign up?

Providers usually have dedicated webpages for their social tariffs. They won't show up on comparison sites.

In some cases, you'll need to get in touch with the provider via email or phone to sign up to a social tariff.

You may need to prove your eligibility to sign up – although providers are working to make this as straightforward as possible.

Keep in mind that the person who receives the means-tested benefit must be the one who applies for the service.

Will I need to pay an exit fee to move over to a social tariff?

Most providers will waive any early termination fees if you move from an existing contract to their social tariff.

I'm not eligible for a social tariff - what should I do?

If you're worried about the amount your broadband is costing you, the best steps to take depend on whether you're on a fixed-term contract.

If you are on a fixed-term contract, contact your provider for support. Ask them what they can do to help - they might arrange an affordable payment plan for you, give you extra time to pay, help you move to a more affordable deal or reduce your bill.

If you're not in a fixed-term contract with your broadband provider, you're likely to be able to reduce your costs by shopping around. You can choose to switch to a new provider and move onto a new offer.



Do you need an extra bit of help?

There is now a telephone-based service set up to work directly with the people of Glasgow.

It offers free, confidential support, information, and advice for citizens on a wide range of issues. They'll listen to what you need, what your aims are and work with you to help you access the right support services, at the right time and in the right place.

For more information, give Glasgow Helps a call on **0141 276 1185** or email helpline@gcvs.org.uk

Low Income Winter Heating Assistance changes name to Winter Heating Payment



Beginning in February 2023, a new benefit, Winter Heating Payment (previously named Low Income Winter Heating Assistance) will replace Cold Weather Payment in Scotland.

If you're currently eligible for Cold Weather Payment from the DWP and your circumstances have not changed, you'll be eligible for a Winter Heating payment.

The Winter Heating Payment benefit will not be dependent on cold weather in a specific area to trigger a payment. This will provide people on qualifying low-income benefits with an additional payment of support that they will be able to be certain about, helping towards the costs of heating their homes in winter.

All eligible households will automatically get a guaranteed annual payment of £50 towards the costs of heating their homes in winter.

Receiving Winter Heating Payment will not affect the payment of any other benefits you're currently getting from DWP or Social Security Scotland or the Winter Fuel Payment from DWP.

Winter Fuel Payments

If you were born on or before 25 September 1956, you could get between £200 and £600 to help pay your heating bills. This is known as a 'Winter Fuel Payment' (WFP).

The amount you'll get includes a 'Pensioner Cost of Living Payment'. This is between £150 and £300. You'll only get this extra amount in Winter 2022/23. This is in addition to any Cost of Living Payment you get with your benefit or tax credits.

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

If you're eligible, but do not get paid automatically, you will need to make a claim. Most payments are made automatically between November and December – you should receive your money by 13 January 2023.

If you do not get your payment, contact the
Winter Fuel Payment Centre on **0800 731 0160**.



Winter Fire Safety

Disposable barbeques

With the cost-of-living crisis upon us, it may be tempting to try and save money by using disposable barbeques to cook or heat your home. Please do not use these indoors – they pose a significant fire risk and can cause carbon monoxide poisoning which can be deadly.

Disposable barbeques can give off fumes for hours after you've used them, including the poisonous gas carbon monoxide which can be very hazardous to your health. They should never be used indoors or inside an enclosed space.

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

What are the physical symptoms of carbon monoxide poisoning?

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

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

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



Candles

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

Keep safe by following these tips:

- Candles and incense sticks should always be held firmly in tight fitting holders and placed on a flat, stable heat-resistant surface where they won't be knocked over.
- Tea-lights are cheap and small but can get very hot. They can melt through plastic and have the potential to start a house fire. Never leave a lit tea-light unattended – even for a few seconds – and always use proper holders.
- Keep candles and flames away from clothes, curtains, cushions, paper and other things that might catch fire.
- Keep candles and flames out of winds or draughts.
- Do not put them under shelves, they can heat up the shelf above and cause a fire.
- Ensure candles and other naked flames are out of reach of children and pets and never leave them alone with burning candles.
- Do not use them if you've been drinking alcohol or feel sleepy.

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

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

Winter Fire Safety

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

The festive period is meant to be a time of celebration – family and friends coming to visit and extra decorations around your house.

Your safety is important and we wanted to make sure you were equipped to make your home fire safe this winter.

Winter Safety Tips:

- Check your smoke and heat alarms are working. Replace batteries if necessary.
- Never place Christmas cards or decorations around the mantelpiece.
- Never leave cooking unattended, especially when using hot oil. For early warning of fire consider fitting a heat alarm in your kitchen.
- Take time to check on elderly relatives and neighbours this Christmas as they are at greater risk from fire, particularly if they suffer from ill health or disability.

Using Portable Heaters:

- Keep heaters away from curtains and furniture – never use them for drying clothes.
- Unplug or switch off portable heaters when going out or to bed.
- Only use gas or paraffin heaters in well-ventilated areas. Heaters consume oxygen and, in enclosed spaces, can produce harmful gases and/or carbon monoxide poisoning.

Fairy Lights And Decorations:

- Check your Christmas light plugs are fitted with the correct fuse, don't overload extension leads and ensure all electrical devices are approved and safe to use.
- Always switch Christmas lights off and unplug them before you go to bed.
- Decorations can burn easily – don't place them near lights or heaters.



The Scottish Fire and Rescue Service offer free home safety visits.
Please get in touch to arrange a FREE home fire safety visit with local
firefighters by calling 0800 0731 999 or visit www.firescotland.gov.uk



Keep the water running smoothly

Did you know that every year there are approximately 37,000 blocked drains and sewers across Scotland? This can cause flooding which affects you and your neighbours and pollutes rivers, burns and coastal waters in your local area.

Around 80% of these blockages that clog up the cycle are caused by either inappropriate items being put down the toilet, or fat, oil and grease being put down the sink.

We believe the best way to tackle blocked drains and sewer flooding is to work together with you to help prevent blockages that can clog up the cycle in the first place.

Wipe out blocked drains – bathroom checklist

The wastewater drain which runs from your house to the public sewer is usually about four inches wide, which is less than the diameter of a DVD.

Flushing things like wipes, nappies or cotton buds down the toilet can cause drains to block, flooding you and your neighbours.



It's easy in the bathroom just follow the Three P's rule and only flush pee, poo and toilet paper. Everything else should go in the bin, not down your toilet.

Never Flush –

1. Wipes (baby, personal cleansing, toilet and household cleaning) – even if the pack says 'flushable';
2. Sanitary items (sanitary towels, tampons, liners, applicators and backing strips;
3. Cotton wool, cotton buds, disposable nappies and nappy liners;
4. Condoms, incontinence pads, colostomy bags, used bandages and contact lenses.

Keep a bin in the bathroom for you to quickly, safely and hygienically dispose of all the 'never flush' personal items, special disposable bags are available at most pharmacies and supermarkets. And when you are out and about, make sure you use the bins provided in public toilets for any personal items.

Supporting our tenants and customers with dampness, mould and condensation

You may have seen in the news recently stories relating to dampness, mould and condensation and the reports stemming from the tragic results.

We know these are issues that are important to our tenants and customers. It is also a priority for our homes. Dampness and Mould is a health and safety issue that we are treating as vitally important as ensuring the gas and electrical elements in our homes are safe and secure. We are committed to providing a comfortable, warm and healthy home, free from damp, mould or disrepair for our tenants and customers.

If there is anything you have any concerns about in your home and have not yet told us about, please get in touch with your Housing Officer or call us on **0141 560 6000** – we are here to help. We can also provide guidance and advice on any questions you may have.

Are you prepared for winter? Do you know where to find your STOP VALVE in your home?



Winter can bring with it many problems but by being prepared you can prevent damage to your home and contents. Knowing where your stop valve is in your home is a simple but very effective step to preventing damage.

Locating your stop valve

- Your stop valve controls the water supply entering your home. It is often under your kitchen sink – or sometimes it can be located elsewhere depending on where the water point enters your property. It is nearly always in a room where water will be used on the ground floor (e.g. bathroom/kitchen).
- To turn it off, rotate it clockwise until it's completely closed.
- Do not force your stop valve if it's difficult to turn. Seized-up valves can break.
- Check valves every few months to ensure that they can be opened and closed easily.
- Sometimes stop valves can end up behind cupboards, under floorboards or boxed into unusual places. If this is the case, please make sure you know where it is located before any problems arise.

Prevention – simple steps to take

If a pipe in your home leaks and water comes in, it can cause real damage. You can avoid this by preventing burst pipes and leaks in the first place. As frozen pipes often burst, care through the winter is crucial.

- If possible, keep your heating on constantly – at a lower temperature.
- Open the loft hatch door on cold days to let heat in.
- If you're away from home during the winter, ask a friend or neighbour to check on your property and make sure the pipes haven't burst or frozen.

Burst pipes

If a pipe in your home bursts –

- Locate your stop valve and turn it off immediately.
- Switch off your immersion heater and central heating boiler.
- Open all hot and cold taps to drain them of any remaining water AFTER the stop valve has been turned off. This will help minimise damage.
- Switch off your electricity supply at the mains if there's any chance that water could come into contact with wiring or fittings.
- Call ng homes on **0800 595 595**.
- You can make a temporary repair to a burst pipe by binding it tightly with a cloth or tape.



- Place a bucket or basin under the leak to collect the water. If you don't have either, a plastic bag would do in an emergency.

Frozen pipes

If a pipe in your home freezes –

- Locate and turn off the stop valve immediately.
- Switch off your immersion heater and central heating boiler.
- Open all COLD taps to drain the system.
- Call ng homes on **0800 595 595**.

Thawing out frozen pipes

- **NEVER** attempt to thaw them by putting the immersion heater or central heating boiler on.
- Check for leaking joints or bursts in the pipes. Then gently heat any frozen sections with a hairdryer or heated cloth wrapped around the pipe.
- **NEVER** apply a direct flame.

Loneliness at Christmas

Winter is here – and as we head towards the festive period, the days quickly become noticeably shorter. It is easy to stay inside to avoid the dark nights and cold winds, drizzle and slippery pavements.

Winter can be a particularly lonely and isolating time for anyone with limited contact with friends, family, or neighbours as well as those who struggle to move about in the chillier or slippery conditions that the season can bring. They may find themselves ‘trapped’ indoors as snowy road conditions stop them driving or avoiding icy pavements due to the risk of slipping.

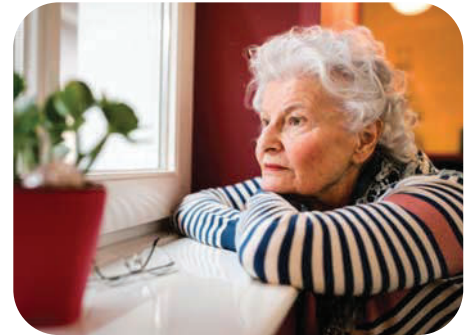
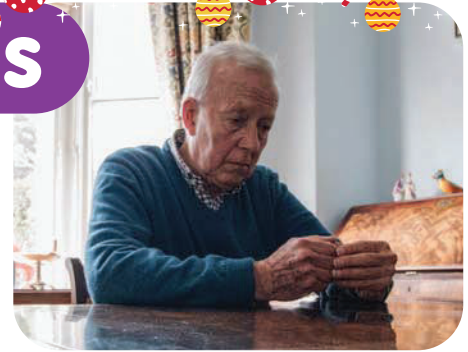
Reaching out to our more vulnerable neighbours can make a big difference at this time of year. Elderly friends and family

may appreciate an offer of fetching the weekly shopping, an invitation to dinner or simply a visit throughout the winter months. Even a quick phone call can make a big difference.

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

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

If you have concerns about any elderly neighbour or friend, help is to hand.



Contact Age UK's helpline on 0800 678 1602 (8am – 7pm daily). We are also here to help – please get in touch by phone on **0141 560 6000** or speak to your Housing Officer for help and advice.



Glasgow City Council Bulky Waste Update

Please be aware that charges for bulk uplift requests have changed. Most uplifts will cost £5 per item, including all electrical items; special items may cost more, up to £80 per item.

More information is available on the Glasgow City Council website www.glasgow.gov.uk/bulkywaste including other options for disposing of your bulky waste.

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

What will you be buying online this Christmas?



We're highlighting these expert, easy-to-follow safety tips from Action Fraud UK to help protect you from falling victim to seasonal scams such as fraudulent shopping websites, fake goods, convincing phishing emails and ads for offers that are too good to be true.

The lead-up to Christmas is a time when, for many of us, our spending soars. This year, even more of us will be taking advantage of the choice, convenience and best prices that we can only get online... whether it's those special presents, a festive break or that outfit that's sold out on the high street.

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

Don't pay for anything by transferring money directly to people or companies you don't know, however desperate you are to buy. If it's a fraud, it's doubtful the bank will be able to recover or refund your money. The safest way to pay for anything is by credit card.

- Make sure shopping websites are authentic by carefully checking the address is spelled correctly. Fraudsters can set up convincing websites with very similar spelling to the authentic one.
- Ensure that payment pages are secure, by checking that addresses begin with 'https' ('s' is for secure) and there's a closed padlock in the address bar.
- When you've finished paying, log out of your account. Simply closing the page may not do this automatically.
- Counterfeit goods are of inferior quality, can be dangerous and contravene copyright law, costing the livelihoods of workers who make the real thing. Don't buy fakes intentionally or get duped into buying them, however cheap or 'authentic'.
- Beware of 'free' or 'low-cost' trials – whether slimming pills or the latest tech – without thoroughly reading the small print and trusted reviews. You could be signing up for large monthly direct debits which are difficult to cancel.
- Check that a holiday or travel you book online is genuine by researching it thoroughly. Look for independent reviews, and make sure travel agents / tour operators are genuine by checking for an ABTA/ATOL number.
- Buy concert, event, fixture or entry tickets from official sources such as box offices, sports clubs or reputable fan ticket exchange sites. If you don't, you could be paying for fake or non-existent tickets.
- Watch out for unexpected emails, texts or posts urging you to click on a link or attachment. For example, at this time of year fake parcel firm delivery messages containing harmful attachments disguised as delivery notes are commonplace.

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

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



Scams of Christmas Past – what to watch out for



The festive season is full of bright, eye-catching adverts and enticements designed to get us to open wallets.

Unfortunately, it is also a time popular with fraudsters who are looking to take advantage of those open wallets, making it important to keep an eye open for those deals which are too good to be true.

Counterfeit goods

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

Charity scams

It's commonplace at this time of year to hear the jingle of bells and see volunteers standing next to a collection box asking for donations. During this 'season of giving', many people do donate to charities they might not choose to support at other times of the year – creating a new opportunity for

those looking to gain from others' generosity. To make sure your donation reaches a genuine charity, do:

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

Number spoofing

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

Tech support scams

Often appearing with an email, popup message or unexpected call about your computer, these scams claim something is wrong with your computer or internet connection which needs fixing immediately.



Impersonation/courier fraud

Scams of this nature have become more frequent as fraudsters impersonate officials from the police, banks, government agencies such as HMRC or utilities promising refunds or threatening legal action. Remember that no company or agency will request that you send vouchers, money, personal or financial details to them via another individual.

Protecting against flu

The flu jab remains the best protection available against this unpredictable virus which is so common in the winter months. Although receiving the jab won't prevent you from catching the flu, it can help make it shorter and less severe than without it.

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

- Those 65 and over (including those who will be 65 by 31 March 2023), or
- If you have certain serious long-term health conditions including chronic respiratory or heart conditions or a weakened immune system.

- Live in long-stay residential care
- Live with someone who is more likely to get a severe infection due to a weakened immune system

From this past October, those aged 50 and over (or who will be 50 by 31 March 2023) can also receive a free flu vaccine.

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

Source: NHS



Local Elected Members

Anne McLaughlin MP

(Scottish National Party)

Contact the Member at their constituency
address: Springburn Old Library & Museum
179 Ayr Street, Glasgow G21 4BW
Phone: 0207 219 6484
anne.mclaughlin.mp@parliament.uk

Bob Doris MSP

(Scottish National Party)

Contact the Member at their constituency
address: Maryhill Burgh Halls,
10-24 Gairbraid Avenue, Glasgow G20 8YE
Phone: 0141 946 7700
Bob.Doris.msp@parliament.scot

Local Councillors

Ward 16: Canal

Councillor Allan Gow

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

Councillor Fiona Higgins

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

Lord Provost Jacqueline McLaren

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

Councillor Robert Mooney

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

Ward 17: Springburn/ Robroyston

Councillor Graham Campbell

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

Councillor Christina Cannon

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

Councillor Audrey Dempsey

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

Councillor Thomas Rannachan

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



Have you used the ng homes app?

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

One place we're looking for feedback on is Report a Repair, you'll find multiple options available to you, and this will allow you to select the area of the home where the repair is required.

You can still add your comments to the repair request and add a photo of the repair which will help our Repairs team.

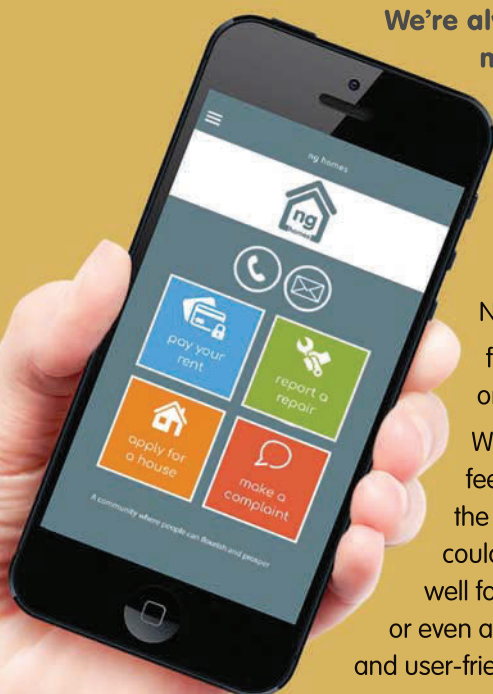
Not on the app? Remember to download the FREE ng homes app

from the Apple App Store or Google Play today.

We'd love to hear your feedback on any aspect of the app or website – what could we improve, what works well for you, what doesn't work

or even any suggestions about what we could add to make them easier and user-friendly.

Please email us: media@nghomes.net



GET IT ON
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Available on the
App Store





In preparation for potential adverse weather, including snow and/or freezing conditions, ng2 aims to react proactively to ensure that we:

- Maintain existing services (close cleaning and bulk) as far as reasonably practical.
- Deliver alternative services to ensure that tenants/residents are given every possible assistance in terms of snow clearing/gritting etc. to minimise risk in particular to the elderly, infirm or vulnerable people.

We will:

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

Retirement Housing

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

Amenity Housing

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

Vulnerable Areas

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

Grit bins in ng homes' areas

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

All the above grit bins will be replenished by ng2 as well as Glasgow City Council.

As well as the above, we will endeavour to fill all available grit bins when we have severe winter conditions.

Concierge – Will salt/grit Ned Donaldson House and all Retirement Housing on night shift and at weekends.

Garden Maintenance/Hit squads – In severe weather conditions Garden Maintenance team and Hit Squad's time will be split between voids and gritting/clearing snow.

Close Cleaners – Close cleaning and gritting

In the event of the temperature going to 2 degrees or below, there will be no water used to clean closes. We will maintain standards by brushing and cleaning banisters. Close Cleaners will be deployed into gritting when they have finished their own duties.

Free bus passes for under-22s

Is there a young person in your household? Young people aged 5-21 are eligible to apply for a free bus pass which can be used on most bus services in Scotland.

Their Young Scot Card (Young Scot NEC) or other National Entitlement Card becomes their bus pass.

To take advantage of this, young people can either:

- update an existing Young Scot Card or other NEC
- apply for a new card online or through their local council

How do I apply?

Young people aged 16 to 21 will apply for a bus pass themselves. If the young person is aged 5 to 15, a parent, guardian, or carer will need to apply on their behalf.

If you're applying for someone else, you'll need proof of address and identity for both of you.

You can only apply for one bus pass at a time. If you're applying for more than one young person, you need to complete a separate application for each.

If you cannot or do not want to apply online, or do not have the documents needed to apply online, you can apply through your local council.

Young people aged 16 or over with a Young Scot NEC/NEC issued in 2016 or later can also add free bus travel to their card with Transport Scotland's Pass Collect app. This means that you do not need to apply for a bus pass, as your current card will become your bus pass.

Where can I use the free bus pass?

You can use your bus pass on most bus services in Scotland. It is an NEC smart card – this means it will be recognised by the electronic card reader on the bus if it has one.

The under-22s bus pass cannot be used to travel on trains, ferries, trams, the Glasgow Subway or on most bus services outside of Scotland.

How quickly will my application be processed?

The card will be posted to you within 10 working days of your application being approved.

If your application is rejected, you'll be told why. You can then apply again.

There's lots of information online if you have any questions about applying for a young person's free bus pass. You can learn more about the under-22s bus pass scheme – or how to add free bus travel to your current card – at www.freebus.scot



Time's up on your old stamps

Sending post? Don't forget to use up your old stamps

Do you keep a book of stamps at home? Royal Mail has announced that the 'traditional' stamps featuring the profile of the late Queen against a plain coloured background will expire in July 2023.

Royal Mail has announced that you will no longer be able to use the 'old' first and second-class stamps as a new barcode system is being introduced. The new system will allow letters and post sent through the system to be tracked using the Royal Mail app.

Which stamps are affected?

The affected stamps feature the profile of Her Late Majesty the Queen. After 31 July 2023, non-barcoded stamps will be treated as insufficient postage.

After this date, only barcoded stamps (with the Queen's image), non-barcoded Christmas or special collection stamps can be used.

Can I swap out my old stamps?

Royal Mail is operating a 'stamp swap out' scheme for anyone who doesn't think they will be able to use their stamps before the July deadline.

To exchange up to £200 of non-barcoded stamps:

1. Complete a Stamp Swap Out form which can be downloaded from the Royal Mail website or picked up from your local Post Office.

You can also fill in a form on the website to have a hard copy posted out to you or call the Customer Experience Team on 03457 740740.



Example of stamps you **do need** to swap out (image courtesy of Royal Mail)



Example of stamps you **don't need** to swap out (image courtesy of Royal Mail)

2. Send this form back to Royal Mail free of charge, along with your stamps, by writing on the envelope Freepost SWAP OUT. No other address details or postcode are needed.

If you have more than £200 of non-barcoded stamps, there is a separate Bulk Stamp Swap Out form available through the Royal Mail website.

Can I take my old stamps back to the Post Office to change them?

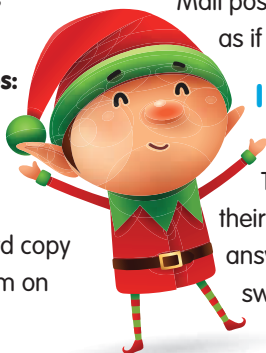
No – you won't be able to swap your stamps at the Post Office. You will need to complete the form mentioned above.

What will happen if a non-barcoded stamp is used after 31 July 2023?

Mail posted after the deadline will be treated the same way as if there is insufficient postage.

I have further questions about the change to stamps.

There is a set of FAQs on the Royal Mail website on their 'Know where your old stamps are?' page including answers to which stamps you will and won't need to swap and how to calculate the value of your stamps if you are using the 'Stamp Swap Out' form.



Housing Officers

Multi-Storey Flats

Housing Manager: Karen Johnson



Karen Johnson



Bola Akintoye



Catherine Mather



Pamela Hutchison



Gemma Lee



Pamela Smith



Yvonne Kinnear



Anne Sheeran

For Rent Enquiries:

Bola Akintoye

Carron Crescent
1292-1330 Springburn Road
Balgrayhill Road
Stobhill Road
Viewpoint Gate, Place & Road

Catherine Mather

Galloway Street
771-783 Springburn Road
Blackthorn Street
Elmvale Street
Horne Street
Memel Street

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

Pamela Hutchison

Lenzie Terrace
Broomknowes Road
Croftbank Street
Edgefauld Road
538-700 Hawthorn Street

For Housing Enquiries:

Gemma Lee/Pamela Smith

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

Yvonne Kinnear

Galloway Street
Lenzie Terrace
Carron Crescent

Emma Coats

771-783 Springburn Road
Blackthorn Street

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

Anne Sheeran

Broomknowes Road
Croftbank Street
Edgefauld Road
538-700 Hawthorn Street

Possilpark

Housing Manager: Sharon Hazlett



Sharon Hazlett



Gail Hamilton



Danielle Quinn



Lesley McLeish



Alison McLean



Lynn Bennett



Daniella Sprott



Terri McChesney

For Rent Enquiries:

Gail Hamilton

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

Danielle Quinn

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

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

Lesley McLeish

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

For Housing Enquiries:

Alison McLean

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

Lynn Bennett

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

Daniella Sprott

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

Terri McChesney

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

Springburn

Housing Manager: Lyanne Leslie



Lyanne Leslie



Linda Forrester



Danielle McErlane



Laura Sharkey



Lauren McPhee



Andy Wilson



Ashleigh McIntyre



Liz McMillan



Susan McAllister



Gordon McFarlane

For Rent Enquiries:

Linda Forrester

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

Danielle McErlane

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

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

Laura Sharkey / Lauren McPhee

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

For Housing Enquiries:

Andy Wilson

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

Ashleigh McIntyre

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

Liz McMillan

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

Susan McAllister/ Gordon McFarlane

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



Festive Holiday Closures

The Association will be closed
on the following dates:

Christmas and New Year Holiday

We will close at **12.30pm** on
Friday 23 December 2022 and re-open at
9am on **Monday 9 January 2023**.

If you have an emergency please call
0141 560 6000 where you will be
diverted to our Concierge team.

For emergency repairs,
please call **0800 595 595**.

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

The "More Services" section also has
handy links to useful information.

Whether it's school holidays, paying your council tax or a
quick link to twitter announcements, all the things you need
are only a tap away. You can download the myglasgow app
from Apple App Store or Google Play.

MYGLASGOW

Keep in touch!

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



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



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



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

You can always get in touch...

Phone – you can call us on **0141 560 6000** on Monday to
Friday from 9am-4.30pm

Email – you can email us via forms on our website
www.nghomes.net or to our general inbox:
info@nghomes.net



How to get in touch with us:

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

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Possilpark office

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Possilpark, Glasgow G22 5AZ

Tel: 0141 336 1300

