

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

Over 1000 people bring in the Chinese New Year with ng homes

The Chinese community across Glasgow brought in 2017 in style as three major events across the city welcomed in the year of the Rooster.

With the help of a range of organisations, ng homes were honoured to work so closely with the community and event organisers to host these unique, colourful and inspiring events. It was our privilege to be so involved alongside our tenants at perhaps the biggest set of events in the Chinese Cultural calendar. We celebrated multiculturalism at a massive City Chambers event, shared red envelopes at our very own Chinese tenant's party and brought older communities together to drink, dance and be merry in a famous Glasgow Chinese restaurant.

FIND OUT MORE INSIDE

Andy Chung, Chair or the Chinese Association, Sadie Docherty, Lord Provost of Glasgow & Mr. Pan Xin Chun, Chinese Consulate General Edinburgh

Glasgow Afghan United celebrates New Year in North Glasgow

ommunity members, speakers and ng homes staff welcomed the Afghan New Year together in an inspiring event at

of Glasgow Afghan United, Liaquet Ali Ameri, Counselor and Charge'd'Affaires of the Embassy of the Islamic Republic of Afghanistan in London, John Wilkes, Chief Executive of the Scottish Refugee Council and Alison Thewliss, MP for Glasgow Central.



CSE

ISSUE 4

Saracen House in March.

The Afghan New Year, also known as Nowruz, brought together key influencers from the Scottish Afghan Community as well as politicians and ng homes representatives.

The night brought together different kinds of music, food and culture from Scotland and Afghanistan and celebrated the strong cultural bonds between the two countries, as well as discuss the issues of family reunification in the UK. Speakers included Abdul Bostani, the chair Nowruz is an ancestral festivity marking the first day of spring and the renewal of nature and is recognised by UNESCO.

Fittingly, the event was the opportunity to renew the strong cultural bonds between Scotland and Afghanistan and celebrate the multi-cultural community we have here in North Glasgow.

Nowruz celebrations get underway



WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VIS WELCOME

Chief Executive's Message

Hello and welcome to the 49th edition of North News – our very own ng group magazine. We're sure you're all familiar with North News by now, but we've made a few changes this month with you folks in mind. After all, that's who we make North News for.

We want this quarterly magazine to be something that you're proud of, you enjoy reading and which informs you of the services, training, projects and opportunities that we're dedicated to providing.

Get in touch and let us know what you think. Did you

enjoy the articles? Were you inspired to take up any of our initiatives? What do you want to see in the mag that wasn't in this edition? We want you to help guide the publication and make sure these pages, and the space that's in them, contain the information and news that ultimately benefits YOU!

We spend a lot of time and effort producing something that we're proud of – and we don't just mean this magazine, we also mean our Association. We want that to be something you're proud of too.



Robert Tamburrini, CEO ng homes

Comments, Compliments & Complaints

We're not perfect, but then again, who is? That doesn't stop us trying to be though! We recognise that from time to time some things can wrong, we're only human after all, but our aim is to rectify things quickly and effectively, and permanently improve our service in the process.

Number of complaints responded to in the period = 94

97% of complaints were responded to within our target timescales



Complaints October - December 2016

For every complaint, we're proud to have a host of compliments and commendations from our tenants across North Glasgow. Here's just some them below.

Offering customer a house Help with relative's transfer application and advice on Homeswapper Speedy response to gas central heating breakdown

Swift action in relation to neighbour complaint

Help with home insurance which customer never knew she was entitled to

Thanks for EPIC 360 service Great job by contractor of back court area which was finished early and workmen all very pleasant

Help with furniture removal, cleaning etc for an ill tenant prior to mini modernisation works

Thanks for food parcel

Help and assistance over the past 5 years

Excellent customer care to customer who was locked out.

> Work carried out on Balgrayhill car park



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

MAKING A COMPLAINT

If you would like to make a complaint you can do so in the following ways: Email: complaints@nghomes.net Telephone: 0141 560 6000 Online: www.nghomes.net Post/Visit: Ned Donaldson House, 50 Reidhouse Street, Springburn, Glasgow G21 4LS

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

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SIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST **MEMORY LANE**

Dougie as young boy



Springburn volunteer fire service - inc. Dougie's grandfather 1905

Down Memory Lane With Dougie Whyte

Dougie Whyte has lived in Springburn for over eighty years and is a resident at one of our sheltered housing complexes.

hat a change there has been in Springburn in the eighty-two years I have lived in the district. Springburn was a highly industrialised district when I was born in 1934. There were three locomotive factories, each employing between five and eight thousand people.

Two of them; St. Rollox and Cowlairs, were eventually nationalised as part of the British Railways. The other North British

Locomotive Company was a private concern and made steam locomotives for export.

It was said of Springburn that you could buy almost anything apart from a car! Cowlairs Cooperative Society had many shops where you could get anything from food and drink, to furniture and clothing, medicines to hairdressers and funeral arrangement. The whole of Springburn Road had shops on either side from Townhead to Bishopbriggs.



The many churches, banks and public houses have almost gone. Schools too have almost disappeared. In fact, nearly every



institution I was involved with has gone. My Primary School (Clydepark), Secondary School (Albert) are no longer there. Almost everything I knew has gone, even my mop of curly hair!

Of the houses I have lived in (only three), two have been demolished to make room for other projects; Bedlay St to make way for Springburn Clearway and Fountainwell Square as part of the transformation of Sighthill. Even the house I am now in was a conversion from a Co-Operative shop.

Springburn has seen many changes over the many years I've been here, and I'm sure it will see many more in the future.

North Glasgow Famous Face: Peter Capaldi

e's travelled across the galaxy as everyone's favourite Doctor, spun a messy political web as the foul-mouthed Malcolm Tucker and even picked up an Oscar for directing a short film (Frank Kafka's it's a Wonderful Life) in 1993, but did you know Peter Capaldi is North Glasgow born and bred? Growing up on Keppochhill Rd, Springburn, the current Doctor Who was the son of an Irish mother and Italian father. His father used to run an ice cream van in the area, selling the gelati he made at a factory nearby, does any one remember it? Ever the creative type, Capaldi studied illustration at the Glasgow School of Art and was once the frontman of a local punk band called The Dreamboys. Now an established writer, director and actor, Capaldi is one of North Glasgow's most famous faces.



North Glasgow Crossword



Crossword key

Across

- 1. The area's Golf Course
- 2. Famous North Glasgow park
- 3. Campus with four schools
- 4. Local hospital
- 5. Famous Scots-Italian actor from Springburn

Down

- 1. Main street in Possilpark
- Famous North Glasgow train company 2
- 3 The area's college
- 4. Local football team
- 5. The other local football team



WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VIS WHAT'S HAPPENIng

Quadruple award starts 2017 off with a bang for ng homes

Since the last edition and the turn of the year ng homes have been delighted to be awarded no fewer than four high profile awards! This is something that's symbolic of the hard work and dedication of staff from across our organisation, and we're proud that we can call each of them a part of ng homes:

ng deliver Gold standard for people across North Glasgow

ng homes have delivered the Gold Standard Investors in People award as well as the IIP Health & Wellbeing award for the third year in a row.

IIP Assessor Alix Malcolm said, "I found a lot of evidence that the organisation is achieving a high level of performance and the passion, enthusiasm and skills of staff is having a positive impact on your communities."

Robert Tamburrini, ng homes Chief Executive, added, "The assessment process was a positive experience. It enabled staff to give their views on how they think we are doing against the Standard and to provide their ideas for improvement."

The Association has been accredited as an IIP organisation since 2002 and has been recognised with the Gold level and the Health & Wellbeing award since 2014, a testament to hard work of all of our staff.

Customer Service Excellence - "Strong culture of Customer Service very apparent in North Glasgow"

The recent Customer Service Excellence (CSE) Review found that "a strong culture of Customer Service is very apparent in North Glasgow". It means we're doing something right, and it's our staff who deserve every credit.

Assessor John Thurgood said he was "very impressed by the professionalism and commitment of all the staff" and highlighted the strong economic partnerships of the Association and ng homes' involvement in the social, economic and physical life of our communities.

ng homes Chairperson John Fury commented, "It was great to hear the Assessor's opinion that we continue to make excellent progress in relation to customer service excellence."



Investors in People Gold and Health & Wellbeing awards, ng homes Chairperson John Fury and staff



Tony Sweeney, Head of Corporate Services at ng homes added, "The Assessor wanted to understand what we do and how we serve and support our customers along the way and we are pleased that he was able to identify excellent examples of successful outcomes."

ng homes realise that by putting service users first in this organisation it benefits everyone in the organisation, and we're delighted to have been recognised.

Local Environmental Quality Awards – ng homes THE outstanding team in Local Environmental Quality

ng homes were also awarded the "Outstanding Team" award at the Local Environmental Excellence awards in March.



And if that wasn't enough...

We've also been recognised by the Police Scotland Youth Volunteers for our support to the Greater Glasgow Youth Volunteers Programme!

During the awards ceremony in Stirling, ng homes were honoured to be one of six organisations being recognised for their pioneering work in helping to protect the environment. ng homes Chairman John

Michael McKenna, Concierge ng2, Margaret Fraser, Regeneration manager, Carol Noble, Director KSB, Jim Berrington, ng homes board member, Graham Smith, Energy Efficiency Officer

Fury said: "Environmental quality is high on the agenda for ng homes and this award recognises the collective effort of staff from ng homes concierge services, ng2 estate operatives, volunteers and focus group members. We feel privileged to be recognised for the work we do, but it's also recognition of the dedication and work of local tenants and residents in the area."

The LEQ's are now in their 12th year and the awards celebrate the Local Environmental Quality success stories from across Scotland. ng homes have a strong environmental strategy in place and we're proud of the ongoing success of our incredible regen and environmental team.

AD NORTH **news**

Police Scotland Youth Volunteers

This is to certify that

NORTH GLASSON HOMES

is being recognised and appreciated for the outstanding support shown to the

GREATER GLASGOW POLICE SCOTLAND YOUTH VOLUNTEERS

PROGRAMME

throughout 2016

Inspector Croig Rankine, PSYV National Coordinate





SIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST WHAT'S HAPPENIng

African Challenge Scotland visit Parliament as MSP raises congratulatory motion

frican Challenge Scotland (ACS) visited the Scottish Parliament in early December after a local MSP raised a parliamentary motion to praise the excellent work of the group.

On 10th December 2016 over twenty people, including members of ACS, young members of ACS and ng representatives, took the trip up to Edinburgh to visit Holyrood.

Bob Doris SNP MSP for Maryhill and Springburn arranged the visit and kindly hosted a discussion session in recognition of the innovative Work Experience Programme African Challenge Scotland created and delivered in partnership with ng homes.

It was down to the Work **Experience Programme's success** that Bob Doris MSP raised a Parliamentary Motion congratulating African Challenge Scotland and ng homes.

Robert Tamburrini, CEO at ng homes said "The visit was very interesting and it was great to have our partnership working and recognised in this way. We are delighted to support African Challenge Scotland with the excellent work that they do in the North Glasgow community. The Work

Experience Programme was a great success and we will be working closely together to create further opportunities for young people in the future."

ACS also produced an outcomes report for the visit. This documented the results from their community consultations and the work experience programme completed by the young people from ACS at ng homes in 2016. The report was then presented to Mr Doris and his fellow MSPs from the Parliament.

The presentation and discussion which followed lasted for almost two hours and provided ACS with the opportunity to discuss the great work that they are doing in the community, in particular looking at community integration. The session also explored actions and practical proposals to address the various recommendations that ACS have put forward to the Scottish Government and Glasgow City Council for the benefit and integration of the young people in North Glasgow.



African Challenge Scotland and ng staff outside Holyrood

The Parliamentary visit was a passionate, enlightening and very positive experience for everyone who took part, and offered the opportunity to showcase the real time impact of integration in our community.

Patrick Medjo, one of those who took part, said: "The work that African Challenge Scotland does in our communities is very interesting and inspiring. I would like to congratulate

African Challenge Scotland and also encourage them to continue bringing forward innovative ideas and creating opportunities for our children and young people".

Ng homes are delighted to work with ACS to help offer opportunities within minority communities and continue our work in community development and integration.

Qugwuanyi Stephen Okwudili, African Challenge Scotland Project Manager said "the visit was informative and inspiring. It was my first time to the Scottish Parliament and I like the idea of African Challenge Scotland helping young people from the underrepresented community."

Ronier Deumeni, African Challenge Scotland said

"ACS is committed to working for the benefit of the young people and families from the Black, Asian and Ethnic Minorities communities in North Glasgow. We will continue to work closely with our partner organisations and local elected members of parliament and Glasgow City Council to help our young people and guide them to be successful and well integrated citizens. We thank Bob Doris MSP for Maryhill and Springburn and our local partner ng homes for their continued support".



African Challenge Scotland present their community consultation and work experience outcomes report



WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VIS WHAT'S HAPPENIng

Glasgow celebrates Chinese New Year at City Chambers

Chinese community's New Year celebration event on the 29th January, bringing together 600 people from across the Chinese community, Glasgow and Glasgow City Council under one roof to toast the year just past and celebrate the opportunities of the future.

The event was attended by the Lord Provost, Ms. Sadie Docherty, and Chinese Consulate General Edinburgh, Mr. Pan Xin Chun, alongside a host of other dignitaries, officials and local people. The festival programme included the famous Dragon & Lion dances, costume parade, Chinese Kung, and the Neilston and District Scottish Pipe Band.

The night was organised by Chinese Cultural and Welfare Society Scotland ('CCWSS') in partnership with ng homes, and CCWSS Chairman Andy Chung said: "The Chinese New Year Festival is a very significant event and it is very important for those far from home to celebrate this festival with our Scottish friends. We would like to thank the Lord Provost for her welcome and kind words and Glasgow City Council, sponsors and partners for making this such a wonderful celebration. We would like to thank ng homes for their continued support in bringing Chinese and Scottish cultures together."

ng homes were delighted to get the opportunity to showcase our passion for integration and multiculturalism. We invited other cultural groups along, such as African Challenge Scotland, Glasgow Afghan United and the Syrian members of the Uniting Nations in Scotland, as we aimed to bring people from all different kinds of nations and backgrounds together to celebrate with our Chinese tenants.



300 attend Chinese New Year 'Respect the Aged Event'

The Respect the Aged event was part of the wider Chinese New Year celebrations supported by ng homes.

Elderly communities from across Glasgow had so much fun at the Respect the Aged Chinese New Year night that the attendees unanimously vowed to hold it every year!

Over 300 people attended the event in SeeWoo Restaurant on the 23rd of February to celebrate the Chinese New Year. There was an entertaining programme, delicious Chinese food and a range of raffle prizes. The event was hosted by the Confederation of Fujian Association and those invited along included ng homes, Wing Hong Elderly Centre and Alive & Kicking – who provided entertainment in the shape of the "Red Road Young Uns".

One Possilpark tenant even said "I have lived in Possilpark all my life and I've never been to the Seewoo. Today has been absolutely wonderful. We are very grateful to have been invited to this event and join in the celebrations." Deputy CEO of ng homes Ann Marie Devlin echoed how welcoming the community were to everyone; "We were delighted by the warm welcome from the Chinese Community at their Respect the Aged event to celebrate the New year."



Tenants play key role in establishing fair rents

ng homes tenants led the way in the consultation for rent increases by contributing their ideas and thoughts on housing services, regeneration and the community.

The small rent increase of 1.2% compares very well against other landlords and it is down to the contribution of tenants at focus groups.

The increase is about providing better services for your homes and the community, and because of the input of tenants we can ensure we are offering value for money, keeping rents affordable and delivering for the community.

That doesn't mean we are finished consulting just yet. Our door is always open and we're always looking for tenants to get involved in the decision making process. Just get in touch and let us know your views!

Beatson benefits from staff's Festive Fundraiser

The Beatson Cancer Charity benefited from some Christmas cheer as staff from across ng homes raised a brilliant £420 for the charity at the turn of the year – taking the total raised by staff to £775.

Dawn Ferguson, Corporate Partnerships Fundraiser at the Charity visited Saracen House early in February and was delighted to receive the cheque from staff on behalf of the Beatson, thanking everyone for their kindness.

Dawn said "Beatson Cancer Charity is delighted to be a charity partner of the ng Group. I'd like to send my sincere thanks to everyone involved for their commitment."

Tony Sweeney, Head of Corporate Services at ng homes said: "The staff at ng homes and ng2 look forward to the festive fundraiser and we're delighted the money raised is going to such a good cause."

The Association will continue to develop its partnership with the charity and encourage staff to dip into their pockets to raise more money for the Beatson in the future!

Dawn Ferguson, Corporate Partnerships Fundraiser at the Beatson Cancer Charity receiving the ng Group staff fundraising donation from staff members Sharon Hazlett, Housing Manager, Billy Ritchie, Technical Officer and Geri Anderson, Senior Housing Officer.

DATE: 7/2/17

£ 775.00

ng homes/ng2

Beatson

PAY: BEATSON CANCER CHARITY

SEVEN HUNDRED & SEVENTY AVE

Determined to seat cancer

POUNIOS

Getting Ahead with Bridges out of Poverty

Benants from across North Glasgow are taking challenges with poverty into their own hands with the Bridges out of Poverty financial self-assessment programme.

Scottish charity Getting Ahead helps individuals build their resources to achieve a better life for themselves, their families, and their communities. The participants (called investigators) examine their own experience of poverty and learn how to build their resources as part of their move into self-sufficiency as well as exploring the issues in the community that impact poverty.



The programme runs for 2.5 hours twice a week for 9 weeks with

investigators continuing to work together for up to 2 years through monthly 'Staying Ahead' support groups.

Bridges out of Poverty's vision is to create communities where every person can develop their own story and be actively engaged in making it a reality.

For more information about Bridges out of Poverty: Web: www.bridgesoutofpoverty.co

Contact: Lesley Hamil, Community Organiser, Bridges Out of Poverty, Glasgow

Tel: 07376 558630

E-Mail: community.organiser@bridgesoutofpoverty.co

Springburn Residents Nourished by Knowledge at New Cooking Course

pringburn residents indulged in a delicious, healthy cooking course right on their doorstep thanks to Nourished



by Nature. The Cooking workshop focuses on

healthy, affordable and sustainable food. The participants have learned the ways of all things nutrition with a range of dishes and deserts.

Course coordinator, Janice Clyne said, "Sometimes it can be a slow process but

better health starts with small changes and these will be reinforced at every session so hopefully it will make a real difference!" Feedback from participants strongly emphasised how quick and easy the recipes were to make and how simple swaps from their favourite naughty ingredients could really improve the food they were making, and their health.

There's hope the courses will continue to have a positive impact on the health, the waistlines and the wellbeing of the participants.



WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VIS ng EVENTS, PROJECTS & INITIATIVES

GREENUPDATE:

North Glasgow residents meet climate challenge

ng homes continue to work on projects related to climate change through funding from Keep Scotland Beautiful. The focus for this has been on waste and recycling, energy saving, growing spaces and fun and creative community events. We're encouraging all residents to meet the challenge of climate change.

Recycling **Heroes Save** The Day



t might be some kids dream to meet their favourite super hero, but it's not everyday they actually get to become one. With the help of the fearless Bag Girl, and ng homes' Climate Challenge Fund, P1-P7 pupils from across North Glasgow were taught all the secrets to help save planet Earth and fend off the menacing Rubbish Monsters!

ng commitment to tackling climate change rewarded with new funding

ng homes have been awarded more funding for our Climate Challenge campaign from the Scottish Government's Keep Scotland Beautiful initiative.

The massive £137,588 for the next year will help the Association continue the successful green initiatives we've been carrying out in North Glasgow with our partner organisations and local people.

Thanks to the funding, we will be working alongside community members of all ages and cultures on a number of exciting new programmes. We would like to take this opportunity to thank members of the community and pupils from the local schools who have come together to support this work. We would also like say thank you to our partners; Home Energy Scotland, Eco Drama, Bike Station, Glasgow Wood Recycling, Nourish by Nature, Zero Waste Scotland, Re-tek and Govanhill Baths Community Trust.

To celebrate and award those community members who are making a positive change in the community in relation to climate change issues, we hosted a celebration and award

Energy Watchers turn energy savers

right sparks from North Glasgow spent an afternoon in Saracen House learning about how to save energy.

As part of the Energy Watchers event, residents had support from Epic 360, who seek to improve financial skills, Home Energy Scotland and our energy efficiency officer Graham Smith.

There was an informal Q&A on energy issues and impartial support and advice on saving energy and money, with demonstrations participatory certificate.

event at Saracen House on the 30th of March.

The Climate Challenge programme aims to raise awareness of the issues around climate change, aiming to change attitudes and behaviours in order to reduce carbon emissions.

So far the project has included activities around energy saving, recycling and upcycling, growing spaces and school and community events.

We will be continuing our work in furniture recycling, and we are happy to accept donations of good furniture and furnishings which we will then redistribute to people within the community.

There will also be the opportunity for local people to undertake informal and formal learning opportunities around areas such as energy, recycling and upcycling and growing spaces.

If you would like to get involved or would like to find out more then please contact Margaret Fraser on 0141-630-4288 or mfraser@nghomes. net.



on how to incorporate this advice into the home.

The day ended with a hot buffet, a raffle and

A total of 228 pupils from Saracen, St. Teresa's, Chrinsyde and Elmvale primaries, took part in workshops held by recycling superheroes Eco Drama and supported by ng homes' Climate Challenge Fund. Their fantastic initiative Recycling Heroes is an interactive and creative learning experience designed around the three principles of reduce, reuse and recycle.

These creative workshops help kids to understand the true value of being ecoconscious and how they personally can make a difference. Whether that's simply taking a reusable carrier bag to the shop or recycling their plastic bottles, every kid gets their chance to be a sustainable superhero.

everyone involved being congratulated with a

Energy problems? Call Graham... on't stress if you've got energy problems, call our Energy Efficiency Officer Graham Smith In the last North News we gave the example of a Springburn tenant who received an instead. electric bill of over £8,000, and who, after support from Graham, was advised of the mistake and Since then a number of tenants have contacted Graham and he has been able to provide them told the account was actually in credit! with valuable support and give them energy savings tips for the future. Do you have energy problems of your own? Then get in touch with Graham at gsmith@nghomes. net or contact him on 0141-560-6000.



SIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST ng EVENTS, PROJECTS & INITIATIVES

Is Money Keeping You Up At Night? Let EPIC 360 help

orries about our income can affect us all from time to time, but if money is a constant source of worry or stress, perhaps it's time to give your finances a spring clean. We know it can be difficult to think and talk about money, but we're here to help.

The links between money and stress have been well researched and documented.

At Epic 360 we're aware of how money worries can affect the people that we support with their finances. Since we started offering appointments in August 2015, over 200 clients have said that they felt less stressed and anxious and over 100 acknowledged feeling happier.

Financial Capability Officers work in all areas across Glasgow and they provide 6 free, confidential and non-judgemental appointments in a range of venues including housing offices, libraries, cafes and community centres. During the one to one conversations, the FCO will help you to look at;

- Budgeting Being aware of what money is coming in and how much there is versus how much is going out on a monthly basis.
- **Spending** Tracking your spending.
- **Reducing Waste** Spending more efficiently.
- Changing Income –If you know you'll be receiving less money, we can help you to look at where to make cuts or changes, or perhaps you'll be receiving a bit more, and would like to think about saving.
- Financial Products Thinking about opening a bank or credit union account can sometimes be daunting – we can help!

If you would like a free and confidential appointment with an Epic 360 advisor, you can call us on 0141 630 4324 or make a referral online by going to **www.epic360.co.uk/contact-us/referrals**/. On making a referral an advisor will contact you within a week to make an appointment at a date, time and venue that suits you.





Call EPIC 360 on **0141 630 4325** or **0141 630 4324** to find out more or email us at **info@epic360.co.uk** or visit our website at **www.epic360.co.uk**

When it comes to money GEMAP can help TRANSFORM YOUR LIFE

e know money can often be a source of worry and stress.

We often spend too much of it on paying inflated bills, or we just don't know where it goes.

That's where GEMAP come in as an advice agency. We want to help people get access to money, particularly benefits or tax credits, that YOU are entitled to. Indeed last year we generated for ng homes tenants an incredible £3,170,728.07 in benefit payments!

So if you think you might be entitled to a benefit or you're not sure, then ask your ng Housing officer to get an



appointment with a GEMAP advisor and we will take a look. We can also help you make the most of it!

Last year we rescheduled £726, 821 of debt for ng homes Tenants through reducing payments, renegotiating with creditors, getting interest reduced or frozen.

So don't worry about your money come along and see a GEMAP advisor and start transforming your money TODAY!

Scotcash celebrate 10 years of affordable credit

Scotcash turned 10 as clients, journalists and local councillors got together to celebrate the impact affordable credit can have on people's lives.

The event was held at Glasgow City Chambers on January 25th, was hosted by broadcast journalist Sally McNair and was attended by a host of dignitaries. Cabinet Secretary MSP Angela Constance also made a keynote speech and there was a retrospective of Scotcash's first ten years before inspiring customer videos showed the positive impact of



you speech and presented certificates of appreciation to two of Scotcash's longest serving staff members. A special birthday cake was also kindly donated by the catering students of City of

Gemap... more than advice

Engaging with people and communities. Inspiring people. Changing lives.

At Gemap, we don't see clients - we see people.

Working alongside...

NHS	GHA	DWP
Glasgow Life	North East Carers	North Glasgow Homes
Barnardos	Provanhall	
222 223 222 22	Housing	Quarriers
Kelvin College	Association	
Labor & Duralisation		GE Womens Aid
Jobs & Business	Deepend GP's	
Glasgow		Rape Crisis

affordable credit.

CEO Sharon MacPherson commented: "When the doors of Scotcash's High Street branch opened on 29th January 2007 it would have been difficult to predict how big an impact the service would have on the citizens of Glasgow. 10 years later, Scotcash has outreaches all across Glasgow and has saved customers over £5million in interest charges."

Scotcash Chair Morag Johnston delivered a thank Glasgow College.

Contact the Scotcash office in ng homes Ned Donaldson House at any of the details below to see how they can help with your finances.

Scotcash Ned Donaldson House 50 Reidhouse Street Springburn Glasgow G21 4LS 0141 276 0525 info@scotcash.glasgow.gov.uk



Regeneration update

ng homes is at the heart of the North Glasgow community, and we're proud to be more than just a housing association. We recognise that we're an 'anchor organisation' who has a responsibility to our tenants beyond just their homes. ng homes has been here for 40 years, the chances are we'll be here for another 40.

We're a constant here – so it's up to us have the best possible impact in North Glasgow. Our regeneration programmes are split across three different categories – physical, economic and social. Here's an update of the different regeneration programmes we're running across North Glasgow.

Economic

Employment Initiative (Community Jobs Scotland)

ng homes continue to work with Community Jobs Scotland to provide lasting employment opportunities for people across North Glasgow. The initiative has seen people work with our subsidiary ng2.

Pitstops



The Pitstops project continues to inspire and motivate young people in North Glasgow and improve important social, economic and employability skills.

Interested in getting involved?

Social

Welcome to the Community Event

This is a space for new and existing tenants to meet with others in their community and gather information from a range of local services.

Food and furniture distribution service

Through this programme we accept donations of food, furniture and furnishings for redistribution within the local community. Contact Taylor Kelly if you have a donation, tkelly@nghomes.net..



Children from Chirnsyde Primary make their Climate Challenge Pledge

Activate programme

This community development programme is run in conjunction with the University of Glasgow and recently saw 14 students receive their awards at a University of Glasgow awards ceremony. Ongoing for anyone over the age of 16 and there's no upper age limit.

Build, Bridge, Bond

This Scottish Government funded programme exists to help strengthen community connections across age groups and cultures. It continues to be a great success and have a positive impact on the community.



Children enjoy the Recycling heroes workshop

Keep Scotland Beautiful, Climate Challenge Fund

Activities over the quarter have included Home Energy Check visits, community events, recycling workshops and management and co-ordination of the food and furniture distribution centre.

Cultural Partnerships

We continue to work in partnership with African Challenge Scotland (ACS), Confederation of Chinese Association, Confederation of Fujian Association, African Challenge Scotland and Afghan United as part of our ongoing dedication to forging strong cultural partnerships.

ESOL Classes

ESOL classes are now being delivered in partnership with Kelvin College held at Possilpark Parish church.

Link Up

In Possilpark a local Link Up Programme coordinator (LUC) has been employed through ng2 to work with local residents to facilitate opportunities for people to come together. Below provides examples of some of the work being undertaken:

Chancers

The group received £175 funding through the spirit of Possilpark and Ruchill 5,4,3,2,1 event which will go towards a book containing stories from local residents.

Our extensive regeneration projects are all about improving and enhancing the community. We physically want to make North Glasgow a better place to stay, we want the area to economically benefit everyone in it and we want people to be socially involved. If you're interested in any of the initiatives here, or indeed throughout the magazine, then just contact:

Margaret Fraser, ng homes Regeneration Manager, mfraser@nghomes.net, 0141-560-6005

Thriving Places

Thriving Places aims to support citizens and services in Ruchill and Possilpark to make the changes to the area that they want to see, helping to build relationships and enhance community spirit in the process.

Inner Circle

This is a men's group that operates from Possilpark Community Centre. They have a carpet bowls team who took part in a friendly tournament and who have expressed an interest in continuing this.

Little Rascals

The group has experienced their largest number of attendances this quarter with several new members joining and participating regularly.



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Community Networking Breakfast proving great success

ocal people, businesses and organisations are feeling the benefit of a Community Networking Breakfast designed to bring key community influencers together. The CNB now attracts 60/70 people from a variety of organisations each month, as the busy programme and growing reputation of the programme has resulted in a vibrant, productive atmosphere.

Those attending the event include local residents and community organisations, representatives from schools, health professionals, members of the Scottish Government and public organisations such as Police Scotland and the Scottish Fire and Rescue Service. Feedback from those in the event has been excellent with most people commenting on the unique networking opportunities the breakfast brings.

Jennifer Boyle of Glasgow Life found the breakfast "very useful" adding that "it's great for making local and valuable contacts, especially for new people working in the area."

Kate Robertson from the Children's Inclusion Partnership said, "It's great if you are wanting to network for a specific purpose, but also helpful to navigate through local agencies as that can sometimes be difficult".

One of the most popular parts of the CNB programme is "Speakers Corner" where people have the opportunity to speak to the group about their work and share information, ideas and resources.

Participants at Speakers Corner have a fixed time range of 5 minutes to promote their work. Speakers have ranged from Row for Shore & Glasgow Kelvin College to Epic 360 and the Scottish Government's Building Safer Communities initiative.

Digital marketing exec for Possobilities Michael Park said, "I love Speakers Corner and the speakers are excellent in pinpointing projects and contacts".

Lifelink's Greta Patterson spoke at Speaker's Corner and introduced the range of services the mental health service provides.

Greta said: "I find the networking breakfasts very useful and I have connected with a number of organisations including ng homes, Independent Age and Maryhill Integration Network. I really like the format and the atmosphere". Interested in coming along? The Community Networking Breakfast is held monthly, find the details below:

Margaret Fraser, Regeneration Manager Mfraser@nghomes.net 0141 630 4288



The Community Networking Breakfast sparks debate and conversation



Activate-ing positive change at Glasgow Uni

Completing the Activate community development programme at a prestigious Glasgow University ceremony.

The Activate programme takes place over a period of 10 weeks for 3 hours per week at local community venues and is supported by ng homes. The course is delivered by tutors from Glasgow University and tackles local/global issues and community development, seeking to strengthen local networks in the process.

Trevor Gale, Head of Glasgow's University's School of Education presented the awards and commended the achievements of the students. "There are many ways to change the world, Activate is one of them. This is a very important element within the University and we are pleased with the growth of this programme and the way it reaches out into communities. It is extremely powerful".

Participants included ng homes staff and board members, community volunteers and graduates from the Pitstops programme. The Activate programme is very useful as a 'stand alone' course and is also a progression route into further and higher education with Glasgow Kelvin College and Glasgow University. Helen Martin, Senior Lecturer at the University of Glasgow said: "Activate allows people to progress into other areas of voluntary experience, further education or work. More than 1,000 people have been through the programme so far since it began 11 years ago!"

Munir Activates success

Munir, his wife and his four children fled to Scotland from Syria over four years ago. He was a qualified lawyer in his home country and was also active in supporting members of his community, carrying out a range of humanitarian work. He wanted to continue helping the community in Scotland.

Munir became the chair of Uniting Nations, and first became involved with ng homes through the Inner Circle Men's group in Possilpark.

Members worked together on a series of stories which were eventually published in 'Welcome to your Home', a collection of short stories from Posilpark tenants across all cultures, including Scotland.

Last vear Munir was

Graduates at Glasgow University celebrate completing the course



Activate is open to anyone over 16 years of age and there is no upper age limit, with 100% of participants recommending the course.

Recruitment is underway for a further two Activate programmes to take place in the local community from March 2017. These are in partnership with Glasgow University and Scottish Government initiative Building Safer communities. one of 14 people who successfully undertook the Activate course with ng homes and Glasgow University and has recommended the course to his wife and teenage son.

Munir celebrates graduating from the Activate course WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE

Pitstops Graduates Cross Finish Line

Pitstops cohort 2, group and coach at venue





Participants on our Pitstops initiative shifted into top gear in early December to take the top prize and graduate as Pitstops champions.

A total of twenty four attendees completed the eight week employability and personal development course as this inspiring group of students steered themselves to personal success.

Funded by the Big Lottery, the employability program helps attendees improve their personal and social skills alongside their physical fitness, pushing them to be more confident, determined, ambitious and physically fitter than they've ever been before.

Graduates emerge with qualifications they can take forward, including the SQA Employability Award and the Community Achievement Award delivered by Glasgow Kelvin College.

Delivered by ng homes staff and the School of Hard Knocks, who use rugby as a creative engagement tool, the course offers unique progression routes into volunteering, further

// I've seen quite a lot of changes

in myself. I can get quite angry at times but with the help of the staff I've started to get a grip of that. My physical health is really good, my mental health is a lot better than what it has been and my self-confidence is quite good as well, and my self-belief, that's way up from before I started the course. It made a big difference to me as well in the crime side of things and it's kept me focused not wanting to do those things and mix with the wrong people. education, employment and a healthier lifestyle.

ng staff praised the dedication and reaction from the graduates, who shared some of their development stories with us. You can read them below.

It may be the final stop for the Pitstoppers on this course – but they're already revving their engines and getting ready to take off again. With some moving into the Activate course, others moving into volunteer work, as well as some moving into employment, these men aren't putting the brakes on any time soon!

We're currently recruiting for the next Pitstops course – this time aimed at females - which begins 12th of June. Recruitment starts in May but we're taking names now, so if you're 18+, unemployed and not in education, give us a call. Find us at 0141-630-4254 or mycommunity@nghomes.net.

C'mon, jump in! You never know where your life might take you when you get behind the wheel yourself!

Pitstops is the best run course I've ever came across. Done a few of them over the years and felt that it's just about getting people through the door. I wanted to do something different and the experiences that I've taken from Pitstops have been unbelievable. Met new people, got to do new things, different things, got to go with the army and stuff like that. Group at British army recruitment centre in Glencourse, Edinburgh I enjoyed playing rugby and being part of the team. Rugby's a good part of the programme because it teaches you more about your skills, it teaches you more about bonding with

Part of the team. Rugby's a good part of the programme because it teaches you more about your skills, it teaches you more about bonding with other people. I'm feeling physically well because I'm going to the gym and I'm out on my bike with my pals, who I made at Pitstops. And while I was there things were going my way and I got more involved in the community, The staff were brilliant, they're always happy to see me, cos I was always happy to turn up, it gave me a routine.



We're only as strong as our relationships

aving strong, positive & mutually beneficial relationships isn't just a by product of the work we do here at ng homes, it's built into our DNA. We understand that we're only as good as the value of our relationships - that's with residents, local businesses, schools, services and organisations. That's why we work so hard every day to forge bonds across the community and beyond that benefit everyone in the community.

As ng homes Chairperson John Fury explains; "We are an anchor organisation at the heart of the community and there is no other organisation better placed to further our aims."

As an organisation we put an emphasis on remembering that the majority of our community are our tenants. They are the ones who use our services, live in our homes and make our community. We want to maintain a strong, open relationship with all of our tenants to deliver the best possible services, improve those services and spread a little more joy around the community.

We also aim to install key decision makers from across the community, ensuring that everyone is represented at the highest level in decisions about their home. We build relationships with local people as those are the people any decisions affect. As John Fury explains, our board are the perfect example of that.

"Over the years we have worked to build relationships with a spread of people who reflect, and have an influence on, our community e.g. we have on our boards – a

senior local councillor, local Head teacher, senior college lecturer, university lecturer, a D.W.P senior employee and so on. The majority of the board are local people and they bring a lifetime's experience and local knowledge to the table."

It's not just people either. For over 30 years we've been building up relationships with groups and organisations across North Glasgow - from Glasgow City Council to welfare and money advice



- and it's this network that helps us understand North Glasgow so well.

Even on the regeneration side, our subsidiary ng2 have a vast portfolio of partners and stakeholders, which allow us to supply many services more efficiently at a lower cost, resulting in the pressure being taken off rents.

By valuing these relationships we can build a better North Glasgow for everyone and ensure a lasting, long-term impact across the area.

ng homes and Keppoch Campus working together

ocal schools have been working closely with ng homes to build a strong working partnership which benefits pupils, parents and staff and produces Da variety of projects and activities.

Keppoch Campus is a shared campus consisting of Saracen Primary, St. Teresa's, Keppoch Nursery and Broomlea School.

ng homes and the staff at Keppoch firmly believe that school, community and housing are intrinsically linked and that there are great benefits to be gained by working together.

Activities have a strong fit with the Curriculum for Excellence and provide pupils the opportunity to participate and learn about real life situations. Some of our biggest successes include;

 Judy Murray on the road tennis workshop

For the past three years ng homes has also delivered a Summer School programme for children during the school holiday period, much to the delight of the kids.

Eveleyn Gibson, Head Teacher of Saracen Primary, commented on the partnership:

"Over recent years schools have come to realise that forging partnerships, especially within the community, reap huge educational benefits.



- Art projects with parents and children looking at issues around sectarianism, supported by artist George Smith and celebrated at a City Chambers event.
- A number of environmental • activities.
- We also carried out some intergenerational work through 'One Planet Picnic' where older members of the community cooked and had lunch with pupils from two of the schools.
- After school activities including a variety of sports and physical exercise programmes.

Our relationship with ng homes has been longstanding and our joint projects, varied. From community litter picks to entertaining the senior citizens of Possilpark, from addressing sectarian issues through art, to introducing children to sports never experienced before, I believe that ng homes has become synonymous with our school." Keppoch Campus has also been the focal point for many large community cultural celebrations such as multicultural events, Chinese New Year and the International Cook and Go events.



Participants on Judy Murray's 'On the Road' workshop get into the swing



WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WOR **ng EVENTS, PROJECTS & INITIATIVES**

ng2 Springtime update

Winter programme comes to a close, Summer programme Springs into action

Spring might be in full swing, but ng2 have hardly stopped for a breath since the last edition, with their first ever winter landscaping programme proving hugely successful, continuing to grow our subsidiary group and have a real impact around North Glasgow. The Winter programme ran from October to March and included leaf collection, litter picking, bulk uplift, gritting, and on top of all that, a hedge reduction programme for back divider hedges. Some of these hedges hadn't been done in a while, and this programme covered approx. 70 hedges, some of which were a massive 40 feet plus! Our Summer programme has already sprung into full affect as we continue to perform landscaping tasks more suited for the warmer months. ng2 are committed to maintaining and improving the properties and lands that are covered by ng homes, in a way that offers value for money and opportunity to local people.

Environmental hit squad on hand

From decluttering to deweeding, ng2's environmental hit squad are out on the ground making sure the area's clean and safe. We ran a successful deweeding programme on homes which were identified by housing officers in the Springburn area. That incorporates gardening and a bit of landscaping to get it done, and it's something that just adds to the visual quality of the area.

The environmental hit squad continue to clear out void properties too. That's clearing out those houses and flats which tenants have left. It's about removing and disposing of the materials properly, so the next tenants can move in! David McIntyre, ng2 supervisor, said: "ng2 are continuing to turn around void properties for the association and make a real impact on the Springburn, Possilpark and South Balornock areas."

The environmental hit squad also manage a jetwash scheme, where they clear backcourts, bin sets and front doors mainly in tenement closes. The hit squad will continue to work in areas and homes throughout North Glasgow, seeking to improve the quality of life for our tenants and the aesthetic quality of the area.

What we do...

ng2's responsibilities are many, and at all times, our team of qualified tradesmen, apprentices and local people need to be flexible in the tasks and roles which they're presented with. ng2's responsibilities largely cover maintenance, but that doesn't mean we don't tackle bigger tasks too. Here's just some of the things we help to cover:

Why we do it...

- Regeneration
- Clearing/turning around voids
 - Close cleaning
 - Window cleaning
- Painting programme
- Jetwash & landscaping
- Litter picking & bulk uplift









ng2 was started as a subsidiary group of ng homes to both keep costs of maintenance low and help control rents/investment in other areas, but also to provide opportunities to local people.

•

Being a subsidiary means we do not need to contract maintenance, upkeep or small construction work out to other parties, allowing all the money to remain within our organisation and be better spent on improving, building and regenerating the area. The bigger we get, the more responsibilities there is, and that means the more young people who become apprentices and the more older people who get work that's benefiting their community. It's a win win for everyone involved.

The founding concept of the group is to provide all this work for the people of North Glasgow as cost effectively and cost efficiently as possible. It's about utilising the local talent to help build the community and improve local people's lives. And we're just getting started!







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mto action!

The sky's blue, the Sun's coming out, and half of the neighbourhood's got hayfever – Spring has definitely Sprung. It's one of our favourite times of the year here at ng homes, as we have a good old spring clean and look forward to the Sunny(ish!) months ahead. Here's our top tips to have a smashin' Spring and make the most of the season.

Seven Spring Cleaning Tips to Kickstart the Season

Make a realistic plan

When we say realistic, we mean realistic. You're not taking on the world here. How much do you want to do and how much do you have time for? You'll only be put off by giving yourself too big a task.

Get all the right tools

From mops, to brushes, to the latest high-tech kitchen spray, make sure you've got all the stuff before you start. No use going to clean the lavvy to realise you forgot to pick up marigolds. This is where lists come in handy!

De-clutter

It's all well and good stuffing things in cupboards, but you've got to declutter to make any real improvement in your home. Don't get frustrated, just dig right in. There's nothing more satisfying that finally putting everything back in its place.

Work smarter not harder

Don't give yourself more work, there's plenty of that to go around. Be strategic and tackle things intelligently. There's nothing worse than cleaning a room to realise you need to place a load of old dusty furniture in it while you clean the next. Be smart.

Recycle

If you haven't seen it since you finally decided to start tidying up the loft, then chances are you're never going to need it again. Be ruthless, but don't just throw things out. Get in touch with us, we run a furniture and furnishings uplift service. So pass it on to someone else.

Don't forget outside

It's all too easy to forget how important the outside is when it comes to cleaning. Tidy the landing garden, make it look inviting, pat down your doormats and seal up any windows. It'll all pay off come Winter.

Reward yourself when all's said and done

If you manage to complete any amount of Spring cleaning, you've already done good. Go get yourself that new top, a drink, or maybe even nice meal. Reward your hard work, so that next year you know just how worth it a Spring clean can be.

Top 3 Recycling Tips

Maximise space

Got limited space to store and dispose of your recyclables? Then maximise what space you do have. Flatten boxes, stack cans, cut up plastics. The more you do when putting it away the less you'll have to do when putting it out.

Buy recycled goods

Another way to limit our impact on the Earth is to actually purchase recycled goods. Paper, tin and plastic products are all routinely

recycled and put back on the shelf, so keep an eye out and keep the cycle moving.

Know the how's and why's

If you don't know where recycling is picked up, where you need to go to recycle, or even when people come to collect it, you'll find it harder to recycle effectively. Go online, phone your local council or just ask next time the recycling bodies are over to find out when and how your goods will be recycled. Also, it's very important to know what's recyclable.

Veg planting

Interested in taking up a new hobby this Spring? ng homes runs seasonal veg planting workshops across the year. You'll get to meet new friends and take home some of your own vegetables when they finally sprout. Get in touch with Margaret Fraser, ng homes Regeneration Manager, mfraser@nghomes.net, 0141-560-6005.



WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE

Possobilities' Launch New Website with Cook n' Care in Mind

Possobilities have launched a brand new website which includes a new system for internet-savvy users to order their Cook 'n' Care meals online.

Cook 'n' Care coordinator Julia McInally said: "The new website, possobilities.org.uk, will give us a platform to take our services beyond grassroots and expand to new areas. Our customers love receiving their meals and the site will make it much easier to reach more people across North Glasgow."

Possobilities have been offering the Cook 'n' Care service for almost 12 years. The social enterprise has been providing a homemade, hot meal delivery service for vulnerable, elderly and disabled people in their own homes, serving quality meals to the whole of North Glasgow. The service

is open to anyone who



needs it – while some customers have a disability, others use Cook 'n' Care simply because they are getting older or due to temporary illness. This can even remove a lot of the anxiety and stress of caring for a friend or relative at meal times.

Healthy eating means happy living for North Glasgow

With more and more people becoming conscious of the benefits of a healthy diet, the North Glasgow Healthy Living Community (NGHLC), brings people together who are looking to improve their health and wellbeing.

The programme considers easy ways of thinking about healthier food choices and is open to anyone living in the North Glasgow area.

- 'Six week Cookery group programme',
- 'Family Meal and Homework Programme'
- 'Eating and Dancing Around the World'
- 'Eco programme'
- ' On A Budget Programme'







North Glasgow

healthy eating in

North Glasgow

Community supports

Healthy Living



Community Choices Project "Your Voice, Your Choice"



Robert Docherty, ng homes, Richard Porter, ng homes Board, Ronier Deumeni, African Challenge Scotland.



ng homes have been working closely with Space Unlimited – a Glasgow based social enterprise – to help make a real difference in North Glasgow communities.

The project is supported and funded through the Scottish Government's Community Choices Fund. The project involves working closely with thirty-seven enthusiastic, local young people, aged between 10 and 16, from Springburn Academy and a variety of Youth Groups, and puts decision-making in their hands as they dream up projects under specific themes before deciding where funding should be allocated.

The idea is to assist the young people in developing those skills and ideas which they feel can benefit their community. Springburn Academy Head teacher Linda Hamilton said: "This has been a fantastic opportunity for some of our young people to develop something that will positively impact upon the community in which they live."

ng homes board member Richard Porter said "I really enjoyed the event and thought that it empowered young people to think about their local community have a sense of responsibility and belonging."

The young people have fully committed to the project and have so far gained valuable experience and skills in leadership, innovation, problem-solving, planning and budgeting. As part of the process, the young people will showcase their ideas at a participatory budgeting event in late March. At this event, young people from the area will vote on the ideas to determine how much money each idea gets. Following this project, we aim to create a Young Persons' Forum to sustain their interest and involvement beyond this project and continue to give them a voice in their community.

The Family Meal and Programme sessions brings the family together around healthy food and cooking. Parents prepare a range of one-pot, delicious meals designed to please the whole family as children take part in a supervised homework session.

The regular cookery sessions, available to anyone over the age of sixteen, sees both keen and beginner cooks meeting for two hours a week over a six-week period. These courses help people determine good food choices through a range of factors; building practical skills and knowledge week by week; gaining confidence to try new things in a supportive setting; planning weekly menus; shopping to help budget and organise, or getting the family on board with a healthy lifestyle.

If you think our courses are something that you or someone you know might be interested in finding out more about, please do contact NGHLC.

Address: 59 Charles St, Glasgow G21 2PR Phone: 0141 336 7000



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Trip down memory lane for the Chancers

The Scottish Fire and Rescue Service has a history all of its own - as the Chancers Community group found out last month! Walking the cobblestones of the SFRS' Heritage Museum in Greenock, the group got to learn about the fascinating history of the service in Scotland. From old hose pumps and fire hydrants, to getting to wear some old uniforms and witness the change in technology first hand, the Chancers were treated to an afternoon of unique art work and the recanting of some famous stories, not least that of Wallace the inspirational Fire Dog.

A great day out, the SFRS heritage museum can be enjoyed by all ages, and is a unique insight into a part of Scottish life we so often take for granted.

ng homes committed to fire safety

For the last eleven months, ng homes have enlisted the help of a Scottish Fire & Rescue Service Liaison Officer to help fight fire and protect those tenants most as risk from a fire in the home.

Fiona Herriot is different kind of firefighter who's all about protecting the elderly and making sure new tenants are well briefed on the dangers of fires within the first 6-8 weeks of moving in.

She said: "We aim to ensure that those most at risk from fire are adequately protected and receive

To book a FREE HOME FIRE SAFETY VISIT Call 0800 0731 999 Text 'FIRE' to 80800 or visit www.firescotland.gov.uk



advice to prevent a fire occurring in their home. It's about protecting the most vulnerable from fires."

Individual housing officers and concierge's identified those existing residents' who may be of higher risk if a fire breaks out – from individuals living alone, to those with health issues or those living in a property which may be less easy to escape from.

Local firefighters or Community Safety Advocates then carry out home fire safety visits, encouraging good fire safety. Since the scheme was first rolled out in May, the SFRS have carried out fire safety visits to ng tenants across Springburn and the surrounding area.

It's not just the SFRS Liaison Officer either. Sparcs' Cooksafe Programme has been delivered to all 5 Sheltered Housing Units with over 39 residents and 12 staff attending, as well as those who attend the Wednesday Social and the Come Dine With Me evenings at the Tiger's Den. Even more are being planned over the next few months. Additionally, CPR and defibrillator training has also been delivered to all housing and regeneration staff, as well as management and board members.

Information leaflets and advice to tenants in the Multi Storey flats was also distributed before Christmas.

Risk Recognition training has also been delivered to all housing officers, with more training to be delivered to ng2 staff this year as we seek to grab control when it comes to fire safety.

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



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

Keep it clear

Fact.

The materials and fittings within a **multi-storey** are **designed** to **prevent fire** and **smoke spread**.





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

If fire does start

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

For free home fire safety advice CALL 0800 0731 999 or visit our website at www.firescotland.gov.uk





Caroline Allison – ng Community Achievement Volunteer

aroline Allison has been an ng volunteer for the last four years. She's a well-known face amongst ng tenants and regularly goes above and beyond for the community – here she speaks about being a volunteer with ng.

Why did you become a volunteer?

Well, I met a lady called Sarah when she was doing a pop up café in Balgray Hill. I've now been volunteering for about four years and more than anything it gets me out the house and I get to meet great people.

What kind of work do you do?

I do that much, I'm not really sure! There's so many opportunities that I just love trying out new things.

I've worked with Salvation Army, with the food bank, did a thing call 'The Big Breakfast', did 'Cook & Go' with the Schools, and now I'm on the Community Breakfast, but I still go down to the unit, go the 'Song and Shimmy', go to the Tiger's Den, help older residents.

I've also met the Chinese community by helping on Wednesday with breakfasts – it's maybe just some sausages and eggs but it's something!

I've also done the Summer camps by helping the Sports co-ordinator. I'm always busy doing something.

What do you get personally from Volunteering?

I get to know everybody, half the people I've met I wouldn't have met without volunteering. Then they put me up for Activate and the Community Achievement award which I'd never have heard of.

I get awards and it makes it all worth it. I'd never have thought I would've but it's good to see those rewards.

What's your favourite part about volunteering?

I love doing the Song & Shimmy, you're helping a lot of the sheltered housing people out the house, to have a wee song, and have a wee dance. It brings a lot of joy to them. They're always happy when they go. Sheltered housing's on another level because it's a different group from me.

Working with Michael has been good, I've met so many nice people from the Chinese community. I'd never have thought twice about volunteering with the Chinese community, and I thought, I'll come along and see, and now I'm there all the time! I don't think about it I just do it.



Why is volunteering important?

Volunteering is good for the community. Maybe ng doesn't have the time to go out and advertise stuff, so the volunteers come in to make sure people know about what's happening in the community. When volunteers go to meetings, the ordinary people, it makes a massive difference. It brings it back to the ordinary people who're the most important.

What would you say to someone who was thinking of volunteering?

I'd say come, and see what it's all about. I was taken aback by how good it was. It's a great way to come out the house and meet people, and it opens a lot of doors for you. Well it did for me. It's not for everyone, but I think most people would be surprised.

Anything else...

I just feel ng put a lot of effort into it now and it benefits volunteers. They've built a lot of nice offices and a lot of nice houses, and put a lot of money into the community. If someone wants to get out there and volunteer then just take that first step and go.

Congratulations on Community Achievement award level 5

Interested in volunteering? Get in touch. Volunteering is a great way to learn new skills and meet new people, all the while giving something back to the community. If you're anything like Caroline, you'll get on just fine.

 Carolina receiving her

 Carolina receiving h

Contact:

Simon Farrelly sfarrelly@nghomes.net 0141 630 4252 ext. 1435



John Kelly – Concierge MSF Team Leader (Day-in-the-life)

ohn Kelly works across our Multi Storey Flat stock ensuring essential day to day duties are carried out by the concierge team, emergencies are responded to and people within the community feel safe and secure. This is an ordinary day in his life as a Concierge Team Leader.

On a typical day shift I get up around 6:45, jump into a shower, have a shave, get ready for the day ahead, and get a wee 10 minutes taking my dogs out for a walk before I head off to work.

I get in around 7:50 and check my emails to see if there are any emergencies or duties that would take priority. I then organise the men into teams and prioritise our workload for the day and catch up with the previous team leader. We work closely with our Assistant team leaders who will step into the role if required.

Each day the work's different – it's one of the best things about this job. It could be anything from helping an elderly tenant by removing furniture to tracing a water leak in someone's flat. During cold spells or snow showers our team on night shift spend a lot of time gritting pathways and entrances or clearing snow. This can take a lot of time and preparation.

Today we're heading over to Lenzie Terrace. All glass work, wall panels and windows are cleaned, stairwells and corridors are brushed and washed, bannisters brushed down and wiped and any mess or spillages cleaned up. We're here to bring out the best in our properties giving residents the best possible service from ng homes.

As for lunch, that just depends too. I'll always manage to grab something but it just depends on how busy we are. Depending on what's happening, I'll grab something quickly and take a break, or even better, catch up with the guys and see what's happening on all the other sites.

Once we're finished our duties at Lenzie Terrace we will address any other tasks on the agenda. We have a light void clear out and valet to carryout within one of the multi- storey flats. The assistant team leader and two other

concierges will work together on this while I meet with the housing officer and a plumber from City Building to identify the source of a leak affecting another property.

We also work closely with our Customer Service Officers – where a CSO is off the concierge team leaders carry out weekend calls to the sheltered complexes. Sheltered housing can be big part of a normal day with us. By just being seen out and about it helps older residents feel safe and supported no matter what time of day or night.

You get a lot of satisfaction from helping someone out who's relying on your help. The public are generally brilliant. We get a lot of positive feedback every day - not to mention offers of cups of tea and biscuits!

We're also often the first point of contact for emergencies - we deal with flooding, fires, emergencies of just about any type! We help with lift breakdowns, emergency service response and even where housing officers, contractors or the emergency services need to make sure they can access a property.

And when all's said and done at 8pm, I welcome my back-to-back on shift and give him any essential updates or news from the area. It's a 24 hour 365 day a year job, so there's always someone on the job, night or day. Then I get back home and stick my feet up before I wake up tomorrow and start all over again!

Barbara Bradley – Q & A with ng Team Support Officer

Firstly, what is your role at ng homes?

My title is Team Support Officer, but I mainly work with Ann Marie Devlin, our Depute CEO. I provide support to Ann Marie and other Housing Services Staff, by checking her emails everyday and taking follow up action as required, arranging meetings, arranging training etc.

Best memory of your time here?

There's participating in the campaign prior to the stock transfer to GHA – everyone pulled together under the same objective. The Boogie Bus with DJ on board was great too. It brought tenants into the street and was great banter. There's also the tenant's conference, which our tenants really enjoyed.

What's your favourite film?

I really like 'Pay it Forward'. It's an idealistic movie released in 2000. Kevin Spacey is a schoolteacher and he sets his class a task whereby they have to do a good deed for someone, and that person has to pay it forward to someone else and so it goes on. It's a nice idea.

What's your

How long have you been working here?

I have been here since 5 January 2009, just over 8 years. It doesn't seem that long as there have been so many changes, and the time has gone by so fast.

What's it like working for ng?

I enjoy working here, and have done since my first day. I feel part of a big family and we all help each other. I am disabled and my colleagues are very supportive. If I need anything I just need to ask. Ann Marie lets me know that she appreciates my support, helping to keep me motivated.

If you could summarise what you do in three words, which would you use?

- Support
- Organise
- Communicate

What do you do in your spare time?

I like dining out, I shop when I can, and I support Manchester Utd. I watch most of the league games as I like to keep an eye on the opposition. I also read a lot.

favourite meal?

Most kinds of fish dishes, although salmon and seabass are the ones I generally go for.





WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIN **ng STORIES**

Carol's new home making a difference

resident of a second floor flat, Carol Wylie struggled daily getting up and down the stairs after complications with her health.

The flat just wasn't working for Carol, her husband and her wee dog. So we set about trying to make a difference. After assessing what was available we helped move a delighted Carol into a new, more suitable place on Barloch St.

Carol said: "I was delighted when I got the phone call to make me the offer of Barloch St. My health had deteriorated quickly over the last year and the move has really benefited me. I am over the moon with my new house."

The flat had become a real struggle in Carol's everyday life and her lack of mobility meant leaving her home, or even coming back, was an everyday challenge. We were more than happy to help.

We don't just have a responsibility with providing you with a home - we also have a responsibility to making sure it's the right home for you.



My love is like a Hawthorn-y red, red, rose...

esidents at Hawthorn sheltered housing complex raised a toast to Scotland's Bard this January as they celebrated Robert Burns' night on the 25th of January.

A night of singing, dancing and poetry was kicked off with a traditional Burns Supper of Haggis, Neeps & Tatties and washed down with a 'wee dram' as over 30 residents got together to celebrate the life and times of one of Scotland's most well known and well loved ambassadors.

Robert Burns' night is celebrated on the famous poet's birthday, which was way back in 1759, and commemorates Burns unique contribution to Scottish culture. Best known for his poems 'Auld Lang Syne' and 'My love is like a red, red rose', Haggis, Neeps and Tatties are traditionally eaten on Burns' night to celebrate his poem, 'Ode to a Haggis'.

Older tenants get by with a little help from their friends

etting older doesn't necessarily mean losing your independence. Whether you're 45, or 85, keeping that spring in your step and remaining active goes a long way to a happy, lengthy life – but no one ever did it alone. Our friends & neighbours should look out for us and make sure we're OK, and we should do the same.

If you remember last year's Spring edition, we celebrated with Bessie Gallacher as she reached an incredible 102nd birthday. One year on, and one year older, Mrs. Gallacher remains just as independent as ever as she reaches yet another milestone.

Betty Stewart, 66 herself, always helps out Bessie whenever she can. That's not to say she always needs it. granddaughter Angela helps her a lot and she footers about in the garden and keeps it lovely. She gets on with all the people who pass her garden they all stop and pass remarks about how well it is kept."

Having someone you can rely on and who understands your need for independence can be invaluable in the older community. We all get by with a little help from our friends.

Neighbour Betty Stewart and 103 year old Bessie Gallacher





Residents get ready to tuck in to some haggis

"As you know Bessie, Mrs. Gallacher, is now coming up for one hundred and three and she still likes to do her own stuff, except we pay her bills and get her what she needs if she can't manage herself but she is very independent." Betty explains, "I got the shock of my life one day. I went up to see her and she's up a pair of ladders! For her age, she does great."

Betty's lived around the same area for over 40 years and she wants to retain that community spirit and ensure that everyone's well looked after.

"My other neighbour Mrs. May Findlay, she is 85 this year and does great. Her Betty's key advice for older people: "The only thing I would say to all older people is keep your door locked and ask anybody for I.D. when your door goes"



Tenant hero: Mary Lam (also named as Sau Lam)

leader within the Chinese community in North Glasgow, Mary Lam has worked hard to develop friendships between the Chinese and Scottish members of the community.

Mary first got to know us in May 2015 after a friend applied for housing with ng homes, and after hearing about some of the activities taking place, she was more than keen to get involved. A very active lady and skilful dancer, Mary inspired her friends and those within her community to come along to ng events, and very soon the Song & Shimmy and other events had a strong Oriental presence.

She's been a tenant with us since March 2016,

and since becoming a tenant she has got even more involved in the community, volunteering regularly at the Wednesday social event and other cultural events. She has taken part in a variety of activities such as food growing, oriental gym exercise, cookery workshops, preparations for Chinese Mid Autumn Festival and Chinese New Year events.

Mary and her group of friends have worked together with ng homes to provide much needed services to members of the Chinese Community. These have included ESOL and IT classes in partnership with Glasgow Kelvin College.

Mary is also part of a volunteer editorial group who have constructed a newsletter which goes



out throughout Scotland and mainland China. The work of this group was recognised recently by Lord Provost, Sadie Docherty, at a Civic Reception at City Chambers.

We just want to say thanks to Mary for the unbelievable work she's done in bringing our community together. She's made a real difference to North Glasgow and plays a key role in integration, community development and regeneration.

ng Tenant lands dream home

ince Janet Mellon was 14 she's dreamed of one day living in the penthouse flats of the Broadholm Street multistoreys. A few years on, she now calls one of those flats her home.

"I first stepped foot in the multistorey flat on Broadholm Street at the age of 14, and from that day on I've always wanted to stay in that flat.

I settled into my flat instantly feeling both safe and secure, it took me quite a while to get here but I've no intention of leaving, even if I win the lottery!"

We're honoured to have been a part of Janet achieving that dream, and we want to make sure the

property more than lives up to her expectations, not that she doesn't think we do. She commented that "the flat is very well looked after by both tenants and the concierge team" adding that they "do a fantastic job!"

Well Janet, enjoy your new home, and we hope all your other dreams come true in the future!



Inner Circle proving safe haven for men of all ages

he Inner Circle are a male only social group which aims to provide a safe space for men of all ages to share stories and experiences. The group has been running for three years and now meets twice weekly in the Possilpoint Community Centre, participating in a range of activities including pool, walking football, table tennis, dominoes and carpet bowls.

males within the area. The weekly sessions are fun and informal and great for all ages".

Everyone is welcome to come along on a Monday 2pm – 4pm or a Thursday 12pm – 3pm to have a cuppa and meet the group.



Thursdays 12pm - 3pm

Why not drop in to meet new people, try new things, share skills and have some fun

or more information please contact Gillian on 07557369599 or

ghalliday@ng2works.com

Alongside the regular activities, the Inner Circle hosts workshops based around a variety of topics, including anti-sectarianism workshops, cooking workshops, creative writing, gardening and welfare rights. Although group members thoroughly enjoy the range of activities on offer, the most important thing is that the group genuinely enjoys sharing ideas and spending time with each other. Programme Co-Ordinator Gillian Halliday said: "The group provide a much needed peer support for



PUZZLE RESULTS HERE

Across		Dov	Down		
1.	littlehill	1.	saracen		
2.	springburn	2.	cowlairs		
3.	keppoch	3.	kelvin		
4.	stobhill	4.	ashfield		
5.	capaldi	5.	petershill		



WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VIS ng INFORMATION

Janice Ellison

Housing Manager

Lvnn Bennett

102-178 Ashfield Street (evens)

3-39 Balmore Square

Cypress, Kippen, Spruce

104-233 Crowhill Street

313-483 Hawthorn Street

Walnut Crescent, Place,

8-20 Hawthorn

Quadrant

162-326 Broadholm

Street Buckley, Chestnut,

Street

Road

Possilpark Team

Customer **Services Team**

Our Customer Service Officers (CSO's) are based within our customer contact centre at 33 Lenzie Place. The CSO's are the first point of contact for customers calling ng homes. When you contact us you will now be asked to provide your up-to-date contact details, your preferred method of contact and information on who is living in your home. This will allow us to contact our customers in the way that they prefer.

Meet the team



Alan Dick



Kelly Burns



Allan MacKinnon





Stephen Lauder



Amanda Milne 107-119 Allander Street 29-53 Barloch Street (sheltered) 138, 148, 156 Saracen Street 172-294 Saracen Street 106-116 Stonyhurst Street (empty closes) 100 Hawthorn Court and 2-8 Hawthorn Court 4-40 Hawthorn Street



Lesley McConnochie

8, 16, 24 Balmore Road

40, 46, 52 Balmore

numbers only)

Road

143-173 Ashfield Street (odd

Housing Services Team

Karen Kelly Senior Housing Officer

105 Knapdale Street

144 Liddesdale Road

28-30 Bracken Street

24-152 Broadholm Street

11-61 Claddens Quadrant

26-84 Claddens Street

16-34 Coltmuir Street

5-93 Crowhill Street

26-36 Gadloch Street

7 Glenhead Crescent

6-44 Glenhead Street

23-43 Lamb Street

54-160 Glenhead Street

82-209 Haywood Street

139 – 221 Balmore Road

Danielle Quinn

1-27 Balgair Place 1-39 Balgair Gardens 25-41 Balgair Street 1-22 Balglass Gardens 24-41 Balglass Street 47-59 Balmore Road 21-89 Stronend Street 1-15 Sunnylaw Place 198-202 Panmure Street 184-248 Bardowie Street 71–83 Balmore Road 10-63 Mireton Street 8-48 Hayston Crescent 1-43 Hayston Street 1-8 Redmoss Street 772-802 Bilsland Drive





Danielle McErlane

Gordon McFarlane

185-277 Saracen Street 134 Allander Street

4-50 Ardoch Street 100-149 Bardowie

3 Carbeth Street 1-27 Hamiltonhill Crescent 97, 110, 112, 115

Hamiltonhill Road 217 - 231 Stonyhurst Street

Liz McMillan

(newbuild)

(newbuild)

56-251 Killearn Street

98-110 Saracen Street

1-23 Rednock Street

2-18 Barloch Street

3-5 Barloch Street

67-101 Allander Street

67-102 Stonyhurst Street

180, 194, 208, 222, 236 Killearn Street

Street

Springburn Team





Iona Wilson





Broomfield Road Eastburn Road Craigenbay, Gartferry, Hillhouse & Lumloch Drumbottie & Lanrig 2-60 Wallacewell Crescent

91-144 Wallacewell Road

Multi-Storey Flats Team







Geri Anderson Senior Housing Officer



Senior Housing Officer









256-356 & 426-488 5-9 Wallacewell Place



Avonspark Gardens, Place & Street Dykemuir Place &

Anne Sheeran 15 Croftbank 250 Edaefauld Road 177-311 & 371-











Road Young Terrace Road 9-101 Broomknowes

Road

3-33 Carron Place 623, 631, 639, 647, 655, 663, 675 & 685 Hawthorn Street 76 Horne Street 771-783 Springburn Road



Terri McChesney Auchentoshan Terrace Auchinloch, Laverockhall, & Midton Street 721-745 Broomfield Broomfield Crescent & Broomfield Drive Springburn Road 77-163 Petershill Road



Pamela Hutchison Angus, Bagnell, Carleston, Crichton, Gourlay, Hillkirk, Kemp, Valleyfield & Vulcan St Atlas & Cowlairs Road 104-138 Balgrayhill Road Broomfield Place 2-60 Broomfield Road Hillkirk Place Morrin Path & Springburn Way



Gail Hamilton Campsie, Downs, Mansel & St Monance Street Syriam Gardens, Place & Street

McLean 178 & 198 Balgrayhill Road 22 & 42 **Viewpoint Place**

Yvonne Kinnea 1-217 Lenzie Terrace 151-163 Balgrayhill Road



Lyanne Leslie 37-107 Galloway Street 1292-1330 Springburn Road Stobhill Road Viewpoint Gate & Road



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ng homes Regeneration Activities and Events

Weekly Regeneration Activities: April-June 2017

	Activity	Venue	Day and Time	Contact	Other
	Little Rascals (Link Up)	Possilpoint Community Centre	Mondays, Thursdays and Fridays 9.30 a.m. – 11.00 a.m.	Gillian Halliday ghalliday@ng2works.com	New parents welcome
	Metafit Ruchill (Exercise class)	Ruchill Community Centre Bilsland Drive	Mondays 6.30 – 7.30 p.m.	Alistair Mitchell amitchell@nghomes.net	https://www.facebook.com/connecting
10 - Canada	Metafit Possilpark (Exercise class)	Bardowie Street Gospel Hall	Wednesdays 6 6.30 p.m.	Alistair Mitchell amitchell@nghomes.net	https://www.facebook.com/ MetaFitPossil
	Chancers (Link Up	Possilpoint Community Centre	Wednesdays 9.30 – 2.30	Gillian Halliday ghalliday@ng2works.com	All welcome. Variety of activities.
	Inner Circle Mens group (Link Up)	Possilpoint Community Centre	Mondays 2 – 4 p.m Thursdays 12 – 3 p.m.	Gillian Halliday ghalliday@ng2works.com	New members welcome
日本の語言の	Wednesday Social Event	Possilpark Parish Church, Saracen Street	Wednesdays 9.30 – 2 p.m.	Michael Kam mkam@nghomes.net	Breakfast Tai Chi Lunch Variety of activities Full more details contact a member of Regen Dept
	Oriental Gym Exercise	Tron St Mary's Red Road, Barmulloch	Fridays 10 - 12	Michael Kam mkam@nghomes.net	Oriental Gym Exercise Activities
5	Row for Shore (Link Up)	Possilpoint Community Centre	Fridays 9.30 - 11.30	Gillian Halliday ghalliday@ng2works.com	All age groups. New people welcome
1	Friday Night Club	Springburn Leisure Centre	Fridays 4 – 6 p.m.	Robert Docherty	5 – 12 year olds

Monthly Regeneration Activities: April-June 2017

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Activity	Venue	Date and time	Contact	Other
Community Networking Breakfast	Saracen House	Fridays 10 - 12 7 th April 12 th May 9 th June	Simon Farrelly sfarrelly@nghomes.net	Open to all
Come Dine With Me	Tigers Den Speedway	Tuesdays 4 – 6 p.m. 11 th April/25 th April 9 th May/23rdMay 6 th June/20 th June	Joan Shepherd jshepherd@nghomes.net	Booking through Regen Dept.
Neighbours Monthly Meal (Thriving Places)	Bardowie Street Gospel Hall	Tuesdays 6 p.m. 25 th April 23 rd May 27 th June	Alistair Mitchell	www.facebook.com/possilruchillmeals - All ages
Song, Shimmy	Petershill Club	Fridays – 1 – 4 p.m. 28 April 19 may 30 June	Joan Shepherd jshepherd@nghomes.net	Older adults - New people welcome. Contact Regeneration Dept for info.
Activate Sessions Community development course	Local Venues	Daytime and evening classes.	Margaret Fraser mfraser:@nghomes.net	Contact Margaret Fraser for information. mfraser@nghomesnet
Friends of Eastfield Park Event	Eastfield Park Springburn	Wednesday 12 th April 12 – 3 p.m.	Margaret Fraser	Event organised through Friends of Eastfield Park (Helen Carroll, Chair). Supported by ng homes.
Welcome to the Community Event	Saracen House	Thursday 15 th June 12 – 2 p.m.	Margaret Fraser	mfraser@nghomes.net

IORTH **new**

WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISIT INVEST LIVE LEARN WORK VISING INFORMATION

This is YOUR chance to improve our services

g homes are an organisation built around one thing – tenants. We're here to provide homes and services which are built and organised around your specific needs. We are dedicated to improving services and making sure that each and every day we're delivering homes, services and information which improve your lives and help put a smile on all of our tenant's faces. That's why, with the help of partner agency TPAS Scotland, we're looking to re-establish our tenant scrutiny group. This is YOUR chance to improve the services which we offer you guys by scrutinising what's on offer already and discussing our performance.

After scrutinising and investigating, the findings are compiled in a fancy report at the end, and the



recommendations discussed and implemented by our team of passionate housing professionals.

Interested? Then get in touch with Caroline Wilson on Tel: 0141 336 1312, Extension: 1212 or Lynne Cooper Tel: 0141 630 4260, Extension: 1159. Let's keep tenants at the heart of what we do.

Handy Andy on hand for ng tenants

andy Andy isn't just the star of a renovation show; he's also ng homes' real life handyman!

If you are elderly or have a disability, Andy Lyttle is on hand to fix, mend, secure and support. All it takes is a phone call to our main switchboard on 0141 560 6000 and you'll be connected to the right department. The handyman service is primarily for small, odd jobs and fixes that you can't do yourself, it's not the

same as a fully fledged repair. Take a look below to see examples of what Handy Andy can help you out with, and what he can't. Don't worry if it's not on the list, just phone up to find out if Handy Andy can help out around your home!

Mend your fence

Build flat pack furniture

Hang and fit curtain rails

Small, handy person jobs

When you have finished with this newsletter please recycle it

Put up a shelf

 \checkmark

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ng homes looking for apprentice talent...

Trainee - Housing Services x2 Trainee - Information Technology

We are currently looking to recruit 3 Trainees to train and work in sections of the Association. This is a 2 year program which includes on the job experience as well as the opportunity to gain a related qualification. The salary will be a minimum of £4.65 per hour (as per the Glasgow Guarantee Scheme).

If you wish to apply for any of these positions then please go to http://www.glasgow.mappit. org.uk, register and fill out an application form.

The closing date for receipt of applications is Friday 5 May 2017.

"We Value Your Feedback"

where the possible service. We're more than just a housing provider, and we hope that the unbelievable hard work, dedication and creativity of our staff is recognised across North Glasgow. That doesn't mean we do it all ourselves – it's the input of you guys which shapes and defines the projects we develop, the initiatives we run and the homes we manage. We value your feedback more than anything else. It's the key driving force behind ng homes, whether it's commenting to a housing officer about something you enjoyed, raising a complaint because something's not right or letting us know what you think of our work in general, trust us when we say it has an impact. Get in touch, and let us know exactly what you think of the kind of job we're doing.

How to get in touch with us:email:info@nghomes.netweb:www.nghomes.netmedia centre:http://mediacentre.nghomes.nettwitter:@ng_homesfacebook:ngsportslegacy

springburn office

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

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