



north news

One Vision: A community where people can flourish and prosper

Inspiring the next generation



ng homes staff visited local secondary schools earlier this year to promote ng homes and housing as a career as part of Developing the Young Workforce careers days.

Read more on page 15.



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Celebrating diversity and creativity in North Glasgow
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Welcome from the Chair...

Welcome to the 2023 Summer issue of North News – I am thrilled to be able to share our latest newsletter with you.

In this issue I trust you will find lots of helpful information, from financial and energy advice to community support services in our Finance/Help at hand section. We have included our Landscape and Open Space Maintenance programme for Summer 2023 which I hope you find useful.

We have an exciting issue full of updates from across our communities and the Association. Are you looking to get involved in your local community? Check out the information on ng homes' Board Recruitment on pages 12-13. There's also a section for our younger readers with a writing/drawing competition and some fun puzzles to try on pages 26-27.

We also say good-bye and thank you to a long-serving member of staff in this issue – Margaret Fraser, Deputy Director of Regeneration will be leaving the Association at the end of July 2023. You can read more about this on page 9.

Our staff are working hard to ensure that we continue to provide an excellent level of service to our tenants and other customers during these challenging times. On behalf of the Association's Board I would like to thank all our staff for their continued commitment and hard work through all the challenges that the past three years have put in our path.

As the difficult times continue, I would ask you all to please remember we are here to help. If you have questions or concerns, are worried about finances, energy bills or anything to do with your tenancy, please get in touch by phone on 0141 560 6000 or by email at info@nghomes.net

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

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

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

Enjoy reading this newsletter – and I hope you all have a wonderful summer.

Catherine Rossine
Chairperson, ng homes

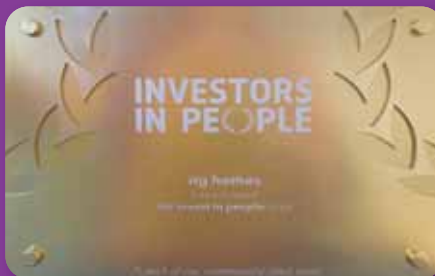


Investors in People/Customer Service Excellence update

The Association had its Investors in People (IIP) re-assessment in May with our Assessor meeting in-person with staff from across the organisation.

The review was very positive, with the Report highlighting that the Association continues to meet the standard at the higher 'Gold' level across all nine indicators ('High Performing') stating "the organisation's values truly are at the heart of everything it does".

This showed the organisation continues to provide a supportive, inclusive working environment. The Assessor remarked "Managers and staff demonstrate an



impressive level of commitment to the work they are doing and feel a strong sense of purpose, understanding that tenants rely on them" and added "This has been a difficult three years, and the progress made, whilst at the same time delivering your core purpose, is noteworthy."

The Gold accreditation is in place until January 2026. It recognises the high level of focus on people development within the business, the great work of all our staff and the support provided by the Association's Board in ensuring that we continue to deliver excellent service to our tenants and residents across North Glasgow.

In addition, the Association's **Customer Service Excellence (CSE)** annual review in December 2022 returned a great result, with positive changes and an increase in the areas of 'Compliance Plus'.

A great result for both assessments!

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Our Performance: Complaints and Compliments

1st October 2022 – 31st March 2023
(Q3 and Q4)

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

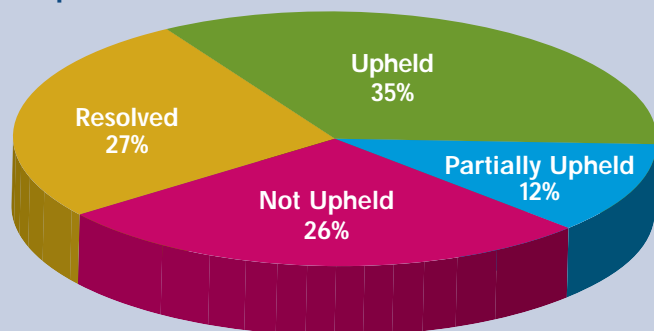
Number of complaints received in the period = **159**

80% of complaints were responded to within our target timescales.

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

Complaints October 2022 to March 2023

Complaint Outcomes



Compliments during the period...

As well as receiving complaints, 14 compliments were recorded in our register for Q3 and Q4. These included the following messages of thanks:

Thanks for helping tenant get a move.

The Housing Officer is great and can't do enough for you.

Thanks for help with insects and trickle vents on property to improve humidity.

Help received was exceptional and tenant is over the moon.

Close cleaner did a great job.

Help and compassion shown to Mum upon a bereavement.

Thanks for getting additional controlled entry handset.

You Said

A tenant was unhappy that a contractor removed the screws from the attic latch when attending to a leak.

We Did

We arranged for the attic to be resecured and the contractors were instructed they should collect a key for the padlock from ng homes when working in the attic.

You Said

An elderly tenant was left without temporary heating when her heating and electricity was faulty as the contractor had not offered her temporary heating while awaiting a part to do the repair.

We Did

We apologised, arranged for temporary heating to be delivered and held discussions with the contractor to ensure temporary heating is offered at all times when a tenant's heating is not working.

You Said

A tenant was unhappy with the standard of works in relation to a heating installation in their house.

We Did

We arranged for the contractor to revisit the work even though the tenant had signed it off at the time and asked the contractor to ensure they always take a photo of the finished work when complete.

You Said

Complaint received from an owner in relation to trees on a neighbouring ng homes property growing too tall, blocking out sunlight and shading the drying area.

We Did

We arranged for a quote to be raised by the tree surgeon to carry out work.

You Said

A tenant was unhappy as she said she had reported by email several times that rubbish was being left out in the close and nothing had been done about it.

We Did

We explained that we had not received any emails about this but we would send a letter to all tenants regarding leaving rubbish in the close.

ng homes commended on hosting the first Community Improvement District in the UK

Remaking Saracen - a name you may be familiar with from previous issues of *North News* - has made history by becoming the trailblazer for the newest route to embrace the improvement district vision.

It is work that is being led from its grassroots, with ng homes becoming the first social landlord to become the anchor organisation of an improvement district, working together with local people and businesses to deliver on the community's aspirations for the area.

It is the first time anywhere in the UK has embraced the Improvement District model - best known for

its Business Improvement District work throughout the country - in order to bring the wider community together to decide its priorities and to take action.

The work being undertaken in Possilpark through the Community Improvement Bid and ng homes' contributions was recognised earlier this year at a parliamentary reception held at Holyrood.

Remaking Saracen has already kickstarted a programme of shopfront improvements, enhanced street cleaning and encouraging people to get behind businesses as part of the Scotland Loves Local campaign.



John Devine (CEO, ng homes) with Phil Prentice (Scotland's Towns Partnerships) and Tom Arthur MSP (Minister for Public Finance, Planning and Community Wealth) at a parliamentary reception.

Action in Glasgow's Possilpark hailed as national inspiration

Chris Story, Senior Associate, Message Matters

Scotland's Improvement Districts (SID) leaders say the community's 'get-go' attitude is a model that others across the country can follow.

The determination of a Glasgow community to transform its fortunes has been hailed as a trailblazing inspiration.

The people of Possilpark, in the north of the city, have created the UK's first Community Improvement District, spearheaded by the group **Remaking Saracen**.

With complaints about decades of under-investment, Remaking Saracen has already kickstarted a programme of shopfront improvements, enhanced street cleaning and encouraging people to get behind businesses as part of the Scotland Loves Local campaign.

This work - and more - is the beginning of what supporters hope will be an ongoing drive to build on community pride and tackle anti-social behaviour while improving the look, feel and fortunes of the area.

It's the first time anywhere in the UK has embraced the Improvement District model - best known for its Business Improvement District work throughout the country - to bring the wider community together to decide its priorities and take action.

The model is one that communities across the country are being urged to embrace to help drive

their recovery from the coronavirus pandemic, the climate emergency and cost of living crisis.

Remaking Saracen's work has been supported by Scotland's Improvement Districts (SIDs), the organisation driving the expansion improvement districts nationally.

SIDs' National Programme Director Phil Prentice said: "The work being led by Remaking Saracen in Possilpark really is an inspiration, pulling the whole community together in order to make a positive difference.

"It's galvanised people in a way that will be a trailblazer for other places across the country, showing how the improvement district model can be completely inclusive and deliver for all.

"We are telling community leaders across Scotland - and further afield - about how this has worked for Possilpark and how it can work for them.

"I expect lots more Community Improvement Districts to be developed, thanks to the lead that's been taken by Remaking Saracen."

Housing provider ng homes made history by becoming the first registered social landlord to be the anchor organisation of an improvement district by getting behind Remaking Saracen.

It has played a key role in drawing businesses and the wider community together.

John Devine, Chief Executive of ng homes, said: "We're delighted at how the improvement district has put the area on the map.

"Our hope is that the improvement district kickstarts Saracen Street and stimulates more investment in the area. Creating a place where people want to stop and shop will lead to more activity from which everyone benefits.

"If other communities can benefit and learn from what we're doing here, that can only be a good thing."

Scotland's Improvement Districts - and the wider Scotland's Towns Partnership family - have supported Remaking Saracen to get it off the ground and to start making its mark, with much of that work taking place despite the Covid-19 pandemic.

For more details about Scotland's improvement districts - and how your community could benefit - go to www.improvementdistricts.scot

Brian Kelly, Eyepad Opticians



Margaret Fraser, ng homes Deputy Director of Regeneration with Divine Tasinda of Three60.



ng homes dedicated to supporting North Glasgow community through Cost-of-Living Crisis



Scottish Government
Riaghaltas na h-Alba
gov.scot



ng homes is working hard to support vulnerable tenants and families in North Glasgow during these difficult times.

Funding has been received from the National Lottery Community Fund and the Scottish Government/Scottish Federation of Housing Association grants to support our community with fuel top-up support, food, warm winter jackets and duvets, furnishing support and small energy-saving cooking equipment.

ng homes staff have been working closely with our community partners to make sure that we get this support to those who are finding times difficult. This support is open to the whole community whether you are on benefits, working, retired, tenants or owners.

ng homes' Housing and Community Regeneration teams have been calling our most vulnerable tenants, checking in and finding out what help they may need. Our committed staff are also working closely with dedicated volunteers and local partners to provide food vouchers from local businesses and organisations.

Lynne Cooper, Director of Housing Services, said: "Our housing and community regeneration teams are working together to support our customers and the North Glasgow community during the cost-of-living crisis. We are urging our tenants and owners to contact us if they wish to discuss, in confidence, the support they require".



ng homes Housing and Regeneration staff at a Friday Night Takeaway event in Saracen House, Possilpark

Margaret Fraser, Deputy Director of Regeneration, said: "ng homes is working with our community partners to ensure this support meets the needs of the wider community. In addition to this, we continue to operate our furniture and furnishings redistribution service funded through National Lottery Community Fund".

If you are a factored owner or a tenant of ng homes, please contact ng homes by emailing info@nghomes.net and include your details and a contact number/email.

ng homes are busy planning Community Information days for the North Glasgow community which will bring together a range of support and advice agencies. Details on future events will be shared online via our website <https://nghomes.net> and our social media channels.

Go Cycle Funding

ng homes is delighted to receive funding from Glasgow City Council's 'Go Cycle Glasgow' Fund to support new cycling projects planned for 2023.

Plans are coming together as part of an Active Travel initiative aiming to increase opportunities for cycling among a wide range of people within the North Glasgow (G21 and G22) communities served by ng homes.

The funding will enable plans to move forward around cycle-friendly events from maintenance drop-in sessions, essential skills and upskilling, community rides and more which are all in the mix throughout 2023.

By providing access to bikes and engagement activities, it is hoped more people will see biking as a viable, safe mode of transport for various activities.

For more information on specific events, please check the ng homes' website and our social media channels regularly.

Details will be made available prior to each event.

GO CYCLE
GLASGOW



About 'Go Cycle Glasgow Fund'

Glasgow City Council's 'Go Cycle Glasgow' Fund, administered by Glasgow Life, is one of several community activities designed to engage citizens with the 2023 UCI Cycling World Championships taking place in the city and across Scotland 3-13 August 2023.

This new fund aims to inspire more local people to take up or return to cycling, making it an activity for life, by supporting community groups across Glasgow to create and develop accessible and sustainable cycling projects.

Priority has been given to groups working with young people, women, people with disabilities, low-income families and ethnic minorities, making it possible for more people, regardless of background or ability, to enjoy the benefits and power of the bike.

Scotland Fashion Week

Celebrating Diversity and Creativity in North Glasgow

Scotland Fashion Week – Unheard Voices – a unique community collaboration of fashion design, music and art - took place the last week of April in Saracen House, Possilpark and across Glasgow.

This exciting and vibrant event brought together 10 new fashion designers from across Scotland for a week-long programme.

Local collective House of Kungi hosted the week which included the showing of a Fashion History short film and an exhibition space with some of the designers. An 'Evening Exhibition Showcase' offered the opportunity to view the exhibitions and interact with the designers and performers.

House of Kungi, established by Divine Tasinda and other local entrepreneurs, aims to provide a strong example of entrepreneurship and bring a spotlight to the incredible talent that is present within North Glasgow.

Under the leadership of Divine Tasinda, founder of Three60 Dance, the House of Kungi have received funds from UnLtd Scotland and, with the support of ng homes, have brought an exciting programme to the north of Glasgow.

Their goal is to support under-represented young people to develop their own businesses and social enterprises by highlighting the creative talent already in place within North Glasgow and to support aspirations for others to pursue their creativity, bringing this to a wider audience.

Catherine Rossine, ng homes Chairperson, attended the opening night and was full of praise for the efforts of organisers and designers. She added "It was wonderful to be able to attend the launch and to see an event like this taking place in North Glasgow. It's clear to see the amount of creative talent on display. It's important that we support their efforts, and we wish them well."

Margaret Fraser, Deputy Director of Regeneration, said "ng homes is delighted to be supporting Scotland Fashion – Unheard Voices. This shows the wide range of creative talent within North Glasgow and recognises the work being done by the community and partners to highlight the area as a force for positive change." ng homes has worked alongside local entrepreneur, Divine Tasinda, for over eight years as one of a collective of three young people who were funded through a partnership with ng homes and Building Futures Fund. She established her own business, Three60 Dance company, which has successfully been delivered to many children in North Glasgow and beyond.



Catherine Rossine, ng homes Chair (left) with Divine Tasinda (third from left) and Lord Provost Councillor Jacqueline McLaren (right of centre) with designers and performers from Scotland Fashion Week.



Dancer Jennifer Cullen at Scotland Fashion Week.



Lord Provost Councillor Jacqueline McLaren with Consolata Ogbonor.

Glasgow Lord Provost, Councillor Jacqueline McLaren, attended the launch event and praised efforts saying "We're delighted to have been able to be here to launch Scotland Fashion Week – Unheard Voices.

"It really shows the talent in the north of the city which we have and which we want to keep. I would also like to extend our sincere thanks and appreciation to the organisers and sponsors for their time and support in getting this fantastic event off the ground."

Thomas McAlister from UnLtd Scotland also praised the efforts of organisers, adding "It's wonderful to see social entrepreneurs like Divine creating solutions to local problems. We think House of Kungi will help showcase local talent and inspire other young people into taking social action. Ideas like this are evidence that enterprising people are at the heart of so much positive change in local communities.

"We hope UnLtd Scotland's tailored package of cash awards and support will help to develop many sustainable businesses that will deliver lasting social impact. Our vision is a future where social entrepreneurs flourish in, and with, their communities, implementing sustainable, locally embedded solutions."

Community Networking Breakfasts help grow community connections

ng homes' monthly Community Networking Breakfasts, held at Saracen House, Possilpark, continue to move from strength to strength. A wide variety of organisations are now coming together to share information and partner together for the benefit of the community.


A real 'buzz' can be felt as people chat away at their tables over breakfast. The event begins with a 'Speakers Corner', where groups have a chance to share what they do. These have ranged from the Wise Group to the Glasgow Baby Food Bank, Dekko Comics, Possibilities and many more.

A highlight each time is the 'marketplace' - a collection of resources and contact details - with organisations and groups sharing the latest information. We are currently in the process of developing a Community Networking Breakfast app which will be a way for participants to stay in touch between events. Please keep an eye on ng homes' website and social media where we will share details on how to access the Community Networking Breakfast app once it's available.

Following the speakers, attendees have a final chance to ask any further questions about presentations or anything that is going on in the community. They then have the chance to mingle, network and make those all-important contacts and partnerships.

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

You are invited to:



ng homes Community Network Breakfast

Friday 23rd Jun, 28th Jul, 25th Aug, 29th Sept and 27th Oct 2023
@ 10 am – 12 noon, Saracen House,
139 Saracen Street, Possilpark G22 5AZ

Come along and meet other projects and organisations in the North of Glasgow.
Use this time to talk to others about what you have going on and how you can link in with others.
Bring information if you want to display at our market place.

For any other info contact: **Paula Mailey** on pmailey@nghomes.net

Special Marketplace Event
Speakers Corner
Meet and Connect



Furniture pop-up event 'springs' to success

As part of our National Lottery funded furniture project, ng homes' Regeneration Team delivered a 'Pop Up' shop in Springburn Parish Church. It was a very busy event with people queuing out the door!

Nearly 200 smaller items of furniture and home furnishings were distributed to members of the local community. The event also welcomed the Glasgow Baby Food Bank who hosted their 'Swap Shop' on site, offering toys, clothes and a range of baby and toddler furniture. ng homes staff were on hand to take referrals for larger items of furniture or help with questions around energy costs.

A delicious barbeque was provided throughout the event by local catering company The Courtyard Pantry and volunteers from the Springburn Church café supported the event with teas, coffees, and homemade cakes.

The Springburn event was a 'sell-out' with all items being snapped up. ng homes are busy planning a similar event to be held in the Possilpark area.

Please keep an eye on the ng homes website or social media channels for the latest update on future pop-up events. If you have any questions, please get in touch with **Paula Mailey (Community Resilience Officer)** at pmailey@nghomes.net



Karen Dunbar's 'School of RAP' highlights the talent of North Glasgow

An unlikely group has been making waves thanks to music and local actor Karen Dunbar.

ng homes first connected with Karen during the pandemic to work with local people who were feeling isolated. Working over Zoom, Karen and the groups created RAP (Rhythm and Poetry) pieces, focussing on how they felt during the pandemic and the importance of social connections.



As pandemic restrictions lifted and community events ramped up once again, the RAP workshops continued in community venues. Last year, two of the groups - Glasgow Baby Food Bank and Possibilities - were able to perform at Springburn Park during the 'Make Something Better' event.

Karen said "Since doing the RAP workshops with the folk I've met through ng homes, my mind's really been opened up to all the creativity and spirit that is in Springburn and Possilpark. So many people with something to say and a unique way of saying it. The stories, the accents and the humour from participants never fail to make me smile, cry and laugh and their generosity in sharing their ideas and memories is very humbling".

Margaret Fraser, Deputy Director of Regeneration, said: "There are many ways of connecting with community members and this is a great example of harnessing the amazing creativity that runs through North Glasgow. We have been delighted to work alongside Karen to support a range of groups to take part in the RAP workshops. We are also delighted that Karen has set up her own Social Enterprise, Beats Therapy, and we know her talent will continue to work its magic in our community".

ng homes' Deputy Director of Regeneration announces her retirement

Margaret Fraser, a well-known face across North Glasgow, will be retiring at the end of July 2023 after more than 11 years with ng homes.

Margaret has played a key role in ng homes being recognised as an "Anchor Organisation" in the north of the city. She has led from the front to achieve the Association's vision of creating a community where people can flourish and prosper.

Well-known throughout the North Glasgow community, Margaret has been a steadfast champion of community partnerships and the value of working together. She has worked tirelessly to embed community spirit and has helped open people's minds to the value and power of working as one towards a common goal. Margaret's reach and impact extends far beyond the 'borders' of ng homes, taken further afield through partnerships and policies and is a difference which will endure for many years to come.

Margaret has created equality and opportunities for all in the community as well as a network of partners at community, local government, and central government level. These invaluable partnerships have been instrumental in developing a community where people can flourish and prosper, particularly in responding to the challenges posed by crises, most notably the Covid-19 pandemic.

Fast forward over 11 years from the time she joined ng homes, Margaret has shared invaluable connections, resources, and knowledge with

colleagues, past and present, making a real difference to the lives of those living in the North Glasgow community.

ng homes' Chairperson Catherine Rossine said: "On behalf of ng homes, I want to thank Margaret for her hard work, determination, and inspiration. She has been a force to be reckoned with for many years and has helped deliver so much for the people of North Glasgow. We are grateful for all her efforts and wish Margaret all the very best for the future."

Margaret said: "When I first joined the association all those years ago, I could not have imagined the incredible journey of being part of ng homes and the wonderful community that is 'North Glasgow'. It has been a privilege to work alongside tenants, community members, local community organisations and staff on some amazing projects. I have had the pleasure of working across all age groups and cultures and to see people working together for positive change is what makes this community so amazing.

There are so many people, staff members and organisations that I could mention that have made a huge impact on myself and the community that it would fill too many pages. So, I would just like to say to all of you 'Thank you for your friendship, kindness, commitment and for welcoming me into your community'. It will be a wrench to leave, and my heart firmly belongs to 'North Glasgow'. I will be looking out for all the even more wonderful things that you do in the future!!"



Remaking Saracen - Margaret Fraser with a member of staff from Possil Pharmacy at the Saracen Street planters

Glasgow Lord Provost Jacqueline McLaren and Margaret Fraser at the district heating project, Springburn



Margaret Fraser (second from left) with Glasgow Chinese Recreation Centre representatives at their community allotment



Margaret Fraser, ng homes Deputy Director of Regeneration with Divine Tasinda of Three60



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



Members of the Glasgow Baby Food Bank celebrate their award win with (left to right) Karen Dunbar, Margaret Fraser, ng homes Deputy Director of Regeneration and John Thorburn, ng homes Chairperson

ng group takes next steps on 'Net Zero' journey

ng group added a 'green' touch to their team over the spring, with a Net Zero Coordinator.

Luke Fogarty joined at the beginning of April through the 'Step Up to Net Zero' fund from Glasgow Chamber of Commerce's 'Glasgow Green Deal'. This followed an externally funded environmental survey of our current ways of working (supplies, practices and processes in place within the Association's offices and buildings).

Luke will be part of the staff team through to mid-summer and will be working on identifying 'easy wins' to help ng homes and the wider ng group achieve their aims and targets set as part of Glasgow City Council's aim to reach 'net zero' by 2030.

Luke has been busy looking at three areas where changes can be made to help reduce the ng group's carbon footprint and support our communities to do the same.



Luke is looking at:

1. **Circular Economy** – reducing the amount of 'single use' methods and materials from recycling furniture and bicycles to reducing one-use items in offices.
2. **Net Zero** – looking at the ng group's carbon footprint and ways it could be reduced.
3. **Waste Management** – looking at ways to maximise reusing items where possible (such as furniture), reducing the impact of waste from void clearance and more.

Luke also worked with staff from across the Association to gather ideas to help implement the 'Net Zero' plan developed as part of the initial environmental survey.

What is Step Up to Net Zero?

Step Up to Net Zero supports Glasgow SMEs in their efforts to reach net zero by funding four-month work placements who will help the business take action towards their net zero and circular goals.

This is delivered by Glasgow Chamber of Commerce in partnership with Glasgow City Council to reach the city's net zero ambitions and provides employability support for Glasgow's workforce. Forty fully funded work placements will take place across Glasgow.

Participating businesses completed an assessment to understand current environmental practices and a bespoke action plan was developed. The programme is linked to the Glasgow Green Deal mission launched during COP26 to demonstrate practical examples of ways the city can meet the challenge of building a sustainable, circular economy while meeting climate targets.

Step up to Net Zero at home: Top 5 Tips

- 1 Visit <https://www.savewatersavemoney.co.uk/> to receive your free water-saving showerhead. This can significantly reduce the amount of water needing to be heated when you shower and could save you up to £50 per year!
- 2 Use the microwave more! Not many people know that the oven is the biggest contributor to electricity bills in the UK. The microwave is by far the most energy efficient way to heat and cook food and uses up to 80% less energy than a conventional oven.
- 3 Check your fridge settings. Your fridge should be at 5°C and freezer -18°C. Anything colder will be costing you considerably more than you need to be paying.
- 4 Fill your fridge three quarters full. This is the best way to ensure the circulation of cold air and make sure hot air doesn't fill the fridge when you open the door.
- 5 Wash your clothes at 30°C. This can still wash your clothes effectively and uses around 40% less energy when compared with a 40°C wash. This could save you around £50 a year!



Meet the Board

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

Catherine Rossine, Chairperson

How and when did you get involved with ng homes?

I joined the Board 27 years ago because I wanted to help improve local housing and the environment. When I joined the Board, Possilpark was a very different community to the Possilpark I grew up in. Happily, ng homes has made great and very successful efforts to regain that community and, hopefully, the improvements will continue.



What has surprised you most about working with ng homes?

How dedicated and hardworking our staff are. This was especially evident during Covid-19 lockdowns when all the staff were working very hard to assist tenants under very difficult and exceptional circumstances. I don't think anyone outside the organisation realises the effort put in by all staff in all areas of the organisation.

What do you find most challenging in your current role?

Keeping up-to-date with ever changing regulations and legislation. Also ensuring Board Members, especially new ones, have all the necessary information, and understand the details, before making decisions.

What is the most rewarding thing about your role?

Welcoming new Board members and seeing them relax and contribute to board meetings.

Favourite event you've attended with ng homes?

For me, the best events are our Board Review days when the Board and Senior Staff get together to plan the year ahead.

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

It would have to be the air source heating and all other works carried out in the multi-storey flats. Hopefully, this is making life better for the tenants.

Gino Satti, Vice-Chairperson

How and when did you get involved with ng homes?

I am a private tenant of a property in the footprint of the Association and was aware that the Association did much more than just provide homes. As a child, I grew up in Springburn and thought I could use these experiences on the Board and the Association and put my name forward 7 years ago.



What has surprised you most about working with ng homes?

At first, how much is involved in coordinating all of the work of a Housing Association and how hard-working and dedicated all of the people involved in ng homes are, working tirelessly for the tenants.

What do you find most challenging in your current role?

I feel quite comfortable with my role on the Board - the challenge is keeping up to date with Housing News and Regulations that impact the day to day running of every Housing Association.

What is the most rewarding thing about your role?

Supporting ng homes to provide housing in my community and make the living environment better, tackling fuel poverty, tackling community issues, long term programmes in support of the community and a number of initiatives that will improve people's lives.

Favourite event you've attended with ng homes?

Cultural events that I have attended over the years, specifically a Chinese New Year event at the Keppoch Centre in Possilpark, when I had my face painted as a Tiger! I then went into town for something to eat and the waiter said "look it is the tiger that has come for tea"(true story!).

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

I have been fortunate to be part of the Board when we signed off on the installation of air source heat pumps throughout a number of our properties. These will go a long way to help to tackle fuel poverty for people in our communities.

Look out for our 'Getting to Know You' survey!

Our very first 'Getting to Know You' survey is coming your way soon. Questions will cover health and wellbeing, household transport, equalities, digital issues, community regeneration and more. Your answers will help us shape our services to better meet your needs. Please look out for the survey and please take part!



Your Community

Interested in joining our Board?

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

JOIN

OUR TEAM

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

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

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

Being a Board member will give you the following:

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



Needs You!

What can I gain from joining the ng homes Board?

This role will provide you with opportunities for personal and professional development. At ng homes, you will learn about the wide range of activities undertaken within a progressive, customer-focused organisation operating within the Scottish housing sector. You will be able to use and develop a wide range of skills, knowledge, and experience.

Why should I join the Board?

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

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

This is a voluntary unpaid position; however, appropriate expenses will be paid in line with the Association's Payments and Benefits Policy.

You would be expected to prepare for, attend and contribute to evening Board meetings, take part in training sessions, and participate in additional Committee meetings. You don't need to have any particular skills - just a positive attitude and an open mind. You will receive a comprehensive induction together with ongoing training and support to assist you in your role.

Who are we looking for to join the Board?

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

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

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

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

Already a shareholder?

All shareholders will be invited to our AGM which will take place this year on Tuesday 12 September 2023.

A nomination form is included in the AGM shareholder pack which will be sent out in August. Completed nomination forms must be returned no later than 23 August 2023.

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

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

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

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

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

Activating Potential – Popular Community Development Course Celebrates Successful Return

Fourteen students are celebrating having successfully completed Activate, a popular and widely recognised community development course, on its return following the Covid-19 pandemic.

Supported by ng homes and delivered by the University of Glasgow, the course gave participants active in their communities an opportunity to reflect on what they do and why they do it in their respective roles.

The popular course, held in Saracen House, Possilpark, celebrated its return last November, having been forced to halt due to the Covid-19 pandemic. Participants came from a wide range of community organisations, including ng homes.

Activate Tutor Gary Harkins said: "It has been a pleasure to deliver the Activate course in North Glasgow.

This group of participants, having come from such a varied background, responded enthusiastically to the course, sharing skills and knowledge. Having completed the course, I am looking forward to seeing them put their new-found skills into practice throughout the local community. They were a great group and it has been a pleasure working with them."

Catherine Rossine, ng homes Chairperson, congratulated the students adding "We were delighted to welcome the Activate course back and to see such a diversity of participants studying with Glasgow University in their local community.



We are looking forward to seeing them receive their awards soon – and to see these participants continue to make a positive difference in the North Glasgow community."

Participants were full of praise for the most recent session, encouraging others to sign up, with feedback including:

"I really enjoyed everything, the tutoring, the interaction and getting to know people and what they do."

"All sessions were very informative and thought-provoking. I particularly enjoyed the sessions on Globalisation and Power and Privilege".

"This course has opened my eyes to how a community needs to work together to achieve their goals."

"I've learned many things but most importantly that community working together for each other is a powerful vehicle."

Activate is a foundation level course in community development run in partnership with local community organisations. Key features include building on the experience of volunteers and activists to develop community capacity and strengthen local networks through raising awareness of different ways to effect community change.

The course encourages and enables participants to think more deeply about the work they are doing and challenge their own views and the views of others.

Topics covered by the course include the values and principles of community development, anti-discriminatory practice, power and participation, local and global links, group work, learning for change, monitoring and evaluation.

The most recent Activate course ended in February; students received their awards at a ceremony at Glasgow University in early June.

Activate is open to anyone over 16 years of age. Participants will learn about community work and local/global issues through discussion and group work. Anyone interested should contact **Paula Mailey (Community Resilience Officer)** on 0141 560 6000 or email pmailey@nghomes.net

Back to School: On the road with ng homes

ng homes went 'back to school' visiting area secondary schools and careers events earlier this year as part of Developing the Young Workforce (DYW) careers days in North Glasgow.

Greg Cann (Project Manager, Regeneration), Alan Nicolson (Housing Assistant) and Lucy Brown (Housing Assistant) attended the Careers Carousels to promote ng homes as an employer and the housing sector as a career option as part of the Association's new Employability Initiative.

The visits were part of an ongoing plan to support local High Schools with employability initiatives in partnership with the DYW (Glasgow City Council's youth employability project).

Filled with lively chatter, the events saw staff speaking about their own backgrounds and the routes they took into housing. They also shared information on the many careers which operate 'behind the scenes' in a housing association during a busy afternoon with pupils asking the team many engaging and insightful questions.

Following the event at St Roch's Secondary School, a representative thanked ng homes for their time saying, "It's been great to have local employers (ng homes) along to show our pupils that the housing sector is a possible career for many in this community. Thank you once again for your ongoing support."



ng homes staff out and about promoting housing as a career.

Cork calling: University College Cork students visit ng homes

Students from University College Cork (UCC) visited ng homes and community partners at Saracen House, Possilpark on Monday 13 March 2023 as part of a study visit to Glasgow.

The visit, the first since 2020, saw students from UCC visit organisations active in social work and community development, gaining first-hand knowledge about community building, community empowerment and the challenges and issues facing community groups such as problems accessing transport, funding, and recruitment.

The students were highly engaged asking insightful questions and were eager to hear from the community partners in attendance – including the Glasgow Baby Food Bank, Men's Shed, Glasgow Girls Club and the Glasgow Chinese Recreation Centre.

A lively discussion took place, with community groups and students speaking about working in the (local) community as well as the

impact these groups have on supporting mental health issues, combating loneliness and more. All present were keen to share the importance of networking and partnership working in supporting capacity building. They also praised the strength of community networks in the area who are able to react quickly to crises (notably the Covid-19 pandemic).



Visitors from University College Cork, representatives from the local community and staff from ng homes during the visit to Saracen House, Possilpark.

ng2 keeping things trim and tidy over the summer months



ng2 have started their summer programme to keep green spaces looking trim and tidy for tenants and customers of the Association.

The schedule for 2023 includes:

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

Garden Maintenance

ng2 launched the 2023 summer maintenance contract on 3 April. There are grass cuts as well as strimming and litter picks planned over the summer. Hedges will be cut twice this year.

Living in Scotland, the weather can be unpredictable. Prolonged periods of heavy rainfall may mean that we are

unable to cut the grass or carry out other maintenance as planned. If the weather co-operates, prolonged sunny periods may mean grass and hedges grow more quickly than anticipated.

Dog Fouling

This can be an issue throughout all our estates. If there are areas where dog fouling is a problem, the grass will not be cut. Notice of this will be passed to ng housing services staff, and they will contact the residents (tenants, owners and shared owners) within the area.

Open Spaces

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

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

Environmental HIT Squad

The HIT squad are out in the estate tidying up back courts and working in void properties in a timely manner to enable these to be let out by ng homes.

Other services are fully back up and running:

Care and Repair Officer – Our handyman service where tenants of the Association can ask for this service for jobs they cannot do about their house.

Window Cleaner – Our window cleaner is continuing to clean all the communal windows in ng homes' 460 closes.

Close Cleaning – Close cleaners are still concentrating on cleaning common touch points in all closes.



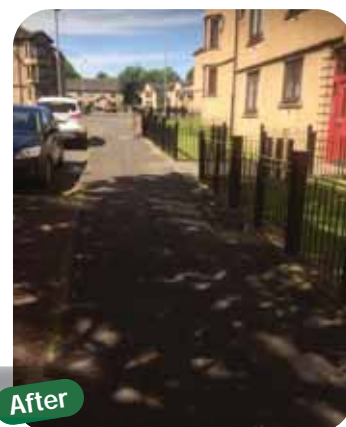
Before



After



Before



After

Before



After



Before



After



Bulk/fly tipping

ng2 staff and ng homes Housing Officers are hard at work to ensure our estates are kept tidy and free of bulky waste.

Multi-Storey Flats Project

ng2 are working closely with our colleagues at ng homes to make sure the fire safety and investment work in ng homes' multi-storey flats runs smoothly. ng2 are helping to move tenants to temporary accommodation before and after the completion of investment work, changing locks, and cleaning the temporary accommodation flats.

Cross-departmental working

ng2 are supporting staff at ng homes with several projects, from the multi-storey flat investment work to supporting the recycled furniture project.

Teams are also working closely supporting ng homes' Community Regeneration efforts (through Scotland Loves Local funding). This has allowed ng homes to lend a hand supporting local community work which is taking place through the Community Improvement District (Remaking Saracen) project. You can read more on the project on page 4.

If you have any waste that you cannot reuse, recycle, or donate, please contact Glasgow City Council to arrange a pick-up.

You can report bulk uplift, fly tipping and graffiti to the council via their MyGlasgow app. Please see page 32 for more information on the MyGlasgow app which can be downloaded from the Apple App Store or Google Play.



Investment Update



Multi-Storey Flats – District Heating and Investment Project

We previously shared that phase 2 of the District Heating Project - which is upgrading systems for seven multi-storey blocks in Springburn – had commenced in June 2022. We are pleased to be able to share that this project was completed in early 2023.

There are now over 300 homes benefitting from the new heating and hot water system.

Fire Compartmentation

The fire compartmentation bathroom works within our multi-storey flats is well underway with work beginning in September 2022. The project is on schedule to complete around February 2024. To date, nearly 300 of our properties have had work completed.

Work at our multi-storey flats at 178/198 Balgrayhill Road was completed at the end of May and the tower blocks at 22/42 Viewpoint Place are due to be complete by mid-September.

The multi-storey flats at 250 Edgefauld Road and 15 Croftbank Street saw work commence at the end of May.



Telecommunications Upgrades - 198 Balgrayhill Road



Upgrades to the telecommunications kit located on the roof at 198 Balgrayhill Road and Broadholme will be taking place this summer/early autumn.

The work is expected to take approximately one week and will see the completion of essential maintenance and upgrading of the rooftop equipment.

The equipment will be raised to roof height using a crane; to accommodate the crane, the car parks might have to be closed temporarily. Letters will be issued in advance to update all tenants of proposed works and how long the car park will be closed.

If you have any questions about any of the work taking place, please speak with your Housing Officer.

Tenant Rent Increase Consultation Winners

Thank you to everyone who took the time to respond to the rent increase consultation which we told you about in the last issue of North News.

We are pleased to share that Mrs Elizabeth Maxwell, Ms Clare McLaren and Mr James Frame were drawn as the lucky winners of the three £100 shopping vouchers. Congratulations once again to our lucky winners!



Social Tariffs – Staying connected for less

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

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

What is a social tariff?

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

Who is eligible for a social tariff?

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

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

Is it worth me signing up to a social tariff?

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

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

Is it difficult to sign up?

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

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

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

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

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

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

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

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

If you are in a fixed-term contract, it's unlikely you will be able to exit without paying a termination fee. But if you ever have any difficulties making a payment for your service, don't not pay - contact your provider for support. Ask them what it can do to help - it might arrange an affordable payment plan for you, give you extra time to pay, help you move to a more affordable deal or reduce your bill.

If you're not in a fixed-term contract with your broadband provider, you're likely to be able to reduce your costs by shopping around. You can choose to switch to a new provider - you'll then move onto an introductory offer that is likely to be affordably priced.



Worried about the cost-of-living crisis?

It is a really challenging and worrying time for everyone. Costs seem to be going up endlessly and every penny counts.

If you are worried, [NG Homes](#) is here to help. It is important to get in touch with your housing officer as soon as possible.

There are also a number of external agencies able to offer advice and support. Here are some tips and places that can offer help and support:

Citizens Advice

If you are struggling, you may be able to get help with the essentials such as bills and food. You should also check if you can claim benefits – you might be able to do this even if you are working, have savings or own a home.

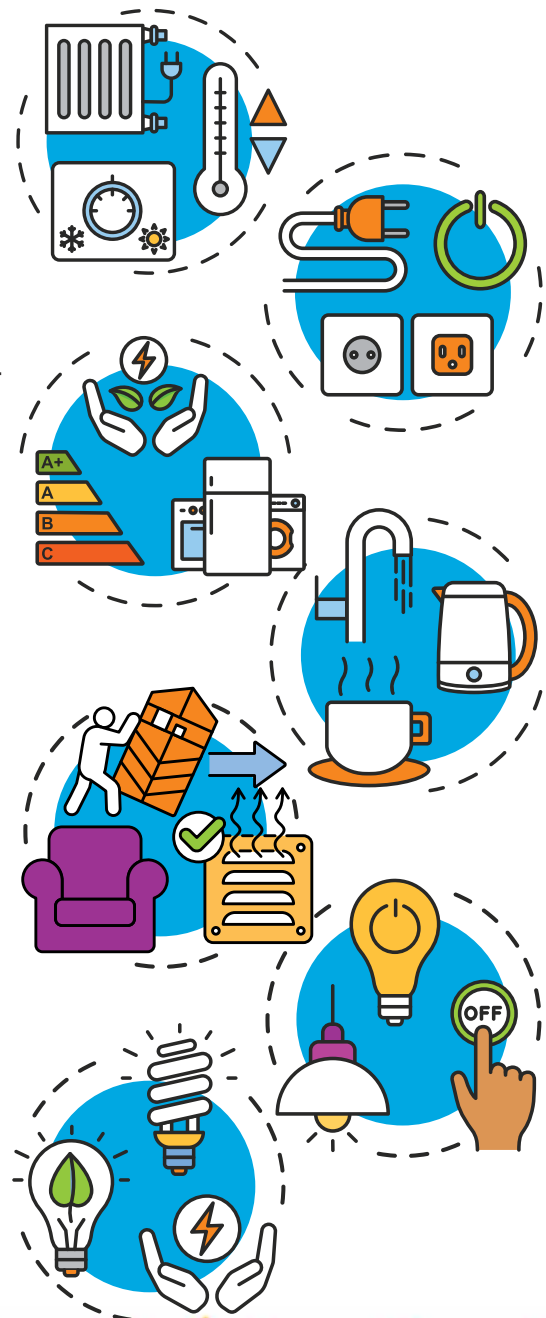
Citizens Advice has lots of support and advice on coping with cost of living. We have included some of the points below – there's more to be found on their website at <https://www.citizensadvice.org.uk/scotland/> or at your local bureau.

- Don't ignore bills or letters about money you owe. Speak to the organisations you owe money to – they have an obligation to work with you to find payments you can manage.
- Check if you'll get a cost-of-living payment. You will be eligible if you get certain benefits (such as Universal Credit, Pension Credit, PIP or income-related ESA or Attendance Allowance) or are over State Pension age and get Winter Fuel Payments.
- Check what other help you can get – you might be able to get a fuel voucher or a grant from your energy supplier.

Fuel Advice

From energy saving tips to support if you're struggling with your bills, small changes to your daily life can bring big savings – here are some quick and easy changes you can start making straight away.

- turn down your thermostat by 1°C
- on cold days, set your heating between 18°C and 21°C
- defrost your fridge to keep it in good condition
- turn off your TV and other appliances at night
- only fill kettles with the amount of water you need
- don't place large pieces of furniture in front of heaters
- turn off lights if you don't need them
- use low-energy lightbulbs
- use a microwave rather than your oven



Welfare Benefits

The latest changes to the welfare benefits system can be difficult to understand – and changes can be frequent.

Claiming benefits also means you can get access to other financial help such as cost of living payment and discounts on energy and transport.

- Check what benefits you can get. Using a benefits calculator can tell you which benefits you might get and how much money you could get in benefits. If you can provide information about your savings, income, pension, childcare payments and any existing benefits, you will get a more accurate answer.
- Use ng homes' Benefits Calculator (<https://nghomes.net/benefits-calculator/>) or the Citizens Advice calculator to see what you may be eligible for – or if you're missing out on benefits you're entitled to.

Not sure which benefits you are eligible for? Please get in touch – our housing team can help you claim all the benefits and tax credits you're due.

Universal Credit (UC)

UC is the main benefit for most people of working age. You can get UC even if you work full-time. As the amount of UC you could receive will depend on your situation, please speak with your Housing Officer if you have any questions.

Council Tax Reduction

If you pay council tax, you should check if you are eligible for a reduction – such as a single occupancy discount if you live alone.

Glasgow Helps

Glasgow Helps is a new service set up to work directly with the people of Glasgow – find out more at <https://www.glasgow.gov.uk/glasgowhelps>

If you don't have enough money to live on, you might be able to get extra money from the government, your local council or a charity.

Check what help you can get with the cost of living at [www.https://www.citizensadvice.org.uk/scotland/debt-and-money/get-help-with-the-cost-of-living/](https://www.citizensadvice.org.uk/scotland/debt-and-money/get-help-with-the-cost-of-living/)

If you're still not sure what you can access

You can get advice from the Money Talk Team at your local Citizens Advice Bureau. You can call 0800 028 1456 to be directed to your local bureau.

You can also find more information on the Money Talk Team website at www.moneytalkteam.org.uk

SIMPLE CHANGES, SMART SAVINGS

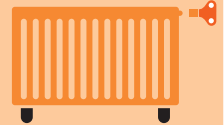
Here are some quick and easy ways you can waste less energy at home, reduce your bills and lower your carbon footprint too:

Take control of your heating and hot water

- Using a room thermostat, programmer and thermostatic radiator controls could save you around £130 a year.



- Bleed your radiators so your heating is working efficiently.
- Use a basin to wash up rather than a running hot water tap.



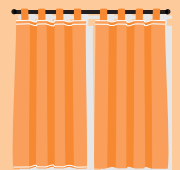
- Use heating controls to heat up a room just before you need it and switch it off earlier to enjoy the residual heat.



- It's better to switch your heating on earlier at the right temperature, rather than increasing the temperature when you switch it on, as this won't warm up the house any quicker.



- Get your boiler serviced in the summer so it's in good working order before winter arrives.



Keep Warm

- Draw curtains at dusk to keep the heat in.
- Close internal doors to keep the warmth in the rooms you are using most.
- Use draught excluders to stop cold draughts.

HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT

Scotcash customer? ng homes is here to help

Scotcash, a Glasgow-based affordable loan lender, announced in May that it would be stopping lending with immediate effect and will be closing its doors following a 'winding down period'. A statement on the Scotcash website indicates the lender is expected to finish wrapping up services in approximately six months' time (around October 2023).

If any of our tenants are Scotcash customers and are concerned about money or falling into debt, please get in touch with us straight away on 0141 560 6000. We have a range of support services to help. Support and advice is also available on the Scotcash website which can be accessed at <https://www.scotcash.net/>; you can also speak with Scotcash staff who will be available to help with any questions.

ScotcashTM
approachable finance

Be Supermarket Savvy!

Every penny can make a difference when costs are high – and making the most of what we've got in our fridges, pantries and cupboards can go a long way.

The experts at *Love Food Hate Waste* have come up with simple and easy top tips to guide you through the best ways to handle your food at home. From staying in control of your shopping, to keeping your food fresher for longer and cooking delicious meals to use up all your food.

In addition to the simple tips below, there are guides and tips to help you get the most out of your weekly shop. Visit their website to learn more -

<https://www.lovefoodhatewaste.com/good-food-habits/how-do-i>



Storing your food so it's fresher for longer

Up to 200,000 tonnes of edible meat is thrown away each year in the UK.

You can freeze food right up to its **Use By** date, so if you've had a last-minute dinner invitation and there is food sitting in the fridge that needs using up, just pop it in the freezer to be enjoyed another day.

Staying in control of your food shop

Many of us often pop into the shop uncertain if we already have enough food like milk, bread, and potatoes so we end up guessing and buy it 'just in case'. A shopping day can quickly turn into bin day as our perfectly edible old food gets thrown away to make space for the new. Why not try these top tips from *Love Food Hate Waste*.

1. Make a shopping list.

An easy way to help you buy only what you need from your food shop, which not only helps protect our planet it also helps you stick to your budget too.

2. Plan your meals.

Think about what meals you are going to make this week – having a meal plan takes the guesswork out of calculating how much food you'll actually eat during the week and help you see if any recipes need similar foods.

3. Check what you already have at home.

Think about what food you can buy to put in your cupboard and freezer. This food will last longer, particularly when your plans may change last minute.

Remember to look at what's at the back of the fridge and cupboards too – it's easy for food to get forgotten when new food is put away.

Move food that needs eating up right now to the front of the shelf or create an 'eat me first' shelf.

Staple foods - It's worth keeping some food at home that helps you use up leftovers so keep an eye on what you have in your cupboard (such as canned tomatoes, rice and pasta).

4. Sense check your list just before you go shopping.

Have a quick glance in your fridge, cupboards and freezer – what still needs eating versus what's on your list?

Think about your plans for the next week – have they changed, or will there be fewer (or more) people to feed?

Remember to check any coupons you have and take them with you e.g. supermarket loyalty cards etc.

5. When you are in the shop:

- Remember to tick/delete your items off your list when it's in your trolley.
- Special offers – pause for a moment and think. An offer is only an offer if you need that much of an item, or you will use it in good time. Consider trying 'own brand' food – quite often it's as good and nutritious as branded food and costs less too.





Top Tips:

- Keep a list of the most common foods that you buy each week to hand – then just copy and paste into a new note if using your phone and delete what you don't need when checking your cupboards, fridge, and freezer. If using a wipe board or paper list – use this list to remind you what you might need. It'll save time writing it out all the time and helps you easily remember your go-to foods.
- Keep your list up-to-date throughout the week then sense check it just before you go to the shop – saves you having to write a list in the moments before you hit the shop when you are likely to have the least amount of time.
- Try to organise your list around the shop layout – base your list on how the shop is laid out, group the same types of foods e.g. bakery, pick your frozen food last (it will stay cooler for longer while you get it home).
- Add food to your list throughout the week or when you run out of something – it only takes a second.
- Remember to add your non-food items too e.g. shampoo, toothpaste, loo rolls, etc.

Becoming more food savvy

Many people are confused by the difference between 'Best Before' and 'Use by'. Up to 4.5 million tonnes of food that is still good to eat winds up thrown away each year (in the UK) as a result.

As a simple guide:

- **Best before** – is about the quality of the food
- **Use by** – is about the safety of the food
- **Display until/sell by** – is for retailers' attention only, you don't need to worry about these.

Best before: your food will be at its best when used before the date given.

After this date, it might not be at its best, but it will still be safe to eat. Use your senses to make a judgement.

Depending on how your food is stored, it has the potential to be good enough to eat for a long time after this date.

Use by: you should not eat food past the 'use by' date. You cannot always smell the bacteria that causes food to spoil, so after the 'use by' date, the food may appear perfectly fine to eat, but could still lead to food poisoning.

Remember - you can freeze food right up to and including the 'use by' date. If you're not sure you will eat it in time - freeze it for another day!

Here's a guide to a few key food items and how long after the date they can be eaten:

- Biscuits – six months
- Canned food – 12 months
- Cereals – six months
- Confectionary – 12 months
- Crisps – one month
- Pasta sauce – 12 months
- Dried pasta – three years!

Make your money work for you!

We know that the cost of living is on everyone's mind at the moment. But it's not just your energy bills that you can take control of – from small changes around the house to how to enjoy your favourite 'takeaways' without the cost, you can reduce your day-to-day costs in a few simple steps.

Websites such as 'Look After My Bills' and 'Money Saving Expert' (Martin Lewis) have regular emails with tips on savings, best deals and ways to check if you could be saving on household costs, days out and even treats. You can sign up to receive regular emails with advice and more – straight to your inbox!

We highlighted a few of their top tips here – we hope you will find them useful.



In the home

- **Watch your water** – Fill the kettle with the volume of water you are going to use immediately. You can also first boil water in a kettle before transferring to a pan – remember to cover pots and pans when water is boiling to trap heat.
- **Don't cover or block your radiators** – It can be tempting in tight spaces to place your furniture around the edge of a room. Moving your furniture even a few inches away will allow heat to flow around the room.
- **Keep your hob clean** – Burnt-on food or grease absorbs heat and makes it less efficient. Always give it a good clean to keep it running as efficiently as possible.
- **Get a washing-up bowl** – Particularly for cleaning up after smaller meals, this can reduce the amount of water used and the energy used to heat it.
- **Leave blinds/curtains open longer in summer and close them in winter** – Makes the most of the natural heat/light in the summer and prevents heat loss through windows in the winter.

Savvy spenders

- **Out of contract on broadband or mobile?** – Check if you could reduce your bills by checking for deals using comparison sites.
- **Check for broadband 'social tariffs'** – If you're on a lower income, you may be eligible for social tariffs which are cheaper long-term.
- **Pay attention to regular payments** – (direct debits, standing orders, recurring payments). Check regularly to see if you still need or want the goods or service. If you don't, check to see if you can cancel. If you do, check to see if there is a cheaper or better option.
- **Drive less, walk or cycle more** – Could you walk or cycle instead? There are many ways to get into active travel which can help cut your costs, from cheap second-hand bikes, 'Cycle to Work' schemes and cheap ways to hire a bike short-term.

Mealtimes

- **Check supermarkets for 'fakeaways'** There's a growing range of items that allow you to recreate your favourite takeaways at a fraction of the cost. Or DIY!
- **Have a slow cooker? Try batch cooking** – preparing all your meals for the week or a few days ahead can help cut costs by not only reducing food waste but also helping avoid takeaways as meals are already prepared.

Remember – we're here to help

Speak to us if money is tight or you are worried about costs. Many other organisations and charities can also offer detailed guidance and advice – here are a few which may be able to help:

Home Energy Scotland: For help paying energy bills. Email advice@sc.homeenergyscotland.org or call freephone 0808 808 2282.

Turn2us: Help with benefits, searching for grants and accessing support services. For more information, visit www.turn2us.org.uk or call 0800 802 2000.

Citizens Advice: Guidance for all aspects of universal credit. Find your local office at www.citizensadvice.org.uk/scotland or call 0800 028 1456.

Gingerbread: Primarily aimed at single parent families. For help, call the Gingerbread helpline on 0808 802 0925.



Scam Awareness

May marked Scam Awareness Month. Unfortunately, scams try to trick us all year round and fraudsters are constantly renewing their efforts and methods to gain access not only to our hard-earned cash but also our details.

Last year (2022) more than three quarters of UK adults were targeted by scams. Here's how to avoid scams on social media, phone, emails and more.

There are so many scams. How do I know what to look out for?

The list of scams currently doing the rounds seems to grow almost daily. Legitimate visitors at your door won't mind waiting while you call to verify their identity and unless you've requested a call-back, companies and websites will not call you out of the blue.

Here are some of the most common scams that you should watch for during 2023:

- **Text messages claiming to be from Royal Mail, Post Office or other delivery services** - asking you to click on a link and pay a small fee so that a parcel can be delivered.
- **'Suspicious activity' on your account/Vishing (where scammers pretend to be from your bank).** They usually tell you there's been a fraud on your account and ask you to call them back. When you then call your bank, they're waiting on the line - ready for you to disclose your bank details.
- **Energy rebate/ energy-related scams** – impersonating energy suppliers or Ofgem.
- **Get-rich-quick schemes.**
- **Fake court summons emails.**

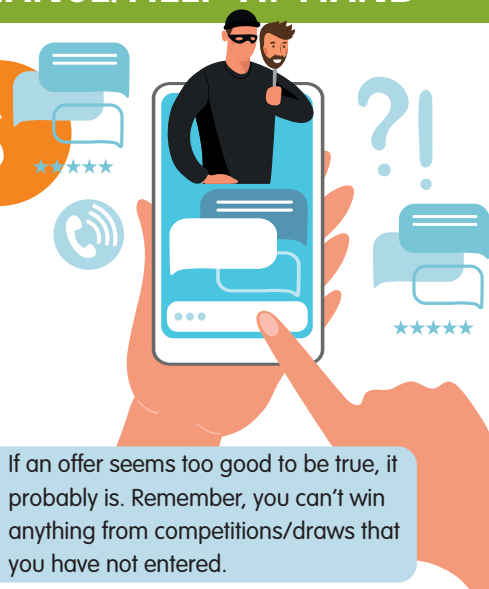
- **Loved one in need** – requests for help (money) to pay a bill urgently or to ensure safe travel.
- **Fake refunds** – money back due to 'miscalculations'.
- **Pre-payment doorstep scams** – offering discounts to 'top up' then and there. However, the supplier never receives the payment, and the household ends up paying twice.
- **Green home improvement grants** – impersonating government schemes that offer energy-efficiency grants and initiatives.
- **Ticket fraud** – advertising tickets to popular events often on social media.
- **Job-related scams** – fake job offers where payment is required for 'security checks', training, or insurance; requests for you to call a premium number, work from home scams.

What's the best way to keep myself and my details safe?

Fraudsters are constantly revising their methods. Fortunately, there are a few tips and tricks we can use to keep ourselves safe:

Social Media:

- Be cautious with friend requests – particularly if you don't know or recognise the individual.
- Avoid using social media to make purchases.
- Set your security to the highest level – keep as much as possible 'private' which hides almost everything from those who are not 'friends' (connected) – and avoid oversharing.
- Use strong passwords and change these regularly.



- If an offer seems too good to be true, it probably is. Remember, you can't win anything from competitions/draws that you have not entered.

Always take five:

- If suspicious, take five. Never call back or use a link provided – call a trusted number (e.g. from the back of a card) or use another form of communication to reach out directly.
- Be wary of unsolicited emails, calls, texts, or visits – your bank/energy supplier etc will never request details in this way.
- Check email details (name, address), website name or phone number – they may look legitimate but often contain errors or are vague. Avoid responding.
- Avoid clicking on links without verifying they are legitimate.

I'm concerned about having fallen for a scam, what can I do?

Contact your bank immediately if you think you've fallen for a scam.

If you think you have experienced cyber-crime or been defrauded, report it to Action Fraud online or by calling **0300 123 2040**.

If you are anxious or worried and need to talk to someone, The Samaritans helpline is available any time of the day or night on **116 123**.

Citizens Advice can also offer support – you can pop into your local bureaux or call their national helpline, Adviceline, on **03444 111 444**, which is available weekdays 9am-5pm.



Kids Corner

We invite our younger readers (aged 15 or under) to take part in our newest North News competition – there's a choice between a drawing and writing competition.

All entries received by the closing date of **Friday 11 August 2023** will be entered in a random prize draw for a £25 voucher (1 prize per competition).

Drawing



Competition

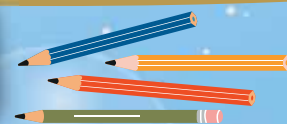


Calling all artists!

Please send us your drawings, paintings or artwork that sums up what your home or community means to you. You could choose to paint your ideal home or something about your local community!



Writing



Competition

For those budding writers out there...

Send us a written piece of no more than 500 words about your home and/or community and what it means to you! This can be in any form – a poem, story, short verse – we want stories from the heart!



Please send your completed entries to Ned Donaldson House, 50 Reidhouse Street, G21 4LS or email to media@nghomes.net marked as 'North News competition'. Don't forget to include your name and age, address and contact information.



Rebus Puzzles

Can you guess the words and expressions?

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Get it
Get it

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Can you Sudoku?

All you have to do is fill in the grid so that each row, each column and each 3x3 box contains just one of each number from 1 to 9.

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

Anagram Riddles

Anagrams are words that contain the same letters but arranged in a different order. For example: *act* is an anagram of *cat*.

The answers to the clues below are anagram pairs.

- 1

A short sleep during the day

Something to cook with
- 2

An animal that people ride

The place where land meets sea
- 3

Something you bake

Hair on your face
- 4

A place to see art

Something that makes you sneeze
- 5

Another word for jump

Another word for white
- 6

An animal that lives in a pack

Move like water
- 1

A dog's feet

An insect that stings
- 8

A place to wash dishes

What covers your body
- 9

The past tense of leap

Something to serve food on
- 10

A sour fruit

A juicy fruit

Comedy Corner

What did one plate say to another?
Dinner is on me.

What do you call a fake noodle?
An impasta!

What did the dalmatian say after lunch?
That hit the spot.

What do you call a droid that takes the long way round?
R2 detour!

- Anagrams Answers
1. Nap / pan
2. Horse / shore
3. Bread / beard
4. Gallery / allergy
5. Leap / pale
6. Wolf / howl
7. Paws / wasp
8. Sink / skin
9. Leapt / plate
10. Lemon / melon

- Rebus Puzzles Answers
1. For once in my life (four ones in my life)
2. Forget it (forget it)
3. Try to understand (try to understand)
4. Travel overseas (travel overseas)
5. Breakfast (breakfast)
6. Downtown (downtown)
7. Eveshadow (eveshadow)
8. Stepfather (stepfather)
9. Once upon a time (once upon a time)
10. Potatoes (potatoes)
11. 3D movie (3D movie)
12. Top secret (top secret)

Sending post? Last chance to use up your old stamps

Do you keep a book of stamps at home? Don't forget that 'traditional' stamps featuring the profile of the late Queen against a plain coloured background will expire in July 2023.

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

Which stamps are affected?

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

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



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



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

I have further questions about the change to stamps.

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

Enjoy summer safely...

Summer is here – at least on the calendar! Many people will be looking to get out and about – ready for the (hopefully) nicer weather and those summer holidays.

The summer is a great opportunity for people to get out and get active, which helps improve both physical and mental wellbeing.

The NHS has tips and advice to help keep our health and wellbeing safe over the summer months.

Sun Safety

Sunburn does not just happen on holiday – you can burn in the UK, even when it's cloudy.

Remember to:

- Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October. Do not rely on sunscreen alone to protect yourself from the sun.
- Wear suitable clothing and spend time in the shade when the sun is at its hottest. Make sure the sunscreen is not past its expiry date. Don't forget about areas not protected by clothing, such as the face, ears, feet and backs of hands – and protect your eyes from bright light especially if around reflective surfaces such as water.
- Remember: wear clothes and sunglasses that provide sun protection.



Mental Health & Wellbeing

Our mental health and wellbeing is just as important – make sure you stay mentally well this summer:

- Get out in the fresh air and have a walk. Use the warmer weather to take a quick walk on your lunch break.
- Have a healthy diet - summer can be a great time to introduce fresh salads to your diet.
- Drink plenty of water, especially in warmer weather.
- Take the lighter nights as an opportunity to try a new sport or way to get active.
- Enjoy the sunshine and practice mindfulness – be in the here and now. Take just a few minutes each day to do something like listening to the sound of nature.

Local Elected Members

Anne McLaughlin MP
(Scottish National Party)

Contact the Member at their constituency
address: Springburn Old Library &
Museum

179 Ayr Street, Glasgow G21 4BW

Phone: 0207 219 6484

anne.mclaughlin.mp@parliament.uk

Bob Doris MSP
(Scottish National Party)

Contact the Member at their constituency
address: Maryhill Burgh Halls,
10-24 Gairbraid Avenue, Glasgow G20 8YE

Phone: 0141 946 7700

Bob.Doris.msp@parliament.scot

Local Councillors

Ward 16: Canal

Councillor Allan Gow

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

Councillor Fiona Higgins

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

Lord Provost Jacqueline McLaren

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

Councillor Robert Mooney

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

Ward 17: Springburn/Robroyston

Councillor Graham Campbell

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

Councillor Christina Cannon

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

Councillor Audrey Dempsey

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

Councillor Thomas Rannachan

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

Glasgow MSPs

The area is represented by 8 MSPs - one constituency MSP who represents your local area and 7 regional MSPs who represent your larger area. You can contact either type of MSP about any issue dealt with by the Scottish Parliament.

Bob Doris is the constituency MSP for the G21/G22 area. A list of regional MSPs and their respective parties can be found below. Please check the Scottish Parliament website, <https://www.parliament.scot/msps>, for the latest contact details.

Pam Duncan-Glancy

Pam.Duncan-Glancy.msp@parliament.scot • Scottish Labour Party

Dr Sandesh Gulhane

Sandesh.Gulhane.msp@parliament.scot • Scottish Unionist and Conservative Party

Patrick Harvie

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

Pauline McNeill

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

Anas Sarwar

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

Paul Sweeney

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

Annie Wells

Annie.Wells.msp@parliament.scot • Scottish Unionist and Conservative Party

Have you used the ng homes app?

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

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

Please email us: media@nghomes.net

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

Or simply scan the QR codes and get online today!



Google Play



Apple App Store



Housing Officers

Multi-Storey Flats

Housing Manager: Karen Johnson



Karen Johnson



Bola Akintoye



Catherine Mather



Pamela Hutchison



Gemma Lee



Emma Coats



Yvonne Kinnear



Anne Sheeran

For Rent Enquiries:

Bola Akintoye

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

Catherine Mather

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

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

Pamela Hutchison

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

For Housing Enquiries:

Gemma Lee

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

Yvonne Kinnear

Galloway Street
Lenzie Terrace
Carron Crescent

Emma Coats

771-783 Springburn Road
Blackthorn Street
Elmvale Street

Horne Street
Memel Street
Carron Street
Carbisdale Street
Eccles Street
Fernbank Street
Hickory Street
Carron Place
Anne Sheeran
Broomknowes Road
Croftbank Street
Edgefauld Road
623-700 Hawthorn Street

Possilpark

Housing Manager: Sharon Hazlett



Sharon Hazlett



Gail Hamilton



Danielle Keenan



Lesley McLeish



Alison McLean



Lynn Bennett



Daniella Sprott



Terri McChesney

For Rent Enquiries:

Gail Hamilton

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

Danielle Keenan

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

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

Lesley McLeish

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

For Housing Enquiries:

Alison McLean

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

Lynn Bennett

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

Daniella Sprott

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

Terri McChesney

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

Springburn

Housing Manager: Lyanne Leslie



Lyanne Leslie



Linda Forrester



Danielle O'Neill



Laura Sharkey



Lauren McPhee



Andy Wilson



Ashleigh McIntyre



Liz McMillan



Susan McAllister



Gordon McFarlane

For Rent Enquiries:

Linda Forrester

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

Danielle O'Neill

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

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

Laura Sharkey / Lauren McPhee

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

For Housing Enquiries:

Andy Wilson

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

Ashleigh McIntyre

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

Liz McMillan

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

Susan McAllister/ Gordon McFarlane

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



Keep in touch!

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



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



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



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

You can always get in touch...

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

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



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

MYGLASGOW

The "More Services" section also has handy links to useful information. Whether it's school holidays, paying your council tax or a quick link to twitter announcements, all the things you need are only a tap away. You can

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



Public Holidays

The Association will be closed on the following dates:

Glasgow Fair Weekend

Friday 14 July 2023 and Monday 17 July 2023

September Weekend

Friday 22 September 2023 and Monday 25 September 2023



We're still here to help.

If you have an emergency, please call **0141 560 6000** where you will be diverted to our Concierge team. For emergency repairs, please call **0800 595 595**.

How to get in touch with us:

email: info@nghomes.net
web: www.nghomes.net
media centre: <http://mediacentre.nghomes.net>
twitter: @ng_homes
facebook: nghacommunity

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recycle

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Springburn office

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

Possilpark office

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

