



NORTH news



one vision - new north glasgow



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

ISSUE 48

ng homes strikes Gold

Forward thinking housing association achieves national award for environmental excellence



"This award acknowledges the organisation's continued commitment to improving environmental quality, and makes it the highest scoring in its sector in Scotland to receive the commendation

The accolade recognises the organisation's achievements in delivering excellence in environmental quality at 14 locations in Springburn and Parkhouse and ng homes ongoing commitment to delivering and promoting environmental sustainability - from demonstrating excellent engagement with tenants on recycling regimes within the multi-storey flat blocks, to developing strategies to ensure graffiti and litter were removed from internal and external areas in a timely manner.

The Environmental Excellence Award scheme is open to companies and organisations throughout Scotland and acts as a benchmark for corporate environmental performance. All entrants are assessed by the Keep Scotland Beautiful Local Environmental Quality Team and can be awarded Bronze, Silver or Gold level.

John Fury, ng homes Chairperson, commented: "We are delighted to receive this prestigious award from Keep Scotland Beautiful. We are really pleased to be described by Keep Scotland Beautiful as a forward thinking housing association and to be presented with a national environmental award. It is truly great for the people in the community we serve in North Glasgow who have worked in partnership with ng homes to achieve this recognition. Our tenants have told us that the changes introduced make them feel very proud of their area and this award recognises the excellent contribution of all those involved in making such a positive difference. We have worked closely with Keep Scotland Beautiful on a number of important programmes, we value the support that we receive and look forward to continuing to develop our relationship in the future."

ng homes was presented with a National Award for Environmental Excellence by Keep Scotland Beautiful for their outstanding work in the environmental quality of 14 multi-storey flat developments in North Glasgow. The award was given as a result of an independent audit carried out earlier in the year against the Keep Scotland Beautiful national Award for Environmental Excellence criteria.

The consultants carrying out the audit remarked that ng homes were leaders in their field and the first housing association to receive such an award at a time when environmental quality is in decline. They highlighted good practice in both external and internal cleanliness which is testament to the work

of housing and concierge staff. They also noted the excellent community engagement with residents of the multi-storey blocks such as chute recycling programme at Balgrayhill and the participation of resident focus groups.

The association achieved a Gold level award for the environmental work carried out at 178 Balgrayhill Road, Springburn and a further 13 Silver level awards for work completed across other areas of North Glasgow.

Keep Scotland Beautiful Business Development Director, Peter Quinn, presented the award to staff and residents from ng homes with a Silver accreditation in the National Awards for Environmental Excellence on 25 October. He said



Energy Saving tips to keep you warm this winter P8



Winter Safety Advice P10-11



Housing Associations team up to Challenge Poverty P20

Comments, Compliments & Complaints

A number of compliments and tokens of appreciation were received during the period with customers thanking us for the following:

- Help and assistance after bereavement
 - Resolving ongoing complaint regarding plasterwork and ensuring necessary work was completed
 - Thanks to handyman for help and efficiency in fixing letterbox and going out of his way to help
 - Thanks to sheltered staff for friendliness shown when attending bingo with mum
 - Delighted with kitchen alterations
 - Delighted with new house and KBR
- ng homes recognise that from time to time some things can go wrong and our aim is to rectify matters and improve our service.

Our Complaints Handling Procedure was developed by the Scottish Public Services Ombudsman in partnership with the housing sector.

A copy of a guide to our complaints procedure is available at our offices or you can phone us and ask us to send you one out.

MAKING A COMPLAINT

If you would like to make a complaint you can do so in the following ways:

Email: Complaints@nghomes.net

Telephone: 0141 560 6000

Online: www.nghomes.net

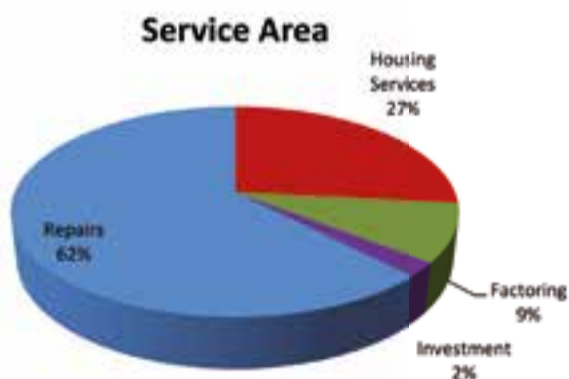
Post/Visit:

Ned Donaldson House, 50 Reidhouse Street, Springburn, Glasgow, G21 4LS

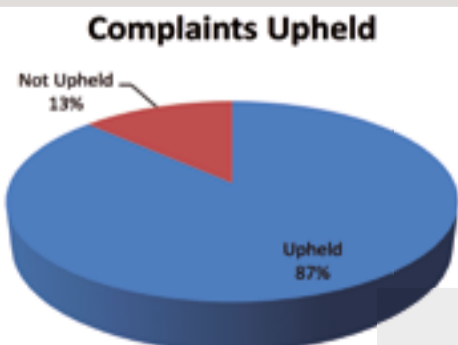
Saracen House, 139 Saracen Street, Possilpark, Glasgow, G22 5AZ

Complaints July-September 16

90 complaints responded to in the period



Complaints Upheld/Not Upheld



97% of complaints were responded to within our target timescales.



Community growing at Petershill allotment



Swap shop at Possilpark Parish Church



Embedding North Glasgow's Green Legacy with Climate Challenge funding

This year ng homes was awarded funding through Scottish Government, Keep Scotland Beautiful to address issues of Climate Change. The emphasis for the programme is around waste/recycling and reuse and energy efficiency. Since the beginning of the programme as a community we have saved a staggering 19.2809 T CO2e tonnes. This has been achieved through a joined up effort of tenants, community, ng homes staff and board members.

Some of the successes of the programme were linked into National Recycling Week where we held a swap shop at Possilpark Parish Church. Other activities have included work around growing spaces at sheltered housing complexes and the community allotment. Members of our Chinese community took part in community growing and planted some Pak Choi seeds and other vegetables.

Another element related to recycling has been our food and furniture redistribution programme with donations being given by members of the community and re-used by other community members. This has a strong environmental impact and also addresses issues of social need.

We will shortly be starting our textile recycling service which include a doorstep service and regular donations from community and staff. Some of these items will be reused by community members and others donated to a community clothing bank with funds being distributed to community projects.

If you have any furniture/ furnishings or textiles that you wish to donate then contact ng homes Waste /Recycling Re-use Officer, Naomi Arnold on 0141 560 6000 or narnold@nghomes.net

Christmas is coming... how to have an Epic one



For many people Christmas can sneak up on us and then demands a lot of attention and money. If you're starting to feel the pressure of Christmas spending then Epic 360 can help. Epic 360 is a free, confidential, voluntary and non judgemental service which can assist customers with;

- Budgeting
- Being in control of spending
- Reducing waste
- Planning for events or for the unexpected
- Opening current or savings accounts to receive benefits or wages
- Coping with changes in income

To make an appointment, call us on 0141 630 4324/5 or visit our website to fill in the referral form: www.epic360.co.uk

Check out some of our tips & ideas below:

Christmas Savings Clubs - It's not too late to start saving and some Credit Unions run Christmas Savings Clubs which allow you to deposit money which can be withdrawn close

to Christmas. £10 per week between now and Christmas could provide £90 in December for gifts or other Christmas expenses. This link will help you to find your local Credit Union - www.scotlandfinancialhealthservice.gov.uk/money-advisers/search

Money Saving Deals - Looking out for money off coupons and buying Christmas presents in the end of season sales to put by can save quite a bit of money and panic in the run up to festivities. Money Saving Expert's website has a very handy Amazon Discount Finder tool which searches the Amazon website for low prices in a specific department, we found make up & hair accessories at 1p each - perfect stocking fillers. Find it here www.moneysavingexpert.com/shopping/christmas-savings#amazon

Alternatives to gift buying - Now could be the time to have the discussion with loved ones about whether everyone is happy to participate in the annual spending frenzy that is Christmas? It may

be a relief to agree not to exchange presents, or perhaps do a Secret Santa draw. Other ideas include everyone making a small donation to a charity with family significance, or making vouchers for an exchange of skills, such as cake baking, help with DIY or knitting to be redeemed throughout the year.

Emotional Support - It's important to remember that Christmas is not a happy time for everyone, some people can feel anxious, lonely, sad and unhappy at Christmas, the onslaught of advertising in the run up to season, can make it very difficult to escape. If the thought of Christmas brings unhappy feelings, it may be a good idea to think about how to cope over the festive season. Both the numbers below can provide a listening ear:

The Samaritans - Free 24 hour helpline, tel: 116 123

Breathing Space - Free listening service, Mon - Thu 6pm - 2am, Weekend service from 6pm on Friday until 6am Monday, tel:0800 83 85 87

Harriet has a roaring 90th Birthday at Glasgow Tigers

Sheltered housing resident Harriet Elsby celebrated her 90th birthday in style at the home of Glasgow Tigers in Hawthorn Street, Springburn. Harriet is a lifelong fan of Glasgow Tigers so it was fitting that after a party at the Kemp Street complex she was presented with a warm welcome at the Speedway. Harriet enjoyed seeing the memorabilia that is displayed all around the walls of the Tigers Den and recognised many of the riders. The highlight of her day was to

be presented with a lovely bunch of flowers by Speedway rider, Ritchie Worrall.

Harriet is now a regular at 'Come Dine With Me' events at the Tigers Den which is based at 404 Hawthorn Street, Glasgow, G22 6RU, arranged through ng homes Regeneration Department.

Owner Gerry Facenna said: "We were delighted to welcome Harriet along to celebrate her 90th Birthday and she is a regular at ng homes community meals held fortnightly at the Tigers Den".



Harriet Elsby with her daughter, residents and staff celebrating her 90th birthday at Kemp Street Sheltered housing complex



Harriet Elsby being presented with flowers at the Glasgow Tigers Stadium

New home makes the difference for Donella

Local tenant, Donella Graham, was finding it hard living in the first floor of her tenement flat due to mobility issues. She was awarded medical priority and was delighted when a ground floor flat became available. She has an 11 year old son and had been actively pursuing a transfer for a few years. The new flat meets her long term needs as it has a wet floor bathroom. She has undergone operations and has a further operation to follow shortly - all of which affect her mobility. She is happy with her new home and has been getting the house decorated.



Donella Graham outside her home

Thriving Places going strong in Possilpark and Ruchill



Community Connector, Alistair Mitchell works alongside local people in Ruchill and Possilpark, to support community building and citizen action.

A number of fun, creative activities are taking place including community meals, community choir and music lessons.

Most recently Thriving Places has been working alongside local residents in Ruchill

and surrounding areas to get a parkrun started in early 2017. Every Saturday a weekly 5k run for all abilities will be held in the park. The route is flat and suitable for absolute beginners, children and dogs! The team are looking for a few extra bodies to help support the event and keep it safe. If you'd like to be on a bank of volunteers, get in touch! amitchell@nghomes.net or www.facebook.com/ruchillpossilrun

Supporting residents to influence canal masterplans

As part of the Thriving Places initiative, the community connector has been working with residents of Hamiltonhill to ensure that their voice is heard throughout the planning and building process in their area. A number of projects are proposed for the area including housing around Auckland Street, Ellesmere Street; redevelopment of the Claypits into

a nature reserve and improvements to the canal area access routes. Residents, local politicians and the community connector are looking at ways to build a citizen-led plan, to influence final decisions. If you live in the area and want to find out more, contact amitchell@nghomes.net or hamiltonhillcommunity@gmail.com

Spirit of Ruchill and Possilpark – 5,4,3,2,1

The Spirit of Ruchill and Possilpark Community Panel successfully ran a community budgeting event in Possilpoint Community Centre on Saturday 26th November. With a St. Andrews theme, tickets cost £2 and the money went towards local grassroots projects. The winner of the highest amount were



Community budgeting event

Kinship North, though every project left with some money for their project. A future event, hosted in Parkhouse, is planned for early 2017. To find out more, contact kim@foundationscotland.org.uk or www.facebook.com/Spirit-of-RuchillPossilpark

Millennium Space and Bandstand

Timetable of works

The Bandstand and Millennium Space is being renovated this winter

The Project Construction Schedule* is indicated below:

Week beginning Monday 5th December - Week beginning Monday 19th December 2016 - 3 weeks Site Start

Tree works – works to lift crowns of some trees and remove overgrown shrubs from amenity spaces. Clear out shrubs and weeds from the larger planter in Millennium Space.

Week beginning Monday 28th December 2016 Festive Break

Week beginning Monday 2nd January - Week beginning Monday 6th February 2017 - 5.5 weeks Works Continue

Works to Bandstand Area including installation of new bandstand, parkour equipment and safety surfacing, new picnic tables, seats, bins and resurface tarmac area; repair internal lighting, and plant grass and wildflower areas within open spaces.

Works to Millennium Space including repair and power washing of existing cobbled area, install new tree trenches and new seating, bins and sensory garden planting within the large planter.

Works Complete

*Note: the above schedule is indicative – any changes or alterations to the timetable will be notified in advance.



Want to get involved in the next stages?
Contact amitchell@nghomes.net



Fundraiser in memory of local resident and volunteer, Stephen Martin

The community of Possilpark recently came together to raise funds in memory of local resident Stephen Martin who sadly passed away earlier this year.



Steph Martin proudly showing off his volunteer certificate.

Link Up and Young Peoples Futures hosted the fundraising event in memory of Steph with all monies raised going to Marie Curie. The total raised on the day was £500. Steph was widely known throughout the community and was involved in many different activities including Link Up's Inner Circle Mens Group and volunteering with ng homes. Steph was passionate about his community and his smile and sense of humour was loved by all who knew him. His presence in the community has been sorely missed.

Link Up Co-ordinator Gillian Halliday said "It was important for us to do something in memory of Stephen. Marie Curie was an important source of support to Steph during his illness and the event seemed like a great way of giving something back. The afternoon was a great success; I was completely overwhelmed by the community spirit and generosity shown on the day."

The afternoon saw the community enjoying a variety of sandwiches and homebaking, games, a raffle and even an auction. The event was supported by many local businesses who kindly donated raffle prizes and the volunteers from Young Peoples Futures were invaluable. Local resident Charlene Winchcole said "I thought it was really good, it was happy even under the circumstances. I was surprised at how busy it was and how generous people were. It was a great turnout."

Older residents coming together to beat isolation and promote active ageing

Research shows that many older people feel lonely and isolated within their communities. This challenge has been taken on by ng homes residents, volunteers and staff to bring people together through positive and fun social activities right in the heart of the community. Over the past year there has been an increase in people coming along to activities with friendships being formed across areas, age groups and cultures. Many of these activities are organised and delivered by staff from ng homes Regeneration Team and local volunteers. Some of the activities include:

Weekly Social activity held

at Possilpark Parish Church on Wednesdays from 10 a.m. to 2 p.m. with breakfast, lunch and a range of social activities. This is open to all age groups and cultures.

Fortnightly 'Come Dine With Me' social event held at the Tigers Den Speedway, Hawthorn Street on Tuesday evenings.

Monthly 'Song, Shimmy' event held at Petershill Club with a hot meal, entertainment and socialising.

Oriental Gym Exercise on Friday mornings at Tron St Mary's at Red Road, Balornock.

We have many positive comments from people who come along and no one is a stranger when they come through our doors. As one resident said: "All of the

events are brilliant – everyone is so welcoming. I came in on my own not knowing what to expect and I really have made new friends. I am so glad that I came along all those months ago as I wouldn't miss it now. I would say to anyone – don't sit at home alone – you will love it".

We would love to see new people at these events and would encourage you to contact a member of ng homes Regeneration Team or your local Housing Officer for more information. Transport can be available for those who need additional support. And if you are still thinking about it here are some more comments from those who come along to the activities;

"Great day, singing good, staff

lovely, food great"

"We enjoy it all the time. It is very well run. The company is good and the music is excellent".

"Very friendly, gets you out, same for the meals and tea which is very good also my transport which is good."

"It is something to look forward to. It's most enjoyable, with a good meal and good friends and staff."

"I enjoy meeting my friends and getting out for the afternoon and being entertained and spoiled with a nice lunch."

For more information contact Margaret Fraser on 0141 560 6000 or mfraser@nghomes.net



Song, Shimmy event at Saracen House



Come Dine With Me at Tigers Den Speedway



Oriental Gym Exercise at Tron St Mary's Church, Balornock



Volunteers preparing lunch at Wednesday Social at Possilpark Parish Church

Vital Safety Messages for ng Group staff in partnership with Scottish Fire and Rescue Services



ng2 staff getting trained on vital safety messages

Over 120 ng homes, ng2 staff and board members have been learning a valuable lesson in 'How to Save a Life' as part of their ongoing partnership with SFRS. Training took place at Springburn Community Fire Station and CPR training was delivered by qualified SFRS staff.

Every year around 3,500 people suffer an out of hospital cardiac arrest in Scotland – but only one in 20 of them will survive to return home. When someone goes into cardiac arrest their heart is not pumping and every second counts.

Performing immediate CPR can keep oxygen circulating around the body until medical professionals arrive and it only takes about half-an-hour to learn the technique.

Station Manager Scott Murray said: "Being able to perform emergency life support, needed to keep someone alive until professional help arrives, gives a casualty the best possible chance of survival. This training was a great opportunity for our staff to pass on vital skills that could make the difference between life and death."

This innovative partnership with the British Heart Foundation has equipped all 356 of Scotland's fire stations with Call Push Rescue training kits, to give communities right across the country the opportunity to learn life-saving skills.

SFRS Liaison Officer Fiona Herriot said:

"Through my secondment with ng homes, I arranged for all staff to attend Springburn CFS to receive CPR training.

"Crew Managers Gary Canning and Alistair Lamb, both from Springburn CFS delivered

this training. The training has received great reviews and was an excellent example of the partnership working between SFRS and ng homes".

ng homes Health and Safety Officer Stuart Cameron said: "We are very grateful to SFRS and their staff who organised and delivered this CPR and defibrillator training. This was extremely well received by our staff and has equipped them with a vitally important life skill they can take away and use, should the need ever arise to provide assistance in an emergency.

ng homes Chairperson, John Fury, said: "An integral part of ng homes people strategy is a commitment to give back to society and by working in partnership with SFRS, this training for our staff has taken some important steps in giving back to our communities and all our staff can now use the defibrillator, with confidence, available within all ng homes offices and one of our larger sheltered housing complexes.

All SFRS fire stations now act as a base for local people to learn these vital skills and potentially save someone's life if they go into cardiac arrest.

Local Area Liaison Officer George McGrandles added: "Anyone can drop into one of our fire stations and learn CPR". The ng Group are now looking to introduce these vital safety messages at a community level through their varied community regeneration programmes.

To find out more about how Scotland's emergency services and charities are joining together to save lives after cardiac arrest visit Save a Life for Scotland at www.savealife.scot



ng homes staff undertaking CPR/defibrillator training



ng homes staff and Board members receiving CPR training

ng homes work alongside Community Jobs Scotland to create opportunities for young people

ng2 have a strong track record of working alongside SCVO (Scottish Council for Voluntary Organisations) through their Community Jobs Scotland programme to support young people into jobs.

David Gibson had been unemployed for 18 months having previously undertaken qualifications in gardening and ground maintenance. With such a long time unemployed his confidence was low and he felt 'down in the dumps'. He continually applied for jobs and went to the job centre twice a week and he then came across the advert for ng2 with Jobs Business Glasgow. He was invited for an interview and was delighted when he was offered the post of Estate Maintenance Operative.

He started off as a close cleaner and helped out at times with the bulk uplift. He liked getting back into the routine of working and was always on time for his work. When the gardening contract started he moved on to this and he enjoys doing work that he had some previous training in and enjoys.

David originally was given a 6 month contract through CJS and this was extended for a further six months. He is now a full time employee with ng2.

When asked about his personal development he said that he has undertaken a variety of training including; induction, manual handling, health and safety. He said he values the peer support and peer learning and he gets on well with his colleagues and supervisors. He said he also is thankful for personal support he has been given by Managers. He enjoys interacting with tenants and recognises the importance of customer satisfaction. His good customer care has been commented on by residents.

His supervisors have noted David's friendly and enthusiastic manner and that he is a reliable worker.

Having a steady full time job which pays Glasgow's Living Wage has also had some personal benefits for David. His goal was to pass his driving test as he felt this would support him in furthering his career. He passed his test a few weeks ago and has now bought his first car. His ultimate goal is to continue to work and progress within ng2.

I asked David what advice he would give to others who are coming through the CJS route. He said:

"My advice would be to come in every single day, be on time, be reliable and have a good attitude to work".



David Gibson hard at work keeping the environment clean and tidy

ng homes Sports Leader Inspires Young People

Gary Stewart was recruited through Community Jobs Scotland and has been working with the ng group for almost a year as a Sports Leader. Gary wanted to tell the story of his personal journey to inspire others to achieve. This is his personal story.

Through my work with ng homes group I have obtained my coaching badges, including Boxing Level 1 and a Tennis Activators Course. I have also been able to use my experience in coaching the sport that I love – MMA. I have been able to show, that if coached safely MMA is a fantastic sport, not just from a physical standpoint but from a mental one too. The children that have taken part in sessions have given fantastic feedback and it seems to be a sport that works really well for children not motivated by team sports as there is so much to the sport everyone is good at something. I have been able to create relationships with various schools and people that have given me the platform to deliver various sports programs and after school clubs. Without them I wouldn't have had the opportunity to deliver my sport.

Gary had previously trained at The Griphouse and says that "nowhere else offers the quality of coaching quite like it, there's an amazing sense of camaraderie

and the feeling that everyone is there to develop better versions of themselves with no ego's and just a seriously tough work ethic". As a result of his connection with the Griphouse they delivered free gym sessions for around 40 children at Saracen Primary as part of the Happy Healthy Hearts programme. They also donated pads and Thai boxing bags to the school. The children loved it and as a result I had a fantastic opportunity to start up my own after school MMA fitness sessions in Saracen primary. These are non contact sessions and focus purely on the fundamentals of the sport through pad work and MMA style circuits.

Owner of the Griphouse, Guy Ramsay, said:

"We were happy to support Gary and ng homes in their work around MMA and would welcome them to visit our gym". The Griphouse is based at 10 Possil Road, .

Sport and Education Partnerships Manager, Robert Docherty, said: "Gary has progressed well within his post and is a positive role model for young people. He was recently asked to speak at a Jobs Fair organised by Scottish Council for Voluntary Service who organise the Community Jobs Scotland post. He gave an excellent account of his journey to all attendees including the Minister for Employability, Jamie Hepburn".



Gary Stewart speaking at a Jobs Fair at Celtic Park



Gary Stewart coaching children at Keppoch Campus

As part of our Climate Challenge programme we have a dedicated Energy Efficiency Officer, Graham Smith. He has been carrying out Home Energy Checks for residents to support them in saving energy and money by giving valuable tips. We will shortly be holding events to bring tenants together to provide advice and assistance on the use of energy.

If you would like to find out more or if you would like to undertake some training then please contact your housing officer or Graham Smith on 0141 630 4252.



Some energy saving tips to keep you warm this winter

Most radiators have thermostatic valves (TRVs) fitted to them and these should be used to regulate the temperature in individual rooms. In the room you are occupying most of the time, set the TRV at whatever position is required to keep the room cosy. In rooms that you will occupy later eg bedroom, set the TRV lower to conserve energy and reduce fuel costs. Turn down the heating in the living room around an hour before you go to bed, as the room will stay warm for that time.

If there are rooms in your house that you never use, then consider setting the radiators to the (*) setting and closing the door. This will make sure that if the temperature drops below 6C, enough heat gets through to prevent any pipes freezing. Do be on guard for condensation in these rooms though, as it can thrive in unheated rooms, so you should check regularly for tell-tale signs eg mould growth. Remember to ventilate your home by opening a window on milder days as condensation is more of a problem during the winter months.

Try using heavy curtains to stop heat escaping through your windows and make use of your timers, so that heating comes on when you need it and off when you don't.

PREPAYMENT METERS

Over the Winter period, prepayment meters can be a really big challenge to keep topped up. This list of tips might help you manage better over the Winter period:-

- If you are paying a debt back through your meter and are really struggling, speak with your energy supplier. If you are in receipt of benefits, they will reduce your debt recovery rate from whatever you are paying to the lowest amount of £3.70 per week.
- If you have a debt in your gas prepayment meter through standing charges building-up over Summer when not topping up, again, speak with your supplier. If you don't and put £10 into your meter, it can take back as much as 90%, leaving you with just £1. Your supplier can remove this debt and allow this to be paid back at £3.70 per week.
- On almost every electric and gas prepayment meter you will pay around £1.60 per week on each, even if you use no electric or gas. Consider transferring to a supplier who doesn't charge this standing charge and only charge you for what you use. The non-profit company Ebico is an example of someone who you can switch to.
- If you have prepayment meters and are undergoing a significant financial catastrophe, like having your benefits sanctioned, please speak with your supplier. As a one-off measure, they can send credit to your meter to help you temporarily cope until you receive help and your situation is stable again. Any money sent to your meter will be collected back at £3.70 per week and will only be carried out as a one-off.

If you are really struggling this Winter and need some help, please call our Energy Efficiency Officer Graham Smith on 0141 630 4252.



Energy Saving Workshops

It's never too young to take up environmental challenges. Primary children took part in a variety of Workshops at Keppoch Campus including 'energy saving workshops'.

The young people were very creative and 'switched on' for their energy challenges led by members of ng homes Climate Challenge Team.



Good result for tenant with the support of ng homes Energy Efficiency Officer

A Possilpark tenant, aged 79, received an electric bill of **£8,607.00** from a previous property.

For a week the tenant was worried sick and barely slept over the following weekend with the worry. One of her friends, who occupies another of ng homes properties, told her that she had received support from our Energy Efficiency Officer and advised her to make contact with him. He visited the tenant at her home and investigated the details. After calling Scottish Power and going through readings and tenancy starts and ends, it was clear the bill was a huge mistake. After a lengthy call, the account was rebilled and the tenant was actually not in any debt, but in fact due a refund of £140 and she will now be getting sent as a cheque. The tenant was massively thankful for the help she received. If you need any general help or advice, please call our dedicated officer, Graham Smith on 0141 630 4252.

Young People take up African Challenge with ng homes

As part of our continued partnership with African Challenge Scotland, ng homes provided a unique opportunity for young people to undertake a comprehensive work experience programme across a full week over the summer period.

The innovative pilot programme was designed to allow young people to learn about the different types of jobs within the Housing Association and to work alongside various teams. All of the young people received an induction into ng homes undertaking a tour of the area looking at the varied housing types and getting some knowledge of the local environment.

The participants spent time in the various departments which gave them an overview of the customer care centre, reception, general administration, finance, banking, repairs, housing services, investment, regeneration, governance, media, human resources and organisational development.

At the end of the weekly programme the participants met with Robert Tamburrini, CEO of ng homes and the President of African Challenge Scotland, Ronier Deumeni, to review their experience and give them the opportunity to discuss any specific highlights or questions. CEO of ng homes, Robert Tamburrini said: "We have been working with African Challenge Scotland for a few years now and this programme is a natural progression. It offers young people the opportunity to experience the day to day running of a housing association which will stand them in good stead



African Challenge Placement, Phillipa Oguezue pictured with Ronier Deumeni, Robert Tamburrini and Tony Sweeney.

should they wish to pursue a career in housing".

Tony Sweeney, Head of Corporate Services at ng homes said: "The programme was designed to help to build the confidence of the young people taking part and to provide them with the opportunity to meet with people and to develop skills and an awareness of the workplace. The feedback from the participants has been extremely positive and it was also a great experience for our staff who enjoyed meeting and working with the young people."

Ronier Deumeni, President of African Challenge Scotland said: "This is an amazing opportunity for

our young people to gain the valuable skills and experience they need for their future career and we praise ng homes for their continuous support and together we want to make North Glasgow a positive place to live, work and invest; where everyone in the community is well integrated and enjoys equal opportunities."

All participants said that taking part in the programme had been rewarding and was a very positive experience and a visit to the Scottish Parliament is being planned to celebrate the success of the programme and to inform elected MSP's of the progress of the young people.

COMMUNITY MEMBERS GET ACTIVATED

A further 14 local people recently completed the Activate community development programme supported by ng homes and delivered by Tutors from Glasgow University. Activate is a community-based introduction to community development taking place over a period of 10 weeks for 3 hours per week at local community venues. It strengthens local networks and people attending get a chance to listen to each other and see different ways of working together.

Those participating included ng homes staff and board members, community volunteers and graduates from the Pitstops programme. The Activate programme is very useful as a 'stand alone' course and is also a progression route into further and higher education with Glasgow Kelvin College and Glasgow University.

Board member, Jim Berrington, who recently undertook the course said: "It was an excellent course and we learned a lot about teamwork. It was good to reflect on important issues and was very educational. The tutor was very knowledgeable and helping us to express ourselves. It was a good opportunity to work alongside people of different ages and backgrounds. I would recommend it to anyone".

Regeneration Manager for ng homes Margaret Fraser said: "We are committed to working with the University of Glasgow in developing community activists through this programme and we congratulate the latest participants on completing the Activate course."

A further Activate course is planned to take place from January 2017 in partnership with Glasgow University and Scottish Government.



Activate

Fun ◊ Informal ◊ Interesting ◊ Thought-Provoking

Community development introduction delivered by Glasgow University in the community



You can learn about community work, local/global issues through discussion and group work.

This course is for you if:

- You are active in the community or want to be
- You want to make a difference

Open to anyone over age 16 No upper age limit

If you are interested in taking part then please

Contact Margaret Fraser on 0141 630 4288 or e mail at mfraser@nghomes.net

Information sessions will be held in the local community in January 2017.

Icy conditions and winter

Slip and trip accidents increase during the Autumn and Winter season for a number of reasons: there is less daylight, leaves fall onto paths and become wet and slippery and cold weather spells cause ice and snow to build up on paths. There are effective actions that you can take to reduce the risk of a slip or trip. Regardless of the size of your site, always ensure that regularly used walkways are promptly tackled.

Issues to consider during the winter months.

- Lighting
- Wet and decaying leaves
- Rain water
- Ice, frost, snow
- Gritting

Is there enough lighting around you to be able to see and avoid hazards that might be on the ground? The easiest way to find out is to ask your family, friends or work colleagues or by carefully walking the main internal and external routes that you use throughout the working day. It is important to do this both inside and outside of your home or workplace, as the effect of light changes during the day. If you can't see hazards on the ground you will need to improve the lighting (e.g. carry a torch or changing the type of bulb).

Wet and decaying leaves

Fallen leaves that become wet or have started to decay can create slip risks in two ways, they hide any hazard that may be on the path or they themselves create a slip risk.

Put in place a procedure for removing leaves at regular intervals; you might even consider removing the offending bushes or trees altogether.

Rain water

In dealing with rainwater:

- Discourage people from taking shortcuts over grass or dirt which are likely to become slippery when wet. Consider converting existing shortcuts into proper paths.
- Many slip accidents happen at building entrances as people entering the building walk in rainwater. Be careful when entering a building and wipe feet on mats provided to wipe away any wet residue on the soles of your shoes.
- At home consider installing absorbent mats or even changing the entrance flooring to one which is non-slip.

Ice, frost and snow

- To reduce the risk of slips on ice, frost or snow, you need to assess the risk and put in a system to manage it.

- Identify the outdoor areas used by pedestrians most likely to be affected by ice, for example: - building entrances, car parks, pedestrian walkways, shortcuts, sloped areas and areas constantly in the shade or wet.
- Monitor the temperature, as prevention is key.
- You need to take action whenever freezing temperatures are forecast. Keep up to date by visiting a weather service site such as the Met Office or the Highways Agency .
- Put a procedure in place to prevent an icy surface forming;
 - Use grit (see separate article below for more detail) or similar, on areas prone to be slippery in frosty, icy conditions;
 - Consider covering walkways ;
 - Use pedestrian walkways less slippery.
- If warning cones are used, remember to remove them once the hazard has passed or they will eventually be ignored.

Gritting

The most common method used to de-ice floors is gritting as it is relatively cheap, quick to apply and easy to spread. Rock salt (plain and treated) is the most commonly used 'grit'. It is the substance used on public roads by the highways authority. This will be carried out by ng Winter programme.



This Christmas

KEEP SAFE

Home Safety

- ★ Keep your home secure - lock all windows and doors; set your house alarm and switch on your timer lights.
- ★ Don't leave gifts in view of the windows and keep cash in your home to a minimum.
- ★ If you're going away for Christmas don't advertise it on social media. Ask a neighbour or friend to keep an eye out while you're away.
- ★ If you're having a house party with lots of guests make sure you know who everyone is.
- ★ Keep safe at home, visit - www.scotland.police.uk/festivesafety

 POLICE SCOTLAND
#KeepXmasSafe
@PoliceScotland PoliceScotland

Weather – Take Care

ng2 Adverse Weather Plan – Winter 2016

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

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

We will:

- Liaise daily with housing managers to agree areas of property including Amenity Housing/Sheltered Housing complexes.
- Entrances to all offices and the Ron Davey Enterprise Centre.
- Specific areas as indicted by Housing colleagues.
- Work in conjunction with GCC to ensure that all grit bins in the areas are replenished as and when required.
- Concierge - Will salt/grit NDH, Abbeyfield house and all Sheltered accommodation on night shift and all Sheltered accommodation and Abbeyfield house at weekends.
- Garden Maintenance – leaf collection and gritting - In severe weather conditions the Garden Maintenance teams time will be split between leaf collection and gritting.
- Close Cleaners – Close Cleaning and gritting – In the event of the temperature going to 1 degrees or below, there will be no water used to clean closes. We will maintain standards by brushing and cleaning banisters. Close Cleaners will be deployed into gritting when they have finished their own duty.



Staff at the ready to keep your areas safe from winter elements



This service is vitally important and housing staff have commented on the benefits to tenants.

Comments from staff

"Just to advise you that the sheltered complexes are happy with the services they are receiving from ng2. This time of year can be particularly challenging for older people when the paths are icy but because of the prompt attention to gritting the paths and clearing the leaves our tenants can get in and out of their homes safely"

Karen Johnston,
Sheltered Housing Manager

"I would like to say that the gritting and leaf collection carried out at Carron Crescent had been great. This has allowed the tenants to continue to access the community lounge without any slips or falls. The tenants really appreciate this"

Stephanie Camley,
Sheltered Housing Support Officer



These pictures show the importance of clearing leaves to make sure the area is safe.

contact ng2 enquires@ng2works.com

Tenant Participation: How to get involved

Tenant participation is very important to us at ng homes and there are a number of ways that you can become involved in our organisation to shape the service that we deliver:

Become a member

If you are an ng homes tenant or you reside in the association's local area you can become a member for just £1.

Look what you get for your pound!!

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

Focus Groups

We have focus groups within each of our neighbourhood areas which specifically look at the local area and discuss local issues. At these meetings, we meet with partner agencies – Police Scotland, Glasgow City Council Land

and Environmental Services and others. We also carry out Estate Walkabouts to look at the Neighbourhood.

If you would like to join your local focus group, please contact your Housing Officer.

Tenant scrutiny – come and join us

Tenant scrutiny allows the people who live in our houses and use our services to get involved and look at ways that we could improve the services that we deliver to our customers.

Tenant scrutiny involves tenants looking closely at ng homes and the services that we provide, gathering evidence about performance and making recommendations for improvement.

Does this sound like something you would like to be involved in?

If so, please contact Barbara Bradley on 0141 336 1306 for details on the next meeting.

Affordable Warmth Dividend Guidance

What is the Affordable Warmth Dividend?

The Affordable Warmth Dividend is a £100 payment made by the Council to Glasgow residents who are 80 years of age and older on or before 31st March 2017 to keep warm during winter.

Who can apply for the dividend?

To receive the payment you must be 80 years of age or over by 31st March 2017 and living in Glasgow. If you will be 80 years of age before 31st March 2017 you can make the application now.

How long will the scheme be available?

Applications will be accepted from 31 October 2016 until 31 March 2017. Unfortunately, we cannot accept applications received after this date.

How can I make an application?

Application forms are available on the Council's website at www.glasgow.gov.uk/affordablewarmth or from your local Revenues and Benefits Centre or by phoning 0141 287 7961.

If you want to post in your application please return it to:

Glasgow City Council
P.O. Box 36
Glasgow
G1 1JE

How will applications be processed?

Staff at your local Revenues and Benefits Centre will decide if your claim meets the qualifying conditions.

If you do not fill in your application properly it will not be accepted. It is important you bring along or send evidence to support your claim. Any evidence mailed in will be returned immediately by recorded delivery mail.

How will payments be made?

The preferred method of payment is by BACS directly into your Bank Account, although payments can also be made by cheque.

A message from Pollok Credit Union

Pollok Credit Union have had lots going on in North Glasgow. Something of note would have to be the co-operative transition of membership from Maryhill Credit Union, as we look forward to keep providing excellent service to many new members. Our diligent team in the newly opened Maryhill branch are working extremely hard to create new accounts for every member of Maryhill Credit Union. We are making sure that everyone's details are up to date in an effort to make the transition in September as smooth as possible.

In other news, Pollok Credit Union has also

undergone some form of rebranding at our Branches in Possilpark and Royston. We are extremely eager to remain a unified team across Glasgow and hope to show this through our modern branding across all our branches. Pollok Credit Union hope that our new and existing members in the north of Glasgow, enjoy a new, fresh and vibrant look that will reflect the dedication to service we here all share.

Pollok Credit Union would now like to urge members across North Glasgow to contact us with any feedback or advice so that we continue to hold our community values and remain here to help.

Staff at newly opened Maryhill Branch



Scotcash joins forces with responsible lenders to launch Affordable loans scheme



A NEW study reveals that almost half (49%) of people in Scotland admit to being in debt with many of these feeling the strain, just weeks before Christmas.

The YouGov poll, which was commissioned by Scotcash and Scotwest Credit Union, revealed almost 1 in 2 (49%) of adults surveyed in Scotland have some form of personal debt – other than a mortgage or a student loan. It also showed more people in Scotland are currently in debt, than England (43%) and Wales were just behind (48%).

Almost 1 in 5 (17%) of adults surveyed, who said that they are currently in debt, in Scotland went on to say they were struggling to cope, feeling worried, stressed or trapped, by personal debt such as credit cards and loans – with some (6%) even revealing they felt trapped in a cycle of debt.

Now Glasgow-based lenders Scotcash and Scotwest Credit Union have joined forces with leading supermarket ASDA and other responsible lenders across the UK to launch Affordable Loans – a partnership that aims to combat these feelings and help break the cycle of high cost borrowing and debt.

Chief Executive of Scotcash, Sharon

MacPherson, said: "It can be hard for people to admit they are not coping with their debt and Christmas can cause extra stress and worry for people.

"We want to make sure that people we support across central west Scotland no longer feel trapped by helping them to manage their debt in an affordable way. Some people are stuck in a cycle of debt and others are just one step away from it happening to them, so we offer products to change that and help people break free from high cost borrowing.

"Many people are shut out from the best interest rates when they need it most, and this means they can be taken advantage of, being lured into taking out high interest loans or expensive credit cards to pay for Christmas.

"Debt can affect everyone from young workers to worried working families and beyond, so we are here to give as many people as possible fair access to loans they can afford."

The Affordable Loans partnership, made up of Scotcash, Scotwest Credit Union, Manchester Credit Union, Leeds Credit Union and Five Lamps, has the backing of the Cabinet Office and credit

score experts, Experian.

It aims to make it easier for people with poor or no credit rating to access affordable loans, saving them hundreds of pounds in the process. Customers can go directly to the Affordable Loans website to get a quote or via Asda Money.

Katie Walley, head of Asda Money, said: "People can't always be prepared for life's little surprises. From pranged cars to pricey boiler repairs, it's those unexpected curve balls that many of us don't budget for. This can result in many being trapped in a destructive cycle of high rate borrowing which is why Asda has partnered with Affordable Loans.

"As you would expect from Asda, we want to help those who have been turned away by their bank or who have a poor credit history to get a fair and ethical deal when they need a loan. We hope in turn this will enable people to break the cycle of unaffordable debt and take control of their finances once again."

For more on Affordable Loans and to get a quick quote visit www.affordableloans.credit or follow @loan_affordable on Twitter to find out more.

Friends of Eastfield Park are looking for your support

Following on from two large community consultation events held in April and June of this year by ng homes a call went out to establish a 'Friends of Eastfield Park' group.



The Friends of Eastfield Park group is now up and running! Meeting regularly, the group hope to enlist the help of the local community, schools, community groups, nghomes and ng2 and others to help clean up the park and create a fun, healthy and happy environment for everyone in the area.

Helen Carroll (pictured above), Chair of the newly formed group, said, "We've a lovely park here that's been in need of some real TLC for ages. The children's play area is a disaster and the pitch and multi-use games area all need upgraded. It's a challenge but the will is there. The aim now is to encourage more members and access funding."

The 'Friends of Eastfield Park' is receiving support from Land and Environmental Services of Glasgow City Council. The group is comprised of local residents from a wide range of backgrounds and interests who are keen to explore new ideas to revitalise the park. If you are interested in getting involved please email Helen Carroll at eastfieldparkfriends@outlook.com.

Walking Football kicks off in North Glasgow

The Walking Football programme 'a slower version of the beautiful game' proved to be a good success. The programme was delivered at the Peugeot Ashfield Stadium on a Thursday and was designed to help people get fit and meet new friends. The two hour session consisted of a one hour practical session with the following hour set aside for socialising. The programme was supported by Allied Vehicles and Partick Thistle FC.

The programme will start again in early 2017. Discussions are ongoing regarding delivering Walking Football centres in various communities in the north of Glasgow and visits to other parts of the country.

So if you would like to keep fit and get involved contact Robert Docherty, Sports and Education Partnerships Manager, on:
T: 0141 560 6000
E: rdocherty@nghomes.net



Walking Football at Peugeot Ashfield Stadium

Active Early Years programme has winning formula

The Active Early Years programme is delivered in partnership with the Winning Scotland Foundation and supported by the Scottish Government and Glasgow Education Services. The programme supports and complements Physical Education delivered in nursery and primary schools within North Glasgow.

Working in close collaboration with Head Teachers, class teachers and partners we have delivered school based approaches to increase both access to and the quality of physical activity in early years (3-7). We have tailored our approaches to meet the needs of individual nurseries and schools.

As part of the programme, 30 Teachers have attended in-service sessions to help familiarise them with the Teachers physical education resource pack, in order to support the delivery of quality physical education sessions in schools at Primary 1 and Primary 2 level. Some of the elements included learning through play, exploration, stories and rhymes. A four week intensive support programme was provided during this period and schools taking part included; Saracen, Miltonbank, Elmvale, Barmulloch, Barlornock, Chirnsyde and St Monica's Primary Schools. Sessions also took place within Keppoch, Elmvale and Milton nurseries with a total of 3,228 attendances over 116 sessions overall with schools and nurseries.

A number of parental engagement sessions were also held to inform parents of the programme and encourage them to adopt a healthy lifestyle in the family. These sessions proved to be a huge success including good attendances, following on from these sessions a number of parents have now volunteered with their school to run afterschool activities. We



Active Early Years: Pupils getting active at Saracen Primary School

look forward to working with our partners and developing the programme in 2017.

Morag Arnot, Executive Director of Winning Scotland Foundation, who part fund the programme, said:

"Our work has shown us that the role parents can play in developing their child's physical learning is vital so we are delighted to be working in partnership with ng homes to help support parents and teachers to recognise the importance and benefits of early years physical activity and how they can help their children develop a lifelong involvement in sport and physical activity."

Evelyn Gibson, Head Teacher at Saracen Primary, said:

"The Active Early Years programme has been instrumental for all concerned. In terms of staff

development the Connections resource, coupled with support from associated partners enabled staff to become more confident in delivering the physical aspects of the HWB curriculum.

Pupils in P1 and P2 enjoyed the benefits of a contextualised, active programme of physical fitness in a fun and inspirational way.

Parents were encouraged to come together and discover how they could develop the activities at home with their children and those parents, for whom English is not their first language were enabled to be actively involved in the community of school life without the challenge of the language barrier. Many parents were inspired to go on to support staff in the delivery of hula hoop and cycling after school classes, with great success."

Basketball Sessions

Our basketball sessions are currently being delivered at Springburn Academy on a Tuesday evening. On average 15 young people and adults mainly from the Chinese community attend. Our aim is now to further develop the programme and provide pathways for children, young people and adults.

Contact Robert Docherty, Sports and Education Partnerships Manager, on:
T: 0141 560 6000
E: rdocherty@nghomes.net

Basketball: Players pictured at one of the sessions in Springburn Academy



"Pitstops" Programme continues to be a success

Pitstops is an employability programme funded through the Big Lottery and working in partnership with School of Hard Knocks using rugby as an engagement tool. The first pitstops cohort completed in June with 17 people graduating.

For the graduates' families and friends, the ceremony was the culmination of the achievements they noticed in their loved ones. The brother of a participant stated, 'I have seen a change in my brother's attitude; the course has given him a purpose and opportunity that he otherwise would never have if he didn't take part'. Another participant's partner added, 'He has really enjoyed this course. It has brought him out of his shell, so I would recommend this course for all ages.'

Partnerships have been key to the success of the programme and these include British Army and Royal Navy, Pinkston Watersports facility and Police Scotland.

Participants were also fortunate to receive input and workshops from a range of local and national organisations; Glasgow Kelvin College, CharacterMatters, Epic 360, Glasgow Life, Jobs Business Glasgow, Lifelink, Scotcash, Skills Development Scotland, State of Mind (Rugby Union). The

Pitstops project would like to thank all of the partners for their invaluable support over the course of the programme

The second cohort of Pitstops participants started on 28 September to 18 November with 24 people graduating at a ceremony on the 7 December at Saracen House. The event proved to be a huge success with family, friends and partners joining the participants in the celebration event.

Those taking part benefited from the support of Pitstops graduate Chris McGrory who is volunteering on the project as an assistant coach and kit-man. Chris recently

Coach Chris McGrory



passed Level 1 of the rugby coaching qualification and has been a great asset to both participants and staff.

The team has received great initial feedback from the participants who have cited 'amazing friendship' and 'waking up to a routine' as the reasons why they are enjoying the course. They have also termed the course 'fun, informative, interesting and brilliant'. Some of the activities undertaken by the group included a day trip to Broadwood Stadium in Cumbernauld to experience what it is like to train with a professional rugby team, taster sessions with the British Army and the Royal Navy, a health and wellbeing week, and training for their graduation game.

The next cohort is planned for end of February 2017 with recruitment starting in January 2017. If you are interested in taking part please contact us as detailed below.



First Pitstops Programme graduates at Saracen House

What is Pitstops?

Pitstops is a partnership project between ng homes and School of Hard Knocks and is a personal development course with a difference.

The Pitstops 8 week contact-sport based courses are designed to boost your confidence and help support you to take steps toward finding work, going to college, starting volunteering or achieving other positive destinations.

You will receive:



James
It has so much to offer, if it helped me I'd imagine it could help others in the same situation...it was a life changing experience, just made me feel brilliant about myself.

James took part in our first Pitstops rugby course in the summer of 2016.



Andy
Taking part was life changing for me. I got back into work and made friends for life. If you're unemployed and looking to change your life - sign up, you won't regret it.

Andy took part in the first SOHK Glasgow rugby course, which was documented on Sky Sports.

If you would like any more information about the course, please contact the team on
T: 0141 630 4254 or
E: mycommunity@nghomes.net



Participants at British Army recruitment centre - Glencorse barracks, Midlothian



Final game on 20 November at Peugeot Ashfield Stadium

ng homes Regeneration Activities and Events

Regular weekly activities: January – March 2017

Prefives				
Activity:	Venue:	Day and time:	Contact:	Other info:
Little Rascals	Possilpoint Community Centre, Denmark Street, Possilpark	Mondays, Thursdays and Fridays 9.30am – 11.30am	Gillian Halliday ghalliday@ng2works.com	New parents welcome
Sport Health and Education Activities				
Friday Night Club	Springburn Leisure Centre	Fridays 4-6pm	Robert Docherty rdocherty@nghomes.net	5 -12 year olds
Mixed Martial Arts	Saracen Primary School	Mondays 3-4pm	Robert Docherty rdocherty@nghomes.net	P1 & P2 pupils
Walking Football	Peugeot Ashfield Stadium	Thursdays 2:30-4pm	Robert Docherty rdocherty@nghomes.net	Older adults. Combination of activity and social
Community Activities				
Ruchill Connecting Community Choir	Ruchill Community Centre	Mondays 6.30pm – 8.00pm	Alistair Mitchell amitchell@nghomes.net	Adults only (16+) New people welcome from outside Ruchill https://www.facebook.com/connectsing
Metafit Ruchill Exercise class	Ruchill Community Centre Bilsland SDrive	Every Monday 6.30 – 7.30	Alistair Michell amitchell@nghomes.net	https://www.facebook.com/ruchill.metafit?fref=ts
Neighbours Monthly meals	Bardowie Street	Mondays	Alistair Mitchell amitchell@nghomes.net	www.facebook.com/possilruchillmeals
Community social event	Possilpark Parish Church, Saracen Street, Possilpark	Wednesdays 9.30am – 2.00pm	Michael Kam mkam@nghomes.net	Cross cultural/cross generational social event – open to all. Breakfast, lunch and socialising.
Metafit Possil Exercise class	Bardowie Street Gospel Mission	Every Wednesday 6 – 6.30 p.m.	Alistair Mitchell amitchell@nghomes.net	https://www.facebook.com/MetaFitPossil/?fref=ts
Chancers group	Possilpoint Community Centre, Denmark Street, Possilpark	Wednesdays 11.00am - 2.30pm	Gillian Halliday ghalliday@ng2works.com	All welcome. Variety of activities and socialising.
Inner Circle Mens Group	Possilpoint Community Centre, Denmark Street, Possilpark	Thursdays 12pm – 2.30pm	Gillian Halliday ghalliday@ng2works.com	New people welcome. Variety of activities.
Writing for Fearties	Possilpark Library	Thursdays	Alistair Mitchell amitchell@nghomes.net	
Row For Shore	Possilpoint Community Centre, Denmark Street, Possilpark	Fridays 9.30am – 11.30am	Gillian Halliday ghalliday@nghomes.net	All age groups. New people welcome
Oriental Gym Exercise	Tron St Marys, Red Road, Balornock	Fridays 10am – 12pm	Michael Kam mkam@nghomes.net	All age groups – new people welcome
Possil and Ruchill Runners Saturday Run Meet Ups (5k)	Ruchill Park, main gates, Bilsland Drive	Fortnightly – Saturday 9.30 a.m. – Check facebook or cal	Alistair Michell amitchell@nghomes.net	https://www.facebook.com/groups/ruchillpossilrun/

Regeneration Monthly Activities – January/March 2017

Activity:	Venue:	Date and time:	Contact:	Other:
Community Networking Breakfast	Saracen House	Fridays 10 – 12 noon 13 th January, Friday 10 th February, Friday 10 th March	Margaret Fraser mfraser@nghomes.net	Open to all
Come Dine With Me	Tigers Den Speedway	Tuesdays 4 – 6 p.m. 17 th January, 31 st January, 14 th February, 28 th February, 14 th March, 28 th March	Margaret Fraser mfraser@nghomes.net	Booking through Regen Dept.
Neighbours Monthly meal (Thriving Places)	Bardowie Street Gospel Mission	Tuesdays – 6 – 8 p.m. 24 th January, 21 st February, 21 st March	Alistair Mitchell amitchell@nghomes.net	www.facebook.com/possilruchillmeals - All ages
Song, Shimmy events	Petershill Club Springburn	Fridays 1 – 4 p.m. 27 th January, 24 th February, 31 st March		
Chinese New Year	Keppoch Campus	Sunday 5 th February	Michael Kam mkam@nghomes.net	Details available shortly
Grow Your Own Mushrooms	Possilpoint Community Centre	Friday 17 th February 2pm – 4pm	Emma Tomlinson/Taylor Kelly etomlinson@nghomes.net/ tkelly@nghomes.net	Booking through Regen Dept
Love Food Hate Waste workshop	Saracen House	Friday 3 rd March 10am – 4pm	Emma Tomlinson/Taylor Kelly etomlinson@nghomes.net tkelly@nghomes.net	Booking through Regen Dept
Welcome to Community	Saracen House	Tuesday 21 st March 12pm – 3pm	Margaret Fraser mfraser@nghomes.net	Main target group new tenants and others who would like to find out more about what goes on in the community. Delete details currently in this section in the column other.

Bessie happy with work to her home

ng homes tenant, Bessie Gallacher is 102 years old and lives in Bilsland Drive. Her mother was the first tenant in her house when it was built in the 1930's and she succeeded the tenancy in 1973 where she has been living ever since. She loves her home and was struggling with the external pathway so ng homes took action to make her life easier and have slabbed the area, erected handrails and installed a bin store at the front of the property. Bessie is very happy with the work carried out and thanked housing staff and contractors for their support.



Bessie Gallacher pictured with neighbour, Betty Stewart, outside her home

Are you interested in Volunteering?...

Then we would like to hear from you

Volunteering is a hugely valuable and rewarding experience for the volunteers and the communities they support. At ng homes we have opportunities for people to get more involved in the community through a broad range of community activities such as setting up and supporting community events, sports activities, support for food and furniture distribution service and helping out at growing spaces amongst others.

Research shows that there are many benefits of volunteering. For example people who engage in altruistic activities (e.g. volunteering), report a greater sense of purpose and meaning in their lives.

The NHS lists a number of health benefits relating to volunteering, including improved quality of life, improved ability to cope with ill health and improved self-esteem.

Action for Happiness list ten key ingredients for a happy and fulfilling life: giving, relating, exercising, awareness, trying out, direction, resilience, emotions, acceptance and meaning. We feel confident that volunteering ticks these boxes!

Volunteering is an opportunity to learn new skills, and can boost employment prospects.

Our happiness is intertwined with the wellbeing of our local community. Being connected in a community helps us feel like we belong and this has a big impact on our own happiness, that of our family, and the community as a whole.

There are things all of us can do to improve community wellbeing, from getting to know our neighbours to supporting local activities and finding ways to help improve community facilities.

Our local communities also provide us with opportunities to do things for others - to give as well as receive support - which has also been shown scientifically to increase well-being.

www.actionforhappiness.org

If you are interested in volunteering with ng homes please contact:

Contact Simon Farrelly, Community Support Officer, for ng homes on 0141 560 6000 or sfarrelly@nghomes.net



Carron Tenants come together to raise funds for charity

Tenant, Jessie Barclay, from Carron Sheltered complex suggested organising a charity event to support Huntingtons charity. This charity was chosen as her friend's daughter, Tracey, had been diagnosed with Huntingtons disease and had to go into full time residential care when her condition worsened. Tenants within the complex

were very supportive and arranged a coffee morning with tenants helping out with food and home baking. They also had a game of bingo and a quiz to raise money and sold raffle tickets and football cards. There were 25 tenants in attendance on the day and a grand total of £702 was raised.



Tenants raise £702 for Huntingtons Charity



Tenants enjoying some home baking at the charity event

Growing Spaces at Multi-Storey Flats



Housing and Regeneration staff have been working with residents at Balgrayhill Multi-Storey flats with the purpose of developing some community growing spaces. A number of consultation meetings at the community space at 178 Balgrayhill have been held and we are looking to seek the views of residents who live within the direct area.

If you would like become involved or have some views on this then we would like to hear from you.

Contact Senior Housing Officer Greg Richardson on 0141 336 1369 or grichardson@nghomes.net or Margaret Fraser on 0141 560 6000 or mfraser@nghomes.net

ng homes presented with prestigious Diversity Award

ng homes achieved success at the inaugural Diversity Awards held recently, receiving a prestigious award for the excellent work in promoting cultural integration.

The Association was awarded the 'Diversity Star Performer' Award (50-250 employees category) at the 2016 Diversity Awards which were held in Glasgow on Thursday 13 October.

At these inaugural awards, the organisers wished to recognise and celebrate the diversity in workplaces and our award was achieved in recognition of the integration work taking place with African, Chinese and Asylum Seeker Group within our community. This award was sponsored by City of Glasgow College and evidence was presented to the judges on the impact of a variety of interventions by the ng homes group which has resulted in increased levels of confidence, improved connections and opportunities.

This is a prestigious award with shortlisted candidates coming from across the UK and from a wide range of organisations and sectors. Achieving this award has been an excellent team effort and recognises the contribution of ng homes and ng2 staff and board/committee members and residents.



ng homes Board members, Margaret Thomson (ng2 Chairperson) and John Fury (ng homes Chairperson) and staff members Margaret Fraser and Michael Kam receiving the award

Chinese Community members launch their newsletter

Members of the Chinese Community have come together as volunteers to form an editorial group with the purpose to 'unite and integrate' within the local community. The editorial group consists of Gui Qui Hu, Mary Lam, Jing Chen, Hui Shi with the support of Michael Kam, ng homes Cultural Officer. The newsletter which is written in both English and Chinese and was launched at the Mid Autumn

Festival held at Keppoch Campus. It is circulated electronically across the UK and mainland China. An excerpt from their first newsletter shown below gives a flavour of their feelings.

"Just like many newcomers, when I first arrived in Scotland, my heart was filled with the feeling of uncertainty, and knowing there are many challenges ahead. I wasn't very sure how I'm going to adapt to my new environment. It is often more difficult for Eastern Asian community to be integrated into the country as the culture between the two is extremely different. Luckily, Scottish people are well known for their openness and kindness; their generosity will always be given to you regardless of your background.

There are a number of reasons for people coming to Scotland, whether your intention is going to permanently settle in Scotland or just come here for short time visit, Scotland is always welcoming. Kindness and openness are deep rooted into the Scottish culture. So when you are about to visit Scotland, just remind yourself that you are about to meet some of the friendliest people on the planet". (Written by Chiyan Kam, - 3rd year BA Business student from The University of Strathclyde)

The group's work has received recognition with MSPs and partners across the country and most recently the group were invited to a small civic reception by the Lord Provost, Sadie Docherty, at Glasgow City Chambers.



Madame Hu, Margaret Fraser and Mary Lam meet with Lord Provost of Glasgow, Sadie Docherty, at Glasgow City Chambers.

Motion Raised in Scottish Parliament – S5M-02915: Bob Doris, Glasgow Maryhill and Springburn, Scottish National Party, Date Lodged: 05/12/2016

Scottish Parliamentary Motion Raised in recognition of Chinese Community Newsletter

The MSP for Glasgow Maryhill and Springburn, Bob Doris (SNP) lodged a motion at Holyrood earlier this month requesting that the Parliament congratulates the Chinese community in North Glasgow, across the city and beyond, and Michael Kam of ng homes, on a new community newsletter, which was launched in September 2016 and is circulated in Scotland and China; acknowledges the time and consideration that has gone into producing the newsletter; notes the admirable aims of the newsletter to support community integration and unity; commends the Chinese diaspora for their active contribution to Scotland; is encouraged by the newsletter's ambitions to inform on social development; believes that such endeavours are an important part of community life, and wishes the community newsletter and its contributors success in the years ahead.



Supported by: Clare Haughey, Stuart McMillan, Tom Arthur, Richard Lyle, Bill Kidd



Lion Dancing Performance

Mid Autumn Festival

ng homes organised a Mid Autumn Festival in partnership with Confederation of Fujian Association UK at Keppoch Campus, Possilpark. Over 350 people attended this vibrant celebration and Integration Event. The venue was a wonderful display of Chinese decorations which were made by Chinese and Scottish volunteers in the preceding weeks and the Lion Dancers welcomed families and visitors with a fascinating display of music, dance and acrobatics. This began a cultural experience which included a Chinese Kung Fu display, Chinese traditional song and dances and Scottish Dancers.

Chairperson of Confederation of Fujian Association in Scotland UK Lu Yun Fei, said: "The Full moon festival has the meaning of family reunion and friends get together, we would like to have you join this significant Chinese Festival. Our Association will continue to introduce more Chinese culture to the country for community integration."

ng homes Board member, Richard Porter, said: "ng homes have been supporting this event for three years and view it as an important date in our calendar. ng homes has a proud legacy in working with all communities in North Glasgow and it is important to the wellbeing of our area that communities share their cultural heritage allowing others to learn about your cultures".

Ronier Deumeni, President of African Challenge Scotland, said: "Great event and very positive for the Community. Well done to the organisers and to ng homes for their continued support for their tenants and local residents"

Local tenant, Ruishan Liu, said: "The arrangement and performance in this event is outstanding. It highlights the Chinese tradition and lets attendees enjoy Chinese artwork and good food and leaves everybody with a good memory"

Local tenant, Jackie Deegan said: "I think it was the best day out I have had and I am looking forward to the next event. Good way of bringing different cultures together".



Performers with Chairperson of Confederation of Fujian Association in Scotland- Lu Yun Fei



Community members enjoy Mid Autumn Festival



Dancers from Aileen Robertson School of Highland Dancing



Chinese Dance troupe performing

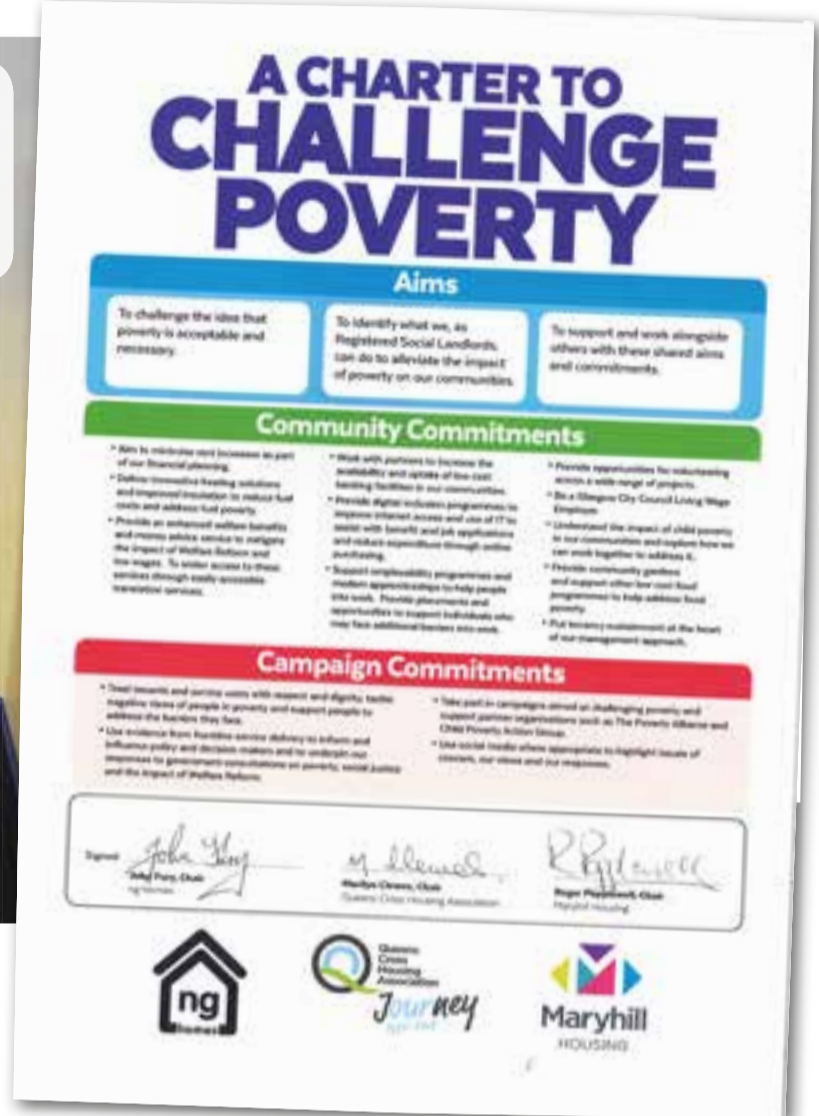


ng homes board members and staff with community members

Housing Associations Team up to Challenge Poverty



Housing Association Chairs, Marilyn Clewes (Queens Cross Housing Association), John Fury (ng homes) and Roger Popplewell (Maryhill Housing Association) pictured with Frank McAveety, Leader of Glasgow City Council at the launch of the Charter



ng homes staff has been working closely with Queens Cross and Maryhill Housing Associations to identify ways to address the deep-rooted issues associated with Poverty. Over the past year staff and board members from all three housing associations have come together to identify areas of collaboration in tackling poverty.

Part of the process involved presentations from the Poverty Alliance and other organisations who have direct experience of this use to highlight ways for joint working.

All three Housing Associations agreed to sign up to 'Stick Your Labels Campaign' and launched their Challenge Poverty Charter in September 2016 which was signed by the Chairs of each organisation. The key aims are to challenge the idea that poverty is acceptable and necessary, to identify what as social landlords we can do to alleviate the impact of poverty on our communities and to support and work alongside others with these shared aims and commitment.

Some of the commitments made within the

charter include work around fuel poverty, food poverty, child poverty and money advice. At the core of our joint work is that we treat tenants and service users with respect and dignity and tackle the negative views of people in poverty.

ng homes response to Challenging Poverty

Issues around Welfare Reform is already impacting on our communities. ng homes have been working for some time in addressing issues of food and fuel poverty in a dignified and supportive manner for residents who are undergoing hardship.

We have a partnership with Fare Share where we have a weekly food collection which we redistribute to people in the community. We link in the issue of 'environmental waste' through this food collection which comes from large supermarkets and link this to the social issue of food need.

We have also developed a furniture redistribution service linked into our Climate Challenge Fund where

we receive good quality donated furniture and redistribute this to people in the community. We also provide a Home Energy Check service and our officer is experienced in dealing with suppliers issues. We also work closely with EPIC 360, GEMAP, Scotcash and Credit Union to support people with financial issues.

We have recently been awarded funding from Development Trust Association Scotland Resilience fund to support local community meals, breakfast clubs and programmes around accessible food. We plan to set up consultations with community members to move this forward.

If you are interested in finding out more or want to help out in some way then please contact Margaret Fraser on 0141 560 6000 or mfraser@nghomes.net

Community Choices aimed at Young People

We are delighted to announce that our application to the Community Choices Fund which is a Scottish Government Fund closely linked to the Community Empowerment Agenda was successful.

Our project focuses on a Participatory Budgeting (PB) designed to hear young people's voice in the North of Glasgow, the project will set up the infrastructure to run a young person's decision making panel and

implementation group which will allocate funds for youth projects.

Engagement and recruitment of young people will commence soon this will include youth led enquiries and building ideas with the wider community.

Contact Robert Docherty, Sports and Education Partnerships Manager, on:
T: 0141 560 6000
E: rdocherty@nghomes.net

Welcome to Your Community

ng homes Housing hold quarterly 'Welcome to the Community' events for new tenants to introduce them to the area and local services. These are informal and friendly events where tenants will have a hot meal, meet local neighbours who are involved in the community and meet with other services such as financial services, energy efficiency and other organisations.

Our next 'Welcome to the Community' event will be held on 21st March at Saracen House, 139 Saracen Street between 12 and 2 p.m.

Customer Services Team

Our Customer Service Officers (CSO's) are based within our contact centre at 33 Lenzie Place.

The CSO's are the first point of contact for customers calling ng homes and when you contact you will now be

asked to provide your up to date contact details, preferred method of contact and information of who is living in your home. This will allow us to contact our customers in the method they prefer.

Meet the team



Alan Dick



Scott Ritchie



Ann Marie Smith



Stephen Lauder



Allan MacKinnon



Iona Wilson

Housing Services Team

Possilpark Team



Janice Ellison
Housing Manager



Karen Kelly
Senior Housing Officer



Gordon McFarlane
4-50 Ardoch Street
100-149 Bardowie Street
185-277 Saracen Street
134 Allander Street
3 Carbeth Street
1-27 Hamiltonhill Crescent
97, 110, 112, 115 Hamiltonhill Road
217 - 231 Stonyhurst Street
180, 194, 208, 222, 236 Killearn St



Lynn Bennett
102-178 Ashfield St (evens)
162-326 Broadholm Street
Buckley, Chestnut, Cypress, Kippen, Spruce Street
104-233 Crowhill Street
54-160 Glenhead Street
8-20 Hawthorn Quadrant
313-483 Hawthorn Street
Walnut Crescent, Place, Road



Lesley McConnochie
143-173 Ashfield Street (odd numbers only)
8, 16, 24 Balmore Road
40, 46, 52 Balmore Road

105 Knapdale St
144 Liddesdale Road
28-30 Bracken Street
24-152 Broadholm Street
11-61 Claddens Quadrant
26-84 Claddens Street
16-34 Colmuir Street
5-93 Crowhill Street
26-36 Gadloch St
7 Glenhead Crescent
6-44 Glenhead Street
23-43 Lamb Street
82-209 Haywood Street
139 - 221 Balmore Road
3-39 Balmore Square



Liz McMillan
56-251 Killearn Street
98-110 Saracen Street

1-23 Rednock Street (newbuild)
2-18 Barloch Street (newbuild)
3-5 Barloch Street
67-101 Allander Street
67-102 Stonyhurst Street



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



Danielle Quinn
1-27 Balgair Place

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



Danielle McErlane
139-162 Barloch St
72 Balmore Road
2-73 Closeburn Street
123-183 Denmark Street
4-127 Mansion Street

Springburn Team



Irene Dalrymple
Neighbourhood Manager



Jeanette Glen
Senior Housing Officer



Bola Akintoye
Balgairbank, Boghead, Cardarroch, Cockmuir Street

256-356 & 426-488 Broomfield Road
Eastburn Road
Craigebay, Gartferry, Hillhouse & Lumloch Street
Drumbottie & Lanrig Road
2-60 Wallacewell Crescent
5-9 Wallacewell Place
91-144 Wallacewell Road



Sharon Hazlett
Neighbourhood Manager



Geri Anderson
Senior Housing Officer



Greg Richardson
Senior Housing Officer



Andrea Campbell/ Maureen Wilson
Barmulloch Road
Burnbrae & Oatfield Street
459-463 Petershill Road
Young Terrace



Terri McChesney
Avonspark Gardens, Place & Street
Dykemuir Place & Street
Red Road



Sharon Brooks/Anne Sheeran
15 Croftbank Street
250 Edgefauld Road
177-311 & 371-405 Edgefauld Road
9-101 Broomknowes Road



Catherine Mather
15 Eccles Street
53 Carbisdale

Street
Blackthorn, Elmvale, Home & Memel Street
9,19,29 Carron Crescent
151 & 155 Fernbank Street
630, 640, 660, 670, 680, 690 & 700 Hawthorn Street



Gemma Lee
12 Eccles Street
185, 195 & 200 Fernbank Street

10-73 Carron Street
3, 4, 10, 16, 22, 28, 34, 40, 46, 52 & 58 Carbisdale Street
3-33 Carron Place
625, 631, 639, 647, 655, 663, 675 & 685 Hawthorn Street
76 Home Street
771-783 Springburn Road



Chris Farren
Auchentoshan Terrace
Auchinloch, Laverockhall, & Midton

Street
721-745 Broomfield Road
Broomfield Crescent & Broomfield Drive
Springburn Road
77-163 Petershill Road



Pamela Hutchison
Angus, Bagnell, Carlestone, Crichton, Gourlay, Hillkirk, Kemp,

Valleyfield & Vulcan St
Atlas & Cowlares Road
104-138 Balgrayhill Road
Broomfield Place
2-60 Broomfield Road
Hillkirk Place
Morrin Path & Springburn Way



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



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



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



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

African Challenge Scotland Annual Events Programme

The third annual summer events programme organised by African Challenge Scotland (ACS) took place earlier this year. African Challenge Scotland is a registered voluntary organisation based in North Glasgow with the aim of promoting active lifestyle among Africans and other ethnic groups in Scotland through sports, educational and social events. This year the programme was entitled "Climate Justice Conversation to Inspire and Engage Communities – Case study of Africa and Glasgow". The programme which was a huge success was delivered by Prof Tahseen Jafry, a Professor at Glasgow Caledonian University and supported by Police Scotland, Keep Scotland Beautiful, Patrick Grady MP, Energy Trust Scotland, Saladmaster, and ng homes.

It included interactive sessions with participants, including children, becoming aware of climate change issues. Patrick Grady, Member of Parliament for Glasgow North said: "Climate change affects us all, but climate justice is about recognising that people in poorer parts of the world, who have often done the least to bring about climate change through carbon emissions, are being hit first and hardest. African Challenge Scotland's workshop brought these issues to the heart of North Glasgow, and it was inspiring to see people of all ages from across the community engaging and interacting on these issues, with expert facilitation from Prof Tasheen Jafry of Glasgow Caledonian University.

Activities during the week long event included community litter-picking within the local environment, cultural events to celebrate the diverse African culture in Scotland including African dishes, dress and live drummers. There was also a family fun day held at Springburn Sports Centre and a grand finale for 800 footballers at Peugeot Ashfield Stadium.

A highlight of the event was the inclusion of a community conversation on the subject; Scottish, European, and Global Citizenship aimed at discussing the implications of the European Referendum result on the minority communities in Scotland. The programme received great support from ng homes, Anne McLaughlin MP, Peter Grant MP and The Scottish Refugee Council. Anne McLaughlin MP said: "I am constantly impressed with the work that African Challenge Scotland does. They reach out to all communities and their aim is always to bring people together, and it works."

A special Gala night was held at Crowne Plaza hotel in Glasgow attended by 250 guests including an address from Angela Constance, Cabinet Secretary for Communities, Social Security and Equalities.

The founder of African Challenge Scotland, Ronier Cladel Deumeni, was awarded with the Outstanding Personal Achievement award for his hard work and vision. He said:

Professor Tashneen Jafry of Glasgow Caledonian University facilitating Climate Justice Conversations



Awards were presented to a variety of guests and organisations and these are as follows:

- Dilawer Singh MBE received the Life Time Achievement Award
- Ronier Cladel Deumeni received the Outstanding Personal Achievement Award
- The Compass Team received an award of excellence for Providing friendly, practical support and solidarity to all asylum seekers and migrants in Scotland
- TSB Bank received the Community Engagement 2016 award
- The Social Impact Awards of the year 2016 went to ng homes
- African Restaurant of the Year 2016 was awarded to the Comforter in the City
- Serign B Sanneh received the African Entrepreneur Awards 2016

"The week long event saw more than 2500 participants coming together in the community. African Challenge Scotland highly appreciate those who have been supporting her in their various capacities to build cultural and sporting links between Africans and people living in Scotland and we look forward to an even better event next year".

Ms Angela Constance, Cabinet Secretary for Communities, Social Security and Equalities said: "It was fantastic to attend the Gala dinner as part of the Multicultural Summer 2016 and I would like to extend my best wishes to African Challenge Scotland and the volunteers for organising such a wonderful week of activities.

Celebrations like this are crucial because the African community plays an important role making Scotland the wonderfully diverse nation it is today - a safer, stronger and more inclusive society where we all can realise our potential both as individuals and as members of wider society."

John Fury, Chairperson of ng homes said "we are delighted to be able to support African Challenge Scotland and work in partnership with them on so many great initiatives and programmes that are making a real difference in developing strong cultural, social and sporting

links throughout the North Glasgow Community.

For more information on African Challenge Scotland visit their website on:

www.africanchallengescotland.co.uk

twitter: @acscotland

Facebook: African Challenge Scotland



Abdul Bostani, Ronier Deumeni, Angela Constance, Cabinet Secretary for Communities, Social Security and Equalities, Bob Doris MSP, Maria and Michael Facenna, Allied Vehicles at special gala night award ceremony

Meet the Board

A regular feature of the North News is to hear from a Board Member and this time we are profiling Board Member, John Thorburn, who lives in the Carron area. John is currently Vice Chairperson of the ng homes Board and is involved in various Sub-Committees.



How did you get involved in ng homes?

I had been living in my property for around a year and was interested in finding out more about the association. I knew a neighbour who was a board member and asked her to nominate me which she did. That was around 2003 and I have been involved ever since.

What was your first impression?

At first I was confused with the language and terminology used in the housing sector. I was also amazed at the range of issues that were being discussed - it was so diverse. At my initial board meetings I took my time to listen and get to know the issues.

What has surprised you most about working with ng homes?

I think it is that it feels more like a family than you would think. I feel that staff and board members work well together and I have noticed that staff seem willing to go out of their way even if it is not their particular job. I like the fact that they are so involved in the community and I think this is a real strength.

What do you find most challenging?

I feel it is a challenge to keep up to date with so many changes externally. Also, there are different ways of reporting to Funders, Scottish Housing Regulator, Government and Community. Understanding what each organisation or person needs, what they need and in what format.

What's the best thing to happen since you have been involved with ng homes?

I think one of the best things is the establishment of the social enterprise, ng2. This has been hugely successful in bringing employment into the area and improved services for the community. I think it is commendable that ng2 has developed from trainees to almost 80 staff members across age groups and gender. I think we are very fortunate to have this in place.

What's your personal philosophy on what should be done about social housing?

Good quality housing for all is a must and the importance of maintaining strong community.

Tell us a bit about your volunteering?

I am a voluntary board member for ng homes and I also volunteer as a community rep for the Community Planning Partnership and Area Committee. I also represent ng homes at Employers for Voluntary Housing.

On another level, I have an allotment space and I have also worked on a voluntary basis on ng homes community allotment and supported local people to develop their food growing skills.

What would you say to someone who is thinking about volunteering?

I would say choose what interests you and go for it. There is such a wide range of areas for people to become involved in whether that is with ng homes or outwith. It is hugely rewarding.

How would someone describe you?

What you see is what you get. I would like to think that I am friendly and enjoy good company.

What might someone be surprised to know about you?

I am really interested in food growing and a couple of years ago I took part in a month long exchange visit to Berlin to learn about growing methods and social housing.

What have you always wanted to try?

A mountain bike - but my total lack of balance makes that unlikely.

Who do you admire most as a leader?

It would have to be Nelson Mandela - inspirational.

The Boards of ng homes and ng2 would like to wish our tenants and residents all the best for the Festive Season and the year ahead.



Investing in your areas

Over the year ng homes have been investing across North Glasgow. Some of the improvements include work within Kemp Street sheltered housing complex including upgrading of bin enclosures to accommodate recycling areas and the upgrading of paths and stairs with new handrails and fencing.

As well as being aesthetically more pleasing and enhancing the area for customers. The new path and stair surfacing and refuse enclosures also make it easier for both customers and service operatives to access the areas safely in order to maintain a high standard of cleanliness.

The back court area is an extension to some of our customers homes and especially within Kemp Street back court area a lot of our customer like to sit here during the summer months. These improvements have made the area safer but also a nicer environment to sit in and have a chat.

Owner Occupier, Irene Munro said:

"What a difference the project has made and the contractor was courteous and finished earlier than expected. The back courts now look lovely."



Kemp Street - Before



Kemp Street - After

Further investment work taking place includes a large backcourt improvement Project at Cockmuir Street. The Contractor on-site is Land Engineering and the estimated project completion date is week commencing 30th January 2017. Other planned improvements include path and stair upgrades, new handrails, new access gates and lighting upgrades, demolition of the existing old

bin enclosures and the installation of additional recycling areas and new bin enclosures suitable for Eurobins. This will enhance the aesthetics of the back court for our customers but will also make it safer for service operatives for cleansing and back court maintenance to ensure that the back courts are kept to a high standard for our customers.

Window replacements have also been undertaken at Galloway Street working alongside contractors, CMS. The work has been praised by tenants.

Ann Marie Carrigan from Galloway Street said:

"I have lived here for 50 years and this project has been fantastic. My Husband has been very ill lately and these new windows will make a big difference to us. The contractor was lovely and they completed the job with minimal disruption to us."

Skye Loudon who is a new tenant was also impressed and she said:

"I really love the house, the new windows are great and were a big factor in me taking the house. The new windows will have a positive effect on my heating bills and I'm looking forward to that".



Investment programme at Cockmuir Street



Tenant Ann Marie Carrigan outside her home in Galloway Street

Christmas and New Year Holiday
ng homes offices will close at 12.30pm on Friday 23 December 2016 and will re-open at 9.00am on Monday 9 January 2017.

EMERGENCY REPAIRS during the holidays...

Tenants can report any emergency repairs during the holidays by calling the emergency contact number at 0800 595 595.

Problems with gas central heating should be reported direct to the Association's gas maintenance contractor

City Building on 0800 595 595 or City Technical Services on 0141 646 5091

TV aerial faults should be reported direct to **City Building on 0800 595 595**

Lighting faults in your close or multi-storey block

can now be reported during working hours by calling **0141 560 6000** or **Out of Hours 0800 595 595**

Calls made to the office numbers will automatically divert to the emergency call centre. During periods of extreme cold weather there is a risk of pipes freezing and bursting. At such times it may be useful to follow these suggestions:

- Keep heat circulating in all rooms
- Report any dripping taps and pipes to City Building
- Find your main stopcock in case of leaks.

If you are unsure of how to locate this, please call the office for guidance.

IF YOU HAVE A BURST PIPE PLEASE CARRY OUT THE FOLLOWING:

- Turn off water at stopcock or tap
- Switch off your immersion heater or boiler
- Turn on taps in sinks and baths
- Turn on as much heating as you can
- If water comes into contact with any electrical fittings turn off the electricity supply at the mains
- If your pipes do freeze or burst contact the emergency office number 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](https://twitter.com/ng_homes)
facebook: [ngsportslegacy](https://www.facebook.com/ngsportslegacy)

springburn office

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

possilpark office

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