



NORTH news



The Government Standard

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

ISSUE 45

THE way ng homes works with and involves a variety of people in hard to reach community groups



has been recognised by a Good Practice Award at TPAS Scotland's recent Annual Conference.

The Involving All award was presented to North Glasgow based ng homes who have involved a wide range of people and used their views to improve services and communities across the North of the city. In a tough category the runners up were Impact Arts and Viewpoint Housing Association.

CEO of ng homes Robert Tamburrini said: "Working in partnership with others to look at ways of working 'with and for' our residents we are constantly looking for, and acting on, opportunities to get people and organisations together and this year we have continued to build on our commitment to further develop our relationships with minority groups."

With a multi-cultural mix of residents ng homes takes a proactive and sustained approach to ensure they meet the needs of the groups and also ensure that their voices are heard as part of influencing and delivering on services.

ng homes has made positive connections with African and Chinese communities, recognising the diverse ethnic and cultural make-up of the area and they have carried out a range of Integration events.

With 88 African families living within ng homes properties the association works with groups like African Challenge Scotland (ACS), a community organisation supporting the capacity, development, health, wellbeing and welfare needs of Glasgow's multi-generational and continually evolving African Community.

Housing and regeneration staff support ACS by carrying out focus groups, identifying needs and challenges and working to provide effective solutions. One of the key areas for ACS is to develop opportunities to integrate with other cultures and provide education and employment opportunities for its members.

For the African community the range of activities has included weekly learning in Maths, Science, Physics and languages. There's also a youth discussion group and art and design sessions. Physical activities include football, table tennis, handball, gymnastics and African Dance. A "thank you" event at Saracen House included families and individuals from African, Chinese and Scottish communities. ACS also held a week of events in the

Award for Involving all in North Glasgow



Summer supported by ng homes and attended by 1500 people.

The Chinese community in North Glasgow also benefits from the work that ng homes does with 60 Chinese families currently living within their properties. Events and activities have included the Mid Autumn Festival which included people from a range of cultural backgrounds. The colourful event showcased Chinese and Scottish music, dancers, Chinese food and fun activities for the children. The event was also recognised by a parliamentary motion in the Scottish Parliament.

International community cook-ins were also held with African, Chinese, Scottish and Syrian families attending. Another popular weekly event is the Oriental Gym Exercise which is attended by Scottish and Chinese women who have connected very well and exchange skills and knowledge each week.

Focus groups were also set up with Chinese residents and ng homes staff worked with them to design and deliver on integration activities and weekly workshops.

Particular issues with language barriers have been overcome with the introduction of

Cultural Officers for both the African and Chinese communities and their work includes building relationships and connections within and across cultures working closely with the Scottish community and across generations.

Chairperson of ng homes John Fury said: "We have strong partnerships from community members, schools, voluntary organisations and public agencies and we use all of our resources to create a strong, inclusive, connected community. We are delighted to win this award for Involving All in our community."

The prestigious national awards recognise good practice, involvement, commitment in improving services, building stronger communities and fantastic work from across Scotland.

The National Good Practice Awards 2015 celebrates and rewards organisations, groups and individuals wherever and however they benefit Scottish social housing.

For More:

www.nghomes.net

<http://mediacentre.nghomes.net/>

<http://www.tpascotland.org.uk/>



Saracen Street Centre
pages 12-13



Chinese New Year Festival
page 15



Meet your new MP
page 23

Comments, Compliments & Complaints

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

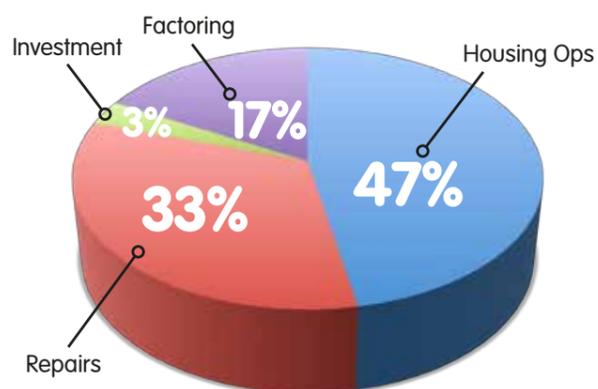
A number of compliments and tokens of appreciation were also received during this period with customers thanking us for help with:

- assisting with their rent account
- thanks for assistance with housing transfer "I can't thank you enough for everything"
- thanks for new house

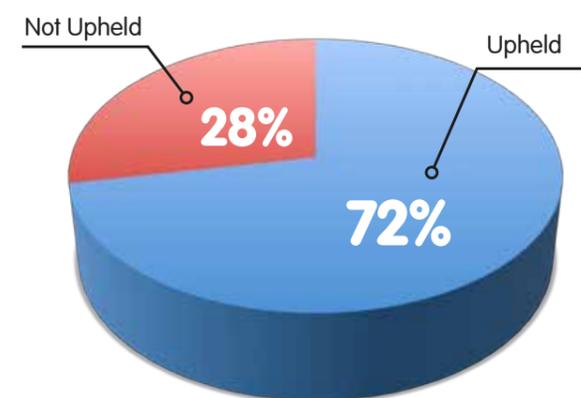
Complaints July-September 2015

Number of complaints responded to = 36 during the period.

Service Area



Complaints Upheld/Not Upheld



100% of complaints were responded to within our target timescales.



Mid-Autumn Festival Fun in North Glasgow

NORTH Glasgow was a sea of colour when Chinese families along with their neighbours and friends from around the world celebrated the Mid-Autumn Festival held in October at Saracen House.

For the second year running the event took place at the Bob Allan Conference Centre in Saracen House, Possilpark.

There are currently more than 60 Chinese families living in ng homes properties in North Glasgow and the event was attended by 140 people, many of them children.

According to traditional Chinese culture, the moon is a carrier of human emotions and the Mid-Autumn Festival is celebrated every year, with people returning home from every corner of the world to meet their family and have dinner with them, admire the full moon and eat mooncakes.

Board Member for ng homes Richard Porter who welcomed everyone to the event said: "What a fantastic family event, it's great to celebrate cultural diversity and we were delighted to welcome guests from China, Scotland, Africa and Jamaica to name but a few."

Regeneration Manager for ng homes Margaret Layden said: "Being far from home the festival is very significant to the Chinese community and its meaning of family union and friendship fits perfectly with ng homes' vision to create a new north Glasgow and make it a great place to live. We believe in bringing people from different backgrounds together to celebrate their cultural diversity."



Entertainment on the day featured performers from the Glasgow Oriental Dancing Association who performed some traditional Chinese Folk Dancing. This was followed by a special American Line Dancing performance by local women from Possilpark and Parkhouse and their new Chinese friends. Accordionist John Carmichael soon had everyone on their feet with traditional Scottish music and community dancing.

Staff from Young People's Futures were also on hand to entertain the children with lots of fun and games.

The event forms part of the Build, Bridge, Bond programme supported by the Scottish Government's, People and Communities Fund.

Sudoku easy

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

Sudoku medium

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

Our readers are having lots of fun with our brain teasing sudoku games. The game is played on a nine by nine grid that is sub-divided into 3x3 grids. Some of the squares already have some numbers. The idea is to fill all the squares with numbers 1 to 9 so that each number only appears once in each column and each row and also in each of the sub-divisions.

Money advice is Epic



17 million UK adults run out of money before payday. They are not all on lower than average incomes; around 1/3rd of those who earn over £30,000 say they find it tough to live within their means.

Those who find it toughest though, for whom there is increasingly more month than money, have the lowest incomes. Add into the mix the particular challenges Glasgow faces; significantly higher levels of deprivation, child poverty and low incomes, and it's clear why assistance with managing and saving money is so needed.

EPIC 360 is a newly launched, Big Lottery funded, financial capability project working Glasgow-wide to support people to:

- manage their money
- plan ahead
- make informed financial choices
- receive additional support

It's a free, voluntary, and confidential conversation with a financial capability officer in a venue near the home of the person who attends.



"More month than money?"



Confidential chats about your income and spending

People in Glasgow, supporting people in Glasgow

Places available now!

1,2,3,4,5, or 6 sessions, near you, free, informal and voluntary

Informed choices, better plans

Conversations can be over 1,2,3,4,5, or 6 sessions of (up to) 60 minutes. These are person-centred, covering the budgeting, borrowing, banking, income and spending of individuals.

EPIC 360 supports people to make changes in their financial behaviours and, in the process, improve lives. Small changes make a big difference. Altering some shopping habits, lowering thermostats, changing

tariffs, thinking differently about the shopping bill, cutting down on certain items, opening a bank account, considering savings options. Unlike debt and money advisors who are often dealing with a particular, immediate crisis, EPIC 360 is trying to make long term changes so the crisis doesn't re-appear later.

The service is free to anyone over the age of 16, living in Glasgow.

People can refer themselves, or they can be referred by a third party. Our website www.epic360.co.uk shows you how to easily refer someone, and tells you more about what we do.

If you, or someone you know might need to discuss the implications of monthly budgeting or are facing financial stress or difficulties such as the challenge of covering all the bills, or the unexpected bills that knock budgets off course, then think of EPIC 360. If high cost borrowing is causing sleepless nights, or worse still, resulting in people running out of food or energy and making choices around heating or eating then think EPIC 360.

EPIC 360 will give people the space to discuss savings, insurance, borrowing options, mobile phone or broadband contracts, realistic financial plans based on informed choices not prescribed directions.

Spaces are available now www.epic360.co.uk

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 2016 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 2016 and living in Glasgow. If you will be 80 years of age before 31st March 2016 you can make the application now.

How long will the scheme be available?

Applications will be accepted from 21st October 2015 until 31st March 2016. Unfortunately, Glasgow City Council 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

Glasgow City Council's Affordable Warmth Dividend

What is it?

A £100 payment made by the Council to help with the extra expenses of keeping warm during the winter.

Who is it for?

- Glasgow residents
- Aged 80 or over by 31/03/16

Where can I find out more?

- Ask at any Revenues and Benefits Centre
- Phone **0141 287 7961**
- Online at: www.glasgow.gov.uk/affordablewarmth

ARE YOUR HOME CONTENTS PROTECTED THIS WINTER?



Available to **Scotland's** tenants, is a Home Contents Insurance scheme that gives you the chance to insure the contents of your home in an easy and affordable way. There are many benefits and it's so easy to apply.

Ask your local housing officer for a free information pack or call Thistle Tenant Risks Insurance on 0345 450 7286.

Terms and conditions, limits and exclusions apply. A copy of the policy wording is available on request.

THISTLE Thistle Tenant Risks is a trading style of Thistle Insurance Services Ltd. Lloyds Broker. Authorised and Regulated by the Financial Conduct Authority. A JLT Group Company. Registered Office: The St Botolph Building, 138 Houndsditch, London, EC3A 7AW. Registered in England No 00338645. VAT No. 244 2321 96.



Innovative Project Helps North Glasgow Residents take control of their energy usage

A PILOT project designed to help customers of ng homes take control of the energy they use has been launched in North Glasgow.

Working with ScottishPower and City Technical Services, the association's current Gas Contractor, ng homes are one of the first housing associations in the country who will install "Connect" Smart heating controls in 50 of their properties free of charge under the Control and Save project.

A wireless sensor will be installed in each property in a central location and a user friendly hub with a remote control will be situated next to the customer's gas boiler.

The installation process typically takes under an hour and the system consists of a control hub, a wireless sensor and an App for mobile or tablet which can be downloaded from Google Play or the App Store.

Customers will be able to control their heating and hot water remotely from their phone or tablet via the App which allows them to re-set their boiler either for a new timer or to switch their heating on or off immediately. The App also gives customers more flexibility so they only use their heating and hot water when they need it as they can switch it on 30mins before they come home or switch it off if they are staying out.

Although it's not a requirement to be a customer of ScottishPower to use the system,

those who are would have access to their account information.

The system will also help ng homes gather information on how their customers consume energy which will enable the housing association to see how well their properties are performing in terms of energy efficiency. It will also help them to identify customers who may require a free home energy assessment check to make sure they are getting the most out of their energy consumption.

Amanda Cunningham, the first ng homes tenant to receive the new Control and Save Hub said: "I'm really pleased that ng homes is doing something to help tenants bring down the cost of heating their homes. With a 5 month old baby I need the heating on all the time right now so if this new hub can save me money on my bills then I'm all for it"

CEO of ng homes Robert Tamburrini said: "We are serious about helping our customers affected by fuel poverty. Although it's at a very early stage, the Control and Save pilot has the potential to help our customers control their heating remotely and let them see how much energy they are using which should result in reduced fuel bills."

Funding for the project comes from ScottishPower through their Warm Home Discount Obligation and Paul Slater, Senior ECO Account Development Executive said: "Control and Save is an innovative project to help social housing residents who are either in or at risk of living in fuel

poverty monitor and hopefully reduce their energy consumption. We are delighted to be working with ng homes on this pilot project and we look forward to helping residents in North Glasgow take control of the energy they use in their homes."

Stuart McKindless, Operations Manager for City Technical Services said: "We are delighted to be working on this pilot project with ng homes and ScottishPower to install Connect Control Hubs for North Glasgow residents. We have been working with ng homes for over 10 years providing their gas service and maintenance to all their tenanted properties. We recently installed wall insulation to over 500 properties which again was funded by ScottishPower under ECO. We are passionate about saving energy for our clients and their tenants which extends right through every aspect of our business and to this end we are proud to be part of this exercise with ng homes."

Chairperson for ng homes John Fury said: "At this time of year energy bills tend to be a lot higher so if the Control and Save hubs can help our customers take control of their energy usage and have an impact on their bills then that can only be a good thing"

For more information:
www.nghomes.net
www.scottishpower.co.uk/connect/
www.citytechnical.co.uk/

Report it to the Council



ENVIRONMENTAL ISSUES 0300 343 7027

Litter, dog fouling, graffiti, fly posting, illegal dumping

ROADS & LIGHTING FAULTS

0800 373635 or 0141 276 7000

Roads, pavements, street lighting, traffic signals pedestrian crossings, road drains and gullies, road signs, road markings, manhole covers

OTHER USEFUL NUMBERS:

Glasgow City Council

Housing Benefit 0141 287 5050

Glasgow City Council

Assisted Garden Maintenance 0141 287 5064

Abandoned Vehicles 0141 276 0859

Bulk Refuse 0141 287 9700

Water mains leakage or bursts 0845 600 8855

Police 101 or 999

Fire 999

Crimestoppers 0800 555 111

Community Safety Glasgow

CCTV Cameras 0141 287 9999

National Grid Gas Emergencies

(Formally Transco Gas) 0800 111 999

CCTV 287 9999

Antisocial Behaviour Helpline (24 hour)

0800 0273901

Noise Team 287 6688

(operates from 17.00pm-03.30am, 7 days a week)

Glasgow Girls Judo Project



ng sports legacy has been supporting a new judo initiative in the community being delivered by Judo Scotland. Springburn's girls only judo programme is thirteen weeks in and showing no sign of slowing down. The 20 week programme, which is developed from an award winning pilot, focuses on physical movement similar to dance, introducing judo gradually to maximize buy in. The sessions also incorporate workshops to encourage a healthy lifestyle, from internet safety to healthy cooking.

As part of the programme, participants receive stamps

for each session they attend, with stamps equalling rewards. The success of the Springburn club has resulted in the most committed members receiving enough stamps to get their Judo Scotland membership and kit.

If you are interested in getting involved in Glasgow Girls Judo Project, come along to the Glasgow Club Springburn on Monday nights 6-8pm or visit the JudoScotland website www.judoscotland.com. You can join the conversation on twitter using the #JudoGirlsRock.

The allpay payment app



The allpay App is a mobile application (App) available to download from the Apple App or Windows Phone store and Google Play enabling you to pay bills from your Apple, Windows or Android smartphone.

Since its launch in 2012, the App has been used by residents to pay their rent and council tax, while others are using it to pay fines and manage debt repayments.

QR CODE

Scan me with your smartphone to download the allpay payment app

ANDROID



APPLE



Pitstops coming to North Glasgow

ng homes has been successful in receiving £443,819 from the Big Lottery for a Pitstops Programme which is a 3 year initiative to support disengaged people into work.

The initiative is based on evaluation of previous work carried out with ng homes and School Of Hard Knocks Programmes and aims to support a maximum of 300 participants to realise their potential and enhance life skills such as confidence, motivation, team-work, discipline, respect and personal responsibility.

Beneficiaries will be aged from 18 years upwards with a focus on the 25 years plus group; described as disengaged from the labour market, disempowered members of society and facing multiple barriers to employment through issues relating to experience of the criminal justice system, a history of addiction and mental health issues.

Each year the organisation will run up to 4 (16 week) programmes incorporating life skills and two sports, rugby and boxing. This timescale includes recruitment and aftercare.

An example programme will involve rugby and will use fitness coaching/ training, competitive rugby matches, group life skills work, employability sessions, motivational speakers and one to one employability support. The project plan involves overlapping areas where participants require a specific focus and will arrive at certain 'Pitstops' dealing with areas such as skills/learning, housing/ homelessness, substance misuse, financial issues, health/mental health, relationships, emotions etc.

The programme will work with specialist organisations including Scotcash, Pollock Credit Union, Kelvin College, Glasgow Caledonian University, Jobs Business Glasgow, Job Centre Plus and Addaction. An end-of-course Jobs Fayre attended by employers who have one real (ready-to go) job will be facilitated. Volunteer mentors will further support the programme.

If you are interested in finding out more about the programme which will begin early 2016 then contact Margaret Layden on mlayden@nghomes.net or 0141 630 4288

paying your rent has never been easier

THERE are a variety of convenient and flexible payment methods available to enable you to pay your rent. Although cash payments are no longer taken in our offices, every tenant should have a swipe-card containing a unique identification number, which will enable you to make rent payments at a number of locations using cash, cheques or debit cards.



Rather than carry large amounts of cash around it is safer and easier to set up a Direct Debit to pay your rent direct from your bank account. Direct Debit mandate forms are available from your local office



Tenants can pay rent at any Post Office. To pay using this method you will need your All Pay rent payment card.



You can also pay rent at your bank or building society using bank giro credit slips.



Tenants can pay rent at over 150 shops and convenience stores across Glasgow, including several in Springburn and Possilpark, using the PayPoint scheme.



Rent can be paid online at www.nghomes.net using your All Pay card. If you do not have an All Pay card please contact your local office. Payments can also be made using debit or credit cards both in person or by telephone to the office at no cost to tenants.



Cheques should be sent directly to ng homes at any of the addresses below to be processed to your account. All cheques should clearly state the rent account number and be made payable to ng homes. Tenants should write their name and address on the back of the cheque, particularly if they are looking for a receipt.

Multi Cultural Ceilidh at Keppoch Campus



IN celebration of St Andrew's Day, ng homes held a multi-cultural ceilidh at Keppoch Campus to bring the vibrant and diverse communities of North Glasgow together.

The event was attended by over 150 people including special guests and builds on the success of the recent Chinese Festival events which focus on family and friendship.

Bill Rossine, Vice Chairperson of ng homes who welcomed everyone to the event, said: "Glasgow has always been recognised as being a welcoming and friendly city and events like this in our community provide wonderful opportunities for people to form relationships and friendships whilst also learning about other cultural traditions and customs in a fun way."

With more than 60 Chinese families and 90 African tenants living within ng homes properties strong partnerships have been formed with both African Challenge Scotland and the Confederation of Fujian Association in Scotland.

Special guests included MSP for Springburn and Maryhill Patricia

Ferguson and MP for Glasgow North East Anne McLaughlin who were delighted to take part and meet people in their communities.

There was a range of entertainment on the night including African drumming, Ceilidh dancing with the Chittery Bite Ceilidh band and the Scottish Fire and Rescue (SFRS) Junior Pipe Band who had everyone on their feet waving the flags of all nations.

Food for the event included Haggis, stovies, mashed potatoes, spring rolls and dumplings to name but a few. The food was supplied by local business Snack@Jax, the Amber Regent Restaurant and the Asian Gourmet Restaurant.

Active Wellbeing Officer for ng homes Claire Alexander said: "We were delighted that we could put on this event for our community with the help of all our partners and volunteers. It was a great success and we had a terrific turnout despite the weather."

Regeneration Manager, Margaret Layden said: "We would particularly like to thank the volunteers who spent many hours preparing for the event,

they are inspirational. Special thank also go to Kate Collins from Keppoch Campus who supported the event on the night."

Further cultural events are planned for the next couple of months.

The event was organised by ng homes and supported by staff from the Build, Bridge, Bond programme funded by the Scottish Government, People and Communities Fund.



Tenant Participation

Tenant participation and engaging with our tenants is very important to us at ng homes. Just some of the ways tenants can get involved include:

- **Focus Groups** - discuss local issues with us and other organisations who deliver services in your neighbourhood.
- **Tenants Service Group** - a group of tenants who look at how we deliver our services for all tenants. This process gives tenants the opportunity to discuss our service and make recommendations for change.

Get Involved!

We are keen for more tenants to get involved. If you are interested in joining the Focus Groups or the Tenants Service Group, please contact your local office for further information.

Garden Competition 2015

Although 2015 wasn't the greatest season for gardeners we still received a healthy amount of entries for our garden competition. The winners are listed below:

POSSILPARK

- **Winner best Tenemental property Mr Gattens** 33 Closeburn Street £50 Voucher
- **1st prize Mary Filay** 790 Bilsland Drive £50 voucher (pictured)
- **2nd prize Mr Williams** 173 Crowhill Street £30 voucher
- **3rd Prize Michelle Paterson** 39 Balgair Gardens £20 voucher

SPRINGBURN

- **Winners best Tenemental property Springburn Area Miss Lindsay and Ray Stanford** 37 Hillkirk Street £25 voucher
- **1st prize Mrs Shearer** 127 Campsie Street £50 Voucher
- **2nd Prize Mr and Mrs McDonald** 3 Avonspark Street £30 voucher
- **3rd Prize Mrs Muir** 9 Avonspark Street £20 voucher



Details of next year's competition will be announced in the Spring edition of North News.



Building Relationships with Thriving Places

ng homes as the host organisation for Thriving Places has been working with North West Glasgow Community Planning Partnership and partners with a particular focus on building resident to resident relationships in Ruchill and Possilpark. The following information provides an update on some of the work undertaken in recent months. October saw a great turnout for a joint Halloween party in Ruchill Community Centre with North United Communities where residents began to share their wishes for the local area, and kids enjoyed a disco.

Thriving Places has also worked with Young People's Futures - encouraging residents to discuss their passions in Possilpark, with a small Acoustic Jamming night in the DEN in Possilpark Community Centre (Tuesdays 6-8 p.m.) as well as supporting a future resident street party in Hamiltonhill.

Further work will focus around a 'neighbours' group, where residents meet for pizza and will chat to other residents to identify their skills, interests and talents in the area, to encourage community-led action.

BANDSTAND VOTE

Thriving Places has asked residents of Possilpark to choose their preferred option for the new

Bandstand and Millennium Space near Saracen Cross. Voting occurred online, and in various public locations across the area and ended on Friday 20th November. Votes are still being counted, and feedback gathered, but initial estimates suggest around 1000 votes from local people.

SPIRIT OF RUCHILL/POSSILPARK GRANTS ALLOCATED

Working closely with Thriving Places in Ruchill and Possilpark, is the Spirit of Possilpark/Ruchill funding programme which provides grants for community-led initiatives and constituted groups that aim to make a difference to the lives of people living in the area.

The residents panel have met and so far made 8 awards to constituted organisations through the first round of 'On Your Marks' and 6 grants have been allocated to local residents through the Sparks programme. Initiatives range from youth work, community events to theatre and arts projects. Full details of grants can be found at <https://www.foundationscotland.org.uk/programmes/spiritruchillpossilpark/>. Funding for constituted groups is closed at present, but if you are a resident, or a small group that is not constituted, and have an idea for an initiative which fits into the Spirit theme priorities of arts and



culture, sports and physical activity, volunteering & social action or youth development and also benefits others in your community then contact **Kim Soliman - kim@foundationscotland.org.uk, 07912 759524**

For further information on Thriving Places please contact Alistair Mitchell on 0141 560 6000 or amitchell@nghomes.net



Scotcash
approachable finance

www.scotcash.net

Did you know...
You can now apply for a loan by telephone



At Scotcash we are always looking at ways to make our services more accessible for our customers. Recently we launched our new telephone application service which allows you to complete a loan application by phone on a day and time that suits you.

Applications can be taken between **2-8pm weekdays** and **10am-3pm on Saturdays**.

To apply simply call our office on **0141 276 0525** and select **option 2**.



MAKE THIS YEAR'S CHRISTMAS MORE AFFORDABLE

Book early to avoid disappointment!

£500 over 52 weeks	Scotcash	Provident
Loan	£500.00	£500.00
Admin Fee	£30.00	-
Weekly Repayment	£12.85	£17.50
Number of Repayments	52	52
Total amount Repayable	£697.71	£910
APR	**108.2% APR	*272% APR
Total saving	£212.29	

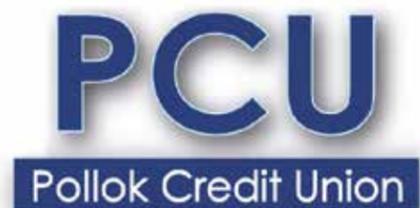
* Loan featured on www.providentpersonalcredit.com at April 2015.
** Rates may vary (All loans subject to status, terms and conditions apply).
121.5% Scotcash Representative APR

Why are Scotcash loans affordable?
Our affordable credit is just that, affordable. The amount of interest you will pay compared to a home credit lender will be lower.

How flexible are you with repayments?
We collect payments direct from your bank account on a day of your choice. We can even let you take payment holidays, all we ask is that you let us know in advance.

What if I do not have a bank account?
We can usually help you to open one. Just explain that you don't have a bank account when you call and we will attend to this matter first with you.

For further details, please contact our main office: **55 High Street | Glasgow | G1 1LX | Tel: 0141 276 0525**



What we can provide you with:

- Low interest loans with affordable repayments
- Savings accounts
- Pre-paid Debit Card
- Online access and Mobile App
- Get your benefits and wages paid directly into your credit union account
- Pay in via Direct Debit/ Standing Order/ Debit Card/PayPoint or cash at the counter
- CUSP – Credit Union Save It Product

Pollok Credit Union is an independent community-based organisation, owned by its members to provide them with ethical financial services.

- Anyone living or working in the 'G' postcode area can join us.
- Once you're a member, anyone who lives in your household can also join

For further details on these products, call on the number below or pop into one of our offices.

WHY NOT VISIT US AT OUR NORTH GLASGOW BRANCHES?

POSSIL: Open Monday to Friday 10am-3pm.
ROYSTON: Open Monday, Tuesday and Thursday 10am-2pm, Saturday 10am-12pm.

www.pcu.org.uk

POLLOK CREDIT UNION

Possil Office 264 Saracen Street, Possil G22 5EP.
Royston Office 117 Royston Road, Glasgow, G21 2QN.
Silverburn Shopping Centre, 763 Barrhead Road, Glasgow, G53 6QR
Head Office: 0141 881 8731

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  Pollok Credit Union
 




Bridges out of Poverty Training

“The workshop gave us the opportunity to learn about tools and techniques that we can use to support us to make a positive difference in our community.”

Tony Sweeney, Head of Organisational Development for ng homes

Bridges out of Poverty is a Scottish charity helping people in Glasgow move out of poverty and lead change in their communities.

They deliver training to organisations that work with people in poverty to help them understand the definition and impact of poverty, and they also facilitate their Getting Ahead programme with people in poverty, facilitating their understanding of the resources needed to transition out of poverty.

Staff from ng homes have recently received training and taken part in a workshop delivered by the Scottish charity that offers a unique understanding of economic diversity that gives individuals, families, and communities new ways of solving problems.

Bridges out of Poverty’s hope is that in the not-too-distant future poverty will no longer be viewed as economically inevitable. Their vision is to create communities where every person can develop their own future story and be actively engaged in making it a reality.

Their work deals with the causes of poverty by transforming people’s lives as well as tackling

issues of human exploitation, the absence of human and social capital and the current political and economic structures.

Executive Director of Bridges out of Poverty Amreeta Kaur said:

“We are extremely passionate about the work that we are doing and are excited when other organisations are open to looking at the issue of poverty through a different lens. We truly believe that bringing people together across class lines creates energy for change. Changes take place at the individual, organisational, and community levels. Once people form relationships of mutual respect, they are much less likely to abandon each other. Organisations that utilise the Bridges model are accountable to their customers. Communities that utilise the Bridges model are committed to building social capital and prosperous, healthy communities for all. To this end it was fantastic working with ng homes on the day”

Head of Organisational Development for ng homes Tony Sweeney said: “It was great for our staff to have the opportunity to learn more about the Bridges model and to hear first-hand stories

from people who have been personally affected by poverty and who are doing something positive about it ably assisted by Bridges out of Poverty - it was both powerful and moving. The workshop gave us the opportunity to come together to explore a really challenging subject and to learn about tools and techniques that we can use to support us to make a positive difference in our community.”

Also in attendance at the training day was Chairperson of ng homes John Fury who said: “We often see people affected by poverty in our community and by working with Bridges out of Poverty to train staff and board members we can develop new approaches to tackle the issue.”

For More information about Bridges out of Poverty:
<http://www.bridgesoutofpoverty.co/>

Amreeta Kaur:
Executive Director
Bridges Out of Poverty, Glasgow
07709 813 615
0141 404 5848
Amreeta.Kaur@BridgesOutOfPoverty.co

Housing associations work together on poverty charter

Three Glasgow housing associations are working together to write a new Charter for Challenging Poverty.

The idea for the Charter came from Shona Stephen, Chief Executive of Queens Cross Housing Association, in response to survey data revealing the shocking extent of poverty within the association’s north Glasgow communities.

Local social landlords, Maryhill Housing Association and ng homes have now agreed to come on board with Queens Cross.

The Charter will list the associations’ commitments to challenging and alleviating poverty.

As part of these commitments, Queens Cross has pledged to the Poverty Alliance’s ‘Stick Your Labels’ campaign, which challenges organisations to set out their contribution to tackling poverty in Scotland. The association also took part in Challenge Poverty Week (17 to

23 October), led by the Poverty Alliance.

Shona Stephen, Chief Executive of Queens Cross Housing Association, said:

“We’re pleased to be working in partnership with our neighbours Maryhill Housing Association and ng homes on a Charter for Challenging Poverty.

“In light of ongoing cuts to the welfare budget and public sector spending, we know the vital importance of providing services which go beyond bricks and mortar.

“The Charter will represent a joint commitment to making sure we’re doing all we can to improve life opportunities in our communities.”

Lynn Wassell, Chief Executive of Maryhill Housing Association, said:

“Over the last 18 months, the financial inclusion team at Maryhill has helped tenants secure an extra £4 million in welfare and other benefits. This gives some idea of the

scale of the challenges we’re tackling.

“By working together, our associations can maximise our resources and impact across more than 17,000 households in north Glasgow. This Charter can really make a difference.”

Robert Tamburrini, Chief Executive of ng homes, said:

“Because we’re located within the communities we serve, we see exactly what poverty means for local families on a day to day basis. We know it won’t get better by itself.

“That’s why we are so determined to work in partnership with others to highlight what poverty actually means on the ground and develop joint plans to tackle poverty head on.”

The Charter for Challenging Poverty was launched at a Challenging Poverty in Glasgow North event hosted by Queens Cross Housing Association on 23rd November 2015.



Residents Get Go Safe Message at Vintage Tea

People of all ages heard an important message recently on road safety at a vintage tea held in Saracen House.

Younger residents at the event enjoyed a peek into the past and older residents' memories were jolted as they enjoyed tea, sandwiches and cake the old fashioned way with vintage style table cloths, china tea service and teapots.

Generations mixed together at each table which gave everyone, young and old, an opportunity to get to know each other informally.

Police Scotland Engagement and Preventions Officer PC Craig Collier provided an entertaining half hour presentation on road safety for pedestrians and older residents which looked at campaigns of the past as well as the latest Glasgow City Council campaign 'Go Safe Glasgow'. PC Collier said: "I thought the group were great; they were very easy to talk to, welcoming and interacted well during the presentation. I do feel that the message hit home and the surroundings were great for such an event. Well done to all for organising it."

Police Scotland Youth Volunteers were on hand helping out with everything from pouring tea and coffee to interviewing residents around the theme of road safety with both young and old sharing memories and experiences.

PC Dario D'Andrea, Police Scotland Youth Volunteers, Glasgow Co-ordinator said:

"Police Scotland Youth Volunteers were delighted to play a part in this very important event. As well as promoting the Pedestrian Safety message; our youths were also keen to show teenagers in a positive light by taking this opportunity to engage with the senior members of our community. We would also like to thank ng homes, Glasgow City Council and Police Scotland for their assistance in making this a truly worthwhile event for everyone involved."

Entertainment was provided on the day by Johnnie Taylor who had everyone up singing and dancing towards the end of the event.

Outside entertainment was also provided by the arrival of an old style Corporation Bus which had an open top and open door at the back. The bus was a big hit with everyone and elderly residents in particular were keen to have their photos taken on it.

Legacy Officer for ng homes Clare Bird said: "Its great to see barriers and misconceptions being broken down between older people and young people. Connections were formed today and knowledge was shared of how other people live or have lived their lives."

Everyone clearly enjoyed the event judging by the comments from those who took part: One resident said "You are never too old to learn about safety. The event was well organised and everyone was friendly. The Police Scotland Youth Volunteers were nice and helpful"

One of the youth volunteers commented: "I loved chatting to the older people who were at my table, they have so many good things to talk about",

For more information contact Clare Bird on cbird@nghomes.net or 0141 630 4288



Alive and Kicking Celebrate 27th Birthday at Red Road

A celebration of all that is good about the people of Red Road took place recently when the Alive and Kicking Project, based in the shadow of the Red Road Flats celebrated its 27th birthday.

Set up in 1988 by community activists and supported by local government, the project provides a place for elderly and disabled people from the greater Springburn area to go and take part in a host of activities or even to just have lunch and make friends.

The future home of the centre has become a much talked about issue given that the Red Road Flats that surround it have been demolished. That was the incentive to hold a 27th birthday event as it may well be the last in their current location.

The theme of the day was fancy dress and the members didn't disappoint as you can see from some of the great outfits on show.

The centre is open Monday-Friday from 9am to 9:30pm. Members enjoy 4 holidays per year to Blackpool and the continent. As well as daily

lunches the centre also provides meals on wheels to those less able along with social, recreational and cultural activities. Other vital services include bereavement counselling.

The group also have a Concert Party filled with local people who are all fantastic singers, dancers, musicians, actors and comedians and they are currently working on a new show.

**For more information about Alive and Kicking:
Springburn Alive & Kicking Project
94 Red Road, Glasgow G21 4PH
Telephone: 0141-558 0329**



Environmental Hit Squads from ng2 also presented a cheque to the project as a result of their fundraising efforts.



Thanks a Million from Possibilities

A NEW Community Bus was launched last week at a fun day organised by Possibilities to thank local people for their support.

After winning Peoples Millions last year the group worked very closely with Allied Vehicles and Mobility Solutions on designs for their new bus, allowing them to generate business in the local area and the local community.

The managers at Possibilities Melanie Fyfe & Jim McCabe said: "The help and support given to us by Allied Vehicles has been invaluable and we were absolutely delighted to launch our new bus as part of a fun day out for the local community."

Mobility Solutions Director Michael Facenna commented: "We're delighted to have been able to help Possibilities. Providing them with a vehicle that can fully accommodate their needs seemed

like the perfect way to give back to our local community".

"The great work that Possibilities does for disabled people around Glasgow is really impressive and we're glad we could contribute."

The group were successful in winning a disabled access minibus due to a public vote on the ITV programme The Peoples Millions in November last year.

There was something for everyone at the fun day with a bouncy castle for the kids, Pudsey Bear, Kingsley the Partick Thistle mascot, a generous donation of food from Pars Bakery, face painting, Twistedair creating fabulous balloon creations, a tombola stall along with the invaluable Young Peoples Futures, Glasgow Panthers and Springburn Fire Station who all took time out to make the day a great success. There were also

healthy options in the form of ng homes' smoothie bike as well as support from the community police and a soundtrack for the day supplied by Sunny Govan Radio.

Possibilities Board member Ted Harkins said: "We would like to thank the community so much for their continued support in enabling us to supply safe accessible transport to the members of our centre. It allows us to provide a safe, happy environment for all our members to enjoy getting out and about and participating in our much needed classes within the centre."

For more information on Possibilities:
Twitter @possibilities
Facebook: Possibilities
Website: www.possibilities.org.uk



Triple Jumper Joseph is Scotland's Number One After Gold Medal Success

COMMONWEALTH trainee at ng homes Joseph Amouzou has won gold at the Men's League Championships in Aberdeen confirming him as Scotland's Number One Triple Jumper.

Joseph, a former pupil at Bellahouston Academy's Glasgow School of Sport, triumphed in the Men's League Under 20s category recording a distance of 14.17 metres beating his closest rivals who jumped 13.89 metres and 13.63 metres.

Joseph said: "I am thrilled to have won the gold medal. The men's league is a tough competition and my competitors pushed me hard. My ultimate aim is to compete for Scotland at the Commonwealth Games in the Gold Coast in 2018 and my preparations for that can only be helped now that I am number one in Scotland."

The 19 year old's sports career came about by chance when his mum took him to a sports event in Glasgow and he was spotted by a talent scout which led him to the Glasgow School of Sport.

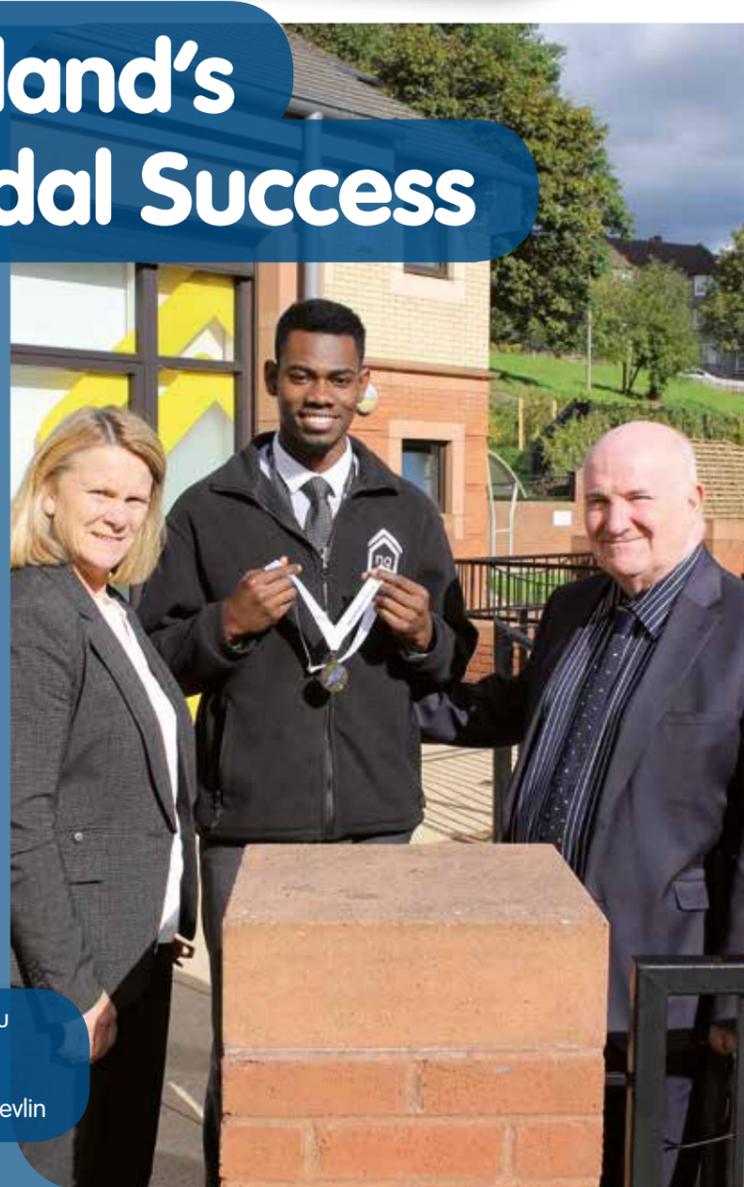
Away from Track and Field Joseph is one of a team of Commonwealth trainees at ng homes

who have recently completed their CIH Level II qualifications in Housing and he has completed an SVQ, also in Housing. On his role at ng homes Joseph said: "I love my apprenticeship with ng homes. Every day is different and I'm always busy and learning everything from communications to housing to construction. I'm also helping the community by volunteering through the ng sports legacy programme, it's really satisfying work."

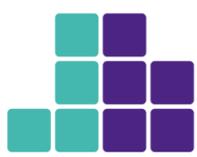
CEO of ng homes Robert Tamburrini said: "We are absolutely delighted that Joseph has won a gold medal in the triple jump and we will continue to support him as he works hard towards his ultimate goal of competing at the next Commonwealth Games."

Joseph was also one of a group of trainees from across Scotland who took part in the SFHA's Apprentice Challenge earlier this year.

Commonwealth Trainee Joseph Amouzou proudly displays his Gold medal congratulated by ng homes CEO Robert Tamburrini and Depute CEO Ann Marie Devlin



OPPORTUNITY KNOC STREET SERVICE OPEN



Jobs & Business Glasgow

Local residents passing through Possilpark recently will have noticed another positive change in the north of the city, with a new 'one-stop shop' service opening up on Saracen Street providing free help to find jobs and get ready for work.

Jobs & Business Glasgow has moved from Balmore Street to a new, much bigger office at 252 Saracen Street, where it's teamed up with Skills Development Scotland to provide joint support for communities living in the north of Glasgow.

The Saracen Street centre has been created as a facility where everyone is welcome to pop in and speak to an adviser in confidence to find out what help is at hand. Based under the same roof, Jobs & Business Glasgow and Skills Development Scotland advisers work together to open the door for people to find the right job or career.

The office provides job advice, access to training or further learning support to help people

develop the right skills and qualifications to find work. For those already in work, there's support from Skills Development Scotland to boost their existing skills.

At Saracen Street there's help for young people aged 16-19 years-old, adults of all ages and anyone who needs extra learning support to get a job.

The team organises training programmes suited to everyone's individual needs, to make sure they have the skills needed to put them on the right path to the job they're looking for. For example, there are courses to help people get into a job in Care, Business Administration courses and basic Health & Safety or Food & Hygiene training that can open up lots of employment opportunities.

Currently, there's courses available through the Saracen Street centre that provide on-the-job training, meaning people can earn a wage while they learn and gain a qualification at the same time. Advisers can also help with finding funding to pay for training.

What's on offer at 252 Saracen Street:

- Job advice
- Access to jobs and apprenticeships
- Help with CVs
- Funding for courses
- Job Outcome Bonus payments
- Access to training programmes
- One-to-one confidential support

SKILLS: NEW SARACEN STREET IS DOORS TO JOBS

Getting help at the new Saracen Street centre has led to a full-time job for local resident, William Summers. Having previously completed a construction course organised by Jobs & Business Glasgow, the 16 year-old dropped into the centre to register with a youth adviser, who helped him to update his CV and search and apply for jobs.



During this time, William was placed on a four-week course that leads to employment based on good attendance and time keeping and, as a result, he's now working full-time at McTaggart's. William said: "I can't thank my advisers, Angela and Sheryl, enough for their help. They listened to me to make sure I was offered opportunities that I was interested in and I felt I was never forgotten about. My course was brilliant because I got a work placement, so when I got my new job I already had experience and was able to fit right in."

“ My course was brilliant because I got a work placement... ”

Another local resident and ng homes tenant, Humphrey visited the centre a few months ago to look for job opportunities after moving to the area from Italy with his family. Keen to find work as soon as possible, Humphrey went to the centre to get advice and support. The team helped him update his CV and gain more training to support his experience in retail and warehousing, achieving a qualification in retail and customer service along the way.

After the Jobs & Business Glasgow adviser registered Humphrey's new CV with a number of recruitment agencies, he was offered a temporary Laundry Assistant job and has recently gained extra hours work each week. Humphrey also benefited from a £50 Job Outcome Bonus form Jobs & Business Glasgow. Humphrey said: "I had a great experience when I went for help at Saracen Street. The advisers have access to a lot of help available and put me into an excellent training course. I was able to find the type of work I was looking for and I keep in touch with my adviser, as I definitely think I'd use the service again if I needed to improve my skills."



Meet the Adviser

A Jobs & Business Glasgow adviser at Saracen Street, Marina Kelly has been helping people get into training and work for over 20 years and is determined to find the right help for everyone who walks in the door. Marina said: "For me, my job is about helping people reach their full potential and make sure they achieve their goals."

As part of her work, Marina provides individual assessments to understand exactly what help and support each of her clients need. Marina explains: "I develop an action plan for each person, to organise the right help based on their individual needs. Some might want to go on a Goals programme, which can help with personal development like self-esteem, and that is particularly good for anyone who has been out of work for a long time and needs to build confidence to get back out there, into the jobs market. Others may not have English as their first language and I'll organise for them to get help from a tutor who comes into the office."

Having moved across from the previous Jobs & Business Glasgow office, Marina wants everyone to feel welcome when they visit the Saracen Street centre. She said: "We want the centre to be a friendly, local service that people feel comfortable visiting. It's a brand new office with a relaxed environment and it's important for the community to know that we give advice in complete confidence."



Visit the new Jobs & Business Glasgow and Skills Development Scotland centre at 252 Saracen Street, Possilpark, for free jobs and skills advice.

Opening Hours:
Monday to Thursday - 9am -5pm / Friday - 9am - 4pm
Telephone: 0141 274 3580

Scotland to Celebrate The Chinese New Year Festival Association

THE CHINESE CULTURE NATIONAL COSTUME
& CHINESE ART SHOW



蘇格蘭慶祝春節籌委會
金猴賀歲 中國文化暨
民族服裝展及文藝匯演



Starts 12 noon
George Square on 7th February 2016

2016

YEAR OF THE MONKEY

賀新春



金龍、醒獅、中國樂器、
蘇格蘭風笛、國術和民族舞蹈表演



DRAGON DANCE . LION DANCE . CHINESE MUSICAL INSTRUMENTS .

SCOTTISH BAG PIPES . CHINESE MARTIAL ARTS .

AND CHINESE NATIONAL DANCE PERFORMANCES 12 NOON GEORGE SQUARE.

Scotland to Celebrate Chinese New Year Festival

As we approach the year of the Golden Monkey, along with China, cities as close as London, Birmingham, Manchester and Newcastle; or as far as San Francisco, New York, Toronto, Vancouver, Sydney, Melbourne, Amsterdam, Munich, Paris, Chinese people gather to celebrate around the world.

In Glasgow an event is being held in George Square at 12 Noon on 7th February with Chinese national costume and a Chinese art show. Activities in the Square will include Dragon and Lion Dance with music being played on Chinese instruments. There will also be martial arts displays and a Scottish flavour is added with traditional bagpipe music.

The event Organising Committee behind the event is the "Scotland to Celebrate the Chinese New Year Festival Association" whose members include Mr. Andy Chung, Proprieter of Amber Regent and Honourable Chairman of Confederation of Chinese Association in Scotland and Mr David Lu, Chairman of Confederation of Fujian Association in Scotland.

Mr Chung said: "We established the Chinese New Year Celebration Committee to organise the "Scottish Chinese Year of the Golden Monkey Arts Performance and Ethnic/Traditional Costumes festival in the hope of bringing some festive spirit to the community. We are honoured and grateful for the recognition and support of the City Council, Consulate of the People's Republic of China, MSPs, the Chinese community and Chinese student association."

In North Glasgow, ng homes have already been working in partnership with the organisers who have supported local events in Possilpark including the Mid Autumn Festival.

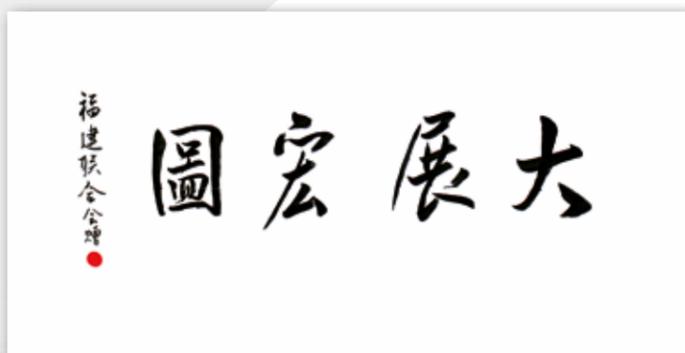
Mr Chung also praised ng homes for their efforts and contribution in

community regeneration, particularly the community integration. He said: "Both the community activities of ng homes and our own are very alike and aimed at community integration and make a real contribution to benefit people culturally."

Mr Lu added: "I am aware of the work of ng homes to the benefit of residents in North Glasgow. I believe that the Fujianese community working in partnership with ng homes will bring great benefits to the people living in the North Glasgow community."

Chairperson for ng homes John Fury said: "ng homes are delighted to support the Chinese New Year Festival in 2016. Celebrating the diverse cultures that make up our communities is something we always support in North Glasgow and we wish the festival every success next year."

ng homes will also be hosting a local celebration for residents of North Glasgow on 14th February to celebrate Chinese New Year. For information on the North Glasgow event please contact Michael Kam via e-mail mkam@nghomes.net



Grand Business Prosperity



l-r - Cultural Officer Michael Kam, Assistant Depute Director of Housing Operations Lynne Cooper, Mr Chung Proprieter of Amber Regent and Honourable Chairman of Confederation of Chinese Association in Scotland, CEO of ng homes Robert Tamburrini, Regeneration Director John Devine with Mr Lu, Chairman of Confederation of Fujian Association in Scotland and Margaret Layden Regeneration Manager.



Sheltered Residents Take Part in Crime Prevention Events

A series of crime prevention events were held in the Autumn in each of the Sheltered Housing complexes.

The events were well attended by residents and offered Free Security products to help protect residents and their homes. Guidance was also provided on how to improve the security in the home. The events were run by the Crime Prevention panel and were attended by

Police Scotland and ng homes.

Sheltered Housing Manager for ng homes, Karen Johnson said: "Our residents are now more aware of personal safety and they really enjoyed trying out the various equipment to improve their home and personal safety."

For More information on the Crime Prevention Panel contact Senior Housing Officer Jeanette Glen on 0141 560 6000.



Additional Hit Squad for South Balornock

A new Environmental Hit Squad focussed on the South Balornock area has made an immediate impact. So far the team have been clearing overgrown areas around Young Terrace, de-littering, sweeping up fallen leaves, cutting grass across the South Balornock area and preparing properties in the area for re-let.

Housing Manager for Springburn and Balornock, Irene Dalrymple said: "It's really good to have this additional resource in the area, the guys have been doing a great job and I'm sure they will continue to make a difference in the coming seasons."

The South Balornock Environmental Hit Squad is an addition to the existing squads which work in other designated neighbourhoods of the Multi storey Flats, Possilpark/Parkhouse and Springburn/Balornock.

The Environmental Hit Squad Service is provided by ng2 and anyone wishing to find out more about the services ng2 offer should contact ng2 Supervisor David McIntyre on 0141 630 4252 or e-mail info@ng2works.com.

Fun Day in Memory of Mary Raises Funds for Marie Curie

Residents and friends of Gourlay Street resident Mary Fishwick who passed away aged 99 in July this year have raised over £1,000 for Marie Curie by hosting a fun day in her memory.

On a beautiful sunny afternoon outdoor activities included Soak The Manager where residents could throw wet sponges at ng homes' Sheltered Housing Manager Karen Johnson, welly boot throwing and hook a duck.

Indoors there was a chance to purchase home baking, costume jewellery and other delights from various stalls. There was also a guess the baby competition in which residents had to guess which of the sheltered staff team's baby pictures were which.

A range of food was served to residents throughout the day including pasta, hot dogs and samosas.

Sheltered Housing Manager Karen Johnson said: "On Mary's 99th birthday last year we had a party and she received lots of gifts and cards and at that time she donated the cash she had

been given to Marie Curie. Just 6 weeks short of her 100th birthday Mary passed away and staff, friends and neighbours wanted to do something to remember her."

Community Fundraiser for Marie Curie Susan Harrison said: "I'd like to say a big thank you to Karen and her team for organising a great event. It was a lovely afternoon filled with laughter and a lovely way to remember Mary."

Chairperson of ng homes John Fury said: "Mary was a real character and she will be missed by all who knew her. This was a great way of celebrating Mary's life and at the same time raising funds for a good cause."



Update from Springburn Winter Gardens



Springburn Winter Gardens Trust are in the process of finalising our business plan which will feed in to various funding applications.

You might have seen us at our stall at the Springburn Festival Day on 26th July where we had a scaled model of the winter gardens produced by a student of The Glasgow School of Art. We were also running our usual tours of the Winter Gardens and Springburn Park during the annual Doors Open Day festival on 20th and 21st September.

You can also see our timeline board which is now on display in Springburn Library.

Our trustees continue to work hard behind the scenes to move the project forward – watch this space!

Facebook: [SpringburnWinterGardens](#)

Twitter: [@SpringburnWG](#)

Eastfield Park Needs You



Activities in Eastfield Park in Springburn, locally known as the 'Back park' were a big hit during the October holiday week. **ng homes organised a programme of activities for all age groups in partnership with Glasgow City Council Environmental Services and Clean Glasgow.**

The aim of the event was to consult with local residents to bring the park back into use and to provide examples of activities that could be developed. Activities provided on the day included football, rugby, shinty, lacrosse, cycling and bouncy castles.

There was also a refreshment area and information stalls. Those helping out with activities and information included; Partick Thistle FC, Shettleston Harriers, Police Scotland, Scottish

Fire Rescue Services, ng homes, Clean Glasgow and Keep Scotland Beautiful.

Some of the comments from people attending the events included:

Investment - "In the large grassed area there could be a running track, netball court, picnic tables and more litter bins."

The event also promoted the establishment of a 'Friends of Eastfield Park' to work with, and plan, a programme of activities over the next few months and some residents have already signed up to be members.

If you would like to find out more or sign up to become a 'Friend of Eastfield Park' then contact Margaret Layden at mlayden@nghomes.net or 0141 560 6000

Link Up

Link Up is a project funded through Inspiring Scotland and hosted by ng homes. Based in Possilpoint Community Centre, Link Up works with a variety of community groups and aims to support individuals to increase their self-confidence, reduce isolation and gain new skills in an informal setting. Link Up loves to help people identify and share their skills and we're always looking for new members!

Groups supported by Link Up includes:

Little Rascals who are a parent and toddler group that meet on Mondays and Thursdays between 9.30 and 11.30 a.m. This group is open to all parents/carers and guardians with pre-school aged children. The group provides a safe place for children to play and develop and supports adults to meet new people within the local community. Why not drop in with your Little Rascal and enjoy a cup of tea and bletcher whilst the children have some fun.

The Chancers meet on Wednesdays between 11am and 2.30pm. Why not come along to meet new people from your community and take part in weekly activities such as cooking, group discussions, information workshops, arts & crafts and bingo. No need to register, just pop along on the day.

Inner Circle is a group specifically for men. They meet on a Thursday between 12pm and 2.30pm and enjoy taking part in sporting activities, playing dominoes and pool, participating in information workshops and group discussions.

For further information contact Gillian Halliday on 0141 560 6000 or email ghalliday@ng2works.com



Adaptations Help for Home Owners

Help to Adapt is a Scottish Government initiative designed to help older people live independently in their own home for as long as possible.

The initiative encourages homeowners over 60 years old to consider making alterations to their property now to ensure it continues to meet their future needs. The aim is to help people stay safe and maintain their quality of life in their own home.

Helping you stay in control

As a homeowner you may already feel the need to adapt your home, perhaps after a fall or a period in hospital, or because you want to prevent this.

Planning in advance means you stay in control, making decisions based on the full range of options. Home adaptations are often made after an accident takes place.

For some people, however, an accident can mean returning home is not possible. Help to Adapt is just one of several options which may be available to people and it is not designed to replace statutory schemes.

Who is eligible for Help to Adapt?

The Help to Adapt scheme is available to people over 60 who own their own home and need alterations to their home to help them live

independently for as long as possible.

Help to Adapt loans, including support to organise all the works, will be available from April 2015 to 2017 subject to demand.



Where is Help to Adapt available?

The Help to Adapt scheme is currently available in the following local council areas:

- Argyll and Bute
- City of Edinburgh
- East Dunbartonshire
- East Lothian
- East Renfrewshire
- Falkirk
- Glasgow City
- North Lanarkshire
- Renfrewshire
- Scottish Borders
- Stirling
- West Lothian.

If you require any further information please visit www.helptoadaptscotland.co.uk

Major Flooding Project Will Benefit Properties In Springburn Area Of Glasgow

Scottish Water has started a major environmental improvement project which will tackle sewer flooding in part of the Springburn area of Glasgow.

The £4m investment in improvements to our waste water network will help reduce the risk of flooding in the Avonspark Street area.

A total of 12 properties in Avonspark Street and one in Edgefauld Road have experienced recurring problems with internal and external flooding for a number of years.

The project is part of a £250 million, five-year programme of work we announced in February 2013 which will continue to improve river water quality and the natural environment of the River Clyde, enable the Greater Glasgow area to grow and develop, alleviate sewer flooding and deal with the effects of increased rainfall from climate change.

To minimise the risk of flooding in the Avonspark Street and Edgefauld Road area, Arney Black & Veatch (aBV), Scottish Water's delivery partners, will install a 2,500 cubic metre capacity storm water storage tank in the sewer network to alleviate the surcharging of the system.

The tank will be 20 metres in diameter and will be 16 metres below ground level.

The project will also include the construction of large diameter manholes and new pipework in Avonspark Street and Edgefauld Road.

Derek Cooke, a wastewater planning team leader with Scottish Water, said: "Scottish Water is fully committed to doing everything we can to help communities and customers by playing our part in tackling flooding and dealing with the impact of heavy rainfall."



"A number of properties in the Avonspark Street and Edgefauld Road area have suffered from recurring flooding over a number of years and we fully appreciate the inconvenience this can cause. We know that affected customers will welcome our improvements to our network in the area."

The work is expected to be completed in about 16 months.

A section of Edgefauld Road between Atlas Industrial Estate and the lane to the rear of the properties on Avonspark Street has been closed from September 28 for the duration of the project.

There will be no access to Edgefauld Road from Avonspark Street.

Mrs Joanna Peebles, Scottish Water's regional communities team manager, said: "Our work will inevitably mean some inconvenience and disruption for local residents and road users but we will make every effort to minimise this."

"We will also keep local residents and road-users informed of our work and will liaise with them as the work progresses."

www.scottishwater.co.uk/glasgow
www.facebook.com/scottishwater
 twitter: @scottish_water

Help at hand for residents as Red Road Flats Demolished

Tenants and residents who were evacuated from their homes when the Red Road flats were demolished recently were able to call on Glasgow Housing Operations staff who were on duty from 7am until after 8pm on the big day.

Staff worked closely with Safedem and Glasgow Housing Association offering assistance to all Glasgow Housing customers within the exclusion zone and helping with any last-minute preparations before they had to leave their homes for the day.

Prior to the demolition Glasgow Housing staff had been involved in planning meetings for the big day and Housing Manager for Springburn and Balornock Irene Dalrymple said: "With so many of our customers' homes within the exclusion zone and tenants and residents having to be out of their homes on demolition day we wanted to be there to help in any way we could."

As soon as everyone was out of their homes contractors started to board up windows and doors of those homes closest to the blocks just after eight in the morning. Those inconvenienced could go to a local community centre that provided catering and entertainment or if people chose to make their own arrangements they were given up to £100 per household to assist with expenses.

Residents began moving back into their homes shortly after 6pm, just over an hour later than originally planned. After the demolition Glasgow Housing Association, Safedem and Glasgow Housing staff were on hand to make sure everyone was back home safely.

The Red Road flats were built between 1964 and 1969 at a cost estimated to be £6million. The planned schedule remains for the site to be cleared by 2017. Future development options for the cleared site are at an early stage and will include further community consultation.

Your Housing Operations Team

Possilpark and Parkhouse Team

 Sharon Hazlett Housing Manager	 Greg Richardson Senior Housing Officer	 Gordon McFarlane Housing Officer Allander Street 134, Ardoch Street 4-50, Bardowie Street 100-149, Carbeth Street 3, Hamiltonhill Crescent 1-27, Hamiltonhill Road 97, 110, 112, 115, Killearn Street 180, 194, 208, 222, 236, Saracen Street 185-277, Stonyhurst Street 217 - 231.	 Lynn Bennett Housing Officer Ashfield Street 102-178 (evens), Broadholm Street 162-326, Buckley Street, Chestnut Street, Crowhill Street 104-233, Cypress Street, Glenhead Street 54-160, Hawthorn Quadrant 8-20, Hawthorn Street 313-483, Kippen Street, Spruce Street, Walnut Crescent, Walnut Place, Walnut Road.	 Valerie Reid Housing Assistant	 Liz McMillan Housing Officer Allander Street 67-101, Barloch Street 2-18, Barloch Street 3-5, Killearn Street 56-251, Rednock Street 1-23, Saracen Street 98-110, Stonyhurst Street 67-102.
 Lesley McConnochie Housing Officer Ashfield Street 143-173 (odd numbers only), Balmore Road 8, 16, 24, Balmore Road 40, 46, 52, Balmore Road 139 - 221, Balmore Square 3-39, Bracken Street 28-30, Broadholm Street 24-152, Claddens Quadrant 11-61, Claddens Street 26-84, Coltmuir Street 16-34, Crowhill Street 5-93, Gadloch St 26-36, Glenhead Crescent 7, Glenhead Street 6-44, Haywood Street 82-209, Knappdale Street 105, Lamb Street 23-43, Liddesdale Road 144.	 Amanda Milne Housing Officer Allander Street 107-119, Barloch Street 29-53 (Sheltered), Hawthorn Court 100, 2 & 8, Hawthorn Street 4-40, Saracen Street 138, 148, 156, Saracen Street 172-294, Stonyhurst Street 106-116.	 Danielle Quinn Housing Officer Balgair Place 1-27, Balgair Gdns 1-39, Balgair Street 25-41, Balglass Gdns 1-22, Balglass Street 24-41, Balmore Road 47-59, Balmore Road 71-83, Bardowie Street 184-248, Bisland Drive 772-802, Hayston Crescent 8-48, Hayston Street 1-43, Mireton Street 10-63, Panmure Street 198-202, Redmoss Street 1-8, Sironend Street 21-89, Sunnylvay Place 1-15.	 Jackline Chege Housing Assistant	 Danielle McErlane Housing Officer Balmore Road 72, Barloch Street 139-162, Closeburn Street 2-73, Denmark Street 123-183, Mansion Street 4-127.	 Jennifer Milligan Housing Assistant

Springburn and Balornock Team

 Irene Dalrymple Housing Manager	 Jeanette Glen Senior Housing Officer	 Bola Akintoye Housing Officer Balgraybank St, Boghead Road, Broomfield Road, Cardaroch Street, Cockmuir Street 256-356 & 426-488, Craigenbay St, Drumboitie Road, Eastburn Road, Garffery Street, Hillhouse Street, Langrig Road, Lumloch Street, Wallacewell Crescent 2-60, Wallacewell Place 5-9, Wallacewell Road 91-144.	 Terri McChesney Housing Officer Avonspark Gardens, Avonspark Place, Avonspark Street, Dykemuir Place, Dykemuir Street, Red Road	 Margaret McKinnon Housing Assistant	 Evelyn O'Neil Housing Assistant
 Andrea Campbell Housing Officer	 Laura Sharkey Housing Officer Barmulloch Road, Burnbrae Street, Oatfield Street, Petershill Road 459-463, Young Terrace	 Chris Farren Housing Officer Auchentoshan Terrace, Auchinloch Street, Broomfield Crescent, Broomfield Drive, Broomfield Road 721-745, Laverockhall Street, Midton Street, Petershill Road 77-163, Springburn Road.	 Pamela Hutchison Housing Officer Angus Street, Atlas Road, Bagnell Street, Balgrayhill Road 104-138, Broomfield Place, Broomfield Road 2-60, Carlestone Street, Cowlairs Road, Crichton Street, Gourlay Street, Hillkirk Place, Hillkirk Street, Kemp Street, Morrin Path, Springburn Way, Valleyfield Street, Vulcan Street.	 Gail Hamilton Housing Officer Campsie Street, Downs Street, Mansel Street, St Monance Street, Syriam Gardens, Syriam Place, Syriam Street.	

Multi Storey Flats Team

 Janice Ellison Housing Manager	 Geri Anderson Senior Housing Officer	 Gemma Lee Housing Officer Carbisdale Street, Carron Street, Eccles Street, Fernbank Street, 195 & 200, Springburn Road 771-783	 Alison McLean Housing Officer Galloway Street 37-107, Springburn Road 1292-1330, Stobhill Road, Viewpoint Gate, Viewpoint Road, Viewpoint Place 22.	 Karen Kelly Housing Officer Lenzie Terrace 1-217, Viewpoint Place 42.	 Linda Bain Housing Assistant
 Sharon Brooks Housing Officer	 Catherine Mather Housing Officer Croftbank Street 15, Edgefauld Road 250, Edgefauld Road 177-311 & 371-405, Broomknowes Road 9-101.	 Anne Sheeran Housing Officer	 Lynne Leslie Housing Officer 178 & 198 Balgrayhill Road, 151-163 Balgrayhill Road	 Yvonne Kinnear Housing Officer Blackthorn Street, Carron Crescent, Carron Place, Elmvale Street, Fernbank Street 151-186, Hawthorn Street 538-700, Horne Street, Memel Street	 Amanda Ewing Housing Assistant



ng homes partners with Nourish Scotland to talk about Food!!

Over the past year ng homes has partnered with Nourish Scotland to look at some of the wider issues around Food in the Community.

The first community event was held in March and was attended by residents and members of voluntary and public organisations where they discussed and identified some action areas ranging from accessibility, affordability, food growing, healthy food and issues surrounding food supply.

The follow up event was held in Saracen House on 4th November and had a focus on the topical issue of 'The Future of Scottish Farming'. Around 35 people attended the event including residents, education services, Poverty Alliance, community organisations and farmers. There was a real energy around the room as people participated in groups to discuss issues such as 'Who is Farming for' and 'Who benefits from Farming' and people

could see connections to their community.

Pete Ritchie, Nourish Scotland Director, said: "We welcome the opportunity from the Scottish Government to start a national conversation around farming in Scotland. We hope that as a result of this process, measures will be put in place to work in balance with the land, communities, our health, climate, soils and sustainable local economies".

Comments from those who attended included:

"Shorten the supply chain so we are letting people eat local therefore lessening the damage to the environment with all the air fuel"

"We should be teaching and encouraging more eco friendly farming"

"We should be encouraging high rise urban farms where we can make best

use of the hidden areas which would in turn make fresh produce accessible to more people."

Attending the event was Mr Lu, Chairman of Confederation of Fujian Associations in Scotland who said: "Thank you for the invitation to the event. I found the information provided in relation to the food growing situation and its future vision very inspiring. We greatly enjoyed taking part in the many discussions."

Mr Lu showed his gratitude by providing a range of Chinese cooked food enjoyed by the participants.

If you are interested in hearing more about the work within this area then please contact: Margaret Layden on 0141 560 6000. You can also find information on the Nourish Scotland website: www.nourishscotland.org

"Very passionate about putting tenants at the heart of everything"



The Association recently underwent an interim assessment of our Investors in People Scotland Gold and Health & Wellbeing status. The review was conducted by our nominated Investors in People (IIP) Specialist, Alix Malcolm on 12 November.

The Association has been accredited as an IIP organisation since 2002. Organisations that meet the world-recognised IIP Standard reflect the very best in excellent people management. For this interim review we were assessed against the new 6th generation IIP framework, which has been developed as a result of 25 years of leading practice and the latest research on workplace trends. The new framework is focused on measuring high performance and assessment is carried out using a combination of surveys,

interviews, meetings and observation.

The outcome of the assessment was very good with the Assessor stating "Your people are very committed to the longer term success of ng homes and very passionate about putting tenants at the heart of everything". A key strength highlighted by the Assessor was "a very positive impact across the communities in which you operate" and she noted that the Association's investment in staff learning and development means that we have a well trained and experienced workforce which has influenced our performance and reputation as a highly rated housing association.

Tony Sweeney, Head of Organisational Development at ng homes commented, "The assessment process has been a very positive experience. It enabled staff to provide their views on how they think we are doing against the Standard and to provide their ideas for improvement. A big thank you is due to our IIP Assessor, Alix Malcolm and all of our staff who took part, the outcome report has highlighted the areas where the organisation is performing well and where we need to focus our efforts going forward."

ng homes Regeneration Activities and Events

Event	Venue	Time	Contact
Song, Shimmy, Sausage Roll	Saracen House	Friday 18th December 2014 1 – 4 p.m.	Claire Alexander calexander@nghomes.net 0141 560 6000
Song, Shimmy, Sausage Roll	Saracen House	Friday 29th January 1 – 4 p.m.	Claire Alexander calexander@nghomes.net 0141 560 6000
Song, Shimmy and Sausage roll	Saracen House	Friday 26th February 1 – 4 p.m.	Claire Alexander calexander@nghomes.net 0141 560 6000
Song, Shimmy and Sausage Roll	Saracen House	Friday 25th March 1 – 4 p.m.	Claire Alexander calexander@nghomes.net 0141 560 6000
Oriental Exercise	Possilpoint Community Centre 130 Denmark Street, G22 5LQ	Wednesdays 9.30 – 11.00 a.m. Up until 16th December. Resumes Wednesday 13th January	Michael Kam mkam@nghomes.net 0141 560 6000
African Drumming Session	Possilpoint Community Centre 130 Denmark Street, G22 5LQ	Fridays 10 – 12 Starting from 15/1 to 18/3	Samuel Akintula sakintula@nghomes.net 0141 560 6000
African Drumming Session	Tron St Mary's 128 Red Road G21 4PJ	Mondays 2 – 4 p.m. 11/1 to 14/3	Samuel Akintula sakintula@nghomes.net 0141 560 6000
Chancers group	Possilpoint Community Centre 130 Denmark Street, G22 5LQ	Wednesdays 11 – 2.30 Resumes Wednesday 13th January	Gillian Halliday ghalliday@ng2works.com 0141 560 6000
Inner Circle Mens Group	Possilpoint Community Centre 130 Denmark Street, G22 5LQ	Thursdays 11.30 – 2.30 Resumes Thursday 14th January	Gillian Halliday ghalliday@ng2works.com 0141 560 6000
Little Rascals Parent and Toddler Group	Possilpoint Community Centre 130 Denmark Street, G22 5LQ	Mondays and Thursdays 9.30 – 11.30 a.m. Resumes Monday 11th and Thursday 14th January	Gillian Halliday ghalliday@ng2works.com 0141 560 6000
Make Some Friends (50 plus from MSF)	Balgrayhill MSF community room G21 3AH	Thursdays 11 – 1 p.m. Resumes Thursday 14th January	Claire Alexander calexander@nghomes.net 0141 560 6000
Friday Night Youth Club 5- 12 years	Springburn Sports Centre, Kay Street, G21 1JY	Fridays 4 – 6 p.m. Resumes February. Date to be confirmed	Robert Docherty rdocherty@ng2works.net 0141 560 6000
Judo Girls only Age group?	Springburn Sports Centre, Kay Street, G21 1JY	Mondays 6 – 8 p.m. Resumes	David Millar (Judo Scotland) David.Millar@judoscotland.com / 07977 494752
Parkrun	Springburn Park (meet at monument in centre park, G21 3UB	Saturdays 10 a.m.	www.parkrun.org.uk/ springburn/

In addition to these events, there are a variety of football and sporting activities carried out within local schools and after school.

For further information on this please contact Robert Docherty on rdocherty@ng2works.com or 0141 560 6000

If you are interested in volunteering please contact Clare Bird on cbird@nghomes.net or 0141 560 6000.

Further events are currently being organised and will include: Multicultural events, Cook Safe programme in partnership with Scottish Fire and Rescue Services, events and activities for 50 plus age group and much more. Details will be updated within ng homes housing offices, concierge stations and local media.

Please also continue to check our website for updates on: www.nghomes.net

 [ngsportslegacy](https://www.facebook.com/ngsportslegacy)

If you would like to be kept informed of events and activities please contact info@nghomes.net with your e-mail address and telephone number and a member of staff will respond.



Fly Tipping In Parkhouse

For many years, Glasgow City Council has been in receipt of thousands of complaints about fly tipping in many areas.

In some areas, we have managed to resolve the problem with or without statutory action. Unfortunately, the problems

associated with the former railway cutting located between Balmore Road and Ashfield Road continue to this day and in an effort to improve the area a joint working party between Cleansing, Environmental Health, Community Safety Glasgow, the landowner,

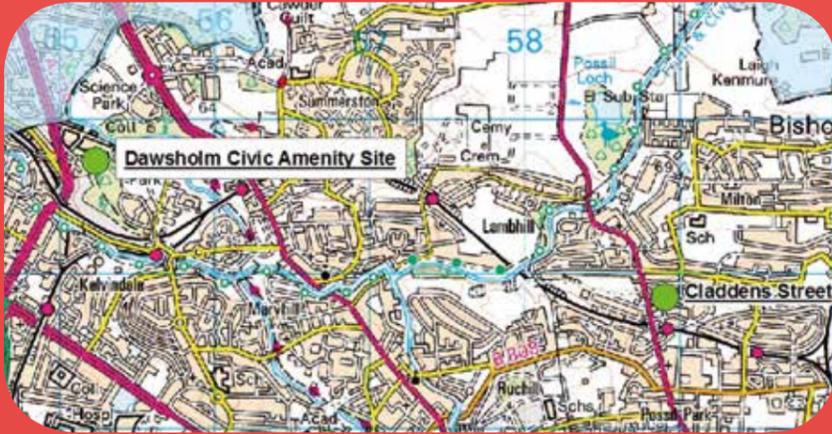
Reigart and the local MSP Patricia Ferguson was convened to seek a solution to this problem.

It is believed that the majority of fly tipped material in the former railway cutting is being dumped by local residents who do not realise that there are free civic amenity sites located across the city or that there is a free bulk uplift service which can be utilised for the removal of bulk waste such as furniture, mattresses etc.

Therefore, I would urge you to use the free Council Services that are on offer to help us stop the fly tipping occurring at this location.

I should also add that it is planned to have the west end of the railway cutting cleared of waste at the end of the summer/autumn.

The contact number for new service requests to public health is also provided. I would urge anyone who witnesses a fly tipping incident in this area to contact this number and an Officer will be in contact to hopefully take further action.



Useful Contact Telephone Numbers:

Clean Glasgow
0300 343 07027

Cleansing (Bulk Uplift)
0141 287 9700

Community Safety Glasgow
0141 276 7400

Public Health (Complaints)
0141 287 1059

KEY MESSAGES

Police Scotland have issued some key messages for our customers so that you stay safe and don't become a victim of crime this festive season.

Online Safety

- Think before you post photos of your Christmas night out online. What may seem funny in private could embarrass or humiliate someone in public. If in doubt, don't click! Remember, what goes online stays online!
- When shopping online, make sure your web browser and internet security is up to date. Check the website payment page is secure and look for the padlock in the address line before you enter any card details.
- If you're buying your child a mobile or tablet for Christmas, think about how you can keep them safe online.
- If you'll be away from home over Christmas or even just out and about, be careful about what you say on social networking sites – don't let thieves know your house will be empty.

Shop Safety

- Use cash machines in well lit, non-secluded areas and stay alert. Check the machine hasn't been tampered with, hide your PIN, beware of who's behind you and keep your cash out of view.

- When you're out Christmas shopping, you might not realise how much all the presents you're carrying around with you are worth – look after your shopping bags and don't leave them out of your view.
- If you're driving to the shops, park your car in a busy, well-lit area. Don't keep any presents you've bought in the car for longer than you have to and always keep them out of view.
- Ensure your bag is closed and your purse or wallet is not easily accessible when not being used.

Party Safety

- Plan your Christmas night out – charge your mobile, remember to take it with you and think about how you'll get home.
- Think about how you'll get home. Book a taxi from a reputable company or arrange for a family member or friend to pick you up.
- If drinking alcohol, be sensible about how much you consume.
- Don't leave drinks unattended; be sensible about what you drink and pace yourself. A drunk person is a far easier target for a criminal.
- Don't use drugs or New Psychoactive Substances, sometimes misleadingly called 'legal highs'. Legal doesn't mean safe – they can contain toxic and harmful chemicals. Why risk your life?

- Stick with friends – don't leave nights out on your own or with strangers.
- Take care of each other and make sure you all get home safely.
- Stay safe on your journey home – never take isolated short cuts. Keep to busy areas and on public transport, sit where there are lots of other people. If you're using a taxi, make sure it's licensed.
- Drivers should be mindful that partygoers, particularly those under the influence of alcohol can step out / stagger onto the road without warning. Slow down when in crowded areas.

Home Safety

- Thieves know that over Christmas there will be high value presents and maybe more cash in your house than normal. Keep your home secure - lock all windows and doors, 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, keep your home secure. Lock all windows and doors, set your house alarm if you have one, use timers on lights, cancel any deliveries and ask a neighbour or friend you trust to keep an eye out while you're away.
- If you're having a house party with lots of guests, it can be all too easy for a thief to slip in unnoticed. Make sure you know everyone who is there. If you're going to a party, don't let anyone tailgate you into a house or through a controlled entry door who may not be a guest.
- Protect any gifts you've bought for your friends and family. Get children to register mobiles, tablets, laptops and cameras at www.immobilise.com Don't give them a good quality bike without giving them a good quality lock, and register bikes at www.BikeRegister.com

Sudoku answers

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

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

Hello from Anne McLaughlin MP, YOUR Member of Parliament for Glasgow North East

For those of you who may not have heard me say it already, I'd like to take this opportunity to thank you for electing me this May as the MP for Glasgow North East. When I first began my election campaign as the SNP representative in the Westminster elections early this year, there seemed little hope of winning. Every account of polling predictions said that Glasgow North East was the least winnable seat for the SNP. But, I am proud to say that I now represent the wonderful communities of GNE

It's just over six months on and during this initial period I've been settling in to life working in Westminster but most importantly, getting a Glasgow office and securing the right staff members to work in the constituency. My first priority will always be you, the people of Glasgow North East. I work for you and am accountable to you. Unfortunately, I have to be in Westminster a fair chunk of each week so I may not be physically present when you need to speak with me, but I'm only a phone call or e-mail away.

While I'm in London, my team will always be there to assist and advise you on a daily basis. They keep me updated throughout the day and we work together on how best to resolve any issues you may have.

As the GNE constituency is so large and I can only have one office, I've been making a real effort to hold my surgeries right in the heart of all the different communities. If you have a suggestion for somewhere I can hold a surgery get in touch and let me know. I will continue to visit each part of the constituency, so please check with the office team or on Facebook or the soon to be new website for further details.

In addition to this, my constituency team are bringing the office out on the road. I appreciate that sometimes it's hard for people to find their way to a surgery for a variety of reasons so I want to make it as easy as possible. One of the ways to do that is to bring the office to your communities. We have started this in Possilpark where on the second Monday of every month, the team decant to Possilpoint Community Centre from 10am-3pm.

My first priority will always be you, the people of Glasgow North East. I work for you and am accountable to you.

They carry on with their normal workload but are available to give advice to anyone who comes in. I plan to expand this to other areas soon and again, if you have any suggestions about where else we could do this, let me know.

I promised to be accessible to you and I am doing so. During the election I promised that six months after being elected I would hold a big public meeting where I would report what I'd been doing and answer any questions. I did this EXACTLY six months on and thank you to everyone who came along to the Haghill Campus of Kelvin College on 7 November. We will be having more of these meetings so look out for them.

Finally, I was selected to ask a question at Prime Minister's Questions a few weeks back (it operates on a ballot system). I asked about tax credits because what they were threatening to do would have had a devastating impact on so many of you. In this constituency child poverty lies at 38% so cutting tax credits would have caused that to rise. Well done to those of you who fought those cuts because you were successful and they will not now happen. We have to be mindful of the fact that they will find other ways to implement their cuts but together we can fight those too.

Again, I am so proud to represent you and as I said in my maiden speech in the House of Commons:

'There are pretty pockets of Glasgow North East such as Hogganfield Loch, the tenements of

Dennistoun, the views of the Campsies from Milton but I would not expect to see much of it in a Visit Scotland brochure.

And sadly today, residents of my constituency are never very far from a derelict building or waste ground, the best and worst example of both beauty and dereliction being the Winter Gardens in Springburn Park. It seems to me that the Scottish Parliament's Community Empowerment Act was written with Glasgow North East in mind and I look forward to working with the communities as they empower themselves and transform the constituency.'

Anne McLaughlin MP

Constituency Office:

Suite 2, Craighall House, 58A High Craighall Road, Glasgow G4 9UD

Tel.: 0141 404 6232; E-mail: help@annemclaughlinmp.com



Anne McLaughlin MP
Glasgow North East

All of my constituents are welcome to come and talk to me at my regular surgeries, but if you can't make these:

Email me at anne.mclaughlin.mp@parliament.uk

or

Phone the constituency office on 0141 404 6232

Temporary Constituency Office
Craighall House, Suite 2A, High Craighall Road, Glasgow, G4 9UD

TV Licence Concessions

TV Licensing is working with to ensure you know the different ways to pay for a TV Licence.

You can get a 50% reduction on the TV Licence fee if you're blind or severely sight impaired. Your licence will also cover anyone who lives with you. People who are partially sighted or sight-impaired do not qualify for a 50% blind concession.

You need a TV Licence if you wish to watch or record television programmes as they're being shown on TV. This includes the use of devices such as a TV, computer, mobile phone, games

console, digital box or DVD/VHS recorder.

You don't need a TV Licence if you have a digital box used to produce sounds only and provided that it can't display TV programmes.

A blind concession TV Licence costs £72.75 for colour and £24.50 for a black and white TV Licence. To find out more information on entitlement and how to apply for a blind concession TV Licence log on to <http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/blindseverely-sight-impaired-aud5/>

Anyone aged 75 or over is eligible for a free TV Licence for their main address.

 **TV LICENSING**

www.tvlicensing.co.uk

Eligible people can register online at www.tvlicensing.co.uk/over75info or telephone 0300 790 6073. The free licence will cover all the equipment in the property, meaning family or carers living in the same home could also benefit.

TV Licensing would always prefer people to be properly licensed rather than risk a fine of up to £1000. For more information, ways to pay, eligibility or you want to buy a TV Licence, please call 0300 790 6115 or visit www.tvlicensing.co.uk.



The nights are fair drawing in ...and time to think about fuel bills!

ng homes Home Energy Check advisor, **Imtiaz Ahmed**, has been working with Residents to assist them in saving money on their energy bills and providing tips in keeping their homes warm over the winter.

Over the past couple of months Imtiaz has been carrying out home energy checks for older residents with great results. He has been advising them on how to best use their central heating and hot water and providing tips on how to keep their bills down. In some cases, residents have been supplied with energy saving lightbulbs. This has also helped the environment over the last three months showing a carbon saving of 5265kg Co2.

Imtiaz has been helping residents apply for home energy discounts, find a cheaper tariff for their electricity and some have had rebates due to the fact

that they have had large overpayments. Recently, one delighted tenant informed ng homes that he received a cheque from Scottish Power for just under £500. Another resident received the £140 Warm Homes Discount and £200 winter fuel discount bringing him an annual discount of £340.

Sheltered Housing Manager, Karen Johnson, said: "Home energy checks are a great way of ensuring our customers aren't missing out on anything they are entitled to when it comes to their energy bills and these savings will come in handy, even more so at this time of the year."

Tenants of ng homes who are interested in a free Home Energy Check should contact their Housing Officer or alternatively contact Imtiaz directly on 0141 560 6000 or e-mail iahmed@ng2works.net

Energy Saving Tips

- 💡 Energy saving bulbs and LED bulbs are supplied to tenants which can save £138 per year.
- 💡 Less electrical shower usage can save on your electricity bill. A 10.8kw power rating electrical shower can cost £101 if it is used 10 minutes everyday on average.
- 💡 Your washing machine should be used either with quick wash or 30° wash.
- 💡 Curtains are helpful for holding the heat inside the room and not letting it escape. Thermal lining curtains play a good role too.
- 💡 By setting up the thermostat properly based on your tariff, savings can be achieved. By turning down just 1 °C savings could be £65 a year.
- 💡 Choosing the right tariff is important.
- 💡 Your boiler should be set in between 50-60°C.
- 💡 If possible its better to buy new appliances with an A-rated energy consumption sticker. They may cost a little more, but will be cheaper to operate.
- 💡 Tools can be used to see actual energy savings using the Energy Saving Trust website and also others as well.

The Management Board and Staff of ng homes would like to wish everyone a Merry Christmas and a Happy New Year.

Christmas and New Year Holiday
 ng homes offices will close at 12.30pm on Wednesday 23rd December 2015 and will re-open again at 9.00am on Thursday 7th January 2016.

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