

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

ISSUE 39

FILM MAKING MASTERCLASS AS SCHOOLS BATON ARRIVES

IT'S not every day someone who has just completed a movie with George Clooney visits Keppoch Campus but that's exactly what happened when Danny McGrath called in.

The film director was there to run a movie making masterclass with the children using iPads provided by ng homes and the Celtic Foundation.

Danny was delighted to show the children how to shoot and then edit their movies. He gave them some tips on how to film their big event later in the day, when Saracen Primary received the schools baton.

The Schools Baton Relay was launched just after the Queen's Baton left Glasgow to tour the Commonwealth countries before returning for the opening of the Games next year.

At the same time, the Schools Baton will be transferred around schools in Glasgow.

Glasgow Lord Provost Sadie Docherty started the relay by presenting the specially designed baton to pupils from Balornock Primary.

Over the next ten months it will travel over 200 miles and schools taking part devise their own ways of transporting the baton to its next stop.

They are also 'twinned' with the country the Queen's Baton visits at the same time.

Saracen Primary was twinned with Sri Lanka for the Baton Relay and organised a Sri Lankan style tuk

tuk to transport the baton to Chirnsyde Primary.

The Schools' Baton arrived at Keppoch Campus accompanied by a piper, a loch ness monster and a sea of flags and faces.

A message from Lord Provost Sadie Docherty was read by Head Teacher Evelyn Gibson.

The Glasgow Song was sung by primary 4-7 children, followed by Sri Lankan dancing and a fashion show thanks to the members of the Maryhill Integration Network.

All children on the Campus sang The Sri Lankan Song with musical accompaniment and then nursery children gave a rousing rendition of "Donald Where's Your Troosers".

Saracen Primary 5/6 pupils demonstrated their Scottish



dancing with a Gay Gordons before everyone waved off the Schools Baton on its next journey by Tuk Tuk to Chirnsyde.

Robert Tamburrini, CEO of ng homes, thoroughly enjoyed the event and said: "The children were all superb. They sang their hearts out, the dancers were excellent too. I'm really looking forward to seeing the movies they made of the day on their iPads."

Patricia Ferguson, MSP for Springburn and Maryhill, said: "I was delighted to see Saracen Primary receive the School's Baton at Keppoch Campus. The pupils are all wonderfully talented and it was quite an experience to see a tuk tuk in Possilpark."



**Green Gala
Pictures Special
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**Mascot Clyde at
Springburn Leisure
Centre Page 15**

ng homes complaints procedure

ng homes aims to provide a first class service to all of our customers and we value your feedback. We recognise that from time to time some things can go wrong. When this happens we want to know about it so we can rectify matters and improve our service.

We have a new Complaints Handling Procedure which was developed by the Scottish Public Services Ombudsman in partnership with the housing sector. You can pick up a copy of a guide to our complaints procedure at our offices or phone us and ask us to send you one out.

The new procedure will help make it easier for you to get your concerns resolved more quickly.

It will also help us identify where and when our services aren't meeting the needs of our customers. The way we handle complaints now is different for a number of reasons:

- You can make a complaint more easily – it doesn't have to be made in writing
- There are only two stages and each stage has a timescale so you know when your complaint will be resolved - 5 working days for Stage 1 (front line resolution) complaints ; and 20 working days for Stage 2 (unresolved at Stage 1 or complex)
- Complaints will be recorded and we will report back to customers on our performance and what we have learned

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

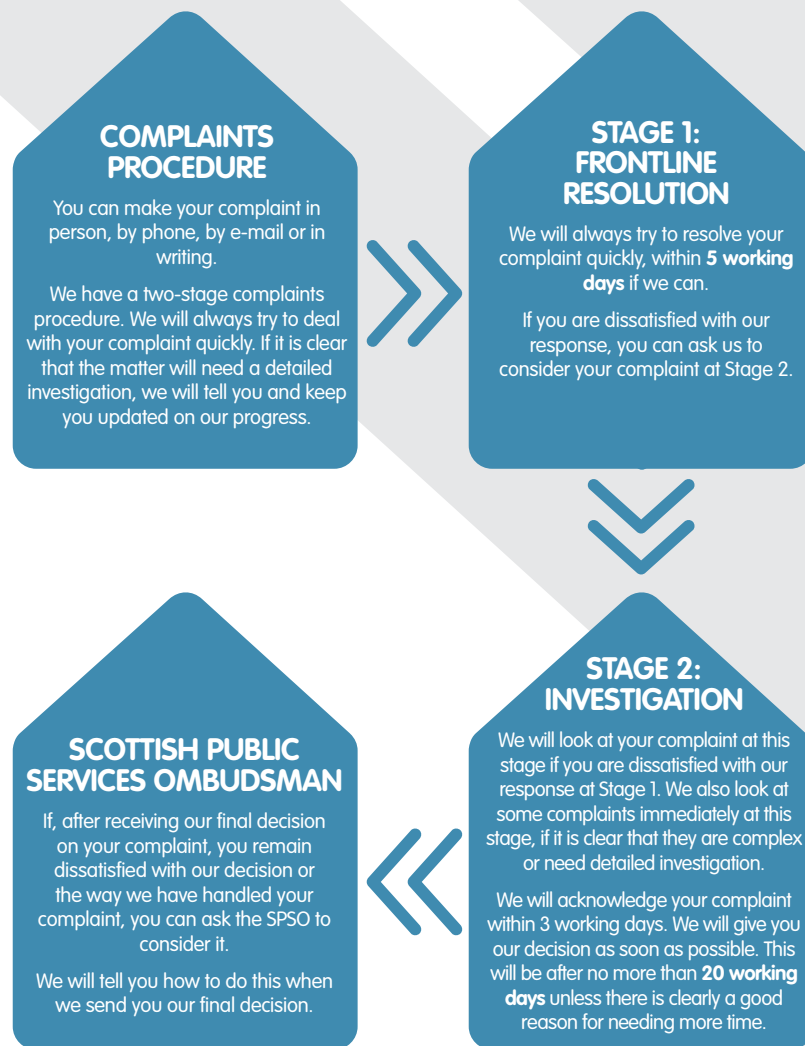
Online: www.nghomes.net/complaints

Post/Visit:

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

Kenna Rossine House, 252 Saracen Street, Possilpark, Glasgow, G22 5LF

QUICK GUIDE TO OUR CUSTOMER COMPLAINTS PROCEDURE



should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

You can ask us for more information about significant performance failures by contacting one of our offices. The SHR also has more information on their website:

www.scottishhousingregulator.gov.uk

CARE COMPLAINTS

If your complaint relates to a care service we provide, you can choose whether to complain to us or the Care Inspectorate direct. If you complain to us and are dissatisfied after Stage 2 you can ask the Care Inspectorate to look at it. You can contact the Care Inspectorate:

Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Website: www.scswws.com

WHAT IF YOU ARE STILL DISSATISFIED?

If you are a tenant and you are not satisfied with the outcome of our Stage 2 Investigation you can contact the Scottish Public Services Ombudsman (SPSO) and ask them to look at your complaint. You can contact the SPSO:

Post: 4 Melville Street, Edinburgh, EH3 7NS

Telephone: 0800 377 7330.

Website: www.spsos.org.uk

If you are a home owner and you are not satisfied by the outcome of our Stage 2 Investigation you can ask the Home Owners Housing Panel (HOHP) to look at your complaint. You can contact the HOHP:

Post: Europa Building, 450 Argyle Street, Glasgow, G2 8LH

Telephone: 0141 242 0175

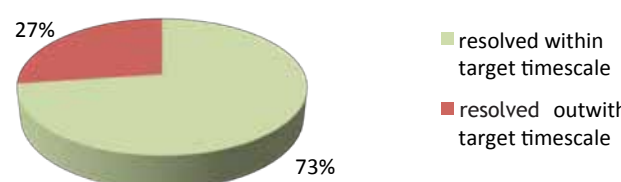
Website: www.hohp.scotland.gov.uk

HOW ARE WE DOING?

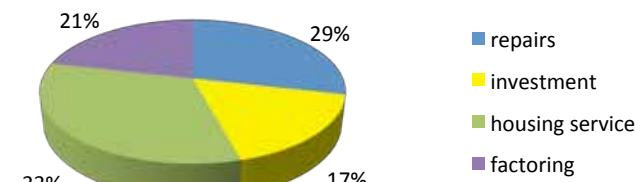
For the 6 month period April to September 2013 ng homes received 70 complaints of which 69 were upheld.

Our Management Board receives information about complaints performance, and monitors the actions that ng homes is taking to improve our policies and services to tenants, factored owners and other customers in response to complaints received.

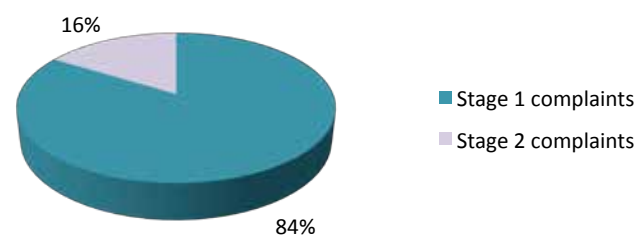
Complaints performance April to September 2013



Subjects of complaints



Types of complaints



REPORTING A SIGNIFICANT PERFORMANCE FAILURE TO THE SCOTTISH HOUSING REGULATOR

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'. A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved.

If you think you are affected by a problem like this, you



PAT'S PERFECT PLACE

Pat Scott felt 2013 wasn't going to be her year after a bereavement and a knee operation. But that changed when ng homes offered her a property in Crichton Street in Springburn.

Whilst Pat was recuperating after her operation her daughter moved out of their home in Springburn Way and she found herself with a 2 bedroom

property and unable to pay the UK government spare room subsidy or "bedroom tax" as it has become known.

Pat applied for a transfer to a one bedroom property and when she received a letter asking her to view a flat in Crichton Street her initial reaction was that she "couldn't be bothered after everything that had happened to her this year".

Pat is the youngest of 10 in her family and her brother convinced her to go and see the property. After viewing the flat she accepted it immediately.

Pat said: "I haven't stopped smiling ever since. Moving here has changed my life. My first night I thought I wouldn't be able to sleep but I went out like a light and got a great sleep.

"I have even set up a wee space for my

granddaughter's toys and she loves coming to stay with me here.

"I would like to say a big thanks to Anne Sheeran at ng homes and Linda Redmond at GEMAP who are two of the nicest people I have ever met – they have helped me so much.

"This whole experience has just been perfect – even on the day I moved in I met a lady who lives here and she just gave me a big cuddle and said: "I hope you'll be happy here darling."

Pat's Housing Officer Yvonne Kinnear said: "We are delighted that Pat is happy in her new home and has moved in just in time for Christmas."

If you would like more information about the bedroom tax please contact your Housing Officer at your local office.

How are we performing?

ng homes aims to provide high quality housing and excellent services to our customers. To make sure we are doing this one of the ways we measure our performance is against other housing associations.

By doing this we get a good indication of areas that we are doing

well in and it also lets us see where there is room for improvement.

At the end of March this year ng homes remains the 7th largest housing association in Scotland with 5,434 houses in ownership (2% of Scottish total).

Below are some key indicators on how we are performing:

ng homes' Performance for Last Year (2012/13)		
	ng homes' performance	Average for all Scottish housing associations
% rent increase last year	3.8%	4.8%
% total rent lost due to properties being empty	0.1%	1.0%
Average days to let a house	6 days	29 days
Target timescale for completing emergency repairs	24 hours	9 hours
% emergency repairs completed in target timescale	96.7%	93.8%
Average timescale for completing non emergency repairs	3 days	7 days
% of houses meeting Scottish Housing Quality Standard	99.4%	86.4%

With so much going on again this year at ng homes it would be easy to fill North News with a review of the year.

Instead, we've picked out two of the highlights that we are particularly proud of.

The first was when we received an award for Excellence in Regeneration from the Scottish Government and the Chartered Institute of Housing.

The award not only recognises the excellent work we are doing in providing training and job opportunities through our Regeneration Team, who offer fun, healthy, educational, sporting and green activities to all ages of our community completely free of charge.

We also invested £4 Million in our properties this year which included overcladding of the Carron Multi Storey Flats, internal wall insulation at Balgrayhill and Wellfield and the continuation of our mini modernisation programme.



improvements to your housing services

Improvements in the way we deliver your Housing Services will take effect early in the New Year.

There will be an increase in the number of Housing Officers and a decrease in the number of homes each Housing Officer is responsible for.

Being responsible for less properties means Housing Officers will have more opportunities for closer contact with all of their customers.

We are changing the way we are organised too with Housing Officers responsible for delivering and arranging the full range of services to their tenants.

Your Housing services will now be split into three dedicated staff teams covering Springburn & Balornock, Possilpark & Parkhouse and the Multi Storey Flats.

Each area based team will consist of a Neighbourhood Manager and 6 Housing Officers. Teams will also have Housing Assistants and Maintenance Assistants.

This new structure is designed to:

- support ng homes and our tenants in preparing for and addressing issues in relation to Welfare Reform and the introduction of Universal Credit
- support the on-going modernisation of the Concierge Service
- maximise the 24/7 Concierge Service
- improve staff development opportunities by creating new jobs and more individual & team flexibility

Depute CEO Ann Marie Devlin said: "By reducing the number of properties a Housing Officer is responsible for it allows each Housing Officer to engage more closely with their tenants and identify and resolve any issues quickly and effectively."

All of our customers will be kept up to date with the changes to the way Housing Services are delivered by ng homes.



AGM 2013

Another successful year was the main message from all speakers at the Annual General Meeting, held in the Ron Davey Enterprise Centre, Springburn.

John Fury, Chairperson, presided over a large attendance of members and highlighted some of the key achievements from a comprehensive report from the Board of Management.

He said great pride and encouragement should be taken from winning the Chartered Institute of Housing's Excellence in Regeneration award.

John said the establishment of ng2 had made a tremendous impact on the community and had created over 60 new jobs and set many young people on a career path.

The next item he highlighted was the Food for Thought project, which recently was awarded funding from the Big Lottery.

It will provide family and community workshops with a focus on 'meet and eat' and 'cook and share'.

There will be community lunches and workshops on healthy eating on a budget and this will support people suffering severe hardship through the provision of a food bank plus enhanced starter packs to include clothes and furniture.

The third focus was on tenants affected by Welfare Reform, particularly those facing problems as a result of the 'bedroom tax'.

John Fury said: "Our staff identified that 733 of our tenants are affected by the bedroom tax and we have tried to help those who qualify to obtain Discretionary Housing Payments. I'm delighted to say we have helped more than 300 tenants so far and our staff will endeavour to assist with this where possible."

Finance Director Bob Hartness gave a summarised version of the annual accounts.

He highlighted the continued investment to benefit tenants including improvements to the local environment, replacement of heating systems, kitchens and bathrooms and an upgrade of the water supply in various blocks.



Oranges for vitamin C - Fiona Keddle from the North Glasgow Food Community Initiative and volunteer Shulamite Ezechi



Balloon fun - Aiden, left, and Liam Bonner



Blooming marvel - Youth gardener Marie McInnes with some pansies.



BBQ cooks - Robert Graham, Rose Sehakizinka and Dominic Thoka-Cowie



Bouncy babes - Three-year-old Megan Cassels and two-year-old Daryl Smith.



Family day out - Four-year-old twins Aiden and Morgan Cunningham with mum Michelle, dad Peter and brother Jamie.



Ice cream trio - Ellie Brown with her cousins Lauren and Carlyn Tolan.



De-stressed - Angie Donohue from Balgrayhill reckoned her ng2 stress ball could help her tennis elbow.



Face painted smasher - Nine-year-old Gemma Gilday.

Happy Faces

Balgrayhill Community Centre was the venue for the first ever Springburn GREEN Gala Day.

The event was organised under the Glasgow Commonwealth Games Legacy and featured lots of fun attractions.

There were lots of stalls in different parts of the building providing a great variety for every age to enjoy.

Face painting, ice cream and the bouncy castle were popular with the youngsters and the BBQ team were a big hit with everyone.

Upstairs the North Glasgow Community

Food Initiative were hard at work preparing fruit kebabs and also giving visitors an opportunity to try different fruits.

The team was also involved in encouraging home grown herbs or planting potatoes and vegetables in a pot with experts providing handy tips.

Another stall offered the chance to be creative using recycled materials to produce arts and crafts.

There was also music, sports and brain teasers.

Sudoku

Our readers are having lots of fun with our brain teasing sudoku games.

In this edition, we've provided two 9 grid puzzles to try - easy, and medium.

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.

We introduced sudoku in response to a readers survey and so far we've had good feedback.

easy...

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

medium...

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

GARDEN COMPETITION WINNERS...

Keeping a tidy garden gives tenants something nice to look at particularly in the summer months.

But it can also pay dividends in the form of vouchers in the annual garden competition organised by ng homes to encourage tenants to keep things looking good.

Three prizes have been awarded in each of four areas - Springburn, Parkhouse, Balornock and Possilpark - with £50 for first, £30 for second and £20 for third.

This year's winners are:

SPRINGBURN

- 1st Ludovic Black, Stobhill Road
- 2nd Ray Sandford & Patricia Mackin, Hillkirk Street (shared)
- 3rd Charles Wilson, Springburn Road

PARKHOUSE

- 1st Hugh Williams, Crowhill Street
- 2nd Jacqueline Cunningham, Ashfield Street
- 3rd Andrew & Christine Traynor, Broadholm Street

BALORNOCK

- 1st Mrs Rhodie, Wallacewell Road
- 2nd Mr Leach, Syriam Gardens
- 3rd Catherine & Alison Craney, Dykemuir Street

POSSILPARK

- 1st Kathleen McKenna, Balgair Gardens
- 2nd Mary Findlay, Bilsland Drive
- 3rd Andrew McWilliam, Killearn Street

RE-USE UNWANTED ITEMS

Furniture and household goods can be re-used by local community organisations benefiting the environment and helping local people.

You can donate unwanted items, or get advice and information, by calling the National re-use phone line on 0800 0665 820

Bulky items that can be donated include beds, mirrors, drawers, TVs and TV stands, wardrobes, tables, chairs, sofas and armchairs, white goods such as washing machines and tumble dryers, fridges and freezers, cookers and bicycles.

AMAZING SAVINGS

Love Food Hate Waste Cookery workshops have saved 6kg of food waste from going to landfill.

That's equivalent of saving enough electricity to power an average home for the entire day!

Our Climate Challenge Officer, Sarah Robinson, brought local people and families together to help them reduce their food waste.

Participants have also enjoyed a tasty three course meal and have shared a variety of new recipes at the sessions in the Salvation Army premises in Fernbank Street, Springburn.

There were clear money saving messages as the average family wastes £430 per year on food waste.

European Week of Waste Reduction was celebrated with a Stitch and Fix session at 9 Carron Crescent, Springburn when clothes, curtains and netting was up-cycled to make Christmas decorations and wreaths.

Participants brought along lots of old and unwanted textiles and were helped to transform them into fantastic decorations for their homes.

Other Stitch and Fix sessions have featured creative sewing, fabric brooches, tote bags, quilts or just fixing clothes.

As well as learning new skills or perfecting them with the help of mentors, there's usually a cuppa and cake and lots of chat too.

If you're interested in similar Love Food Hate Waste events then please contact Sarah Robinson, Climate Challenge Officer, on 0141-630-4281 or email srobinson@ng2works.com



All set for snow, Gordon Christie and Scott Wilson from ng2 fill up a grit bin.

snow bother for ng2

Staff from ng2 have put grit bins in key locations to help combat the snow and freezing conditions we are likely to face during the winter.

They aim to react positively to ensure existing services (including close cleaning and bulk) are maintained as far as reasonably practical in any adverse weather.

ng2 will also deliver alternative services to ensure that tenants and residents are given every possible assistance in terms of snow clearing and gritting to minimise risk in particular to elderly, disabled and vulnerable people. The team will make sure that paths are clear around Sheltered Housing complexes and entrances to all ng homes buildings.

Housing Officers will also be working closely with ng2 to highlight specific areas in the community that need cleared and gritted. ng2 will also work in partnership with Glasgow City Council to ensure that all grit bins in the areas are replenished as and when required. You can find grit bins at:

- **ng homes and ng2 buildings:** Ned Donaldson House; Kenna Rossine House; Pefershill Road Office and Lenzie terrace Concierge Station.
- **Springburn & Balornock:** Hillkirk Street / Hillkirk Place; 771-779 Springburn Road; 101 -131 Campsie Street; 195 Fernbank Street; Carron Place; and Broomfield Place.
- **Multi Storey Flats:** Lenzie Terrace; 151, 178 and 198 Balgrayhill Road.
- **Possilpark & Parkhouse:** Walnut Crescent; Crowhill Street x2; Chestnut Street; Claddens Street; Claddens Quadrant; Balmore Square; and Hamiltonhill Road.

All the above grit bins will be filled in severe weather conditions and the areas will be gritted. In the event of the temperature dropping below zero degrees, there will be no water used to clean closes. ng2 will maintain standards in closes by brushing and cleaning banisters. Estate Operatives will be deployed into gritting when they have finished their close cleaning duties.

Pat Bradley, ng2's Enterprise and Employability Manager said: "Working alongside our partners Glasgow City Council we will do everything we can to ensure the safety of tenants, residents and the wider North Glasgow community this winter".



diversifying and growing

Staff from ng2 have taken part in a performance plan review.

The event, at the Up on the Hill café, was attended by Ronnie Rodden, Chairperson of ng2, John Fury, ng homes Chairperson, and staff from ng homes including CEO Robert Tamburrini.

The aim was to review the achievements of the past year and plan for the future of ng2. Tributes were paid to the ng2 staff for their hard work.

Robert Tamburrini highlighted the diverse range of jobs being carried out by ng2 staff and spoke about how the company has grown, what they are doing well and how they could improve in the future.

John Devine, Director of Investment and Regeneration for ng homes reviewed the past 12 months.

He highlighted key changes such as the growth of the jet washing division, the new glazing division and the appointment of three apprentices who had been ng2 members of staff since day one.

John then showed a video highlighting ng2's partnership with the School of Hard Knocks charity and Sky Sports.

Enterprise and Employability Manager Pat Bradley gave a presentation on the present and the future of ng2.

He spoke about ng2 winning the Surf Award and showed the presentation video. Pat then gave details on the number of people now in full time jobs thanks to ng2's continued growth. He spoke in more detail about the apprentices and also spoke about the company's future going into next year.

Depute CEO for ng homes, Ann Marie Devlin, spoke briefly on how the service can be improved before giving staff a chance to put forward their ideas.

There were many positive suggestions including hiring a plumber and tiler to bring more work in-house and create more jobs for local people.

Another suggestion was for better co-ordination with concierge staff on bulk uplifts and more communication with housing officers which has already helped in areas such as voids and close cleaning.

The informal occasion was rounded off with a quiz and John Fury thanked all who attended.



cleaning up for charity

Matthew Duffy and his colleagues from ng2 have been sprucing up lots of areas with their high powered jet cleaning equipment.

Recently they got permission to use their time and ng2's equipment for a charity car wash session to raise money for Disability Community in Possilpark.

Unfortunately rainy conditions on the day meant most cars had a free wash down from the sky but the team are planning to organise another event when with better conditions they'll attract more customers.



25 years alive & still kicking



Glasgow City chambers echoed with applause as members of The Red Road Young Uns showed off their talents.

Their appearance

on stage was the highlight of a wonderful celebration evening to commemorate 25 years of the Springburn Alive & Kicking Project.

A delighted audience included Lord Martin, MP Willie Bain, MSPs Paul Martin and Patricia Ferguson and Glasgow City councillors including BAILIES Allan Stewart, Gerry Leonard and Phil Greene and Councillor Gilbert Davidson.

Bailie Stewart welcomed everyone on behalf of the Lord Provost before Project Manager Anne Marie Robertson Dryburgh, her deputy Eulalia Stewart, Lord Martin and Willie Bain made speeches covering the project's foundations, successes and recognising the contributions made by many individuals and organisations.

Some of those who were instrumental in setting up the project were VIP guests along with the concert party and around 150 members of the project.

Special tribute was made to the late Rose McCallum Walker, who was the founder member of the project.

It was a superb evening with a buffet and dancing to Moon Dance and best summed up by one of the guests who described it as "a rrrr terr".

Robert Tamburrini, ng homes CEO, said: "It was a wonderful evening, a great celebration for Alive and Kicking with their tremendous achievements recognised in magnificent surroundings.

"It was clear that a great deal of effort had been put in to organise the event which was another great milestone in their history."

Alive and Kicking was awarded the Queen's Award for Voluntary Services in 2008 and members of the project met the Queen in the City Chambers during her Diamond Jubilee celebrations last year.

The project's HQ at 94 Red Road is a hive of activity providing lots of entertainment and community services every weekday.

A three-course meal is provided, Monday to Friday, and there are various activities including



keep fit, line dancing, carpet bowls, arts and crafts and a walking group.

There is a tea dance every Wednesday and group holidays are regularly organised with visits to Blackpool, Ireland and Spain.

Patricia Ferguson, MSP for Glasgow Maryhill and Springburn, put forward a motion in August calling on the Scottish Parliament to celebrate the 25th anniversary and wishing the project continued success as "a dynamic and vital presence in the community".

If you'd like to know more, join or get involved contact the project on **0141 558 0329**.

Glasgow residents aged 80 and over are being urged to apply for their annual £100 Affordable Warmth Dividend.

For a third year, Glasgow City Council is offering older city residents money to help heat their homes during the winter.

ALL tenants of ng homes and other residents living locally will qualify IF they are aged 80 and over but MUST apply.

Since the council introduced the dividend in November 2011, a total of 30,000 payments have been awarded to help older

Those who received it last year will be sent a letter from Councillor Matheson advising them the dividend is available again. In addition, anyone the council can identify as eligible from their records will also receive a letter urging them to apply. People can receive payment by cheque or directly into their bank.

£100 Winter Warmer

Glaswegians stay warm as temperatures plummet.

Councillor Gordon Matheson, Leader of Glasgow City Council and Chair of Sustainable Glasgow, met 85-year-old May Dryden, who received the dividend.

The great grandmother said: "I think this is a fabulous initiative and I would encourage other people to apply for it."

Councillor Matheson said: "Older people are particularly vulnerable during cold weather and many worry about how they will pay their heating bills as energy prices continue to rise.

"I'm delighted that for the third year running, the city council can help residents over the age of 80 keep warm during the winter."

Glasgow residents aged 80 plus who have not received the dividend before can obtain an application form from the council's website www.glasgow.gov.uk/affordablewarmth or by phoning **0141 287 7961**.

Dividend payments are not restricted to one per household. If more than one person aged 80 or older lives in a house they can apply separately. Elderly people living in residential care or hospitals can also apply. Applications will be accepted until March 31, 2014.

People who take up the £100 dividend can also receive impartial energy tips from Glasgow Home Energy Advice Team (G-HEAT) on **0800 092 9002**.

FREE INSURANCE

DID you know that tenants of ng homes who are aged over 60 years or have a disability are entitled to receive FREE contents insurance cover?

The free insurance is part of the ng homes' tenants reward scheme, designed to acknowledge the part that responsible tenants play in paying their rent on time and helping to sustain the investment in their homes.

A number of other benefits of the insurance include Christmas and Wedding gift cover, pedal cycle cover, unspecified and specified valuables cover outside the home.

Tenants will have free access to online legal advice plus a series of free documents such as wills, complaint letters and help with identity theft.

Other key features include no excess, no minimum physical security requirements, fixtures and fittings cover up to £2,000 and £5,000 accidental death cover.

In order for tenants with a disability to receive the free contents insurance they must contact ng homes and provide details of their disability for our records.

money on a monthly basis please contact our Freephone number for advice **08000 46 38 12**.

HOW CAN ng homes HELP?

We work in partnership with key organisations who offer services to our tenants who may need benefit and money advice, especially those who will have changes to their benefits based on the bedroom tax. The services are:

GEMAP

GEMAP can offer free and confidential advice on all money matters including consumer debt e.g. Rent, Council Tax, Gas, Electricity and many more. We have a dedicated GEMAP advisor in each of our offices. To make an appointment please call our reception on **0141 560 6000** (Springburn) or **0141 336 1300** (Possilpark).

SCOTCASH

Scotcash offers affordable finance and money advice and can also set up a bank account for you. Scotcash's loan officer is working full time from our offices. To make an appointment please call **0141 276 0525**.

POLLOK CREDIT UNION

Pollok Credit Union provides a range of loans and savings products for its members. The Pollok Credit Union now have a branch beside our Possilpark Office, 264 Saracen Street, G22 5HJ. To join, visit the branch for more information or call **0141 880 7888**.

A GUIDE TO BENEFIT CHANGES...

The UK Government made changes to the benefit system through the Welfare Reform Act 2012.

Many of the changes have already happened and others are in the pipeline. The changes will affect almost everyone and we feel it is important for our tenants to find out as much information as possible about the changes that may impact you.

The information on our website and as provided by our staff is up to date at the time of publishing. However, we cannot rule out the possibility that some of the Government's plans may change and we will try to keep tenants and other service users updated with any further important changes that may be announced.

Please see the list below of details of the expected changes to the different benefits. Please read carefully to see which changes are likely to affect you.

HOUSING BENEFIT 'BEDROOM TAX'

The UK Government introduced a new rule nicknamed the 'bedroom tax'. It is a penalty for an 'under-occupied' household. It came into effect on 1st April 2013 and means that a number of our tenants will lose some of their Housing Benefit entitlement.

If you (or your partner) are of working age (under pension credit age) and your rent method is either full

or partial housing benefit the amount that is paid could be reduced if you have one or more bedrooms than you need, as set by the UK Government.

The reduction is 14% for one 'spare' bedroom and 25% for 2 or more 'spare' bedrooms.

DISABILITY LIVING ALLOWANCE

As part of the UK Government's Welfare Reform Cuts, Disability Living Allowance (DLA) for working age people is coming to an end.

Disability Living Allowance (DLA) has been fully replaced by Personal Independence Payment (PIP) for people aged 16 to 64 from 10 June 2013 for new claims only.

PIP includes an assessment of individual needs and aims to make sure financial support is targeted at those who face the greatest challenges to living independently.

DLA remains for children up to the age of 16. From October 2013, the Department for Work and Pensions (DWP) will contact them as they approach 16 to explain what will happen.

Existing Claims -The DWP have stated 'From October 2013, anyone with a DLA award coming up for renewal, young people turning 16 or DLA claimants reporting a change in their health condition or disability, will

be invited to claim PIP. DWP will write to the remaining individuals at some point from October 2015 onwards to let them know when their DLA is due to end, and explain how they can make a claim to PIP. All existing DLA claimants invited to claim PIP will be told what they need to do, and by when.

UNIVERSAL CREDIT

From October 2013 the DWP introduced a new benefit called Universal Credit (UC). UC is intended eventually to replace all income related benefits and tax credits for people of working age, including Child tax credits, Housing Benefit, Income-related employment and support allowance, Income-based jobseekers allowance, Income support, Working tax credits.

We will continue to update you with new information on our website, www.nghomes.net/welfare-reform.html

Please note universal credits are expected to be paid into a bank account only. If you do not have a bank account, then you should ask for more information about this. There are a large range of bank accounts available and some may not be suitable for you. If you have been refused a bank account or think that you will have difficulty managing your

COMMONWEALTH TRAINEES PROGRESSING

This time last year four young people from North Glasgow joined ng homes as trainees on a two year Commonwealth Youth programme.

In their first year Joy Henderson, Mark Shannon, Caitlin Heaney and Jennifer Paton have gained a whole range of new skills and completed some notable accreditations along the way.

They are pictured with Rod Hunter of SHARE (Scottish Housing Associations Resources in Education) where they completed their Chartered Institute of Housing Level 2 in Housing Practices.

Through ng homes they have also completed a ten week Activate course with Glasgow University and recently received their certificates from Patricia Ferguson MSP for Springburn and Maryhill.

At ng homes the trainees have been spending time working in the different areas of the business from Housing Services and Investment to Finance and Corporate Services.

Other training has included how to operate the housing I.T system and public information screens, customer service and complaints training. They have also had some environmental training from ng2's

Climate Challenge Officer.

Jennifer Paton said: "Since I started at ng

homes I have worked in Investment, logging repairs and in the rent team taking payments, ordering rent cards and learning about housing benefit. I am currently working in the Finance team where I am learning all about spreadsheets, processing invoices and inputting data."

Jennifer added: "Learning about all the

different areas of the housing association has been great and it's certainly been interesting to see how all the teams work together. I am really looking forward to my second year at ng homes."

Margaret McCann, HR Manager, said: "It's fantastic

(left to right) Joy Henderson, Mark Shannon, Rod Hunter from SHARE, Caitlin Heaney and Jennifer Paton



for our organisation to be able to work with young people starting out on their career path.

"The trainees are a credit to ng homes and are learning all of the time. They are certainly demonstrating their eagerness to learn and an aptitude for a successful career in housing".



Staff and Residents at their Hallowe'en party.



MSP for Maryhill and Springburn Patricia Ferguson with Four Hills staff and residents.

Four Hills for Thrills – Caring Hearts and Minds

You only have to look at the smiles on the faces of the residents and staff at Four Hills Care Home to know that it's a great place to live and work.

Four Hills is located in Ruchill in the North of Glasgow, not far from the bustling west-end and the city centre and yet just a half hour drive from Loch Lomond.

Four Hills is a purpose-built care home situated in the middle of the housing area, where the home is at the heart of the community.

It takes its name from the surrounding communities of Maryhill, Firhill, Ruchill and Lambhill. The Care Home has been in Hazlitt Street in Ruchill for 20 years.

General Manager Gillian McKnight has worked at the care facility since 1996. She said: "Everything we do is for the benefit of our residents and through commitment and hard work I think we are in the main successful in our aims and objectives."

For many of our former tenants, Four Hills is now their home. Jeanette Wilson, 75, used to live in Balgrayhill and moved into the multi storey flats when they were first built in 1967. She was a key member of the Balgrayhill community for over 40 years until she moved to Four Hills in 2009.

When Jeanette lived in Balgrayhill she was a member of various community groups and was Chairperson of Balgrayhill Community Council for 10 years. She was also involved in the North Glasgow Information Group and the Balgrayhill Tenant Management Co-operative.

In the Four Hills community she plays an active role in the residents group and sits on the Staffing Review panel to give feedback on potential new staff members.

Jeanette said: "I was always one who would sit down and try to resolve issues and I enjoy that role here too."

She continues: "When I first contemplated the idea of moving to Four Hills I must admit I didn't want to go willingly but it's turned out alright. I have come round very quickly. Four Hills is a very good place to live. The staff are very helpful and if they can do anything at all for you they will do it."

Jeanette added: "I have also met many other residents living here that I know from Springburn, Barmulloch, Balgrayhill and Balornock. Sometimes it's the residents family members I know from years gone by."

"The best thing about living in Four Hills is the safety and comfort you feel each day, knowing that there are staff members here to look after you."

At Four Hills each resident is able to maintain their independence with their own private living space but can join in with the many activities provided.

Activities Co-ordinator Liz Carty, from Colston, has worked at Four Hills for 20 years and makes sure residents don't get bored.

She said: "We have a mini bus which recently took us to Largs and we often use it for trips to the local garden

"The best thing about living in Four Hills is the safety and comfort you feel each day..."

centre or museum. The residents also enjoy film nights, fish supper days, scrabble and dominoes matches. We always mark occasions such as Burns Night or Halloween with events for all the residents."

Mary McCarthy is a Home Trainer and now in her 16th year at the home. Mary, from nearby Possilpark, carries out all staff training within the home including Moving and Handling, Adult Support and Protection, Person Centred Dementia Training and Palliative Care.

Mary is a member of the senior team, she said: "My role here is to ensure the staff receive professional training to carry out their duties and take



Mary McKenna with Activities Co-ordinator Liz Carty.

"...Four Hills is a wonderful community with amazing residents and staff"

care of the residents." As a registered nurse and unit manager, Mary had worked in a number of places before she was employed at Four Hills. She said: "Four Hills surpasses anywhere else I've

for each of our houses, an in-house Pantomime; Carol Singing from the local primary school and nursery and of course Christmas Day itself with an abundance of good cooking, baking and games!"

Mary McKenzie has lived at Four Hills for only 6 months but is already enjoying the care and attention she receives from the staff. Originally from Broomhill, Mary had worked as a kilt maker and also as a cleaner at the Western Infirmary.

She said: "Although I miss many of my old pals I have made lots of new ones here

at Four Hills. I enjoy the film nights they put on for us and I love the concerts, I also take part in the bingo but my luck never seems to be in. The food here is great too, we have a brilliant chef."

Care Homes like Four Hills play a crucial role as they allow people who are getting on in years to retain as much or as little of their independence as they choose. They make it possible for local people to remain local in their community, when they are no longer able to live in their own property.

General Manager Gillian McKnight sums up what everyone feels about the place: "Four Hills is a wonderful community with amazing residents and staff."

worked. The team spirit is excellent here, its all about caring hearts and minds."

The team of highly-qualified and attentive staff really focus on the individual needs of their residents with a tailored care plan for each person. They provide first-class 24-hour nursing and personal care.

The dedication of the staff at Four Hills can be seen across the board - in their cooking, hospitality and in the organising of activities for residents.

At their Halloween Party all the staff dressed up including General Manager Gillian McKnight as Cleopatra.

Gillian said: "We always join in with the residents activities and make sure they don't miss out on the fun. Our next big event is Christmas with parties



Jeanette Wilson is an active member of the Four Hills community.



Staff and Residents were delighted when local MSP Patricia Ferguson paid a visit.



Tributes to two ng stalwarts



Pat Kenna, the former chair of ng homes, died after a short illness, aged 74.

She was a tenant volunteer for over 25 years and held various Management Committee positions culminating in a five year stint as chair which ended as per the housing association's rules in 2012.

Pat, however, continued serving her community as a member of the Board and her knowledge and experience were valuable assets.

She was a remarkable woman who had to overcome huge mobility issues but with the aid of a scooter and dogged determination battled to fulfil her duties at regular local meetings and at events in various parts of the UK.

The 37-year history of ng homes has many highlights but one stood out for Pat, which she revealed in an interview before ending her term as Chair.

In the article, she said: "The completion of the 1,000th new home built by the Association is for me the most outstanding achievement in our history.

"We have received recognition and awards from the highest authorities – even the Prime Minister – but good housing for our tenants is the most important thing.

"A warm and dry home, a place of real quality to live in is for me the most important thing that you can provide.

"When I started taking an interest in housing most people lived in tenement properties and the aspiration was to have a house with a front and back door. "At that time you'd be looking at houses in places such as Parkhouse and you would wait 40 years to achieve your aspiration.

"We have dramatically changed that with our building programme and have given many of our tenants homes they could only dream of.

"You cannot give everyone a job but if you can give them a decent home to live in it changes their whole outlook."

Pat's time as Chair saw the Association double in size with nearly



3,000 properties and 70 staff as a result of a stock transfer.

The successful ballot of tenants was the climax of years of hard work by local tenant led committees.

At the time, she said: "We are bigger and also stronger and that will benefit the communities that we serve."

Pat faced some personal heartache during her time as Chair with the death of her husband of 48 years, Dominic. More recently there was further sadness with the death of her son Stephen. She was also mother to David, Richard, Michael, Susan, Geraldine and the late Peter and a much loved gran and great-gran.

She didn't like being photographed but put up with it to make sure the housing association she loved so much maintained a high profile not only in Glasgow but also at a national level.

She travelled to Derby to collect the Government's Customer Service Excellent Standard award not long after it was introduced and ng homes became among the first housing association's to achieve the status.

Pat died in Glasgow Royal Infirmary on Friday 25th October after a short illness.

Robert Tamburrini, Chief Executive of ng homes, said: "Pat's death is a shock to all of our team. She was a lovely lady, a vibrant character and gave so much of her time and talents to help her community."

Last year the contribution of Pat and her fellow board member Bill Rossine was recognised by ng homes when the refurbished and extended office in Possilpark was named Kenna Rossine House.

Pat's funeral service and Mass was conducted by Father Henry at Saint Teresa's Chapel in Saracen Street on Saturday 2nd November before her burial at the Western Necropolis.

Her successor as chairperson, John Fury, gave a moving tribute as part of the service.

Her family acknowledged with deep appreciation the many expressions of love, concern and kindness shown to them during their time of bereavement.



Two stalwarts of our housing association who gave countless hours of voluntary service to the community died in October. Pat Kenna was a tenant volunteer for over 25 years and served as Chairperson of the housing association, stepping down last year under our rules at the end of her five year term. She remained, however, a fully committed member of the board.

Frank Miller served as her Vice Chairperson and often filled in for Pat at events up and down

the country collecting some of the many awards ng homes achieved over the years. Despite battling cancer, Frank continued in the role of Vice Chair up to his death.

We pay tribute to these long serving and devoted board members who worked so hard to improve the lives of tenants and staff of ng homes and whose passing leaves a huge void in our community.

To their families, we offer the sincere condolences of all at ng homes.

CEO Robert Tamburrini said: "Pat and Frank passed away on the same day, the 25th October. "It is a devastating loss for their families but one that is also felt within ng homes and the numerous friends and colleagues whom they served with for many years. "Both Pat and Frank were outstanding citizens who gave tirelessly of their time and talents. They were held in the highest esteem as was proved by the large attendances at their respective funeral services."



Frank Miller, the Vice Chair of ng homes, died aged 71 on 25th October after a brave fight against cancer.

A very well known man in his home area of Possilpark, Frank trained as a draughtsman but spent much of his working time in the offshore oil industry in various countries around the world. He worked in safety training, as a fire team leader and management of helicopter landings.

With the new millennium and early retirement, Frank turned his attentions to helping the community where he lived. He was a man of action and willing to volunteer to help out wherever and whenever he could.

He already had skills in computing and IT and training in fire safety but he actively engaged in developing his command of how housing associations work.

Frank successfully completed development programmes for committee members and the Housing Administration courses, parts 1 and 2, run by SHARE, which provides training for members of housing organisations.

His voluntary activities were widespread and numerous. In addition to being a member of ng homes, and the Vice Chair at the time of his death, Frank was a board member of many other organisations including the Glasgow CPP North Area, Young Peoples Futures, North Glasgow Healthy Living Community and North Glasgow

Green Space.

He was also treasurer of Possilpark Community Council and held the same position for the Possilpark Christmas Lights and the Friends of Ruchill.

Frank was also Vice Chair of the Sunnyslaw Advice Centre.

He was a very able deputy to Pat Kenna, Chair of ng homes for five years who sadly died on the same day as Frank.

He was happy to represent ng homes and the people of North Glasgow at awards ceremonies throughout the length and breadth of the UK.

This was quite remarkable against a background in recent times when Frank was diagnosed with cancer. He tackled his illness with dignity but also with a determination to maintain his privacy.

He was proud to say he lived and worked with members of the Possilpark community and was an inspirational figure always happy to listen, fight any injustice and to offer advice and help when asked for it.

He had a particular interest in developing the talents of youngsters and was instrumental in setting up a number of further education initiatives to help some in society he felt had slipped through the learning net.

Frank was particularly involved in setting up and developing a training course offering

members of the community an introduction to the world of computers.

It helped many gain confidence to progress to further training and education and for some led to employment opportunities after years of living on benefits.

Chief Executive of ng homes, Robert Tamburrini, said: "Our sympathies go to Frank's family. He played an enormous part in the further development of our housing association and was always prepared to go that extra mile to help his community. He was truly an inspirational figure and the manner in which he tackled his illness in recent years was a great credit to him."

Frank died in Glasgow Royal Infirmary on Friday 25th October.

A celebration of his life was held on Monday 4th November in Glasgow Crematorium, Maryhill, conducted by Rev. David Wostenholme and attended by his family, many friends and staff from ng homes.

Frank's son, also Frank said: "Since my father passed away its been lovely to see how well thought of and loved he was in the Possilpark community, North Glasgow and beyond. His legacy will certainly live on as he was involved in the good work of so many different community organisations and what's clear to me is that he touched so many people's lives."



New usable communal space is part of two refurbishment projects underway at 178 and 198 Balgrayhill Road costing over £300,000.

Balgrayhill multi-makeover



The community space is part of the internal ground floor overhaul at both multi-storey blocks. Externally there will be a new look too with attractive sandstone cladding.

New external doors and screens will be installed at the rear entrance areas and new windows providing natural light to the communal space, which will also have a tea making area and toilet facilities.

There will also be new doors and screens in the access lobbies and doors to the existing storage areas will also be upgraded.

The entrance lobby will also have new lowered ceilings and wall tiling as will the foyer, lift and stair vestibules and there will be new flooring throughout the

ground floor. Outside new sandstone cladding will transform the current look of the building, as can be seen from these artists impressions created by Murray Russell Architecture and Arka Design.

The sandstone finish will also be added to the existing boundary walls and there will be new paving and a new entrance ramp.

The second refurbishment is to the water system in both blocks. It will be overhauled with the removal of existing water tanks on the ground and top floors.

Similar work was carried out on the Wellfield multis and as a result some technical changes have been made including the provision of a larger tank.

Temporary storage tanks will be put in place to ensure tenants have a water supply while the work is carried out.

The work on the two projects is being carried out by Morris and Spottiswood and should be completed in January 2014.



ng sports legacy team recruit former olympian

A former Olympic athlete has linked up with the ng sports legacy team and will be working with young people in Springburn and Possilpark communities in the run up to the 2014 Commonwealth Games.

Anthony Davis competed for Jamaica in sprint events in the Moscow Olympics in 1980.

He is Director of Sport at Jamaica's University of Technology (UTech), whose programmes and facilities helped develop elite athletes including Asafa Powell and Shelly Ann Fraser.

Anthony is currently in his second year of a PhD course at Glasgow University and is interested in the legacy of major sporting events.

Through a series of workshops and activities within North Glasgow he will give an insight into the benefits of sporting activity both at a community and international level.

Anthony is currently supporting our Sports Legacy Co-ordinator Greg Cann at Springburn Academy and he will soon be working with a group of young people in the Possilpoint Community Centre.

Both projects are aimed at supporting young people in developing their confidence and promoting positive behaviour and image including setting realistic goals.

He will also work with Robert Docherty, our Football Partnership Manager.

Robert said: "We are delighted to have Anthony on board. He has a fantastic track record and brings a wealth of experience.

"We will use sport and workshop based sessions to motivate and instigate positive changes in the young people we are working with."

Anthony said: "North Glasgow is very similar to some Jamaican communities on the perimeter of the UTech campus.

"The ng homes community programme provides an excellent opportunity for me to share my life experiences. My life was transformed through sport.

"Scotland has played a significant role in Jamaica's history far in excess of what the average Scot may be aware of and I hope my studies in Glasgow will help establish links with a Jamaican community."

FIGHT TO ERADICATE SECTARIAN BEHAVIOUR GOES DIGITAL

A new anti-sectarian website has been launched that brings together resources and information from across Scotland.

YouthLink Scotland, the National Agency for Youth Work, has set up a new website www.actiononsectarianism.info

It aims to support the Scottish Government's work to challenge sectarianism in Scotland. The new national web portal will act as a one stop shop to share the best resources, marketing and educational initiatives from across Scotland.

Those involved include the Scottish Football Association, Young Scot and Show Racism and Bigotry the Red Card.

The website will provide separate channels for children, young people and adults as different age groups face different challenges and access information in different ways. There will also be a secure section of the site where community activists, academics and practitioners can share resources and best practice.

Roseanna Cunningham MSP, Minister for Community Safety, pictured at the launch, said: "We are committed to the creation of a modern, sectarian-free Scotland – A Scotland which is not weighed down by the prejudices of the past.

Youthlink Scotland's creative website provides another tool to challenge outdated attitudes by providing information in an interesting and accessible way."

Anti-sectarian workshops targeting schools, local clubs and community groups is one of the new programmes that ng homes Community Football Partnership plans to kick off in 2014. Others include:

- School curricular based programmes
- Afterschool clubs
- Football Festivals and small-sided leagues
- Club Development
- Employability and training programmes

The 'Community Football Partnership' will also aim to consolidate, expand and strengthen the existing provision in the North.

Positive discussions have already taken place with Glasgow City Council, Glasgow Life, The Scottish Football Association, Scottish Youth Football Association, local Junior Clubs, Winning Scotland Foundation, Partick Thistle FC, Celtic FC, Rangers FC, Glasgow City LFC and The Prince's Trust.

Many others have also been contacted to ensure that the wider community has the opportunity to get involved and is provided with the best environment to progress and succeed.



GETTING CONNECTED

Pupils from Springburn Academy are helping an older generation of residents in North Glasgow to get connected to new technology.

Using the latest iPad technology they have taught them to skype, tweet, download apps, take photos and put them into albums and even shop online.

The young people took away some of the misconceptions around technology and firstly explained that iPads are not computers but they can open up communications at a variety of levels.

Some of the older residents have their own iPads and others used those provided during workshops and really enjoyed the experience.

One resident said: "The young people are fantastic, they are so patient and have shown us so much. More and more these days we have to use technology and I have learned that it can be so much fun. I feel that I have got a new lease of life and, who knows, I might even get an iPad for Christmas!"

The pupils also enjoyed inviting older residents to their school and taking away some of the fears around technology.



Margaret Layden,

Regeneration Manager, said "We were aware of a gap in learning opportunities for older residents around technology and invested in some iPads.

"We felt the natural teachers would be young people and contacted Springburn Academy who were delighted to participate. The young people involved went for training to the Apple Shop and went on to design the workshops leaving enough flexibility for input of the residents.

"The young people have been absolutely fantastic and we would commend their organisational and presentation skills. This is the first of many workshops where we hope to involve more older residents and pupils from a range of schools within the area."

If you would be interested in taking part in future workshops please contact Margaret Layden on 0141 630 4288 or mycommunity@nghomes.net



AWARD FOR ACTIVATE WORK

The partnership work done by ng homes in relation to the Activate training programme has led to the presentation of The Bridges Award for Supporting Client Progression into Further Education.

The award was made at the Bridges Programme annual stakeholders meeting and awards ceremony with Fiona Hyslop, Scottish Government Cabinet Secretary for Culture and External Affairs, in attendance.

The Activate course is a Community Development programme delivered in partnership with Glasgow University and explores community development principles and practices, anti-discriminatory practice and local and global issues.

Over the past year, five people from the Bridges Programme have undertaken the Activate course in Community Development with two moving on to study at John Wheatley College and another at Glasgow University.

John Fury, Chairperson of ng homes - who successfully completed the Activate course - said: "We are delighted that the Bridges Programme has given us this award for Excellence in Employability. We place a lot of emphasis on education and employability.

"The Activate course is a great example of building community capacity. It is a very worthwhile course and I congratulate all the participants on successful completion and I am delighted that for some it has provided a stepping stone on to greater things. I commend Bridges for their continued work in supporting the needs of refugees, asylum seekers and migrants."

The Bridges Programmes is a specialist agency, supporting the social, educational and economic integration of refugees, asylum seekers, migrants, and anyone for whom English is a second language, living in Glasgow.

Based in Springburn, they have been working in this sector for over 10 years and have a dedicated and expert team supporting the needs and campaigning for the rights of refugees, asylum seekers, migrants and non-native English speakers.



activate update...

Another 24 local people have successfully completed the community development Activate course supported by ng homes and delivered by Glasgow University.

The main aim of Activate is to give local people active in their communities an opportunity to reflect on what they do and why they do it in order for them to be more effective in working for the communities where they live and work.

Activate strengthens local networks and people get a chance to listen to each other and see different ways of working together. In particular, having a group where there is a mixture of ages, ethnic backgrounds and work or voluntary experiences enables participants to think more deeply about the work they are doing and to challenge their own views and that of others.

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

Over the period of time that ng homes has partnered with the delivery of Activate it has brought together volunteers and staff from a number of local community organisations.

These include Phoenix Futures, Red Road Family Centre, Young Peoples Futures, Children Inclusion

Partnership, North Glasgow Food Initiative, Depot Arts, Faith in Throughcare, Bridges programme and ng homes itself.

Among those pictured in Glasgow University's Bute Hall with their certificates are ng homes Vice-Chairperson Bill Rossine and Fraser Porter, a young volunteer on the ng Sports Legacy programme.

Bill said: "I thoroughly enjoyed the Activate course and I was delighted to meet so many enthusiastic people from our community."

Fraser said: "I think it's a great course and would encourage people to do it. You learn so much not only from the excellent tutors but also from your fellow students."

Helen Martin, Senior Lecturer at Glasgow University said: "Activate also provides access to further and higher education with some students moving on to study with John Wheatley College (Working with Communities) and Glasgow University (BA Community Development). People progress into other areas of voluntary experience, further education or work."

Activate is open to anyone over 16 years of age and there is no upper age limit.

Anyone interested should contact Margaret Layden, Regeneration Manager on 0141 560 6000 or email mycommunity@nghomes.net

focus on

HEALTH

Sir Alex promotes 'extra time' for cancer patients...



DON'T GET SCARED, GET CHECKED.

Early detection of lung cancer can give people 'extra time' to spend with their loved ones.
That's the message from a new Scottish Government campaign and they have recruited football legend Sir Alex Ferguson to help them with promotion.

Lung cancer kills more people than any other cancer and Scotland is said to have one of the highest rates of the disease in the world. Manchester United were famed for getting added time equalisers and winners during the time Sir Alex was manager. In a widely broadcast advert, he tells how he lost both his parents to lung cancer and knows the devastating impact it can have on families. Both were in their sixties when they died – his dad, Alexander, in 1979 and his mum, Elizabeth, in 1986. Sir Alex says: "Cancer's not what it used to be and there are now treatments that can save or extend your life. So rather than doing nothing about it, I urge anyone who is worried to get checked as early as they can." The campaign was launched by Health Secretary Alex Neil.

He said: "This new advert encourages people to get checked early if they have a persistent cough or a cough that has changed or if they have any concerns. "Lung cancer is much more treatable than it used to be. The earlier lung cancer is detected the easier it is to treat and the better the chance of a successful outcome." The advert is part of a £30 million Detect Cancer Early Plan, initially focussing on breast, bowel and lung cancer and the aim is to increase early detection by 25% by the end of 2015. Dr James Cant, Head of the British Lung Foundation in Scotland, said: "Lung cancer is a disease which can develop slowly over a number of years. Often it causes no pain so it's important to be aware of other warning signs and act quickly to have them checked. "A persistent cough or coughing up blood could be symptoms of lung cancer or another lung condition. If you experience any of these symptoms contact your GP. Whatever you do, don't ignore them – Don't Get Scared, Get Checked." www.getcheckedearly.org

ng homes chosen to partner Unltd



ng homes has a strong track record of working in partnership with Firstport and Scotland Unltd to support and develop local people as entrepreneurs. This partnership has supported Pat Clark with his Open Gates social enterprise that supports prisoners and ex-prisoners through an employment and training programme. Another success story is Sylvia Douglas who set up Miss, Ms, Mrs which promotes self-empowerment and self-care for women.

Sudoku Answers Page 4 easy...

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

medium...

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

We are happy to announce that ng homes was one of 14 housing organisations in the UK chosen to partner with Unltd within their Building Futures programme. This will help young people, aged 16 to 24, living in social housing to start up and grow social ventures. They will be encouraged to come up with ideas and put them into action with support from ng homes and Unltd staff. There will be three levels of cash awards to support this programme. Louise Cannon, Award Manager, from Unltd said: "Social entrepreneurs are becoming ever more central to the social and economic recovery in the UK, innovating for good and enterprising for sustainability. "We recognise the value Housing Associations add to the communities in which they work and the Building Futures programme is working with some of the most innovative providers, such as ng homes. "We are really excited to support the organisation in enabling young people to tackle the most pressing of social issues by investing their ideas and supporting them to make it a reality." If any young person is interested in finding out more then contact Robert Docherty or Margaret Layden on **0141 630 4288** or mycommunity@nghomes.net



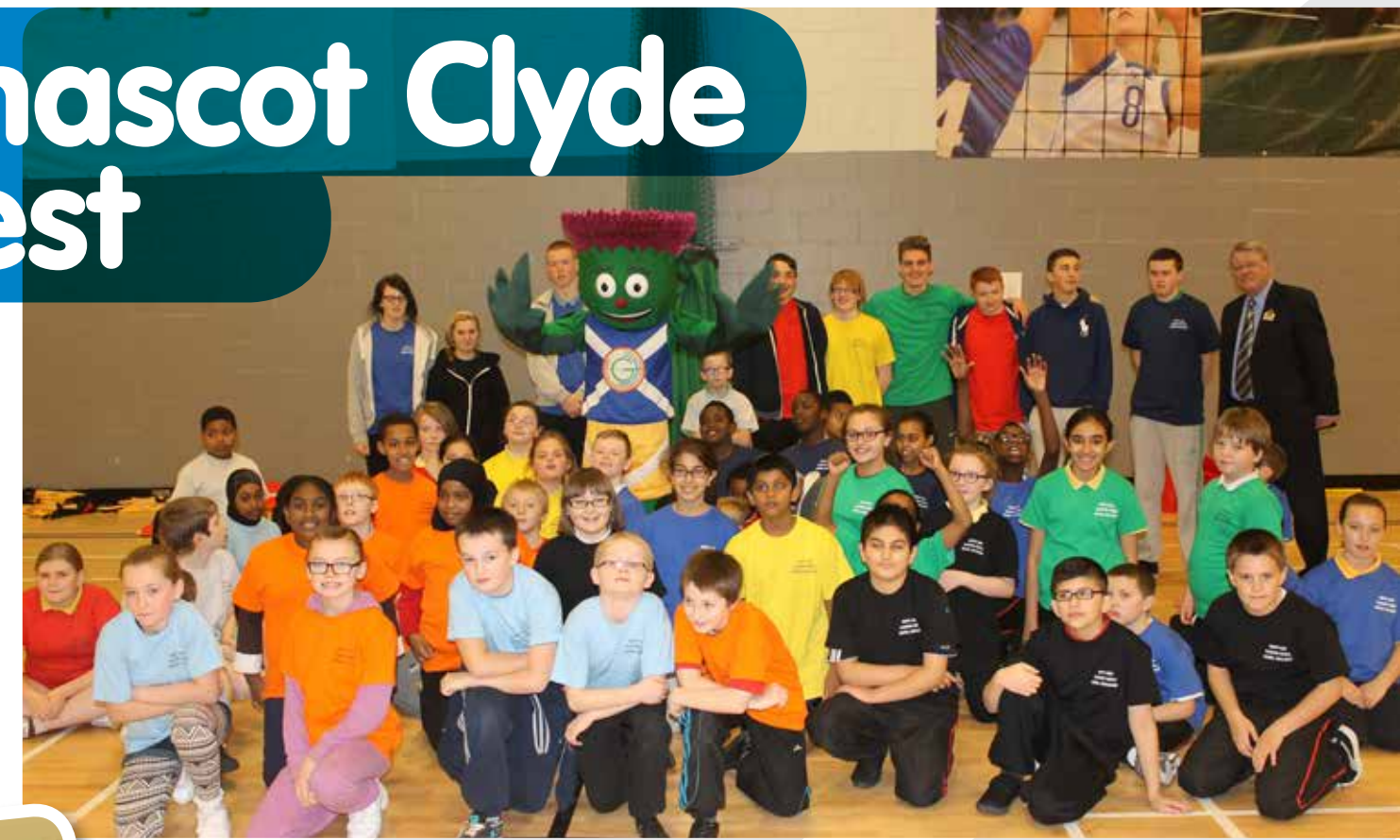
striving for cleaner streets

Staff and residents have launched a campaign and are working together to tackle dog fouling in the community. The Cleaner Streets partnership consists of local schools, Glasgow Community Safety Services, GCC Cleansing, ng2 and local elected members. To begin with the group will identify hotspot areas, offer support and advice to dog owners and work with local schools to identify ways to tackle this issue. The group's clear message to the local community is that everyone in Possilpark and Parkhouse should "strive for cleaner streets". At a gala day event in Parkhouse a competition was launched to name the mascot for the dog fouling aspect of the cleaner streets campaign. Entries were placed in a hat and the winner picked out at random was Mrs Brannigan of Broadholm Street who has named the dog mascot Patch. 'Patch' is pictured with Mrs Brannigan as she receives her prize of shopping vouchers from Housing Officer Terri McChesney. If you want to find out more about the Cleaner Streets campaign please contact: Gemma Lee, Housing Officer on **0141 630 4301**. You can report dog fouling anytime by calling **0800 027 7027**

Games mascot Clyde a VIP guest

Youngsters from nine local primary schools took part in the North East Games and were delighted when Commonwealth Games Mascot Clyde arrived as a surprise visitor.

The games were held over three days at Springburn Leisure Centre and 270 children participated. The schools involved were: St Martha's, St Catherine's, St Roch's, Royston, Balornock, Barmulloch, St Stephen's, St Kevin's and Elmvale. The activities included the Sports Hall Challenge which involved relays, hurdles and other athletics events. There was also a swimming challenge each day.



The event was sponsored by social housing provider ng homes, Glasgow Life, the North East Area Committee and the Springburn Area Committee. Helping out each day were team leaders from each of the secondary schools in the area - All Saints, Springburn Academy and St Roch's. Elected members Baillie Phil Greene, Baillie Gerald Leonard, Councillor Gilbert Davidson and Councillor Gerry Boyle also attended the

event to lend their support. But the star of the show was Commonwealth Games Mascot who certainly brightened up proceedings and, as you can see, was also put through his paces much to the delight of the school pupils. ng homes Chairperson John Fury who, also attended, said: "It is great to see so many young people getting involved in sport in the run up to the Commonwealth Games in 2014 and we were delighted to support the North East Games here in Springburn."

WARDENS SAY FAREWELL & HELLO...

Three long serving sheltered housing wardens have recently retired.

Barloch Street complex had a get together to mark the retirement of Margaret Brady and Ann McCormick. Between them they have over 30 years service and the speeches brought a combination of tears and cheers. Lisbon Lion Bertie Auld was a surprise VIP visitor and had residents fascinated with his football and other stories. Sheltered Housing Manager Karen Johnson said: "Margaret and Ann have been great wardens and I know the residents at Barloch Street appreciate how much they have helped them over the years. It's the end of an era."



Sheltered Housing Manager Karen Johnson presents retiring Wardens Ann McCormick and Margaret Brady with bouquets of flowers.

New warden Karen Govaerts managed to meet up with Margaret on her last day and get a few introductions to other staff and residents.



New Warden at Barloch Street Karen Govaerts on duty with Margaret Brady's last day.

The third retiring warden is Jean Bramham, who has spent 25 years at Kemp Street Sheltered Housing in Springburn. Residents travelled from a number of homes to wish Jean all the best and she was able to give her successor, Lochie McLean, a full guided tour.



On duty on Jean Bramham's last day was her successor at Kemp Street Lochie McLean

Residents travelled from a number of homes to wish Jean all the best and she was able to give her successor, Lochie McLean, a full guided tour. Lochie said: "Jean will be a hard act to follow but I will do my best."

still game for more



The SPL's Still Game programme has been so successful it has been extended into the New Year.

The pictures here show the most recent visit of local residents in the over sixties bracket visiting Celtic Park and the club's Academy training ground. The Still Game visits were part of a variety of activities designed to bring together North Glasgow residents who are still 'young at heart'. Film shows followed by a discussion, museum visits, talks from historians and creative artists are just some of the events staged in the past.

The Song, Shimmy and Sausage Roll monthly gathering is also proving extremely popular. It provides entertainment, bingo and, of course, a wee sausage roll. If anyone is interested in taking part please contact Margaret Layden on **0141 630 4288** or email mycommunity@nghomes.net Similar programmes through the partnership with Celtic FC Foundation and ng homes are also available for males and females aged 25 plus and another for males and females over 18 who have English as a second language. These will begin in January 2014 and are FREE of charge.



Transport is also available from G21 and G22 areas. If you are interested please contact Margaret Layden or Greg Cann using the details above.



safer communities

Wendy Wilkinson, Depute Director of the Scottish Government's Safer Communities visited ng homes recently to hear about the range of projects taking place across North Glasgow.

Wendy heard from Greg Cann, ng sports legacy co-ordinator, on how people of all ages are engaging in sports from swimming for nursery children up to sports and wellbeing programmes for older people in the community.

Robert Docherty, Football Development Partnership Manager, also spoke about ng homes' aims and aspirations to have a 'Community Football Partnership' that is innovative, reputable, professional and at the 'Heart of the Community' as well as increasing opportunities and structured provision that caters for the wider community. Robert also spoke about the recent funding received from the Scottish Government aimed at tackling sectarianism in communities.

The visit was setup by Morag Arnot who is the Executive Director of Winning Scotland Foundation, an organisation who develop and implement initiatives which bring about cultural change and influence young people to adopt sport as a tool for life.

The Winning Scotland foundation have been working with ng sports legacy and Morag was so

impressed with the work going on in North Glasgow that she got in touch with Safer Communities and suggested they come along and see for themselves.

Director of Investment and Regeneration for ng homes John Devine said: "We were delighted that Wendy and Morag came to visit us, it was a great opportunity to tell them about everything we are working on in North Glasgow."

Morag Arnot said: "We believe that by taking part in sport, young people can learn that success is achieved through sustained effort and its great to see the range of sporting activities that people can get involved in here in North Glasgow."

Safer Communities brings together people who are involved in community safety in Scotland to work towards its vision that people are safe from crime, disorder, danger and free from injury and harm; and communities are socially cohesive and tolerant; are resilient; and able to support individuals to take responsibility for their wellbeing.

GRAND CONCIERGE GESTURE FOR YORKHILL

Concierge staff at ng homes raised £1,000 for Yorkhill Sick Children's Hospital from gathering unwanted bulk items such as washing machines that had been left in the area.

Over a four month period the concierge gathered the items and stored them before delivering them to a local business dealing in scrap metal.

Neighbourhood Manager Paul Johnson said: "We always aim to recycle unwanted bulky items that have been left in and around our communities and any funds we get for them we like to put towards a worthwhile cause like Yorkhill."

Accepting the cheque on behalf of Yorkhill Sandra Graham said: "Its really wonderful that the concierge at ng homes went to all this trouble and effort. We would like to say a huge thank you to all of them."

"Without the incredible support and fundraising efforts of people like Paul Johnson and his team, we simply would not be able to continue to provide the extra services and support that are offered at Yorkhill Hospital each and every day."

Wendy Wilkinson of Safer Communities said: "It was really fascinating to hear not just how much ng homes are doing in the community but also how effective and sustainable their projects are. With ng2 and ng sports legacy they are providing training and jobs as well as recreation activities which can only make the North Glasgow communities more resilient and improve their health and wellbeing."



ng homes will close for the festive season at 12.30pm on Friday 20th December 2013 and will reopen after the holiday period at 9am on Monday 6th January 2014

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

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
Twitter: @ng_homes
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