



north news

One Vision: A community where people can flourish and prosper

Stronger Together: Building Communities



Members of Positive Possil were joined by Lord Provost, Jacqueline McLaren and representatives from ng homes, Allied Vehicles, Police Scotland, local traders, actor Karen Dunbar and tenants and residents to celebrate the lighting of the Possilpark Christmas tree. Read more about Positive Possil on page 10.



In this issue:



Pollok Credit Union is now open 5-days-a-week. Read more on page 4.



Christmas Puzzles – find festive fun on page 11.



Have your say in our tenant rent consultation. Read more on page 17.



Working together to protect your home from condensation, damp and mould. See pages 18-19.

Welcome from the Chair...

Welcome to the 2025 Christmas and Winter issue of North News – I am thrilled to be able to share our latest newsletter with you. I hope you and your families are safe and are looking forward to the upcoming festive season.

We have worked hard to bring you a full issue of exciting updates, seasonal news and advice which we hope you find useful.

In our Finance/Help at hand section, we have tips and advice to help with the financial challenges this time of year can bring. We also have information on benefits you may be entitled to. Don't miss our Winter Weather Plan on **page 28** together with emergency details and holiday office hours below.

As Christmas approaches and winter makes itself felt, it can be an exciting and expensive time. If you have questions or concerns, are worried about finances, energy bills or anything to do with your tenancy, please get in touch by phone on **0141 560 6000** or by email at **info@nghomes.net**.

Whatever the reasons, I would like to extend an invitation – our door is always open.

With 2026 just around the corner, we would like to invite you to come and join us and be involved with ng homes. Have your say on our policies, services or even help with making our leaflets and publications more accessible. Or perhaps join the Association as a member? All you have to do is complete a membership form and hand this into the office together with £1. If you would like to know more about this – or how to join one of our committees – please read **page 13**.

If being part of something 'official' isn't for you, we would still like to hear from you! If you have feedback or comments on our newsletters, events, services and more, get in touch by phone on **0141 560 6000** or through email via **info@nghomes.net**. Remember, we now use CX-Feedback to send information and surveys – please take the time to share your thoughts if you receive a survey from us.



As always, if you have a story, suggestions or comments – or would like to get involved and feature on our social media channels, our What's On Guide, our website or even the next North News – please get in touch by email on **media@nghomes.net**. Please be sure to follow our website and social media for the latest news.

I hope you have a wonderful Christmas and a happy New Year.

Catherine Rossine
Chairperson, ng homes

Office closure over the festive break

The Association will close for the Christmas and New Year break at **12.30pm on Friday 19 December 2025**. We will re-open at **9am on Monday 5 January 2026**.

We hope you have a fun and safe time, but should you need us during this period you can always contact our Concierge team, who maintain a 24hour service on **0141 560 6000**.

If you need to report an emergency repair, please call **0800 595 595**.

The Board and staff of ng homes wish all our tenants and residents a Merry Christmas and a Happy New Year!

Pages 2 to 3
**WHAT'S
HAPPENING**

Pages 4 to 10
**COMMUNITY
NEWS AND
STORIES**

Page 11
**ng
CHRISTMAS
FUN**

Pages 12
to 20
ng NEWS

Pages 21 to 25
**FINANCE /
HELP AT
HAND**

Pages 26 to 32
**HELPFUL
INFORMATION**

Our Performance: Compliments and Complaints



Compliments during the period included thanks for:

Compliments to the ng2 painter and happy with the damp and mould process.

Thanks so much for getting the rubbish removed, the Hit Squad did an amazing job.

Very pleased with the bathroom replacement and the way the work was handled.

Thanks for getting disabled parking space installed.

Thanks for help with various repairs.

Thanks from our family to the whole ng homes team for their support, professionalism and help during our time in Scotland. Your care and assistance made a real difference for us, and we are very grateful. We wish the entire team all the very best in the future.

Thank you for progressing repairs to medically adapted bathroom.

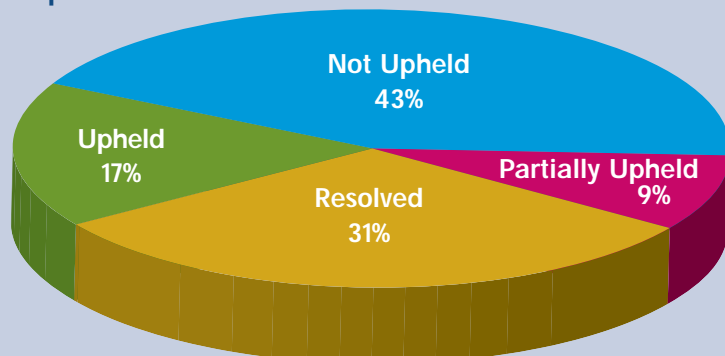
1st April 2025 – 30th September 2025 (Q1 and Q2)

We know we are not perfect however we are striving to achieve excellence in all aspects of customer service. We recognise that from time to time some things can go wrong, we're only human after all, but our aim is to rectify things quickly and effectively, and permanently improve our services in the process. Our complaints process has 2 stages.

Number of complaints received at Stage One and directly to Stage Two in the period: 99

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

Complaints 1st April 2025 – 30th September 2025 Complaint Outcomes



You Said

A tenant complained that they had been treated unfairly in relation to the way their application for a transfer had been dealt with, particularly in relation to points and the length of time waiting for an offer of a suitable house.

We Did

We explained that application points are allocated in line with ng homes policies and procedures and that we currently have an exceptionally low turnover of the type of property in the area that the tenant is prepared to move to. We advised the tenant to consider applying to other Housing Associations, explore other tenures such as mid-market rent properties/private landlords or consider other ng homes house types/areas to increase the opportunity of being able to relocate to a home which they are happy with.

You Said

A tenant was not happy that a contractor had carried out a plasterwork job to the property but the contractor had advised that they were unable to plaster part of the wall as it was wood.

We Did

We arranged for a post inspection and explained to the tenant again that the wooden panel cannot be plastered. The tenant had previously misunderstood what they had been told.

Pollok Credit Union (PCU) Possilpark is now open 5 days a week

by Aidan Tyrrell, PCU

PCU has been part of the Possilpark community for over 13 years. Our Possilpark office is now open five days a week, Monday to Friday, from 10am to 3pm with telephone support available from 9am to 4.30pm and 24-hour-a-day access via our app/member portal.

Chief Executive of PCU Aidan Tyrrell commented "We have been part of the community of Possilpark and North Glasgow for over 13 years and moving back to a five day a week operation shows our commitment to our members in the North of Glasgow. We are excited by the work of the Possilpark Business Improvement District (BID) and the improvements to Saracen Street and look forward to being part of the Possilpark landscape in the years ahead."

Joining PCU

It's easy to join PCU, you can do it online or pop into our branch and fill out our short application form. We can have your account set up in around 15 minutes. To open an account, you will need something with your photograph and something different with your address on it like a bill or a letter posted to you in the last two months.

Don't have something with your photo on it? We can help with that – we can ask someone such as your local Housing Officer to confirm your identity. We would take a picture and send it to them – we would then issue you with an ID card for using at our offices.

Products and Services

Looking for a safe place to save or somewhere to borrow at affordable rates? PCU offer a range of savings accounts and loans designed to support you through all of life's challenges.

Our friendly staff are always on hand to guide you through our products and services.

Savings are protected by the Financial Services Compensation Scheme (FSCS) up to £125,000 and we offer several different

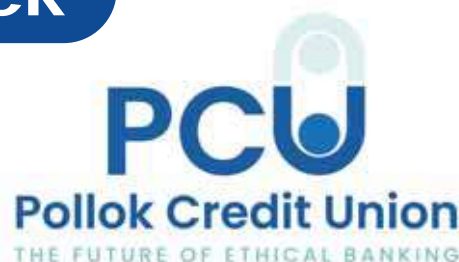


forms of savings accounts to suit your needs from instant access accounts to Christmas savings accounts. Across all savings accounts you can have a maximum of £15,000 saved. Our savings accounts can be accessed in person at any of our branches, online or over the telephone.

Want to pay a bill from your savings? No problem – just give us the details and we can get that arranged for you – provided there are sufficient funds in your account.

Our loans start from £50 up to £25,000 and we always look at the individual circumstances of each application. We offer the most competitive loan interest rates available. We are an empathetic and flexible lender so your repayments are calculated using a decreasing balance model. This means that, unlike banks, the more you pay off, the less interest you pay.

We offer the option to apply online via our web



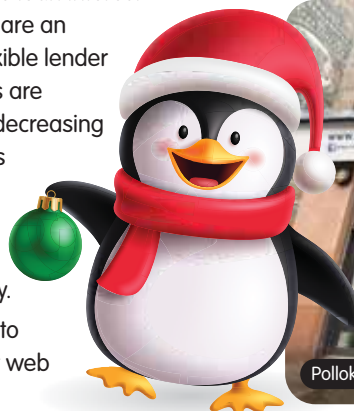
portal – apply.pcu.org.uk – answer a few short questions and then your application is sent to our loans team. Not confident applying online? No problem, give us a call or pop into our offices and our friendly helpful staff will be able to help.

Not got a good credit score or worried you might be refused? Pop in or give us a call and we can talk you through your options.

Rent Payment

In partnership with ng homes you can now make cash payments to your ng homes rent at our Possilpark office. All we will need is your address and we can process your payment and get it sent to ng homes. It's really that simple:

- Pop into our Possilpark branch and let our friendly staff know you want to pay your rent.
- Give them your details – name and address, rent reference number and how much you want to pay.
- Give them the money and they will issue you with a written or email receipt.
- PCU will confirm the amount paid to ng homes who will credit your rent account.



Community Connect Events

Regular readers of North News may remember we mentioned hosting a Community Connect event in the summer issue.

Following on from the success of the event in March, we hosted a further two Community Connect days in August and more recently in October.

Dozens of families joined ng homes and community organisations in August at a family event at Springburn Sports Centre. The event was filled with joy, laughter, and connection as families came together to participate in activities and speak with organisations at the event. Glasgow North West Citizens Advice Bureau, Home Start, Home Energy Scotland, Scottish Fire and Rescue Service (SFRS), AgeScotland, Glasgow Libraries (Glasgow Life), Springburn Auditorium, RSPB Glasgow, ng homes Bike Mechanic (On Bikes) and staff from ng homes were all on hand to provide support and advice. Families were also able to browse a wide selection of pre-loved household items, clothing, books, toys, and more.

To keep the younger attendees occupied, Scottish Athletics and Partick Thistle Charitable Trust were also on hand running sports activities and competitions throughout the session.

Our October event focussed on supporting our communities to stay warm throughout the winter with organisations providing energy and heating advice and support as well as new and preloved winter coats, boots, gloves, hats and other winter essentials.

A big thank you to Home Energy Scotland, Glasgow North West Citizens Advice Bureau, SAMH, Health and Social Care – the Alliance who all came along and lent their expertise on the day. Thank you to everyone who came along to our Community Connect events. We were delighted to see so many of our tenants and residents stop by to speak with organisations and agencies during the drop-in session.

We received lots of positive feedback and are busy working on plans for future events. Have an idea for a future event? Please send us an email with your suggestions to mycommunity@nghomes.net

Families browse during the August event



Employability Update

by Greg Cann,
ng homes
Project Manager

#TeamEmployability was excited to get back out and about this autumn. We headed to careers carousels at local secondary schools, including All Saints Secondary in Springburn, as well as with new partners including the Lowland Cadet Force in Cambuslang.

The Cambuslang event saw staff meet over 50 youngsters, sharing stories about the opportunities across the Association and the wider housing sector.

We have now started looking forward to 2026 with plans for work experience linked to any potential upcoming Modern Apprenticeships. We will also support care-experienced young people to take part in physical activity and personal development sessions with opportunities to continue onto work experience.



Principal Teacher of Developing the Young Workforce Mrs Farooq with student leaders and ng homes Housing Assistant Lois Campbell



Lowland Cadets with Greg Cann from ng homes and Mollie Stephen from SFHA

Glasgow Region Opportunities for Work

We were delighted to be invited to attend the inaugural meeting of Glasgow Region Opportunities for Work (GROW), a forum to develop strategies and pathways to encourage more young people from Glasgow to choose careers in Housing.

We look forward to seeing how this project rolls out - stay tuned for updates!

Touch rugby returns

Touch rugby will restart in January with fixtures against east-based teams and hopefully further afield. Thanks to Partick Thistle Charitable Trust for their continued support in making this a success.



Jonny Brown (front row, far left) from Partick Thistle Charitable Trust with players from the North Glasgow team on match day

Schools Bank Update

You may remember in our last North News, we told you about teaming up with Pollok Credit Union (PCU) to launch two new school banks in St Teresa's and Saracen Primaries through PCU's local school bank programme.

Both school banks have now been running for six months, reporting tremendous success, and are preparing for another year of the school banks.

Julie McElhone, Head Teacher at St Teresa's, said, "ng homes and Possil Credit Union have provided our pupils with the opportunity to set up the St Teresa's Bank. This has been a highly valuable experience for all learners, in terms of supporting their financial literacy and understanding the benefits of saving money."

Kirsten Jarvis, Depute Head Teacher at Saracen Primary School, added "Following on from the successful launch of Saracen's school bank last year we are delighted to be able to have this venture run again with the support of Pollok Credit Union and ng homes."

"Our 'members of staff' will shortly be undertaking training with PCU, and we hope to have the school bank back up and running in the very near future."



Partnerships making the wheels turn for Active Travel

by Greg Cann, ng homes Project Manager

When we first started our Active Travel journey, we had simple plans to place a few storage units within our stock but this quickly developed into something much bigger.

From a small award for one shelter, we have moved to over 30 units across the housing stock, developed a programme of free bike distribution, mobile mechanic sessions, a fully stocked workshop, a part time mechanic designated to support tenants and the community as well as an ongoing programme of learn to ride and cycle skills sessions.

None of this could have been achieved without great partnerships. Cycling governing bodies have supported us both financially and with their expertise. Just as importantly, we needed local support from dedicated Active Travel colleagues, and we were lucky enough to find that in 'On Bikes'. Based out of St Paul's Youth Forum, a group we have a long history of working with, On Bikes is the Active Travel arm of the organisation who offer a large range of services in their local communities.

At first, they provided a Bike Mechanic service, delivering ad hoc Mobile Maintenance when requested. This quickly became a much larger service, when we coordinated our delivery to include a wider range of activities including the popular cycling hub in Springburn.

Neil Young, from On Bikes, added "Having worked with ng homes for many years on community initiatives, it was a no-brainer for us to link up and help them develop their Active Travel programme. Their plan for increasing cycle use amongst their tenants and residents aligns with our On Bikes delivery model and allows more people in the wider northeast area of city to access free bikes and learning programmes. We hope to be able to connect with even more of our communities in the coming year with new, exciting Active Travel adventures."

The partnership continues to grow. From mechanics to strategy, On Bikes has supported us every step along our continuing Active Travel journey. We are excited to see where we will be off to next on our cycling journey – stay tuned!



ng homes Bike Mechanic Christie Smith

Active Travel Update

Christie Smith, our bike mechanic who is seconded to ng homes in partnership with St Paul's Youth Forum, has been busy throughout the summer and into autumn with our bike maintenance workshop open for business Wednesday through Friday each week.

In addition, Christie takes the service on the road every week with a regular weekly Mobile Maintenance session taking place at specific sites throughout the community every Wednesday. These sessions allow us to support people who cannot make a visit and just need some help to keep their wheels moving.

To find out more about bike maintenance, mobile sessions or for more on Active Travel, please email mycommunity@nghomes.net, visit the 'What's on Guide' on the ng homes website or check our social media channels for updates.

Learn to Ride and Cycle Skills

Our Learn to Ride and Cycle Skills classes are continuing! We're pleased to share that we have new funding agreed and hope to be able to confirm more classes through winter and into 2026. Stay tuned on our social media channels for more information about these classes.





A helping hand when it's needed



Guest article by Kevin Gilmartin, AVCT

A local major employer in North Glasgow is keeping busy, championing local community efforts. The Allied Vehicles Charitable Trust (AVCT) was established in January 2022 to provide financial support to initiatives that align with Allied Vehicles' values and aim for positive social impact.

We welcome applications from organisations across the UK but have a particular focus on our local area of North Glasgow.

Who can apply for funding from the Allied Vehicles Charitable Trust?

Registered charities, schools, nurseries, community interest groups, social enterprises and other not-for-profit organisations are welcome to apply. Applicants should be able to demonstrate clear community benefit and alignment with our values.

How much funding can organisations apply for?

Our grants will depend on the project scope and potential impact. In exceptional cases, we may consider larger amounts for projects with significant community benefit. The total monthly budget across all grants is £20,000.

How long does the process take?

It usually takes around six weeks between applying and successful applicants receiving funds. We normally consider applications the month after they are received; for example, an application received in June will be reviewed in the July committee meeting.

If you are applying for funds for an event or project with a deadline, please apply at least eight weeks prior to the point where you will need to access the funds.

How can I apply?

Visit our webpage at www.alliedvehiclesgroup.com/charity and click "Apply to the Trust Today" or scan the QR code on this page.



Scan me!



Garden Competition Winners

The Association would like to extend a massive thank you to everyone who put so much time and effort into ensuring their gardens and balconies (and the areas where they live) look their best.

ng homes Chair Catherine Rossine and Vice-Chair Gino Satti carried out the judging for this year's entries. After much deliberation, we're pleased to share that the winners of this year's competition were Pauline Rhodie, Helen Cameron and Paul Wilson for Best Garden. The judges also chose a winner for Best Balcony which went to Martin Cameron.

A special mention was extended by the judges for the fabulous effort at the Ukrainian community garden at Balgrayhill which is looking spectacular!

Congratulations to our winners!



Get Involved – make a difference

ng homes is more than just a landlord. We are a community-based organisation committed to providing quality homes and services with people at the heart of everything we do.

Something formal not for you? There are still lots of ways to get involved. Keep reading to find out a bit more!

We're looking at all ideas and suggestions including:

- **Focus Group** – help us look at specific areas and ways we communicate with you
- **Policy Reviews** – give us your opinion to shape how we do things
- **Completing surveys** to tell us your opinions and priorities
- **Raising a complaint** if you are disappointed or dissatisfied by anything we do
- **Complimenting us** if you've had a good experience
- **Contributing to and reading our newsletter** North News - just as you are doing now
- **Responding to consultations** and questionnaires

Share your thoughts!

We are keen to hear from you and your ideas on what you would like to see in your neighbourhood and how you'd like to engage and be involved with ng homes as your landlord. If you have ideas or comments, please get in touch – speak to your Housing Officer, send us an email to info@nghomes.net or call us on 0141 560 6000.



Possilpark Business Improvement District gets a rebrand!

Guest article by
Margaret Fraser

Possilpark Business Improvement District first formed in 2022 following a ballot of local businesses. Since then, they have contributed to a range of improvements under the brand of 'Remaking Saracen' including shop front improvement programmes, installation of planters, commercial waste initiatives and some festive lighting and activity programmes.

Much of this has been achieved through working collaboratively with partners such as Glasgow City Council, ng homes, Scotland's Towns Partnership, Allied Vehicles Charitable Trust and local organisations.

The Improvement District has rebranded to **Positive Possil** to recognise fully the streets running off and alongside Saracen Street and to highlight the aspirations for local businesses to play an active role in positive change for the area.

Over the past year, Positive Possil has been re-engaging with traders to support interventions and activities to encourage more footfall to the area. They have connected businesses with each other through a series of 'Meet the Traders' information sessions to get to know one another and highlight issues and ideas to improve the area. They are also establishing working groups for environmental issues and events/activities alongside others in the community.

Possilpark has such a rich diversity of businesses, some of whom have been there for decades, with others new to the area. They were a lifeline during the Pandemic and continue to be the lifeblood of our economy, so let's get behind them and 'love local'. When we 'love local' we can create better places to live, work and visit. By supporting local, we are choosing to back local businesses and the people behind them. Behind every shopfront is a neighbour, a friend or family, so let's support the people who make our places great.

Chair of Positive Possil, Possilpark Improvement District, Jim Garrity, said "Every time we choose to spend locally – whether it's buying from a neighbourhood shop, using a local service provider, or supporting a community initiative – we're making a meaningful investment in our own communities. Local spending helps small businesses thrive, creating jobs, and it also strengthens social ties, preserving the unique character of our area.



Members and supporters of Positive Possil during Scotland Loves Local Week event held at Saracen House (left to right: Catherine Rossine, Bob Hartness, Gerry Facenna (Allied Vehicles), Lord Provost Jacqueline McLaren, Jim Garrity, Chair of Positive Possil).

By choosing local, we're not just making a purchase – we're building a stronger, more resilient community. Let's keep it local and keep it thriving."

You can contact Positive Possil on info@positivepossil.co.uk or leave a message for Margaret Fraser, c/o ng homes, Saracen House, 139 Saracen Street, Possilpark, leaving your contact details.

A new website has recently been launched and this will continue to include news on local businesses, a local business directory, useful contacts and much more.

You will find this on <https://positivepossil.co.uk>



If you are part of a local business and are looking to update your business details or make Positive Possil aware of news or any relevant information, please get in touch using the details above.



Rebus puzzle

Can you guess the Christmas songs?

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

Spot the difference

Can you find all 23 differences between our 2 Winter scenes?



- Rebus Puzzles Answers

10. The First Noel

11. A Christmas Carol

12. Jack Frost

13. Rockin' around the Christmas Tree

14. Chestnuts roasting on an open fire

15. Silent Night

16. Underneath the Christmas Tree

17. Oh Christmas Tree

18. Seasons' Greetings

19. Rudolph (the Red-Nosed Reindeer)

20. I saw three ships
- (Is my two front teeth)

9. All I want for Christmas

8. 12 Days of Christmas

7. Walking in a Winter Wonderland

6. Step into Christmas

5. Silver Bells

4. Blue Christmas

3. Driving home for Christmas

2. Away in a Manger

1. Three French Hens



ng homes Board Strategy and Training Event



As readers will be aware, the Association's Board members are volunteers who generously give their own time to ensure the organisation is run properly and provides services that make a positive difference for our tenants and residents in North Glasgow.

Planning and leading the Association's strategy is a key part of the Board member's role. They are involved in deciding the Association's key priorities every year and work closely with the chief executive and senior staff to ensure that we achieve these.

Training and awareness sessions, strategy events and other development opportunities are vital to support Board members in their role.

Given the importance of this, the Association's Board members worked with senior staff to develop a new approach for this year, designing a two-and-a-half-day Board Strategy and Training event. The event was held in October, with Board members and senior staff in attendance.

It was designed to incorporate a mix of sessions on both strategy and training delivered by ng homes staff and external consultants. A key session was the 2025 Board Appraisal Collective Review which was facilitated by an experienced external governance consultant.



Staff and Board members listen to a session by external governance consultant Linda Ewart

The event culminated in a formal Board meeting where the Board considered, discussed and approved the Association's 2025 Annual Assurance Statement which was then submitted to the Scottish Housing Regulator and posted on the Association's website.

The event was a success with participants providing feedback on the design and content to support future events.



2025 Annual General Meeting (AGM)

The Association's latest AGM was held in Saracen House, Possilpark on Tuesday 16 September 2025. The meeting was a success, and it went very smoothly.

Joining the Association's Chair, Catherine Rossine, at the top table were the Association's Deputy CEO, Bob Hartness, and Emma Shanks from the Association's Auditors WBg Audit Chartered Accountants. The minutes from the 2024 AGM were adopted at the meeting. The Auditors report presented on the night was very positive and other important matters were covered, as detailed below.

The Report of Board of Management

This provided an overview of the last year including achievements, challenges and the Association's priorities going forward. The Chair highlighted that the Association's success was testament to the excellent contribution of our Board members, staff and volunteers, and she thanked them for their continued hard work and commitment.



Board Membership 2025/2026

Two Community Board members were due to stand down this year and both were seeking re-election. There were 6 Community Board places available and, as the Association did not receive any nominations for these places, the two members were re-elected unopposed.

Three Independent Board Members were due to retire from the Board this year. All three confirmed that they would like to continue on the Board. The Board approved the nomination for each retiring Independent Board Member standing for re-election.

During the 2024/25 Board session, one member was appointed to fill a casual Independent vacancy in line with our Rules.

The member confirmed that they would like to continue, and the Board nominated them for

election as an Independent Board Member. There were no other nominations for Independent Board member positions, so this was duly approved.

The Chair then confirmed the ng homes Board members for 2025/26 as: Jim Berrington, Charles Cook, Jacqueline Fernie, Allan Gow, Jim Kennedy, John Macleod, Frank Malcolm, Catherine Rossine, Gino Satti, and John Thorburn.

Association Members Prize Draw

The members' prize draw took place immediately following the AGM with the three winners receiving Tesco shopping vouchers.



The three lucky prize draw winners are pictured with the Association's Chairperson, Catherine Rossine.

Working together to make North Glasgow even better!

We're looking for Board members across the ng group

ng homes is the parent organisation in a group structure that includes ng2 Ltd and ng property (Scotland) Ltd (ngps). Each organisation in the ng group has its own Board, responsible for strategic planning, financial oversight, performance monitoring, and ensuring legal and regulatory compliance.

ng homes also has Committees in place that deal with audit, risk and compliance, and finance, performance and resources.

This is an exciting time for the Association and we're looking for tenants and residents to join us and help achieve our vision of 'A community where people can flourish and prosper'.

Want to get involved?

If you are interested in playing a more active role with ng homes or our subsidiaries, ng2 Ltd and ng property (Scotland) Ltd (ngps), we would love to hear from you!

We are particularly looking for people who care about North Glasgow, who want to be involved in the decision-making process, and to be part of deciding our plans for the future.

We are keen to ensure that our Boards reflect the diversity of our communities with a good mix of skills and experiences. This is a great opportunity to use your existing skills and experience or learn new skills or knowledge in a meaningful and rewarding role.

A full induction programme and ongoing training and support will be provided.

These are voluntary positions; however, Board members can be reimbursed for expenses and will have access to a range of learning opportunities.

I'm interested – what's my next step?

ng homes Board (Community Board Member)

ng homes is a Registered Social landlord (RSL) and a Registered Scottish Charity. To join the ng homes Board as a Community Board member, you need to be a shareholder and live in the Association's local area. If you're already a shareholder, get in touch by email via info@nghomes.net or call us on 0141 560 6000.

Not a shareholder yet?

Please request a membership application form

<https://nghomes.net/become-a-member/>. Complete and return your membership application form to us along with £1 and your application will be considered by our Board at its next meeting.

Becoming a Board member of a subsidiary company

ng2 Ltd Board

ng2 is a subsidiary of ng homes and a social enterprise delivering services direct to the community including a wide range of environmental and facilities management services.

ng property (Scotland) Ltd Board (ngps)

The ng property (Scotland) Board oversees the Factoring services to more than 1,200 owners in North Glasgow..

If you are interested in becoming a Board member of a subsidiary, please get in touch with us on 0141 560 6000 or info@nghomes.net



Social Entrepreneurial Centre Possilpark is on its way!

In our last edition of North News, we reported on the exciting news that we had been successful in receiving funding for a Social Entrepreneurial Centre based at 252 Saracen Street.

We are pleased to share that work is well underway with internal works being carried out to reconfigure the building. The Social Entrepreneurial Centre will help drive local economic growth and help build social cohesion. It will provide hub spaces for entrepreneurs, flexible space for training and entrepreneur activities, and a multi-media centre.

A number of consultation events were held with community members in recent years which highlighted a desire for people to establish their own social businesses in the local area.

Those participating identified a range of barriers to them doing so, some of which included a dedicated space within the local community, start up support, confidence building, lack of knowledge and family and caring responsibilities.

The vision for the Centre is to support local entrepreneurs by becoming a home for innovation and growth. The focus is to meet the aspirations of local people who want to make their business ideas and passions a reality.

It will help entrepreneurs to develop their skills, complete bespoke training, coaching and benefit from mentorship whilst developing their social enterprises.

Information sessions are being planned - these are due to be held over the coming months to provide more detail on the overall project and recruit people for the hub.

The aim is to work directly with, and recruit from, underrepresented groups, such as young people, those from ethnic minorities, those with disabilities and additional needs and older adults. The Centre's opening times will be flexible to support the needs of families, lone parents, those with caring responsibilities or additional needs.

We will share more information with readers of North News and on the ng homes website in due course.



Artist impressions of the new indoor spaces. Credit: Arka Design Studio.

ng homes retains Investors in Young People Gold Award

The Association has continued its positive journey with Investors in People. Following a formal assessment which took place earlier in the year, we are delighted to advise that the Association has retained our Investors in Young People (IYYP) Gold Award!

The external assessor was very impressed by our organisation and the young people, staff, and managers that he met as part of the process. The assessment covered how the Association attracts, recruits, supports, develops, and retains young people, and the assessor's report provided many areas of good practice together with some recommendations for continuous improvement. Key strengths highlighted by the assessor included the organisation's values being at the heart of our approach to supporting young people and the Association's strong commitment to young people both internally around the opportunities offered and externally across our communities.

ng homes HR Officer, Arlene Wiemerink, who supported the assessment process, commented "A big thank you goes to all those involved in the assessment process, retaining our Gold award for IYYP is a great result and it is testament to the level of focus given to supporting our staff within all areas of the business. Investing in our young people is so important for a whole variety of reasons including succession planning to make sure that we have staff with the right skills and attributes to continue to provide excellent levels of service to our tenants, residents and other customers well into the future."

ng homes Chairperson, Catherine Rossine, stated "I would like to congratulate all those involved in achieving this important award,



we have worked with Investors in People for many years now and this Gold accreditation is the latest accolade in what is a very positive partnership. This result shows that the Association really cares about our young people and that we meet the high standards required of a good employer across all aspects of their employment journey. This is important as it equips our younger staff with the skills, knowledge and attitude that they need to be able to serve the North Glasgow community well, both now and in the years ahead."

2025 Landlord Report now available

The Association is delighted to release our annual Landlord Report for 2025. The Landlord Report provides readers with the annual insight into the Association, highlighting our successes and our relationship with our tenants during the year.

The report shows how we are performing in key areas of the business and how this compares with the national average. It is produced in line with the Scottish Social Housing Charter which sets out the standards and outcomes that all Housing Associations should aim to achieve when providing services to tenants.

If you have ideas or suggestions on how we could make our Landlord Report more accessible and better serve our tenants and residents, please share them with us at media@nghomes.net

You can find a copy of the latest Landlord Report on our website:

www.nghomes.net/landlordreport/.



Reminder – we're now using CX-Feedback

You may remember in our last issue of North News that we mentioned CX-Feedback which we can use to share information through text messages and to gather feedback through surveys – from finding out what you think of our services or events to collecting suggestions.

We have now started sending more texts and emails to get in touch with our tenants, residents, and owners. The messages and surveys will be sent to you directly, usually by email or text message. They will have our recognisable branding and be from ng homes.



We understand that some of you may be concerned about potential scams and we wanted to reassure you that messages received from ng homes are genuine. However, if you are ever unsure about a message, please contact us on **0141 560 6000** and we'll be happy to confirm if we have sent a message.

ng homes 2025 Customer Service Excellence Review



The Customer Service Excellence (CSE) Standard is recognised across the UK, and it lies at the heart of an overarching strategy to provide public services for all customers which are efficient, effective, excellent, equitable and empowering. It is aligned with the five key drivers of customer satisfaction: delivery, timeliness, information, professionalism, and staff attitude. The Association has held the CSE accreditation for many years and our 2025 annual review took place in November.

During the review, the assessor heard from staff, customers and partner organisations to learn about the excellent customer-focused work being delivered by the Association's staff teams to support our tenants and other customers, and to understand the vital role the Association plays by working in partnership with others to benefit the North Glasgow community. Key aspects of the assessment included the assessor reviewing our performance, looking at the design and delivery of our services and hearing about successful outcomes for customers.

A big thank-you goes to everyone who took part in the review process this year. The review went very well, and the Assessor has advised us that she will be recommending that we retain the CSE Standard.

The feedback session covered areas of good practice, compliance plus and progress on the areas of partial compliance, all of which was very positive. We will receive the official result and the formal report in due course. We are confident that the report will be positive and will highlight areas of good practice and compliance whilst identifying things for the Association to focus on in our drive for continuous improvement.

We will share the result of the review through the Association's website and will provide an update for readers in the next edition of North News.



Alterations and Improvements

By Hazel Lovatt, ng homes Health and Safety Manager

We all want our house to feel like 'our home'.

If you are considering putting your personal stamp on your home and are looking to make changes, please make sure you write to us in advance for approval before you make any alterations.

This is part of your tenancy agreement. Each application will be reviewed by our technical staff in line with our Alterations, Improvements and Compensation Policy and current health and safety and compliance regulations.

We will ensure that any proposed works will not affect the health and safety of your family or any contractors/staff who may visit your home.

It is critical that you apply for permission to ensure that works can proceed in your home safely.

Please contact your Housing Officer if you would like to submit an application and we can send out a copy of our Alteration and Improvement application form.

Proposed Rent Increase 2026

This is the time of year when we start working on our budgets for the next financial year and as a key part of that, we're starting our consultation with our tenants on what level of rent is set from 1 April 2026.

We know you want us to provide good quality, comfortable homes with an efficient and modern service while maintaining rents at an affordable level.

We are committed to providing excellent services to all our customers through the provision of quality housing and regeneration activities.

We want to keep our rent as affordable as possible, particularly for our tenants who are on low incomes.

We know that any rent increase is unpopular.

However, the costs of providing our services and keeping our neighbourhoods safe and tidy have gone up significantly over the last couple of years.

Our staff work hard to mitigate the impact of increasing costs and ensure maximum value for money as much as possible. However, if rents do not increase, we will only be able to carry out essential repairs and maintenance – and we may have to cancel or postpone major works.



In order for us to provide a service to our customers and invest in our homes, we are proposing the following options:

Option 1 6%

A rent increase of £7 per week (based on an average 3apt rent).

Option 2 6.5%

A rent increase of £8 per week (based on an average 3apt rent).

Option 3 7%

A rent increase of £9 per week (based on an average 3apt rent).



As always, we are mindful of the financial climate.

If you are affected by rising costs or need advice and support from available benefits to completing forms, we are here to help. If you do need financial assistance, please contact our Money Advice Team (GEMAP) on 0141 560 6000 for a telephone appointment.

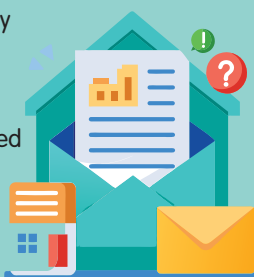


2026/27 Rent Increase: Tenant Consultation

The Board met in early December to consider options for 2026/27.

As in previous years, we are giving our tenants an opportunity to influence what our rent increase will be for 2026/27. We aim to ensure that ng homes can continue to provide services while keeping in mind the cost of living and energy cost crises. Your views are important to us.

You should have received your proposed rent increase letter and consultation already.



There are five ways to take part:

Write to us – complete the consultation form and return it to us in the freepost envelope provided or hand in the form to one of our offices.

Online – complete the consultation form on our website at www.nghomes.net or scan the QR code included below to have your say using your smartphone or device.

Email – send your views by email to info@nghomes.net with the heading 'Rent Consultation'.

Phone – call us on 0141 560 6000.

Mobile – if we hold a mobile phone number for you, you will also receive a text message from us.

You only need to reply once using whichever method you prefer.

Please complete this by Friday 16th January 2026 to take part in our free prize draw.

All tenants who take part in the consultation will be entered into a prize draw to win one of six £50 shopping vouchers. Your views and feedback are extremely important to us, and we would strongly encourage everyone to take part and have their say.

For more information, please email us at info@nghomes.net

Scan me!



Preventing condensation and damp this winter

Winter means colder temperatures. Everyday activities in our homes, from boiling the kettle to getting a shower or drying the washing, create moisture vapour. While this vapour can escape through open windows and doors in the warmer months, in winter it is trapped. You will probably have noticed this in winter – windows ‘steam up’ when cooking or are covered in the morning when you first open the curtains.



What is condensation?

Condensation happens when warm air cools. Little droplets of water are released when that warm air meets a cool surface, like a mirror or a window, forming a misty layer.

What can I do?

You can help reduce condensation in your home in several ways:

- Wipe away condensation on windows or surfaces with a dry cloth
- Open a window/turn on the extractor fan when cooking to let out steam
- Keep lids on saucepans
- Open a window and use the extractor fan after a bath/shower (closing the door so that the moist air exits out)
- Run a bath by adding hot water to cold – this can reduce steam by up to 90%
- Ventilate your tumble dryer (if you have one) to the outside

- Dry clothes outside or in a well-ventilated room with a window open – NOT on radiators
- Make sure all vents/window trickle vents are open and clear
- Leave space between furniture and external walls to allow air to circulate

Don't forget:

- Try to leave your heating on low but constant
- Manage the heat in individual rooms – particularly those you may use more – with radiators

Struggling to manage condensation in your home? Is something not working as it should? From advice on using the heating control in your home to repairs to fans/radiators or heating and energy support, we're here to help – call us on **0141 560 6000**.

Scan the QR code to access our advice leaflet:



Working together to protect your home

We wanted to let readers of North News know about an important project which is currently underway.

Working in partnership with iOpt, ng homes will be placing environmental sensors in all our homes over the coming months. We are doing this as part of our ongoing efforts to ensure that every tenant has a warm, healthy, and comfortable home.

What will be happening in my home?

Two small devices, about the size of a light switch, will be placed in your living room and main bedroom. These devices check temperature, humidity and CO₂ levels and will help us to spot any signs of issues such as damp, mould, and poor ventilation before they become a problem.

The installation should take no more than 10 minutes and will be arranged with you in advance.

Why are we doing this?

We know how important it is for you to live in a home which is warm, dry, safe, healthy and energy efficient.

These devices will help us to:

- Identify early signs of moisture or damp.
- Make sure your home is well-ventilated.
- Support tenants who may be facing challenges with heating or rising energy costs.
- Look after your home in a proactive way.

Will I have access to the information collected?

As part of our efforts to ensure that we are open and transparent in what we are doing in your home, we believe that you should see the same information that we do.

If you would like to see the information collected, you can do so through an independent tenant app – if you wish to access the app, please visit ioptassets.com/ngtenants.

When will the sensors be installed?

The full programme will take around 12 months to complete. When your home is due to have the devices put in place, our contactor iOpt will be in touch with details.

We understand life can be busy and the appointment time may not suit; if you need to reschedule, details on how to do this will be included in your letter.



What about my privacy?

We understand that you may have questions about technology coming into your home.

Please rest assured that:

- The devices do not record sound or images.
- They cannot see what you are doing inside your home.
- The device is purely to help ng homes ensure your home stays healthy.

If you have any questions or concerns, please call us on 0141 560 6000 or email info@nghomes.net

We will be sharing updates on this project with you on our website and in upcoming issues of North News.

Scan me!



ng homes wins prestigious CIH Scotland award for Innovation in Housing

The Chartered Institute of Housing Scotland presented ng homes with the "Excellence in Housing Innovation" award in November. This award recognises the Association's innovative partnership work with Insite Specialist Services (ISS) whose groundbreaking Kill, Prevent, Protect (KPP) system combats damp and mould issues. This collaborative work demonstrates the Association's firm commitment to tenant health, safety and welfare, and statutory compliance.

Condensation and mould are persistent problems across the UK's housing sector, which can lead to health risks, property degradation, and customer dissatisfaction. Insite's KPP system is designed to reduce recurring mould-related problems by targeting underlying factors, resulting in better indoor air quality. When combined with guidance for tenants on effective ventilation, it supports improved wellbeing and provides a model for healthier homes.

The application of Insite's integrated system has delivered health benefits for tenants and its wider use will provide the opportunity to create a lasting positive impact for our community.



Help us to keep you safe: Allowing access to your home

Your safety and wellbeing is a priority at ng homes. As your landlord, we are required by law to carry out a series of regular checks on your property to ensure that you and your family are safe in your homes.

What do I need to do?

When a service is due, you will receive a letter from ng homes or one of our appointed contractors, letting you know the date and time of the appointment. **Please allow access to your home.**

We understand that life can be busy. If the time or date does not suit you, please get in touch with the appointed contractor or with ng homes to re-arrange an appointment which is suitable for you. **Details on how to re-arrange your appointment will be included within your letter.**

These safety checks are legal requirements intended to keep you and your home safe, and we must fulfil them. They also make up part of your responsibilities as stated within your tenancy agreement. We may need to force access to your home if you do not allow access. This is a step we want to avoid - please keep an eye out for these letters and respond when you receive one.

Checks we need to carry out:

Gas safety – Please ensure you have credit on your meters for this check to be completed. ng homes as your landlord must:

- Arrange for a gas safety check every year.
- Maintain gas appliances, boilers and flues in accordance with the manufacturer's instructions.

Electrical safety check – This is a visit carried out every 5 years to ensure that the electrical installations within your home are safe.

Legionella Checks – These checks are carried out on all storage tanks in our properties to prevent the growth and spread of legionella bacteria which, in severe cases, can cause Legionnaires disease.

Window safety checks – These checks are carried out to ensure that window catches, which restrict opening, are functioning correctly preventing accidents such as falls from high-rise buildings.

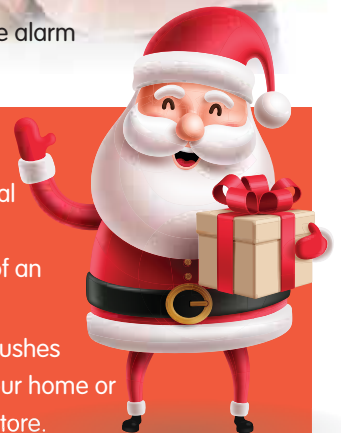
Integrated smoke alarm testing – It is important that you test the alarms regularly and report any issues to ng homes. If you have gas in your property, the smoke alarm system will be checked each year at the gas service.



Keeping closes clear

Please do not store anything in the closes/communal areas. These areas must be kept clear as anything stored here can become a fire hazard in the event of an emergency.

Items such as bikes, prams, toys, mops, buckets, brushes etc should be stored properly, either safely inside your home or alternatively in appropriate storage such as a bike store.



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



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

Keep it clear

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

If fire does start

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

To request a free Home Fire Safety Visit

CALL 0800 0731 999

For more fire safety advice visit:

www.firescotland.gov.uk



**SCOTTISH
FIRE AND RESCUE SERVICE**
Working together for a safer Scotland

Budgeting for the festive season



With the festive season upon us, it's more important than ever to take time to think about budgeting.

The demands of the holidays can put immense pressure on even the most robust of finances. By taking the time to plan ahead, you can ease the worry and ensure that this year is enjoyable for all the family.

Festive Saving Tips

- 1 Try to use cash or debit – not credit – over the festive period.
- 2 Plan your meals over the Christmas and New Year period – buying only what you need to help reduce food waste.
- 3 Save your change – it might just add up to enough for a special treat!
- 4 Go back to basics – opt for homemade over store bought and focus on spending time together.

Your rent should always be your first priority – don't put your home at risk by missing rent payments.

If you are struggling to meet your rent payments, are worried about your arrears balance, meeting future payments or are facing financial difficulties, our Money Advice Team (GEMAP) is here to help. Please contact us on 0141 560 6000 to arrange an appointment.

Thank you to all tenants who are continuing to make their rent payments on time.

Remember – help is available!

There are a number of organisations who could help with energy costs:

- **Advice Direct Scotland** offers advice on managing your energy account and getting help with your finances. Visit <https://advice.scot/>
- **Age Scotland** has guidance on energy and how to reduce your bills. Find out more at <https://www.ageuk.org.uk/scotland/information-advice/energy/warm-and-well/>
- **Citizens Advice Scotland** can help you agree a payment plan with your supplier or help you pay off your debts through your benefits. Advice and tips can be found online at <https://www.citizensadvice.org.uk/scotland>
- **Energy Savings Trust** also have advice on how you could save energy from turning items off 'standby' to small changes you can make to household habits. Find more information at <https://energysavingtrust.org.uk/how-to-save-energy-and-money-if-you-rent-your-home/>



Welfare Benefits



It can be tricky to understand the welfare benefits system. Changes can be frequent, making it even more difficult to keep track of what you need to do and when.

Claiming benefits also means you get access to other financial help such as discounts on energy, broadband and transport.

Not sure what benefits you are eligible for?

Try using a 'benefits calculator' to see what you may be eligible for.

If you can provide information about your savings, income, pension, childcare payments and any existing benefits, you will get a more accurate answer. Find more at <https://advice.scot/jc/>

Universal Credit (UC)

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

Council Tax Reduction

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

Glasgow Helps

Glasgow Helps is a service set up to work directly with the people of Glasgow – find out more at

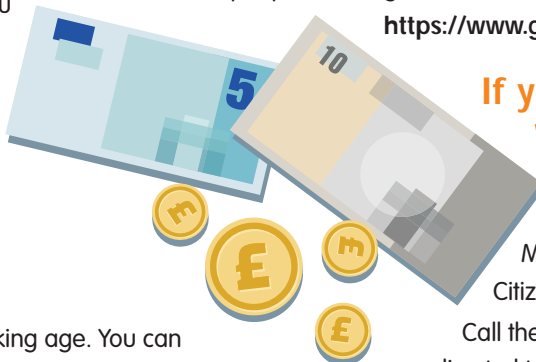
<https://www.glasgow.gov.uk/glasgowhelps>

If you are still not sure what you can access...

You can get advice from the Money Talk Team at your local Citizens Advice Bureau.

Call them on 0800 028 1456 to be directed to your local bureau.

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



Food Services

Support is available if you, or someone you know, are looking for access to local food services, from food banks and pantries to community meals.

A directory, delivered by the Health Care Alliance Scotland, is available which you can access through your digital device. The directory is regularly updated and will show local food services in your community.

The website has information, maps, opening hours and more for food services located across the city. You can use your postcode to search for services near you – for example lunch or community cooking.

A list of services matching your search will appear below a map along with information on their location opening hours and website/social media links.

Find a food directory by scanning this QR code. If you need help or assistance, please get in touch and ask for your Housing Officer.



Don't miss out: How to find out if you're eligible for the Warm Home Discount

For winter 2025/26, you could get a £150 discount on your electricity bill through the Warm Home Discount scheme. This is a one-off discount on your electricity bill. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Please contact your supplier direct to find out more.

There are 2 ways to qualify for the Warm Home Discount Scheme:

- You get the Guarantee Credit element of Pension Credit - known as 'Core Group 1'.
- You're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'.

Eligible households should receive a letter telling you about the discount. Most eligible households will receive an automatic discount.

Your letter will say if you need to call a helpline by 28 February 2026 to confirm your details. Please contact the helpline before this date if you're eligible to make sure you don't miss out on the payment. If you're eligible, your electricity supplier will apply the discount to your bill by 31 March 2026.

If you have not received a letter by mid-January 2026 but you think you should be eligible for a rebate under 'Core Group 1' criteria, please contact the helpline on 0800 030 9322.

Your electricity supplier decides who can get the discount. Check with your supplier as early as possible to see if you're eligible and how to apply- even if you were eligible last year. The number of discounts suppliers can give are limited.



Winter Heating Payment

Winter Heating Payment helps those on low-income benefits who might have extra heating needs over the colder winter months.

Unlike Cold Weather Payments, the Winter Heating Payment does not depend on how cold the temperature gets. Instead, it is an annual payment of £59.75 that is paid automatically if you are eligible.

Who gets Winter Heating Payment?

You must get and meet specific requirements of a qualifying benefit on at least one day during the qualifying week of **3-9 November 2025**.

The qualifying benefits are:

- Universal Credit
- Pension Credit

- Income Support
- Income based Jobseeker's Allowance
- Income Related Employment Support Allowance
- Support for Mortgage Interest

A full list of requirements can be found online at:

www.mygov.scot/winter-heating-payment/eligibility

Do I need to apply?

Most eligible people will receive this payment automatically and do not need to request it.

You will receive a letter from Social Security Scotland to let you know if you are eligible.

If you do not receive a Winter Heating Payment and think you are eligible, please contact Social Security Scotland on **0800 182 2222**.



Pension Age Winter Heating Payment

Pension Age Winter Heating Payment has replaced Winter Fuel Payment in Scotland. This payment is to help with the cost of heating your home over the cold winter months. This is separate from the Winter Heating Payment.

How do I know if I'm eligible?

You can get Pension Age Winter Heating Payment if you are of State Pension age or older, you or your partner get certain benefits and you live in Scotland.

You must also receive one of the following benefits:

- Pension Credit
- Universal Credit
- Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Income Support

How much will I receive?

You could get a payment of between £101.70 and £305.10.

How do I apply?

Most eligible people get the payment automatically and do not need to apply. You'll get a letter to confirm your payment.

If you do need to apply, the deadline for winter 2025-2026 is 31 March 2026.



Child Winter Heating Payment

Child Winter Heating Payment is a yearly payment to help disabled children and young people and their families with increased heating costs over winter worth £255.80 for winter 2025/26.

Will I be eligible for the Child Winter Heating Payment?

Children and young people in Scotland can get the assistance if they're under 19 years old and get one of the following 'qualifying benefits':

- the highest rate of the care component of Child Disability Payment;
- the highest rate of the care component of Disability Living Allowance for children;
- the enhanced daily living component of Personal Independence Payment; or
- the enhanced rate of the daily living component of Adult Disability Payment.

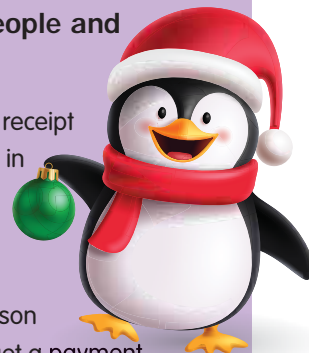
To be eligible, the young person must be in receipt of the qualifying benefit on at least one day in the **third full week of September 2025** (Monday 15 September to Sunday 21 September).

If there is more than one child or young person who qualifies in the household, they each get a payment.

Do I/we need to apply?

Eligible children and young people living in Scotland do not need to apply. They'll get their payment automatically.

If you were expecting to get the Child Winter Heating Payment automatically but do not get it, you should contact Social Security Scotland on **0800 182 2222**.



Making the move to Universal Credit



Older benefits, including Tax Credits, Housing Benefit and Income Support, are gradually being phased out and replaced with Universal Credit (UC).

If you're still on these benefits you will get a letter inviting you to move from your existing benefit – or combination of benefits – onto UC.

This letter, called a **Universal Credit Migration Notice**, will explain what you will need to do, and by when.

What happens next?

It is important that you do not do anything until you receive your letter.

When you receive your Migration Notice letter, you'll need to make a claim for Universal Credit to continue to get financial support.

You must claim Universal Credit by the deadline date given in your letter. The deadline date for applying is 3 months from the date the letter is sent out. Please look out for your letter.

This letter will explain what you will have to do to claim UC and the deadline by which you must have applied (and completed) your application to continue receiving the financial support you're entitled to. **You will not be moved automatically.**

Plus, making your claim within the deadline means you'll be entitled to extra protection. If it looks likely you'd get less on UC than you do on your current benefits, you'll receive an extra payment to make up the difference. This is known as 'transitional protection'.

If you don't make a claim in time, as well as your current benefits stopping, you'll no longer be entitled to the extra 'transitional protection' if you need to claim UC in the future.

Which benefits are ending?

Working Tax Credit and Child Tax Credit ('tax credits') have ended. The following benefits are ending soon:

- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

What should I look out for?

If you're on one of the benefits being replaced, and haven't already got a letter, you'll soon be getting one in the post with instructions for how to move onto UC.

You'll also get a reminder in the post, and by text message, if you haven't applied within 10 weeks of receiving the letter.

Be wary of any unusual requests

Your migration notice won't ask you to pay anything or give any of your card details. If you get anything that asks for this, DON'T respond and report it to the DWP.

If something doesn't look right with your letter, or you're not sure, you can also call the DWP on **0800 169 0328** or get in touch with the Citizens Advice Help to Claim service:

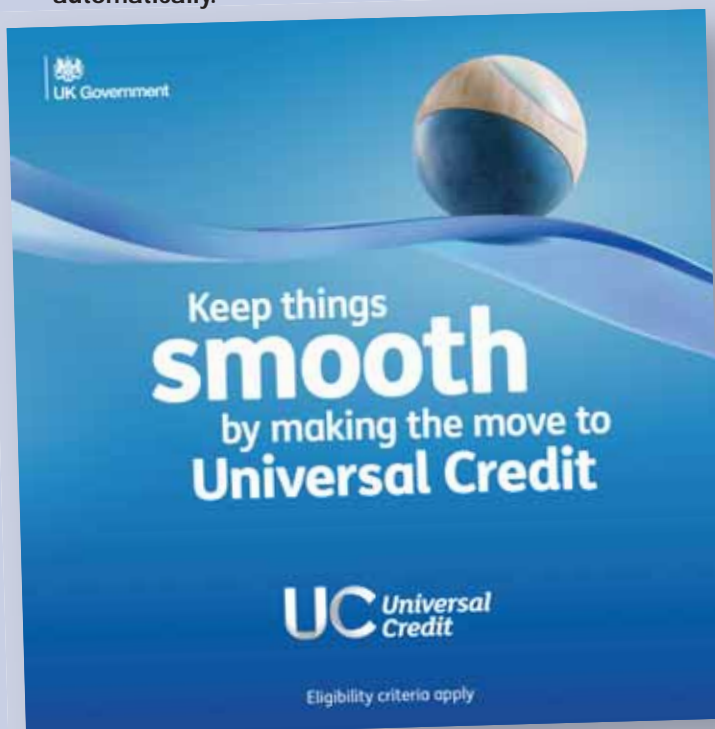
<https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/contact-us-about-universal-credit/>

Over state pension age?

If you have reached state pension age, the migration may work slightly differently.

Your migration notice letter will give you more information on which benefit you need to claim.

Need advice or support? Please get in touch on 0141 560 6000 if you have any questions.



Glasgow City Council – Bulk Uplift

Please be aware that standard costs are now in place for bulk uplift requests with Glasgow City Council. Most uplifts cost £5 per item, including all electrical items; special items may cost more, up to £80 per item.

More information, including FAQs, is available on the Glasgow City Council website at www.glasgow.gov.uk/bulkywaste.

You can also find other options for disposing of your bulky waste.

Please do not leave items outside or in communal areas – this is a fire hazard and will not be tolerated. You must arrange an uplift with Glasgow City Council.



Christmas Bin Collection Dates & Christmas Tree Recycling

Due to the Christmas and New Year holidays, collection days may be affected. It can be easy to collect more waste over the Christmas and New Year period – including Christmas trees.

If you choose to get a real tree this year, please check on the Glasgow City Council website for dates and details on recycling these once the holidays have passed. Please note centres will be closed on Christmas Day and New Year's Day.

How do I get rid of a Christmas tree?

If you cannot take your Christmas tree to a Household Waste Recycling Centre (HWRC), Glasgow City Council are encouraging residents to cut their real Christmas trees into manageable pieces and put them into their brown bins. Remember you will need to have purchased a garden waste permit to have your brown bin collected if it contains garden waste.

Please check the Glasgow City Council website for details on HWRC opening hours over the holidays.

HWRC locations:

- **Dawsholm Recycling Centre**
75 Dalsholm Road, Glasgow G20 0TB
- **Easter Queenslie Recycling Centre**
90 Easter Queenslie Road, Glasgow G33 4UL
- **Polmadie Recycling Centre**
425 Polmadie Road, Glasgow G42 0PJ
- **Shieldhall Recycling Centre**
Renfrew Road, Glasgow G51 4FE

Christmas and New Year Holidays - Wheeled Bin Collection Arrangements

Due to the Christmas and New Year holidays some of your bin collection dates will change. Please note your revised collection dates in the table below:

Bin Type	Current Date	New date	Current date	New date
Green bin	Thursday 25/12/25	Thursday 15/01/26	Friday 26/12/25	Friday 16/01/26
Blue bin	Thursday 25/12/25	Thursday 22/01/26	Friday 26/12/25	Friday 23/01/26
Grey Bin	Thursday 25/12/25	Thursday 22/01/26	Friday 26/12/25	Friday 23/01/26
Brown bin	Thursday 25/12/25	Thursday 08/01/26	Friday 26/12/25	Friday 09/01/26
Purple bin	Thursday 25/12/25	Saturday 27/12/25	N/A	N/A

Bin Type	Current Date	New date	Current date	New date
Green	Thursday 01/01/26	Thursday 22/01/26	Friday 02/01/26	Friday 23/01/26
Blue bin	Thursday 01/01/26	Thursday 29/01/26	Friday 02/01/26	Friday 30/01/26
Grey Bin	Thursday 01/01/26	Thursday 29/01/26	Friday 02/01/26	Friday 30/01/26
Brown bin	Thursday 01/01/26	Thursday 15/01/26	Friday 02/01/26	Friday 16/01/26
Purple bin	Thursday 01/01/26	Saturday 03/01/26	N/A	N/A

We will lift all excess waste and empty all correct coloured bins presented on the new collection dates. Over the holiday period it would be helpful if car owners could arrange to park their vehicles in a position which will allow bin crews safe access to your wheeled bins.

Thank you for your co-operation.

recycle for Scotland



Be prepared for winter weather



We all like to be prepared but even with the best preparation, sometimes winter weather can catch us by surprise. By taking a few simple steps, you can help us to protect your home throughout the colder months and over the holidays when you might be away visiting family and friends.

Do you know where your stop valve is?

Your stop valve controls the water supply entering your home. It is often under your kitchen sink – or sometimes it can be located elsewhere depending on where the water point enters your property.

- To turn it off, rotate it clockwise until it's completely closed.
- Do not force your stop valve if it's difficult to turn. Seized-up valves can break.
- Check valves every few months to ensure that they can be opened and closed easily.

Help prevent burst pipes and leaks:

- If possible, keep your heating on constantly – at a lower temperature.
- If you're away from home during the winter, ask a friend or neighbour to check on your property and make sure the pipes haven't burst or frozen.

Should you need emergency repairs please call our Emergency Contact number 0800 595 595.

If our offices are closed and you have an emergency, please call 0141 560 6000 where you will be diverted to our Concierge team.

If a pipe in your home bursts:

- Locate your stop valve and turn it off immediately.
- Switch off your immersion heater and central heating boiler.
- Open all hot and cold taps to drain them of any remaining water AFTER the stop valve has been turned off. This will help minimise damage.
- Switch off your electricity supply at the mains if there's any chance that water could come into contact with wiring or fittings.
- Call ng homes on 0800 595 595.

You can make a temporary repair to a burst pipe by binding it tightly with a cloth or tape. Place a bucket or basin under the leak to collect the water. If you don't have either, a plastic bag would do in an emergency.

If a pipe in your home freezes:

- Locate and turn off the stop valve immediately.
- Switch off your immersion heater and central heating boiler.
- Open all COLD taps to drain the system.
- Call ng homes on 0800 595 595.



ng2's winter weather plan for 2025/26

ng2 is getting ready to tackle whatever Mother Nature throws our way this winter.

Should adverse weather such as snow or freezing conditions come to call, ng2 aims to be proactive to ensure that existing services are maintained as far as possible. Additionally, alternative services will be offered to assist any of our tenants and residents with snow clearing and gritting, particularly those who may be more vulnerable.

ng2 will:

- Clear snow and grit entrances to all offices, including the Ron Davey Enterprise Centre.
- Clear snow and grit specific areas as directed by Housing colleagues.
- Work in conjunction with Glasgow City Council to ensure that all grit bins in the areas are replenished as and when required.
- Liaise with Housing Managers daily to prioritise areas, including Amenity and Retirement Housing complexes and vulnerable areas.

Retirement Housing

- Kemp Street
- Carron Crescent
- Gourlay Street
- Hawthorn Street
- Barloch Street

Amenity Housing

- Hillkirk Street / Hillkirk Place
- 771-779 Springburn Road
- 101 -131 Campsie Street



Vulnerable Areas

- Ned Donaldson House/
Bill Rossine House
- Saracen House
- 252 Saracen Street
- 264 Saracen Street
(Pollok Credit Union
Office)
- ng2 offices
- Ron Davey Centre



Grit bins in ng homes' areas

- 195 Fernbank Street
- Reidhouse Street
- Carron Place
- Carron Crescent
- Broomfield Place
- Walnut Crescent
- Crowhill Street x 2
- Chestnut Street
- Claddens Street
- Claddens Quadrant
- Balmore Square
- Hamiltonhill Road
- Lenzie Terrace
- 151 Balgrayhill Road
- 178 Balgrayhill Road
- 198 Balgrayhill Road

During any periods of severe winter conditions, all available grit bins will be filled, and the Garden Maintenance/Hit Squad teams will split their time between voids and snow clearing or gritting.

Close Cleaners will be deployed into gritting when they have finished their own duties. Concierge will salt/grit Ned Donaldson House and all Retirement Housing on night shifts and weekends.

In the event that the temperature falls to 2 degrees or below, close cleaners will not use water to clean closes, but will maintain standards by brushing and cleaning banisters.

Finally, all grit bins in ng homes' areas will be replenished by ng2 and Glasgow City Council.

Winter Fire Safety



Over the holidays, our homes can be busy and filled with decorations. We also tend to spend more time inside our homes. Unfortunately, it's also the time of year when the most home fires occur.

Keeping you and your home safe is important so we've put together some tips.

Festive Safety Tips

- Check your smoke and heat alarms are working. Replace batteries if necessary.
- Never place Christmas cards or decorations around the mantelpiece.
- Never leave cooking unattended.

Fairy Lights and Decorations

- Check your Christmas light plugs are fitted with the correct fuse, don't overload extension leads and ensure all electrical devices are approved and safe to use.
- Always switch Christmas lights off and unplug them before you go to bed.
- Decorations can burn easily – don't place them near lights or heaters.

Christmas dinner

Cooking is the biggest cause of house fires in Scotland.

- Never leave cooking unattended and don't cook whilst under the influence.
- Always turn off kitchen appliances when finished cooking and ensure tea towels and oven gloves are not left on the hob.
- Stay attentive to your cooking and avoid holiday distractions.



Real Christmas Trees

Remember to care for your tree:

- Keep your tree away from heat sources. These include fireplaces, heat vents, candles and cigarettes.
- Always keep the tree stand filled with water. When the tree becomes dry, discard it promptly.

Glasgow City Council share information on how to recycle your Christmas tree on their website.

Winter Safety Tips

Take time to check on elderly relatives and neighbours. If you have concerns about any elderly neighbour or friend, Age UK's helpline is available on 0800 12 44 222 or get in touch with us on 0141 560 6000.

- Don't use heaters to dry clothes.
- In the event of ice/snow, remember to walk like a penguin (short strides) and keep your hands free. Stay away from all bodies of water – even if they appear frozen.

Disposable barbecues

Disposable barbecues can give off fumes for hours after you've used them. Please do not use these indoors – they pose a significant fire risk and can cause carbon monoxide poisoning which can be deadly.

Candles

Candles and tea-lights can create a relaxing or special atmosphere in your home. They are also a major cause of fires.

Keep safe by following these tips:

- Place candles and incense sticks in tight fitting holders and placed on a flat, stable heat-resistant surface.
- Keep candles and flames away from clothes, curtains, cushions, paper and other things that might catch fire such as homemade decorations.

Never leave candles unattended. Always put them out when you leave the room, go to bed, or leave the house.

Carbon monoxide has no smell or taste. Exposure to carbon monoxide in enclosed spaces often causes drowsiness and the victims fall asleep unaware they've been exposed.

If you're suffering from any of the symptoms and feel better when you leave the house, it could be CO poisoning.

If you're concerned you may be suffering from carbon monoxide poisoning:

- Get fresh air immediately.
- Open all doors and windows, switch off gas appliances and leave the house.
- Contact your GP, who can check and advise if you need treatment for carbon monoxide poisoning.
- If you're concerned there is immediate danger, call the gas emergency helpline on 0800 111 999.



Staying safe: Tips for storage and use of e-scooters and e-bikes

E-scooters, e-bikes, and mobility scooters can be useful tools for many people and have become very popular. However, like all electrical items, they come with risks. The main fire risk is the lithium ion (Li-Ion) battery used to charge these appliances.

These types of batteries are found in mobility scooters, mobile phones, powerpacks, laptops, children's toys, power tools, and e-cigarettes.

However, there are some simple steps you can follow to help ensure your home remains fire safe.

To minimise the risk of fire, make sure you:

- Buy e-bikes and e-scooters, chargers and batteries from reputable retailers.
- Always use the manufacturer's approved charger for the product. If you spot any signs of wear or damage, buy an official replacement charger from a reputable seller.
- Do not charge batteries or store your e-bike or e-scooter near combustible or flammable materials.

Do not store or charge e-bikes or e-scooters on escape routes or in communal areas. Store the batteries in a cool, dry place.

- Never charge overnight or when you are away from the property.
- Charge your appliance in a well-ventilated area and do not cover the battery. Never charge smaller items, such as your mobile phone, under your pillow.
- Always unplug your charger when it is finished charging.



What to do in the event of a lithium-ion battery fire

In the event of a fire involving an e-bike, e-scooter or lithium ion (Li-ion) battery, NEVER attempt to tackle it yourself. Get out, stay out, and call 999.

Remember, when disposing of a lithium battery, this can't be done in your household waste – you must take this to a Household Waste Recycling Centre (HWRC). We have included information on the HWRC locations in Glasgow on page 26 in this issue of North News.

Local Elected Members

Local Councillors

Ward 16: Canal

Councillor Allan Gow

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

Councillor Fiona Higgins

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

Lord Provost Jacqueline McLaren

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

Councillor Robert Mooney

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

Ward 17: Springburn/Robroyston

Councillor Graham Campbell

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

Councillor Christina Cannon

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

Councillor Audrey Dempsey

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

Councillor Thomas Rannachan

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

Maureen Burke MP

Glasgow North East (Scottish Labour Party)

Martin Rhodes MP

Glasgow North (Scottish Labour Party)

You can contact either MP via their parliamentary address:

House of Commons
London SW1A 0AA

Bob Doris MSP

(Scottish National Party)

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

Phone: 0141 946 7700

Bob.Doris.msp@parliament.scot



Glasgow MSPs

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

Bob Doris (Scottish National Party) is the constituency MSP for the G21/G22 area. A list of regional MSPs and their respective parties can be found below.

Please check the Scottish Parliament website,

<https://www.parliament.scot/msps>, for the latest contact details.

Pam Duncan-Glancy

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

Dr Sandesh Gulhane

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

Patrick Harvie

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

Pauline McNeill

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

Anas Sarwar

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

Paul Sweeney

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

Annie Wells

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

DO YOU HAVE THE
ng homes app?

24 Contact us - anytime, anywhere

Apply for a home or pay your rent

Report a repair

Read the latest updates in our newsletters and more!

Download on the App Store

GET IT ON Google Play



Festive Holiday Closures

We will close at 12.30pm on **Friday 19 December 2025** and re-open at 9am on **Monday 5 January 2026**.

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

For emergency repairs, please call **0800 595 595**.

Keep in touch!



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



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



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

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

You can always get in touch...

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

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



How to get in touch with us:

Email: info@nghomes.net
Web: www.nghomes.net
Media Centre: <http://mediacentre.nghomes.net>
X (formerly Twitter): @ng_homes
Facebook: nghacommunity

This is a Carbon Balanced Publication



When you have finished with this newsletter please recycle it.

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