



ng homes wins top award for innovative waste plan

A ground-breaking plan to improve how waste is dealt with in North Glasgow has been named Best Partnership Initiative at the Scottish Waste & Resources Awards.

The idea for the project came from ng homes who partnered with Zero Waste Scotland (ZWS) who help deliver a range of measures to help people and organisations on the journey to Zero Waste.

ZWS agreed to fund the initiative and are now working together with ng homes, Glasgow City Council, LRS Consultancy and the North Glasgow community on innovative ways to recycle and re-use waste materials in the north of the city.

In recent months around 300 local people have attended community events promoting recycling and reuse. Residents have also identified areas of land that can be transformed

- training for local people on food growing
- recycling chutes in multi storey blocks

As the project develops, ng homes estimates that its recycling will increase to over 381 tonnes each year. There are exciting plans for recycling aimed at increasing training and employment opportunities and engaging with people of all ages. This includes children of nursery and school age to encourage them to pick up good recycling habits.



Best Partnership Initiative Award - Julian Gaylor Sales & Marketing Director of Taylor with Head of Regeneration John Devine and Vice Chairperson Frank Miller with our new Chairperson John Fury are presented with the award by host Dougie Donnelly

great place to LIVE

“Getting youngsters involved early is critical to the success now and in the future.”

through the City Council’s ‘stalled spaces’ programme and are developing growing spaces and participating in gardening clubs.

Some of the benefits of the Waste Improvement Plan include:

- new recycling hardware units
- opportunities to export recyclable materials
- promotion of the love food hate waste campaign
- growing spaces in the community

John Fury, recently elected Chairperson of ng homes, said: “I’m thrilled that this highly innovative partnership has been recognised by the Chartered Institute of Waste Management.

“The benefits can already be seen with ng homes and ng2 staff working together with local families to carry out community clean-ups and taking pride in their environment.”

John Devine, Head of Regeneration for ng homes, said: “We are delighted to win this award. We believe our Waste Improvement Plan is the first



Marina Fraser of Zero Waste Scotland with ng homes Vice Chair Frank Miller, CEO Robert Tamburrini, Phil Nowotny of Keep Scotland Beautiful and ng homes Regeneration Co-ordinator Margaret Layden.

of its kind in Scotland because it’s a clear partnership between ng homes, Glasgow City Council and Zero Waste Scotland.

We are sharing experience and expertise to get to grips with the issues at grassroots levels.

Robert Tamburrini, CEO of ng homes, said: “Getting youngsters involved early is critical to the success now and in the future.

“Our Head of Regeneration has done a brilliant job and the award

recognises John and his team’s hard work. The ng homes board deserve credit too for having the foresight to commit to the project and it sits nicely with our vision of a New North Glasgow.”

Patricia Ferguson, MSP for Springburn and Maryhill, tabled a motion in the Scottish Parliament acknowledging the success of the ground-breaking plan on 12th October 2012, congratulating all those involved in the project and extending best wishes for continued success in the future.



Raising a cuppa for Macmillan support



Kenna Rossine House officially opened in Possilpark



Golden sands for the Costa Possil



It took 40 tons of golden sand to transform the red ash pitch at Possilpoint Community Centre into a giant summer beach.

Add to that some rare summer sunshine and you'll know why boys and girls of all ages from Possilpark had so much fun.

Our colleagues at ng2 helped us create a fantastic summer play area where the youngsters could have fun building sandcastles, playing in the paddling pools and eating ice cream. There was also a Punch 'n Judy stall and inflatable palm trees to give it a real Costa look.

There was fun for all the family whilst the youngsters took part in games on the beach, the parents and grandparents took the time to relax in the deckchairs and soak up the sunshine.

Robert Tamburrini CEO of ng homes said: "This is what we want to see more of in Possilpark, the smiles on the faces of everyone makes it all worth the effort and we hope to bring the beach back next summer.

We would like to say a big thank you to staff from Glasgow Life and also to Young People's Futures who helped us make the beach a great success."

Jeannie Lamont, Link Up Co-ordinator for Possilpark, said: "The weather was brilliant. We



couldn't have picked a better week. One little girl told us it was 'the best beach she'd ever been to'. Others said it was 'brilliant and unbelievable'.

"Some parents have actually said they felt chilled out and relaxed after their day at the beach. I'm really

pleased with how it turned out and it's sparked the community's imagination and made them realise more can be done in Possilpark".

The beach arrived in the week leading up to Possilpark

Gala Day and provided a great extra element to a well organised day. The good weather continued too and the bouncy castles, tombola and funfair rides were all very busy.

There were also opportunities for youngsters to try sports such as football, rugby and even casting a line normally used for sea angling.

There were also arts and crafts and the gala was also used by many local organisations to raise awareness and provide basic information about their services that can make a real difference in the community.



MAD time



We're trying to turn everyone in North Glasgow MAD - that's Making A Difference.

Roadshows have given ideas on how everyone can get involved in helping to create a new North Glasgow. Zero waste has been a key message and there have been displays on how everyday items can be recycled to help the environment and improve the community.

The Love Food, Hate Waste team joined in as well as the police and fire service and many community based organisations.

There was added fun for youngsters with facepainting and other stalls with promotional give aways.

So join our team in getting MAD - Make a Difference



carron nearly complete



great place to LIVE

The community energy saving programme in Carron is nearing completion.

All of the render and insulation works should be finished by the end of October in the project, funded by British Gas and ng homes.

The new high insulation over cladding system not only transforms the look of the Carron estate but should lead to significant savings in fuel costs.

Other improvements such as new heating systems, roof repairs, TV system upgrades and asbestos removal from high level soffits have been on-going and are progressing well.

Painting has started, on all of the tenement balconies and minor upgrades to the balconies in the high rise flats will follow.

ng homes wish to thank all residents for their patience during the work process and residents are asked not to hang anything from the render system or drill or puncture the render system.

Satellite dishes must not be mounted on the newly rendered tenement walls but should be mounted on the new mast poles installed in the roof space. Anyone seeking further information or permission to install a satellite dish in the tenements should contact the Investment Team on 0141 630 4300.

great place to INVEST



multis to get makeover

Major internal improvements will be made to the Wellfield Street and Croftbank Street multi-storey flats.

Major external works were completed a few years ago and now the focus is turning inside with help from Murray Russell Architects and ARKA Design, who collaborated on the redevelopment of the nearby Springburn office.

The lobby and interior finishes of the twin blocks will include streamlined wooden panelling, oversized tiling and modular tiled flooring.

Wall and floor finishes on the landings will also be transformed.

Some external work will be done with the columns re-clad in natural sandstone and additional glazing will be added to the concierge station creating a lighter environment and view of the car park.

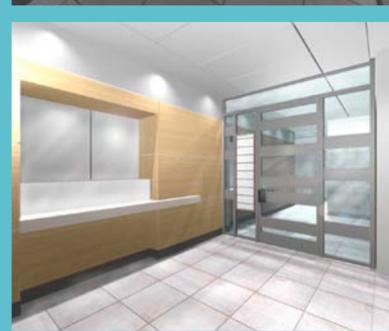
The images here give an idea of what the finished product will look like.

Working on the towering structures has brought back early memories for one member of the ARKA Design team.

Artan Sherifi came to Glasgow aged 15-years-old when his family fled war torn Kosovo and he used to stay in one of the Red Road multi-storey flats.

He trained at Glasgow School of Art and set up ARKA Design Studio in partnership with Karen Hamilton.

The company also revamped ng homes Possilpark offices and the former offices in Vulcan Street to create the Ron Davey Enterprise Centre.



win discount vouchers...

We have books of Spree Vouchers to give away in a free to enter competition.

The new Spree book has just been released with hundreds of vouchers and runs until the end of September next year.

Most of the vouchers operate on a buy-one-get-one-free basis for restaurants, take-aways, shops, leisure

activities, golf clubs and more and includes places such as The Mussel Inn, La Bonne Auberge, Frankie & Benny's, The Bank, M&D's, Cineworld, Greggs, Burger King and KFC.

THE QUESTION IS:

When was ng homes originally formed?

a) 1976 b) 1979 c) 1984

The vouchers are added to during the year and Spree will e-mail you directly or text you with latest offers which you can print off. There is even a free app for your smartphone.

Send the answer on a postcard or the back of a sealed down envelope to: North News Spree Competition, ng homes, 50 Reidhouse Street, Glasgow G21 4LS.

The first five correct answers taken from the assembled post on 12th November win the prizes. The editor's decision is final.



Walk a Bute-Y



"our message is not to put off screening opportunities or ignore reminders, but 'to go for it'."



Catherine Maguire and her team of fund-raisers set out to raise £5,000 through a series of Race for Life Walks for Cancer Research UK.

The final event of the year was a visit to the Isle of Bute where Catherine was joined by 68 other participants, including a team from ng homes. We were one of her T-shirt sponsors as part of our continuing campaign to improve cancer screening.

The Shining Bute-Y Walk offered a marathon distance, half-marathon, a

10k and a 5k for families with young children.

Catherine says: "Participants included cancer survivors, relatives and friends of cancer victims, doctors, health professionals and other supporters.

"As well as raising funds for Cancer Research, which relies solely on charitable donations, the aim of the walk was to encourage folk to 'go for it'. That is for cancer screening for potential breast, bowel, cervical, prostate cancer etc.

"NHS Scotland runs screening

programmes for potential or actual cancer conditions. Early detection really matters because, if caught early, treatments can be successful, increasing survival rates very significantly.

"So, our message is not to put off screening opportunities or ignore reminders, but 'to go for it'.

"Cancer rates in North Glasgow are higher than the national average yet screening uptake in the area is below national average. So the message is obvious – get checked!"

Cheques of a different kind plus cash and online donations have taken fund raising to £6,580.

Donations can still be made and the current figure can be viewed online: www.justgiving.com/ShiningBute-YWalk

Catherine added: "All participants, the marathon runners in particular, were very grateful for the support of ng homes on the day."

focus on

HEALTH CERVICAL CANCER

Regular screening is one of the best ways to reduce the risk of most cancers.

Early detection of changes in cells can often lead to early treatment that can prevent a cancer developing and that's why cervical screening is important in women.

The test involves taking a sample of cells from the cervix and in Scotland should be routinely done by the NHS for women aged 20 to 60 who are registered with a GP.

Around 2,900 women are diagnosed with cervical cancer every

year in the UK. It usually is found in women over 20 and the highest rates occur between the ages of 30 and 39 but it can also affect younger and older women.

Cancer of the cervix can take many years to develop and before it does changes occur in the cells of the cervix. The changes are known as cervical intraepithelial neoplasia (CIN).

The abnormal cells are not cancerous but might develop into cancer in some women if they are not treated. Most women with CIN do not develop cancer and if treatment is needed it is nearly always effective.

There are now two vaccines

available that are now often given to children before puberty and before they become sexually active that will prevent 70% of the most common type of cervical cancer.

Very early-stage cervical cancer may have no symptoms which gives added importance to regular screening.

The most common symptom of cervical cancer is abnormal bleeding, usually between periods or after sex.

Women who have gone through the menopause may find some new bleeding. Discomfort during sex or discharge could be other symptoms.

There are many other conditions

that can cause these symptoms so it's important to see your GP or practice nurses and get checked out if any develop.

Women who smoke are more likely to develop CIN and the most common type of cervical cancer, known as squamous cell cervical cancer.

Cancer of the cervix can be treated with either surgery, radiotherapy, chemotherapy or a combination of these treatments.

Early detection through cervical screening is so important so it is important to keep any appointment you get.



great place to **LEARN**

keys to learn...

It's smiles all round for this latest group of students on the Keys To Learn Programme.

We pictured them with course lecturers and Tenancy Support Officer Laura Sharkey at their Achievement

Day, marking the successful conclusion of the course.

ng homes operates the course in partnership with Anniesland College, the Glasgow Homelessness Network and Glasgow Regeneration Agency.

new activate intake

A new community Activate course is underway and the latest intake includes our new chairperson, John Fury.

Tenancy Sustainment Officer Gail Nicolson has also signed up for the ng homes funded course that is delivered by Glasgow University.

Students learn about community work and local/global issues through discussion group work and those who completed earlier courses found the training benefited their voluntary work.

If you are interested in future courses, contact Margaret Layden on **0141 560 6000**, ext. 1418.



Help for Home-owners

ng homes have actively participated in the Mortgage To Rent Scheme since 2006.

The Mortgage To Rent scheme is operated by the Scottish Government and its purpose is to provide help to those households in mortgage difficulties by offering them the flexibility to change the tenure of their home, from ownership/shared ownership to a tenancy. The scheme aims to help people, whose homes are at risk of being repossessed, to stay in their homes.

Before you apply to the Scottish Government, you must get advice about your financial situation from the Citizens Advice Bureau, a debt advice service or

a solicitor, or your local council or other advice agency. They will assess if you will qualify for this scheme and assist you to make an application to the Scottish Government.

The Scottish Government will then check your application and if you qualify will begin the process. As part of this process a Local Landlord will be selected who will purchase your property in conjunction with the Scottish Government and you will become a tenant of the Association with a Scottish Secure Tenancy.

Further details of this Scheme is available on the Scottish Government website at www.scotland.gov.uk

NEW COMPLAINTS GUIDE

Staff at ng homes aim to provide a first class service to all customers. If things do go wrong then we try to rectify matters and improve our service.

As part of our continuing commitment to our customers we have put in place a comprehensive

complaints procedure.

A leaflet is available at our offices and also on the website www.nghomes.net

This outlines the stages of our complaints process and gives further options for those who are still not satisfied.

quick guide to our complaints procedure

COMPLAINTS PROCEDURE

You can make your complaint in person, by phone, by email or in writing. We have a **two-stage complaints procedure**. We always try to deal with your complaint quickly, but if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

STAGE 1 : FRONTLINE RESOLUTION

We will try to resolve your complaint quickly, within **5 working days** if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.

STAGE 2 : INVESTIGATION

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation. We will acknowledge your complaint within **3 working days**. We will give you our decision as soon as possible, and no more than **20 working days** unless there is clearly a good reason for needing more time.

THE SCOTTISH PUBLIC SERVICES OMBUDSMAN

If, after receiving our final decision you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it. We will tell you how to do this when we send you our final decision.

PLEASE CONTACT US BY THE FOLLOWING MEANS:

Visit our website www.nghomes.net

Call us on **0141 560 6000** or **0141 336 1300**

Visit us at

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

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

Email us at complaints@nghomes.net

Michael's on a career PATH

great place to **WORK**



ng homes is continuing with its commitment to the PATH Housing Trainee programme that helps people from ethnic minority backgrounds develop and gain employment in housing.

Michael Kam has been with us for just over a year, initially working in finance and now in housing management services.

Originally from China, he worked in social support activities in Hong Kong before coming to Scotland and recently enrolled in a part-time social housing course at Glasgow

University.

He has helped interpret for Chinese speakers who have visited our offices and you may also see him helping out at fun days doing magic and drawing caricatures.

He says: "My colleagues are very supportive and give me excellent guidance, training and advice."



great place to **LEARN**

Patricia Ferguson, MSP for Springburn and Maryhill (right) and Board Member Pat Kenna (left)

The Ron Davey Enterprise Centre was officially opened by Patricia Ferguson, MSP for Springburn and Maryhill, and Pat Kenna, in her capacity as Chairperson of ng homes.

A former housing office, the property has been transformed to provide a superb learning facility that can be used for exhibitions and public meetings and has already hosted ng homes Annual General Meeting. The multi-purpose facility includes

I've already seen at first hand the dedication and hard work of the young people from Springburn Academy on the Event Management Programme run here so I know it will be a great asset for the local community. ng homes has always put the benefit of the community at the forefront of their



Ron Davey

should be named after him as this is intended to be a place where local people can meet, develop ideas and gain new skills. He would have been all for that." Ron, who died ten years ago, was a local councillor for over 20 years. A real man of the people, he played a pivotal role in the formation in 1976 of what has

Now Lord Martin of Springburn, he said: "This is a wonderful facility and a credit to Ron. I am also very pleased to have part of the centre bearing my name. Ron and I were great friends as well as colleagues."



Lord Martin of Springburn (left) and ng homes Chief Executive Robert Tamburrini (right)

FITTING TRIBUTE TO A MAN OF THE PEOPLE

a boardroom, the Michael Martin Suite, named in honour of the former local MP and Speaker of the House of Commons. Ron was his Parliamentary Agent for three successive terms but more importantly a really close friend. Patricia Ferguson said: "This is a first class centre for people in North Glasgow to come and learn new skills.

activities and this enterprise centre is yet another great example of that." MSP Paul Martin also attended the opening ceremony. He said: "I considered Ron a personal friend. When I was a young councillor it was Ron who showed me the ropes and he was a first class elected member. It's fitting that this enterprise centre

now become ng homes. His vision, expertise and tireless work helped to lay a solid foundation that has been built on over the years. Michael Martin missed the opening ceremony but is pictured after getting a guided tour from ng homes Chief Executive Robert Tamburrini.



"its residents like Mary that make sheltered housing a great place to live."



Fishwick House
Officially Opened August 2012
By Pat Kenna (Chairperson - ng homes) and Frank Miller (Vice Chairperson - ng homes)

Mary's delight as Fishwick House officially opened

A RESIDENTS area within a newly refurbished sheltered housing complex in Springburn has been renamed in honour of one of its longest serving residents, Mary Fishwick. Mary moved into her home almost 30 years ago and she said: "This is such a lovely surprise and it's great that all my friends and neighbours are here to help me celebrate." Fishwick House is situated within the Gourlay Street complex, one of five sheltered housing complexes run by ng homes and was officially opened by Vice Chairperson Frank Miller at a ceremony attended by

Mary's fellow residents and friends. Frank said: "It's great that we can honour Mary in this way. She's lived here more or less since the complex was built so it made perfect sense to name the residents' area after her - it's residents like Mary that make sheltered housing a great place to live." Fellow residents and staff including Warden Jim Vernel were delighted for Mary. Jim said: "It's great to see Mary receiving this richly deserved honour." The complex benefited from a £400,000 makeover earlier this year and the work has greatly improved access to the front and

rear of the building. Residents are enjoying the upgraded facilities which include new seating and a new kitchen area. Bi-folding patio-doors have also been installed which give full access to a new ramp to the back-court area. A new reception area and Warden's Office at the complex has been constructed at ground level which gives residents better access to their Warden and they will soon be able to enjoy access to a new laundry area. A second phase of work has started at the complex which will deliver environmental improvements to the backcourt areas.



great place to **WORK**

Local Councillor Chris Kelly outside the offices with Pat and Bill.

THE long service of Board Members Pat Kenna and Bill Rossine was recognised by ng homes when the recently refurbished housing office in Possilpark was named after them. Kenna Rossine House is a fitting tribute to the service given by Pat, who recently completed

Councillor Kelly said: "The new offices here in Possilpark are a great tribute to everyone involved with ng homes. Pat and Bill are a credit to Possilpark and a great example to the city as a whole of how local people can make a difference through volunteering." ng homes Vice Chairperson

well as greatly improving the working conditions for all of our employees. I think everyone involved in this refurbishment has certainly made North Glasgow a great place to live and work." The front door of the office used to be located in Bardowie Street however following the changes it is now right on

HONOURS FOR PAT & BILL

the maximum five-year term as Chairperson, and Bill, who has held all of the four office bearer positions over the years. Pat said: "It was a great gesture by ng homes to name the new offices after myself and Bill. We are both thrilled to bits." Local Councillor Chris Kelly performed the official opening ceremony with ng homes Vice Chairperson Frank Miller.

Frank Miller said: "Pat and Bill have both worked tirelessly for their communities over the years and they truly deserve this recognition." Bill Rossine, who is also a tireless charity fundraiser, said: "I am delighted that ng homes have paid tribute to Pat and I in this way and I'd like to thank Councillor Kelly for his kind words." The office in Possilpark was first opened to the public in 1996. Last year the Association more than doubled in size in terms of both houses and staff through a major stock transfer so the offices were refurbished to accommodate all ng homes new and existing employees. Ann Marie Devlin, ng homes Deputy Chief Executive, said: "Kenna Rossine House provides a much more open and friendly public space for our customers as



Kenna Rossine House Officially Opened August 2012 By Councillor Chris Kelly and Frank Miller (Vice Chairperson - ng homes)

Saracen Cross at the heart of Possilpark. "ng homes are delighted with the refurbishment and would like to thank all those involved particularly the Murray Russell Partnership, Arka Design Studio, Morris and Spottiswood and Ewing Somerville Partnership." Pat and Bill were each presented with commemorative glass plaques and are pictured with Councillor Kelly and Frank Miller, flanked by MSPs Bob Doris, Patricia Ferguson and staff and committee members who also attended the naming ceremony.



your local councillors...

Here's a guide to your local councillors and details of where and when they hold their monthly surgeries. In general, no surgeries are held during

school and public holidays. If you are unable to attend a surgery in person, you should contact your local councillor to arrange a home visit.



Ward 16 - Canal Councillor Chris Kelly

St Monica's Primary School (Milton), 5.30pm, 1st Monday
Hawthorn Street Sheltered Housing Complex, 6pm, 2nd Tuesday
Possilpoint Community Centre, 5.30pm, 3rd Monday
The ARC, 340-342 Ashgill Rd, 6pm, 4th Tuesday

0141 287 7041 chris.kelly@councillors.glasgow.gov.uk



Ward 16 - Canal Councillor Billy McAllister

St Monica's Primary School (Milton), 6pm, every Monday
Miltonbank Primary School, 11am, every Saturday
Community Central Hall, Maryhill Rd, 5pm, 1st Friday
Ruchill Community Centre, 1pm, 3rd Monday

0141 287 4238 billy.mcallister@councillors.glasgow.gov.uk



Ward 16 - Canal Councillor Helen Stephen

Dunard Primary School, 6 - 7pm, 1st Tuesday
Ruchill Community Education Centre, 5.30 - 6.30pm, 1st Wednesday
Lambhill Stables, 6 - 7pm, 2nd Wednesday
St Charles Primary School, 6 - 7pm, 3rd Wednesday

0141 287 3934 helen.stephen@councillors.glasgow.gov.uk



Ward 16 - Canal Councillor Kieran Wild

Possilpoint Community Centre, 6 - 7pm, 1st Thursday
St. Charles Primary School, 6 - 7 pm, 3rd Wednesday

0141 287 0223 kieran.wild@councillors.glasgow.gov.uk



Ward 17 - Springburn Councillor Gilbert Davidson

St. Stephens Primary School, 5.30 - 6.30pm, 1st Wednesday
Elmvale Primary School, 5.30 - 6.30pm, 2nd Monday
Balornock Primary School, 5.30 - 6.30pm, 3rd Thursday
Barmulloch Primary School, 5.30 - 6.30pm, 4th Thursday

0141 287 4875 gilbert.davidson@councillors.glasgow.gov.uk



Ward 17 - Springburn Bailie Phil Greene

Kids and Adults Together in Sighthill, 2pm, 1st Tuesday
Glasgow North Conference Centre, 12 noon, 2nd Wednesday
Royston Library and Learning Centre, 1pm, 2nd Wednesday
St. Stephen's Primary School, 6pm, 4th Wednesday

0141 287 4791 phil.greene@councillors.glasgow.gov.uk



Ward 17 - Springburn Bailie Allan Stewart

Springburn Academy, 6.30pm, 1st Tuesday
Springburn Nursery, 11 - 12 noon, 1st Thursday
Springburn Library, 11am, 2nd Tuesday
Elmvale Primary School, 6.30 - 7.30pm, 2nd Thursday

0141 287 4417 allan.stewart@councillors.glasgow.gov.uk

Alive and Kicking, 11am, 3rd Wednesday
Royston Library, 11 - 12 noon, 3rd Saturday
St. Roch's Primary School, 6.30 - 7.30pm, 4th Tuesday
Last Saturday of the month at Balornock Primary 11am-12:30pm



Bob Doris MSP (centre), Head of Regeneration John Devine (left) and Greg Cann, Sports Legacy Co-ordinator

MSP is on the ball with Community Sports in North Glasgow

Bob Doris MSP paid a visit to North Glasgow recently where he stopped off at a growing spaces project in Balgrayhill, a concierge site and ng2's main offices.

ng2 are a social enterprise company based in North Glasgow setup in 2010 by ng homes to employ local people and provide services to its tenants, customers and the wider North Glasgow community.

Bob said: "There's certainly a lot going on in North Glasgow and it was good to meet with a wide variety of staff from ng homes and ng2."

One of the staff the MSP met with was Greg Cann, Sports Legacy Co-ordinator for ng2 who is driving forward a range of projects in North



Bob Doris MSP (2nd from the right) with ng2 staff

Glasgow to encourage people of all ages to take up sport.

Mr Doris is Deputy Convener of Holyrood's Health and Sport committee who are currently conducting an inquiry into community sport. He said: "I believe that more emphasis should be placed on community sport across the nation in the lead up to the Glasgow 2014 Commonwealth Games and ng2 are leading the way in North Glasgow by appointing a Sports Legacy Co-ordinator for ng2 who is driving the local community in sporting activities."



Bob Doris MSP (centre) flanked by ng homes staff

BINGO! at Parkhouse



There was a recent boost for the many local people who spent time at the Parkhouse Community Council Social Club.

The club provides many social activities for people living in the surrounding areas including afternoon

dances, teas and live entertainment.

Now bingo is back on the menu after ng homes provided a new bingo machine.

Cathie Thomson said: "We are so grateful to ng homes for their support."

Robert Tamburrini, ng homes CEO, said: "We are keen to support community groups and clubs like this one in Parkhouse."

"Cathie Thomson and her team do a great job and we want to see more clubs like this in North Glasgow because they make it a great place to live."

Media Officer Brian Davey also visited the club recently and gave out some of ng homes new promotional material and is pictured with happy recipients.



great place to LIVE

CONTENTS INSURANCE: GET COVERED!

Tenants who are aged over 60 years automatically qualify to receive FREE contents insurance cover for up to £15,000.

The free insurance is part of ng homes' tenants reward scheme.

Disabled tenants also qualify for the free contents insurance but must contact their Housing Officer to register.

If disabled tenants aren't registered for the free contents insurance they will not be covered.

For tenants that don't qualify for this cover we strongly recommend that you take out comprehensive insurance for house contents to cover your belongings from theft, fire, flood damage and loss.

The association can offer you two types of cover:

- Standard
- Full accidental damage

Both options have no policy excess and provide "new for old" cover.

If you are interested in this cover please contact your local office for more details.

PRIZE DRAW WINNERS

Mr Goralski, of Ardoch Street and Ms McCluskey, of Saracen Street, both Possilpark, are the most recent winners of our Tenants Prize Draw.

The quarterly draw is part of ng homes Tenants Rewards Scheme, which recognises good neighbours, tidy gardens and those who care for our community. They are pictured with Housing Services staff Terri McChesney and Liz McMillan



DRIVING INVESTMENT



North Glasgow is a great place to be. In addition to ng homes there are many other success stories in the area that are making a difference to our communities.

Allied Vehicles in Possil is a great success story with several strings to its bow.

It is the largest manufacturer of wheelchair accessible vehicles in the UK, the West of Scotland's largest accident repair centre and

"Ultimately it's down to hard work and team work."



Gerry Facenna

it has a well-stocked parts department.

Allied is also leading the way in the UK in producing all-electric vans, people carriers and minibuses.

Michael and Gerry Facenna both helped out in their father's garage in Possil before starting in business for themselves including a motor dealership, a fleet of recovery wagons and even a mountain bike shop.

Things really took off after founding Allied Vehicles in 1996 and going for the specialist approach.

They now employ more than 370 people, most of these still based at Balmore Road in Possilpark.

Allied provide a wide range of jobs too, for both men and women, from vehicle assemblers, mechanics, welders and panel beaters to administration staff, delivery drivers and salespeople.

Allied chairman, Gerry Facenna says: "It's a competitive world

nowadays and we have to fight for business every day.

"We have buildings and machinery and systems to help compete but above all we have to have the best people.

"Whether its design engineers or shop floor workers, we want to find people who take a pride in their work and who are committed to working together to make Allied competitive.

"Ultimately it's down to hard work and team work – if we're all on the bus heading in

the same direction then hopefully we can all share in the rewards of being successful."

A trip around the 16-acres of space at Allied is quite a walk – and an eye-opener.

The impressive factory produces 70 wheelchair accessible vehicle conversions and taxis every week.

Inside the huge main production hall is a hive of activity with partsmen, welders, auto-electricians and vehicle assemblers all busy at their work.

The same bustling atmosphere is there wherever you go – whether



great place to WORK



YVONNE JARVIE
Assistant Accountant

My job involves handling and controlling cash for all departments within Allied Vehicles. All departments require cash at certain points to do their day-to-day business and I make sure every penny is accounted for. There is always something here needing to be done but I like that as it makes the day go faster. I've been working for Allied Vehicles for over 18 months.



TERI MCKNIGHT
Sales Admin

My job involves processing all the customer orders received from Allied Mobility and Cab Direct. I keep in regular contact with all our current customers and telephone them with up-to-date information about what stage their vehicle is at. As we deal with many different customers, it is always busy; however we all work well together as a team to ensure everything gets completed on time.



STUART RANKIN
Workshop Controller

My job involves the smooth running of our repairs and servicing workshops. Both workshops are very busy and I've to make sure all the customer vehicles are ready by the agreed time. We deal with the repairs of taxis and mobility vehicles as well as cars that customers have brought in to get serviced or repaired. Previously I worked for three years as a technician for Allied Vehicles until I took this role.



WESLEY IRVING
Call Centre Team Leader

I've been working for Allied Vehicles for 12 years. My role as call centre team leader involves motivating the other call centre staff and helping them reach their monthly targets. I also have to phone Cab Direct customers all over the UK to see how they're getting on with their taxi and if they're looking to buy another one. I speak to around 75 customers a day from all different corners of the UK. I enjoy the challenge of meeting monthly targets and this drives me to succeed and do well.

JOIN A FOCUS GROUP AND HAVE YOUR SAY!



Carron Crescent Focus Group

Focus groups have been running for a while now in a number of communities across North Glasgow.

They give tenants and residents the opportunity to meet with their Housing Officer and other relevant members of staff from ng homes to discuss issues in the community.

Janice Ellison, Neighbourhood Manager in Springburn says: "The good thing about focus groups is that as well as housing staff being there it's a chance to discuss particular issues with representatives from the Fire and Police services, Cleansing and Parks, in fact, really whatever the issue is we can get someone along to discuss it at a focus group."

If you are interested in joining a focus group in your area please contact your Housing Officer.

FOCUS GROUP	HOUSING OFFICER	NEXT MEETING	VENUE
Red Road/Balornock	Jeanette Glen	7 November at 10am	ng homes Springburn Office
Balornock	Lynn Bennett	6 November at 10am	ng homes Springburn Office
Wellfield	Catherine Mather	8 November at 2-4pm	ng homes Springburn Office
Balgrayhill/Lenzie Terrace	Lesley McConnochie	26 November at 1pm	Balgrayhill Community Centre
Balgrayhill Tenants Committee	Sharon Forrester	1 November at 2pm	Balgrayhill Community Centre
Central Springburn	Marjorie Robertson	26 October at 2-3pm	Ron Davey Enterprise Centre
Morrin Path	Marjorie Robertson	29 October at 3-4pm	Ron Davey Enterprise Centre
Carron MSFs/Tenements	Geri Anderson	22 November at 10am	195 Fernbank Street
Carron Crescent	Geri Anderson	22 November at 2pm	Community Lounge, 9 Carron Crescent
Possilpark	Sharon Hazlett	27 November at 4-6pm	ng homes Possilpark office
Parkhouse	Mary Ellen Hannigan	28 November at 2pm-4pm	100 Hawthorn Street, Sheltered Housing

Team Effort Delivers Healthy Award



Maragret McCann and Elizabeth Frew with Alex Neil, Cabinet Secretary for Health and Well-being, and (left) Sir Andrew Cubie, Chair of Scottish Centre for Healthy Working Lives National Advisory and Advocacy Group.

ng homes has been awarded the Healthy Working Lives Bronze Award.

The Healthy Working Lives (HWL) Award Programme is run by the Scottish Centre for Healthy Working Lives in partnership with NHS Health Scotland and it supports employers

and employees to develop health promotion and safety themes in the workplace in a practical, logical way, that's beneficial to all.

Organisations taking part in the HWL Programme can work through the three levels of the Award i.e. Bronze, Silver and then on to Gold. At each level there are specific core criteria and a number of additional criteria that must be achieved.

The Bronze Award recognises the excellent work that has been done by the staff and Committee Members at ng homes to promote and support staff health and wellbeing. This includes the work done by all staff in relation to designing and implementing health related activities and events. John Fury, ng homes Chairperson commented "It is great to see the efforts of our people recognised by the Healthy

Working Lives Bronze Award. This emphasises the importance we place on health and wellbeing in general and maintaining a healthy work/life balance for our staff at ng homes."

The Healthy Working Lives Team within ng homes is made up of staff from across the entire organisation and the members are actively involved

in developing the organisation's approach to health and wellbeing. Team members Margaret McCann, HR Manager and Elizabeth Frew, Sheltered Housing Support Officer picked up the award on behalf of the organisation at the HWL Awards ceremony in Glasgow on 11 October.

Tony Sweeney, Head of Organisational Development at ng homes, said: "This has been a great team effort and we are now working towards the Silver Award with the ultimate aim of achieving Gold. We really appreciate the contribution made by all of our people. The input and involvement of staff is vital for the success of the programme, and the participation so far has been very impressive."

There will be more information on our progress on the Healthy Working Lives Programme in the next edition of North News.





ng homes staff gear up for benefits system changes

great place to **LIVE**

The benefits system is facing its biggest ever upheaval and it will affect a number of benefits including: Employment and Support Allowance, Disability Living Allowance, Housing Benefit, Council Tax Benefit, Tax Credits and JSAs.

At ng homes we want to make sure all of our tenants in receipt of benefits are aware of the impact these changes planned by the UK Government will have on each individual's circumstances.

Staff and Committee members recently attended awareness sessions on welfare reform organised by ng homes. They heard about the impact of welfare reform from financial and housing experts.

The sessions included presentations from Ann Marie Devlin (Depute CEO of ng homes), Sharon MacPherson (Scotcash) and Niall Alexander (financial consultant).

The staff and Committee explored ways in which ng homes could best prepare for the changes. One of the main aims of the sessions was to provide staff with the opportunity to look at ways in which we could meet the challenges ahead and minimise the impact to our tenants and other customers. The staff also discussed what they can do to help tenants understand and cope with the changes to the benefits system.

Ann Marie Devlin ng homes Depute CEO said: "These changes are due to come into effect in October next year but we want to start to let our tenants know now about them so that when the time comes they are fully aware of the changes and how it affects them."



Emma Paterson (Scotcash)

OUR SERVICES...

ng homes currently have a number of services available to tenants including:

ng homes Welfare Benefits Officer
Any tenants wishing to find out about how the new changes to the benefits system will affect them should contact our Welfare Benefits Officer and the Rent Team at either our Springburn or Possilpark office or e-mail rentteam@nghomes.net and our staff will be happy to discuss your circumstances.

Scotcash Approachable Finance
They can help with affordable loans and basic bank accounts. A dedicated loan officer Emma Paterson is available in Springburn Mon-Thurs 10am-4pm and in Possilpark every Friday 10am-3pm. To make an appointment call **0141 276 0525**.

Pollok Credit Union
New office at 264 Saracen Street, Possilpark. The opening hours are Monday to Friday from 10am to 3pm. You can contact them on 0141 880 7888. Take advantage of their full range of services including access to low cost loans at competitive rates, savings accounts with great incentives, non-contributory life insurance for loans and savings and access Budgeting Services (they make payments on your behalf to repay debts).

Gemap - Greater Easterhouse Money Advice Project (GEMAP)
Can offer free and confidential advice on all money matters including consumer debt e.g. Rent, Council Tax, Gas, Electricity and many more. For more information contact your Housing Officer at your local office.



ng homes CEO Robert Tamburrini with Sharon MacPherson (Scotcash), Ann Marie Devlin, Depute CEO of ng homes and financial consultant Niall Alexander.



Welfare Benefits Manager Agnes Cole welcomes Phyllis Miller from Macmillan Cancer Support who is working in our offices providing welfare benefits advice for people with long term illness.

Long term conditions and Macmillan Service
Phyllis Miller from Macmillan Cancer Support provides a relaxed, friendly and confidential service in our offices to assist with claiming grants and benefits, money advice and information on other support services. Home visits can also be arranged. You can contact your local office or contact Macmillan direct on **0141 287 5901**.

ng homes want to act now to ensure that we are ready for the changes and to ensure that we have robust, effective services and processes in place for our tenants and other customers.



Linda Redmond (Gemap)

STAFF CONTACT INFORMATION

Direct contact telephone numbers for ng homes staff members or you can e-mail: info@nghomes.net

concierge

- Christina Duncan** CONCIERGE SUPPORT ASSISTANT
DD: 0141 558 5041
- Irene Dalrymple** CONCIERGE NEIGHBOURHOOD MANAGER
DD: 0141 558 5041
- Paul Johnson** CONCIERGE NEIGHBOURHOOD MANAGER
DD: 0141 558 5041
- Concierge Service**
DD: 0141 558 8264

corporate services

- Aileen Whiteford** SECRETARY/PA
DD: 0141 630 4266
- Arlene Rush** EVENTS AND GOVERNANCE CO-ORDINATOR
DD: 0141 630 4264
- Brian Davey** MEDIA OFFICER
DD: 0141 630 4312
- Marion Gallacher** HR MANAGER
DD: 0141 336 1313
- Margaret McCann** HR MANAGER
DD: 0141 336 1313
- Marion Gallacher** CORPORATE SERVICES ASSISTANT
TEL: 0141 560 6000

housing services

- SPRINGBURN**
- Alison McGilvray** HOUSING OFFICER
TEL: 0141 630 4302
 - Angela Gemmill** HOUSING ASSISTANT
TEL: 01415606000 EXT: 1148
 - Catherine Mather** HOUSING OFFICER
DD: 0141 630 4309
 - Deborah McInally** HOUSING OFFICER
DD: 0141 630 4309
 - Gemma Lee** HOUSING OFFICER
DD: 0141 630 4303
 - Geraldine Anderson** HOUSING OFFICER
DD: 0141 336 1301
 - Janice Ellison** NEIGHBOURHOOD MANAGER
TEL: 0141 560 6000 EXT: 1233
 - Jeanette Glen** HOUSING OFFICER
DD: 0141 630 4306
 - Laura Sharkey** HOUSING OFFICER TENANCY SUPPORT
DD: 0141 630 4308
 - Lynn Bennett** HOUSING OFFICER
DD: 0141 630 4305
 - Marjorie Robertson** HOUSING OFFICER
DD: 0141 630 4307
 - Sharon Forrester** HOUSING OFFICER
DD: 0141 630 4302

- POSSILPARK**
- Caroline Wilson** HOUSING OFFICER
DD: 0141 336 1302
 - Gail Nicolson** HOUSING OFFICER TENANCY SUPPORT

- DD: 0141 336 1308
- James Cassidy** HOUSING OFFICER
DD: 0141 336 1301
- Lynne Cooper** ASSISTANT HEAD OF HOUSING SERVICES
DD: 0141 630 4260
- Margaret McKinnon** HOUSING OFFICER
DD: 0141 336 1305
- Mary Ellen Hannigan** HOUSING OFFICER
DD: 0141 336 1305
- Sharon Hazlett** NEIGHBOURHOOD MANAGER
DD: 0141 336 1304
- Teresa McChesney** HOUSING OFFICER
DD: 0141 336 1303

investment

- Agnes Phillips** RECEPTIONIST
TEL: 0141 560 6000 EXT: 1199
- Carmen Bannigan** PROJECTS MANAGER
DD: 0141 630 4261
- Denise Coyle** PROPERTY SERVICES OFFICER
TEL: 0141 560 6000 EXT: 1229
- Gordon Wilson** ASSET MANAGEMENT CO-ORDINATOR
DD: 0141 630 4259
- James Mullarkey** TECHNICAL OFFICER
DD: 0141 630 4315
- John Campbell** TECHNICAL OFFICER
DD: 0141 630 4313
- Raymond Woods** TECHNICAL OFFICER
DD: 0141 630 4314
- Robert Innes** PROPERTY SERVICES MANAGER
TEL: 0141 336 1300 EXT: 1234
- Tom Kelly** MAINTENANCE MANAGER
DD: 0141 630 4258
- Repairs Admin**
DD: 0141 630 4300

regeneration

- Margaret Layden** RE-GENERATION CO-ORDINATOR
TEL: 0141 560 6000 EXT: 1418
- Greg Cann** SPORTS LEGACY CO-ORDINATOR
DD: 0141 630 4254

rents and benefits

- SPRINGBURN**
- Agnes Cole** Benefits Rents Manager
TEL: 0141 560 6000 EXT: 1222
 - Andrea Gilmour** Housing Assistant Benefits Rents
TEL: 0141 560 6000 EXT: 1137
 - Bola Akintoye** Housing Officer Benefits Rents
TEL: 0141 630 4318
 - Donna Reilly** Housing Assistant Benefits Rents
TEL: 0141 560 6000 EXT: 1150

- Evelyn O'Neil** Housing Assistant Benefits Rents
TEL: 0141 560 6000 EXT: 1127
- Kerry Stephen** Housing Assistant Benefits Rents
DD: 0141 630 4317
- POSSILPARK**
- Barbara Bradley** Housing Officer Benefits Rents
DD: 0141 336 1306
- Jennifer Milligan** Housing Assistant Benefits Rents
TEL: 0141 336 1300 EXT: 1239
- Pamela Hutchison** Housing Assistant Benefits Rents
TEL: 0141 336 1300 EXT: 1224

senior management

- Alison McCann** DIRECTOR OF INVESTMENT
DD: 0141 630 4274
- Ann Marie Devlin** DEPUTE (CEO)
DD: 0141 336 1314
- Tony Sweeney** HEAD OF ORGANISATIONAL DEVELOPMENT
DD: 0141 6304269
- John Devine** HEAD OF REGENERATION
DD: 0141 630 4277
- Linda Anderson** DIRECTOR OF CORPORATE SERVICES
DD: 0141 630 4311
- Richard Carroll** HEAD OF HOUSING SERVICES
DD: 0141 630 4262
- Robert Hartness** FINANCE DIRECTOR
DD: 0141 630 4276
- Robert Tamburrini** CHIEF EXECUTIVE OFFICER
DD: 0141 630 4266
- Stephen Nugent** HEAD OF INVESTMENT
DD: 0141 630 4275

sheltered housing wardens

- SPRINGBURN**
- Anne Hannah** WARDEN KEMP STREET
DD: 0141 558 8349
 - Jean Bramham** WARDEN KEMP STREET
DD: 0141 558 8349
 - Louise Brennan** WARDEN CARRON CRESCENT
DD: 0141 558 6505
 - James Vernel** SUPPORT OFFICER GOURLAY STREET
DD: 0141 558 5325

- POSSILPARK**
- Christopher Quail** SUPPORT OFFICER HAWTHORN STREET
DD: 0141 336 6518
 - Elizabeth Frew** SUPPORT OFFICER HAWTHORN STREET
DD: 0141 336 6518
 - Gemma Plommer** ASSISTANT SUPPORT OFFICER HAWTHORN STREET
DD: 0141 336 6518
 - Karen Johnson** MANAGER HAWTHORN STREET
DD: 0141 336 4143
 - Margaret Brady** WARDEN BARLOCH STREET
DD: 0141 336 5417

To Report a repair contact City Building on 0800 595 595

A full list can be obtained from our website. www.nghomes.net



LEGACY GIVES SPORTING CHOICES

Activity Roadshows designed to give youngsters a chance to try new sporting activities were staged throughout the summer months.



Commonwealth games sports including table tennis, athletics and rugby were included and provided great fun for all participants.

They were led by Greg Cann, who was appointed Sports Legacy Co-ordinator at ng2 as part of the North Glasgow Sports Legacy Project in a partnership involving ng homes, Glasgow City Council and Winning Scotland Foundation.

Coaches from the governing bodies of different sports and modern apprentices also provided expert guidance at events at Balgrayhill, Eastfield Park, Possilpark Gala and other venues.

Greg is pictured here with some of the youngsters who took part and there are more sporting pictures in the Possilpark Gala report on page 4.

Activities planned in the coming months include mountain biking and cycling, wrestling, badminton, basketball and gymnastics.



The programme is also being adapted in response to a questionnaire that participants have completed.

For more information on sports events contact Greg on mycommunity@nghomes.net
0141 630 4254



LEGACY 2014
XX COMMONWEALTH GAMES
GLASGOW

wonderful wonderful glasgow

great place to
VISIT

ng homes recently hosted around 50 visitors from Copenhagen from the Danish Social Landlord KAB.



We laid on an open-top bus for a tour of our communities and had a piper to welcome our guests to North Glasgow.

CEO Robert Tamburrini, pictured with some of the group, said: "We are so pleased that KAB wanted to come and see our homes and the projects that we are involved in."

The tour included stops at projects including Alive and

Kicking in Red Road and Possilpoint Community Centre. The group heard from ng homes Head of Regeneration John Devine on the Social Enterprise company ng2 and from ng homes Board Member Bill Rossine.

KAB is a Danish Co-operative Social Housing Association that manages more than 50,000 homes in the greater Copenhagen area.

Per Saurby, Boligsocial Co-ordinator, said: "It was great to see such a variety of projects that are

being delivered physically, socially and economically and we will certainly leave North Glasgow with a lot to think about. We also really enjoyed the warm welcome to North Glasgow including the shortbread and the bagpipes!"



working in partnership

How to get in touch with us:
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