



NORTH news



Our Vision: A community where people can flourish and prosper

ISSUE 51

First ever all-female Pitstops cohort celebrate at graduation event

A total of fourteen graduates celebrated completing the first all-female cohort of the Pitstops social engagement and employment course on Wednesday 16th August at Saracen House in Possilpark.

The North Glasgow based project, which uses rugby as a creative social engagement tool, invited friends, families and project partners to join in the celebrations at the graduation event. Also on hand to present the women with their certificates were School of Hard Knocks Chief Operating Officer Jack Lewars, Bob Doris MSP Glasgow Maryhill and Springburn and Robert Tamburrini, CEO ng homes.

The Big Lottery funded initiative, which is run in partnership with ng homes and the School of Hard Knocks, sees participants from across North Glasgow break down social barriers, improve their fitness and wellbeing, make new friends and reassess their goals and ambitions.

The project helps participants develop essential skills which can be carried forward into employment and education.

Greg Cann, Pitstops Project Manager at ng homes, was delighted to see all of the women's hard work come to fruition at graduation. He said:

"It's been an amazing 8 weeks working with the group and everyone involved with the project is immensely proud of the women.

As our first ever all-female cohort, we were delighted by the reception from people around the area and the attitude of everyone who joined throughout. This ceremony was a great chance for us to bring everyone together and say well done to the graduates for all their hard work."

The graduation's highlights were provided by two course participants who spoke of the benefits of the course. Jackie McHugh commented "2017 was the year I got to train with Scotland's only female professional rugby player [Jade Konkel] and improve my fitness with a Commonwealth games medallist [Charlene Joiner]". For Charlene McKellar the message was simple; "Pitstops was a great experience. I gained a lot of confidence and met lovely people. I've also made great memories I'll never forget."

Jack Lewars, School of Hard Knocks Chief Operating Officer, recognised the "inspirational and emotional impact" of the project on the graduates



Pitstops graduates new and old celebrated with guests Robert Tamburrini, CEO ng homes, Bob Doris, MSP, & Jack Lewars, COO School of Hard Knocks

while Robert Tamburrini, CEO of ng homes, was also quick to congratulate the group. He said:

"I think I speak for everyone at ng homes when I say what a fantastic achievement this is and a massive well done to those involved. The Pitstops project continues to have a real impact on the lives of people in North Glasgow, and we're delighted on the success of the first ever all female cohort."

The Pitstop project continues to be a success and plans are already in motion for a fifth cohort, with the programme set to begin in October. For more information or to refer, contact the team on 01416304254 or email mycommunity@nghomes.net with Pitstops in the header.



All smiles on graduation day!

Where are they now?

Since the course finished participants have; volunteered with a number of local community groups, progressed to other employability and personal development courses, enjoyed taster sessions with Springburn Harriers, and travelled east to play their Edinburgh based School of Hard Knocks counterparts in a tough and competitive derby rugby match.



Pitstops just completed its fourth cohort

Multi-storey Fire Risk Assessments well underway P3



Environmental Quality reaches Gold Standard in North Glasgow P9



ng homes welcomes three new trainees P21

WHAT'S HAPPENING

Chief Executive's Message

With the sun setting on what's been a massive summer for ng homes; we're setting ourselves up for an even bigger autumn. 2017 has been one of the biggest years in the Association's history, and we're excited about the next few months and what they have to bring.

Over the last three months we've been focusing on developing a business plan which is in line with the vision we have for our future. We've engaged with our Board members and staff at every point of the process, making sure that they all feel part of the organisation and the decision making process. That's vital to us. Our

staff are the people out there every day engaging with you; our tenants and customers. We want to create an Association that works for tenants, works for staff and ultimately, works for North Glasgow. Our new vision is to build "a community where people can flourish and prosper."

On top of that we've also commissioned Fire Risk Assessments at our multi-storey flats, which should be completed during October, strengthening and reiterating our commitment to fire safety. Speaking of commitments, we have a Customer Service Excellence Review coming up at the end of the year. Customer service is one of our biggest priorities,

and we will report the outcome of the review when we receive it.

We're also delighted to be taking on a new work experience recruit as part of our ongoing partnership with African Challenge Scotland, and we're delighted to be offering opportunities to talented young people while promoting diversity in the North Glasgow community.

And on top of all this, we're still supporting top-class regeneration activities and doing everything in our power to make a positive difference to North Glasgow. Enjoy this autumn edition of your North News, and we'll see you again in December!



ng homes CEO Robert Tamburrini

Robert Tamburrini

Robert Tamburrini
Chief Executive, ng homes

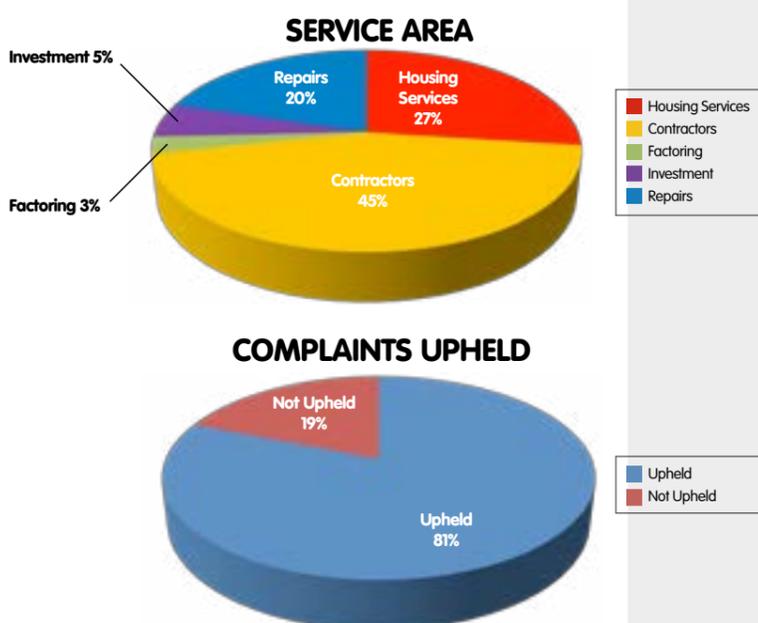
Comments, Compliments & Complaints

We are dedicated to providing the highest level of customer service to our tenants, and though we know we are not perfect, it doesn't stop us trying to be! 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.

Number of complaints responded to in the period = **74**

81% of complaints were responded to within our target timescales

Complaints April 2017 – June 2017



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 one out.

Compliments during the period included thanks for:

Supporting mother

A job well done

Helping with Scottish Welfare Emergency Fund and food parcel

Prompt action and support

Allowing tenant to transfer house

Dealing with bins very quickly

Organising the cutting of hedges and removal of bulk items

Overwhelmed after being offered a flat and very thankful for the offer and a new start

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Innovative North Glasgow Project reinvests into kid's futures!

An innovative North Glasgow project has used money seized from criminals to invest in creative summer programmes for over 50 teenagers in the area.

Impact Arts' Cashback to the Future initiative benefited from the Scottish Government's CashBack for Communities fund which aims to take money seized from criminal operations and put it back into our communities. Taking place over the summer holidays, the initiative is aimed at offering teenagers the opportunity to learn new skills, build confidence and find inspiration which might lead onto a career in the arts.

The programme was specifically aimed at those young people who would not normally have access to such a full-time creative programme, with participants referred from support agencies including projects for unaccompanied asylum seekers, the NHS's child and adolescent mental health service and the social work department of Glasgow City Council.

Participants got the opportunity to work with high-calibre professionals including Lewis Gordon of Deacon Blue fame, sculptor Carla Scott

Fullerton, actor Natalie McConnon and digital artist Steven Ramage. The programme looked at all aspects of the creative industries – including art, design, music, performance and production.

After weeks of creating and rehearsing, members brought the free programme to an end with a multimedia tour of the Glue Factory arts venue, telling the story of the disappearance of legendary giant fish "Big Bertha" through music, film, drama and visual art. The performers, musicians and artists, all aged between 14-19, put on a show which was warmly received by the audience.

Rob Gallagher, Impact Arts Programme Manager, said: "This was the end of a really incredible programme that has allowed the young people to let their imaginations run wild and tell a truly original story that will live long in the minds of those who witnessed it.

"It's been a hugely positive way



Participants get into the swing at the Cashback to the Future programme

of channelling money seized from crime, and has been amazing in extending the opportunity for creative expression to those who would not ordinarily be able to take part in similar projects.

"Giving Impact Arts the chance to offer entirely free workshops with a group of incredible artists is something that has helped produce a piece of work of which the young people can be truly proud.

"Although the programme lasted just four weeks, the confidence and sense of achievement they have gained will be absolutely vital to them in the future."

The Cashback to the Future programme is funded by Cashback for Communities for the next three years, with additional funding for the programme coming from Scottish Canals and Elderpark Housing Association.

Multi-storey Fire Risk Assessments well underway

Fire-risk assessments at all fourteen of our Multi-Storey blocks are already well underway with the final assessments set to be concluded by the end of October.

The Fire Risk Assessments re-emphasise ng homes commitment to fire safety and the health and safety of our tenants, and although they were commissioned prior to the tragedy of Grenfell Tower, they reiterate our commitment to making tenants feel safe and secure in light of the tragedy.

There is a strong culture of health and safety at ng homes. The importance of this is reinforced and felt throughout the Association from the Board and Executive Team to the staff, and the Association hopes, its tenants. Fire safety is something that ng homes has always taken very seriously and, in the wake of Grenfell, the Association has taken steps to reinforce this.

Letters were distributed to all multi-storey tenants which explained fire safety procedures, a drop-in fire safety group was formed to support tenants and a Multi-Storey Flat Tenant Scrutiny Panel is being created specifically to look at all aspects of health and safety in the Association's multi-storey flats. This initiative was developed out of an idea from Bob Doris MSP for Glasgow Maryhill and Springburn and is supported by ng homes Board and staff, with tenants taking a lead role in the decision making

process about the safety of their homes.

Bob Doris MSP for Glasgow Maryhill and Springburn said: "I have been pleased by the speed by which ng homes sought to ensure that their fire safety procedures within their high rises were robust following the tragedy of Grenfell Tower. More importantly they have been keen to communicate as much information as possible to tenants and residents in high rise buildings. I was happy to praise the work of ng homes during the Scottish Government's Committee inquiry into fire safety which commenced recently."

ng homes Chief Executive, Robert Tamburrini commented: "There has always been a focus on health and safety at ng homes; I am proud to say it's part of the culture within the Association.

With the fire risk assessments due to be completed in all of our multi-storey properties during October, we have plans in place to carry out risk assessments at our sheltered housing complexes, offices and other properties. We don't want the momentum to slow down."

ng homes remains committed to health and safety and assisting tenants to allay any concerns they may have. We are happy to help with any of your queries. Please contact your Housing Officer or the organisation direct if there is anything you are unsure about or need help with.



WHAT'S HAPPENING

Summer Fun in North Glasgow

ng homes provided a highly successful primary school Summer Camp for the fourth year running, held within Keppoch Campus, Possilpark.

The camp provided the opportunity to bring the two schools, who share the campus, together for a prolonged period of time. As a result, children reported making new friends as they participated in sports and group activities. On average 84 young people attended each week taking part in an exciting programme of activities including sports, DJ workshops, arts and crafts, dance, music and informal play. Feedback was gathered on a daily basis to ensure the programme reflected the needs and interests of the young people involved across all age groups and cultures.

The challenges facing young people and their guardians during the summer period are considerable. The Summer Camp focused on supporting our young people by providing a safe, fun, environment to experience activities. Local people supported the sessions on a voluntary basis and their contribution alongside staff from the Regeneration team was really valued.

The Keppoch Campus provided an ideal space to offer a wide range of sports and leisure activities, both indoor and outdoor. Sessions were delivered in a fun and creative way by highly qualified coaches and artists. This facilitated the promotion of inclusion within the schools and the opportunity for children to collectively explore and develop existing skills and to learn new skills in a relaxed and informal environment.



Hockey was a popular Summer camp game

Breakfast and lunch were provided as well as snacks and juice throughout the day. The content of the summer camp positively encouraged healthy eating, exercise and creativity which has opened up areas for continued work with the schools.

Children reported a sense of confidence through trying out new sporting experiences and activities, building social contacts with other children, staff and volunteers and problem solving when taking part in group work activities. Family members reported an alleviation of concerns around safety, risk of threat and exposure to antisocial behavior through their children participating within the Summer Camp. However the main message was that everyone across all age groups had FUN!!

Overall, the programme was voted a huge success by children, parents and partners and there is a willingness to provide this much needed service to children in the future. ng homes would like to thank our partners for their support in delivering the Summer Camp and we look forward to seeing everyone again next year.



The kids join hands at Summer camp

When we asked the parents what they thought about the Summer Camp they said:

"Great idea for the kids. They thoroughly enjoyed it. They made new friends; the holidays weren't so boring as they looked forward to summer camp. Loved the fact that food and medical aid was provided"

"Summer camp has been amazing. Can't thank everyone enough"

"Keep up the good work with the community"

"Kids enjoyed it and it was a fantastic opportunity for them, made even better with great staff/volunteers/organisers"

"Well done and thank you. This summer has been made a lot easier having my boy here and it also gave my boy more confidence and for that I will be forever grateful"

Summer programme at Peugeot huge hit with the kids

The recent summer programme at the Peugeot Ashfield Stadium proved to be a huge success with over 300 young people participating in a wide range of activities including; rugby, athletics, football, tennis and other fun games.

The programme was supported by ng homes regeneration team, Active Schools and Utd Sports - all coming together to make sure that the children had a fantastic time.

Robert Docherty, Sports Education and Partnerships Manager, said: "It was great to see so many young people enjoying themselves and getting the opportunity to participate in a variety of sports and activities."

The kids had a great time, laughing and smiling throughout, with one young girl saying: "I love coming here you get to try lots of different things". Another young person said: "I like coming here because I get to play with my pals and I have made new pals too".

The programme also proved to be a big hit with parents with one mum saying: "The summer programme was fantastic for the kids and very well organised - with lots of different things for the kids to get involved in. The work done to the stadium is fantastic and the staff

and coaches were all very friendly and helpful." We were delighted with the take-up of the summer programme and we're excited to see what activities, sports and programmes we can deliver to the kids next year.



The match is well underway!



The kids get ready to play at Ashfield

A week of Multicultural celebration in North Glasgow with African Challenge Scotland

African Challenge Scotland's Multicultural Empowerment Programme kicked off the Summer in style with a football tournament at Peugeot Ashfield Stadium in early August that launched a week of inspiring and engaging multicultural events.

Part of African Challenge Scotland's annual events, the one-day football tournament on 5th August was delivered in partnership with ng homes, Glasgow Tigers Speedway, Glasgow Science Centre, Police Scotland and the Scottish Fire and Rescue Service. This year's annual events were funded by Big Lottery Scotland, Glasgow City Council, Police Scotland, CMS Window Systems, West of Scotland Regional Equality Council (WSREC) and ng homes.

Julien Njouetchoua, Chairperson of African Challenge Scotland said: "African Challenge Scotland prides itself on engaging with people, building futures, thriving, building capacity, transforming aspirations and improving, empowering and inspiring lives. By fulfilling these ambitions that we stand for we concentrate on the crucial issues and have designed creative ways to engage the people we passionately support in our activities. Our annual events activities are requested by the community."

Other events organised during the week included a community clean up in the Springburn area, a jobs fair including careers advice, a multicultural music festival in Springburn Park and a Youth Sports Day.

Empowerment of Black and Ethnic Minorities Week has successfully run for several years and has proven to be a very effective event to promote healthy lifestyles along with improving education and community cohesion. ng homes look forward to supporting many more African Challenge Scotland events in the coming years.

Bob Doris, MSP for Glasgow Maryhill and Springburn, said: "This year see's African Challenge Scotland's annual Multicultural Empowerment Week reach new

heights. Sport, environmental issues and employability continue to be strongly represented but the Multicultural Music Festival gives an exciting new dimension to the week of activities. It's fantastic to see North Glasgow's African diaspora continue to forge strong links with other communities including the long-standing Scots community that so many now call home, as well as with other vibrant new communities such as the Chinese and Afghan communities. I am proud to be this area's local MSP and to have African Challenge Scotland based in our constituency."

Paul Sweeney MP for Glasgow North East and Shadow Under Secretary of State for Scotland said: "Glasgow North East has always had a vibrant and diverse community of new Glaswegians and in more recent years African Challenge Scotland has undertaken very fine work to build the resilience of Scotland's African diaspora by demonstrating both pride in their cultures and traditions but also by promoting active citizenship in Glasgow"

Robert Tamburrini, ng homes Chief Executive, said: "Our partnership with African Challenge Scotland continues to grow from strength to strength and we are delighted that we are able to work together to make a positive difference to the community in North Glasgow. African Challenge Scotland is a real driving force for change and they provide a wide range of opportunities for people within North Glasgow and beyond. We are proud to support the many initiatives in place which are helping to create an exciting, diverse community where people can flourish and prosper."

Overall more than two thousand people participated in this week of events, with the North Glasgow community coming together to celebrate our multicultural past, present and future.



Ya dancer!



The ACS team had a great day



Kids from ACS took part in a community clean up!



Facepainting fun at the multicultural event



Bagpipes & bongo drums

New recruit joins African Challenge Scotland & ng homes work experience programme

ng homes has welcomed a new member to the team as part of an ongoing initiative with African Challenge Scotland to support and promote working opportunities for ethnic minorities in Glasgow. The latest recruit follows on from a hugely successful work experience programme in 2016, which was developed in partnership with African Challenge Scotland.

Ruth Marie Hien will undertake a comprehensive three month work experience programme while at the same time completing the Chartered Institute of Housing level 2 Certificate in Housing Practice delivered by our Training Partner SHARE. Ruth Marie receive a structured awareness/training plan which will provide the opportunity to learn about the work of a housing association and to consider housing as a career option.

Importantly, during the training period Ruth Marie will have the opportunity to attain a recognised qualification as a

tangible outcome of the programme. This would support Ruth Marie in her employment search and enable her to seek employment within the housing sector.

Robert Tamburrini, ng homes Chief Executive said: "This plan builds on the ethos and aims of the original programme implemented in 2016 and reinforces our commitment to providing opportunities for local young people to develop their skills and talents.

This initiative further strengthens our partnership with African Challenge Scotland in supporting social inclusion and community integration. We are proud to work with African Challenge Scotland and play our part in helping to create an exciting, diverse community where people can flourish and prosper and we look forward to further strengthening our relationship in the future."

In 2016 the Association worked with African Challenge Scotland to develop a work experience programme for young people from the African community in North Glasgow. This provided five young people with the opportunity to complete a one week programme which allowed them to

gain valuable experience in the workplace whilst building their confidence.

This programme was widely recognised as being innovative and meaningful for those taking part. Bob Doris, MSP for Glasgow Maryhill and Springburn raised a Parliamentary Motion in November last year congratulating African Challenge Scotland and ng homes, recognising that such programmes can make a real difference to young people from ethnic minority communities and can increase their prospects of securing employment. A visit to the Scottish Parliament took place in December to recognise the success of the Programme. Bob Doris MSP hosted the visit and arranged a very positive and informative discussion session with representatives from ng homes, African Challenge Scotland and fellow MSP's taking part.

Tony Sweeney, ng homes Assistant Director (Corporate Services), commented:

"We are delighted to welcome Ruth Marie to ng homes and to support her through the programme. The previous Work Experience Programme was hailed as a great success and it was a positive experience for our staff and the participants. It is great to see the positive impact of initiatives like this and we are committed to working with our partners to create further opportunities for local young people in the future."

Tony Sweeney, Assistant Director (Corporate Services) with new work experience recruit Ruth Marie Hien



WHAT'S HAPPENING

ng homes launches new business plan with vision for the future

A community where people can flourish and prosper

In June this year we launched our new business plan and with it, a new, shorter more concentrated vision which we feel best represents our values – a community where people can flourish and prosper.

A new approach in the business planning process was followed this year. It had a number of stages and was designed to be an inclusive, collaborative exercise, with the Board and staff involved at all levels and the process being supported by an experienced external Consultant in the early stages. The aim was to create a positive atmosphere around the plan and to retain a customer focus, with an organisation-wide approach and shared ownership of the plan. This approach was in line with the Scottish Housing Regulators recommended practice for business planning. It was an open transparent process providing people with the opportunity to contribute to the development of the plan, providing the chance for new thinking and different perspectives to be incorporated into the Business plan

to ensure it best meets the needs of tenants. It also gave those involved the opportunity to develop new skills in the area of business planning, team working and communications.

The Business Plan for 2017 – 2020 was approved by the Board in June 2017 and was sent to the Scottish Housing Regulator and the Association's lenders as per our statutory obligations.

Communication sessions have been undertaken with all staff to present the approved business plan. This was delivered through a number of small group sessions, each led by two managers one of whom was an Executive Team member. The sessions were designed to be informative and interactive and included a presentation on the business plan with particular emphasis on the business planning process that had been followed this year, the key priorities of the process and the outcomes. Staff attending also took part in group work discussing what a positive culture looks like and how individual staff



CEO, Robert Tamburrini & Depute CEO, Ann Marie Devlin get involved in the planning process together with Consultant Shona Ulrichsen

members and teams could contribute to achieving this.

There was a high level of staff involvement and an excellent contribution made during the sessions. The evaluation forms completed by staff following the sessions have been very positive and the information gathered at each of the sessions will be collated and communicated to staff and will feed

into the staff engagement process going forward. We wanted everyone to be involved with the process in order to ensure our vision and plan was reflective of this community and of our tenants.

The printed version of the business plan is scheduled to be released during October and you can request a copy or view the plan at any ng homes office.

Thumbs up for future at ng homes AGM

This years AGM took place in the Bob Allan Conference Centre at Saracen House in Possilpark on Tuesday 12 September with 25 hardy members braving the wet weather to attend on the night.

The Association's Vice-Chair, John Thorburn and the Depute Chief Executive, Ann Marie Devlin delivered the Report of the Board. The Association's Finance Director Bob Hartness then highlighted some of the key features of the 2016-17 accounts, before all of the required business was completed on the night. This year there was also a Board election process to be undertaken as three current community Board members were due to stand down. After a vote all three were re-elected to the Board.



The prize draw winners Helen Carroll, James Atkin and Isabella Cross are pictured above with ng homes vice-chair John Thorburn and Board Member and Councillor Alan Gow

Three lucky members were successful in the prize draw on the night walking away with shopping vouchers.

Keep an eye out for our annual Landlord Report...

We're working away on producing our latest Landlord Report – a yearly insight into our performance, stock, vision and future! It's delivered to all tenants and stakeholders and should be with you by the end of October, so keep a look out!

The report is based on our annual return to the Scottish Housing Regulator and includes

insights into your homes and rents, tenant satisfaction levels and quality, repairs and maintenance of properties. We also look at areas such as anti-social behaviour, value for money, allocations, gas safety, complaints, adaptations and our commitment to equal opportunities and sheltered housing. We even look at what we're doing to get you guys

involved with your homes! Everything is also compared to the national average, meaning you get an insight into our performance against the rest of the country.

Keep your eyes peeled for the report, and when it does come out feel free to get in touch if you have queries or comments to make on our yearly performance!

ng homes Board Members recognised as Community Champions

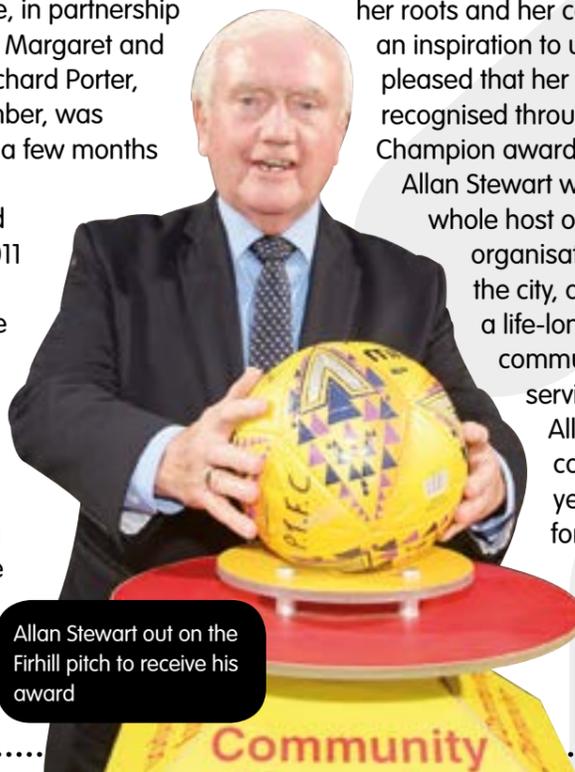
Current and former ng homes Board Members have been recognised by Partick Thistle FC as Community Champions for their years of hard work and ongoing dedication to the North Glasgow community.

ng homes Board Member and ng2 Chair Margaret Thomson was recognised at the Partick Thistle vs Aberdeen football match on Saturday 26th August, while former ng homes Board Member and former deputy Lord Provost of Glasgow Allan Stewart received the award at the Partick Thistle v Rangers match on Friday 15th September.

The awards are part of Partick Thistle's Community Champion initiative, in partnership with Maryhill McDonalds. Both Margaret and Allan were recognised after Richard Porter, another ng homes Board member, was given this commendation only a few months ago!

Margaret has been a Board Member of ng homes since 2011 and is also the Chairperson of our subsidiary social enterprise company ng2 Ltd.

With over 25 years of involvement in tenant committees, Margaret has been an office bearer and active participant in the Carron Tenants Association where she also helped to lead a stock transfer in 2001 from Scottish Homes to North Glasgow Housing Association, now



Allan Stewart out on the Firhill pitch to receive his award

ng homes. Margaret was a machinist for several large companies and helped negotiate with employers on issues such as holiday entitlement and unfair working conditions.

In 2016 Margaret won a prestigious award which recognises the contribution of women who have followed in the footsteps of community campaigner Mary Barbour. A recent hip operation has done nothing to slow her down and Margaret continues to attend all Board meetings, focus groups and associated training.

ng homes Chief Executive, Robert Tamburrini said: "Margaret is a working class woman from a working class background, very proud of her roots and her community and she is an inspiration to us all. We are really pleased that her hard work is being recognised through this Community Champion award."

Allan Stewart was nominated by a whole host of local community organisations in this part of the city, and he has displayed a life-long commitment to community activism, public service and volunteering.

Allan has been a local councillor for the last ten years and was the driving force behind the recently commissioned community hub in Royston, due to start work this year. Allan is also part of



Margaret (left) with ng homes Waste, Recycling & Re-use Co-ordinator Karen Elliott

the Partick Thistle Charitable Trust, and has been heavily involved in the promoting, supporting and nurturing of Petershill Juniors and the redevelopment of Petershill as a modern setting for a junior football club.

After being struck down by a heart attack in 2011, Allan was forced into a medically induced coma to limit damage, but even this didn't hold him back.

The following year he spoke at events about his own experiences of illness and his journey back to fitness, and he also took on additional commitments, joining the Board at ng homes. ng homes Chief Executive, Robert Tamburrini praised his involvement:

"Allan has made a great contribution to the work of ng homes in his role as a Board Member over the past 5 years. Allan cares passionately about people and Glasgow. During his time at ng homes he has worked tirelessly to make a positive difference to the North Glasgow community, especially in community regeneration."

Everyone at ng homes is delighted for Margaret and Allan and want to congratulate them on their latest in a long line of amazing achievements.

Catching up with "Your Space", a Community Choices Project

The Community Choices fund is supported by the Scottish Government and is aimed at getting people involved with their communities and encouraging them to have a positive impact on them.

As part of this, ng homes, in partnership with Space Unlimited, launched the "Your Voice, Young Choice" programme, and invited the community to vote on which projects, devised by young people from Springburn Academy and various youth groups, received funding in March this year.

One of the ideas was "Your Space", a project devised by pupil Emma Porter and her peers and one which revolves around an outdoor area within the community where the youngest and oldest generations can come together. We spoke to Emma about the impact of the initiative:

"When the Community Choices project came to my school, Springburn Academy, I put my name down because I thought it would be a great opportunity to improve my community.

I thought it would be a fantastic idea to have

an outdoor area where the youngest and oldest generations can come together."

Planning for the "Your Space" project is now well underway, with the group drawing up blueprints for their idea. They have a weekly meeting with a teacher every Monday lunch time to keep things on track and are working very closely with Friends of Springburn Park to use a space, or spaces, which supplement the ideas of both groups. Emma explains:

"At the participatory budgeting meeting that ng homes set up for everyone in Community Choices to meet and talk to groups in the community, I met Friends of Springburn Park. While I was talking to them they invited me to come along to their next meeting. At that meeting they asked me to be a co-opted member of Friends of Springburn Park and also set up a sub-group in Springburn Academy.

Through ng homes and Friends of Springburn Park I have met people and had opportunities that I never thought I would. This shows that



Springburn Academy Pupils Emma Porter and Courtney Prior receive their cheque from ng homes vice-chair John Thorburn

no matter what age you are you can make a difference in your community."

We are excited to see where the "Your Space" project and all the other projects in the initiative go next!

WHAT'S HAPPENING

Little rascals all grown up!

It was a sad day for the Link Up project as the parent and toddler group proudly waved three of its Little Rascals off to school.

Alexa, David and Elise have been coming to the group for almost 3 years and have played a huge part of the group's development.

Whilst it was sad to see them go, the whole group are extremely proud of their achievements and are keen to see them starting out on their exciting new adventures.

Gillian Halliday, Link Up programme Co-ordinator said "We've loved having Alexa, David and Elise at the group. It's been a huge honour to have been a part of their development over the years and to have watched them grow into confident and fun-loving young people. We know they will do well at school and look forward to hearing their stories from the classroom."

Little Rascals parent & toddler group has been running in Possilpoint Community Centre for 3 years. The group provides an informal and unstructured environment for children to play, learn and engage with other children in a safe environment. It is also a chance for parents and carers to meet other adults in the area and also spend some quality time with their children.

Little Rascals runs on a Monday, Thursday and Friday from 9.30 – 11.30am in Possilpoint Community Centre. Anyone with a pre-school aged child can come along and join in the fun. The group is free and there is no need to pre-register. Just turn up on the day. For more information please contact Gillian Halliday, Link Up Programme Co-ordinator on 07557369599 or ghalliday@ng2works.com.



Elise



David



Alexa

Prestigious Dalian artists visit Possilpark as part of Twin Cities Programme

ng homes were happy to support a visit of artists from the Dalian region of China in partnership with the Lord Provost's Office of Glasgow City Council on July 12th.

The Dalian region has been twinned with Glasgow for 30 years and the purpose of the visit was to continue to forge good relationships across the two cities.

The group was comprised of oil painters led by Mr. Wang Wei, a famous oil painter artist whose work is very well known in his native country.

The visitors were enthusiastically received at Saracen House by members of the Chinese Community and other North Glasgow residents. The group then visited Keppoch Campus where they met children who were taking part in the Summer Camp activities and received a warm welcome. They also had a chance to try out some Scottish Dancing.



They finished their day off with a tour of North Glasgow where they took many pictures which will include the landscape of Glasgow to display in an exhibition in Dalian to let people view their twinned City.

ng homes Regeneration Manager Margaret Fraser said: "We were invited by the Lord Provost's Office to support this visit due to the high level of work we carry out with the Chinese community. It was interesting to find out

Finding inspiration at Loch Lomond

more about the twinning arrangements between Dalian and Glasgow. The visitors received a warm Glasgow welcome and we are looking forward to seeing the artwork produced as a result of the visit."

ng homes were delighted to facilitate the visit and were honoured to be part of the culture, art and history of the Dalian region.

ng homes travel to Westminster in support of Glasgow Afghan United

ng homes travelled with Glasgow Afghan United to Westminster on September 11th to speak at an event celebrating human rights, citizenship and the contribution of the Afghan community in Scotland and the UK.

The event also looked at national heroes and the work being carried out in integration.

ng homes Regeneration Manager, Margaret Fraser, spoke on the subject of community empowerment at the event and highlighted the commitment of ng homes to build strong and resilient communities in North Glasgow.

ng homes Vice-Chair, John Thorburn, who was in attendance said, "We are committed to supporting the efforts made in integration across our diverse community within North Glasgow and the strong connections with Glasgow Afghan United not only provides opportunities for us to learn from each other, but they are extremely important in developing closer bonds".

Over the past year ng homes have been working closely with Glasgow Afghan United to build these positive relationships within North Glasgow.

Events throughout the year have included the Annual Football Festival which allows a space for football as a means of promoting anti-discrimination and cultural programmes. Other programmes include Glasgow Afghan United's Year of History,



Glasgow Afghan United and ng homes visit Westminster

Heritage and Archaeology, which celebrated the history of Afghans in Scotland bringing the diverse multicultural communities together in Scotland.

Chairperson of Glasgow Afghan United, Abdul Bostani, said: "We recognise the strong partnership with ng homes in promoting diversity and inclusion. We were delighted that they participated in this event to talk about community empowerment and integration and to learn about the legacy of the National Hero of Afghanistan, Ahmad Shah Masoud".

The event was facilitated by Alison Thewliss MP Glasgow Central and Patrick Grady MP Glasgow North.

Environmental Quality Gold Standard maintained in North Glasgow

ng homes worked closely with Keep Scotland Beautiful to carry out environmental audits within our multi-storey flats last year, resulting in one gold and 13 silver standards being awarded.

The first audits took place at 178 and 198 Balgrayhill Road multi-storey flats in September where we achieved a GOLD standard. The programme will be rolled out to all of our stock over the next three years.

This comes at a time when environmental quality is in decline across the country, which is testament to the work of staff within the Housing Association and ng2 for their outstanding work in maintaining a clean environment. The award also recognises the commitment of tenants and focus group members for their continued participation in keeping the environment clean and taking part in community activities.

Derek Robertson, Chief Executive of Keep Scotland Beautiful, said:

"Keep Scotland Beautiful is working closely with businesses and organisations across Scotland,



Sharon Hazlett, MSF Housing Manager, with KSB Assessor Colin Hegarty

helping them take direct action to address local environmental impact. The National Award for Environmental Excellence provides an exciting opportunity to assess and reward their efforts.

"We are delighted with the high level achievements of ng homes, in particular with the

way staff have engaged with residents and the wider community to improve the places people care about. This award recognises and celebrates everyone's efforts."



The audits concerned the MSFs at 178 Balgrayhill Rd

Sharon Hazlett, MSF Housing Manager, said: "We are delighted to receive a gold award two years running for environmental quality. This is due to the outstanding work of concierge staff and the work of residents within Multi-Storey Focus groups. We are looking forward to our continued work with Keep Scotland Beautiful to roll out the environmental audits into our other areas"

ng homes remain committed to maintaining and improving the highest standards of environmental quality and the entire Association is proud of this latest achievement.

ng2 Autumn update

The work of our subsidiary social enterprise group ng2 changes as much as the four seasons – that's why it's important we bring you an update every quarter with your North News. This month, as the leaves begin to fall and Autumn crawls in, we look at what our group has achieved over the Summer period, all two weeks of it (sorry, couldn't resist!).

Garden maintenance

Our big garden maintenance contract started in April this year and covers 2500 gardens. That's a huge jump from last year, where we were dealing with 800. The works include dealing with open spaces, hedges and shrub beds and have been generally going very well, with numerous tenants complimenting the service

Mrs. Janette Welsh of Edgefauld Rd wrote in about work in her back courts to tell us, "the men did a really good job and it makes for a much more positive outlook" adding "the young boy who delitters our back court closes does a really good job".

The garden maintenance programme also generated 25 seasonal job opportunities in the north of the City that weren't here this time last year – with 12 set to continue during the winter months due to their success!

Estate maintenance

We have numerous maintenance programmes across our housing stock and we work especially hard to maintain the high standards we've set ourselves over the years. Operations include:

- Close cleaning – The Environmental Hit Squad continue to make a positive impact across the

estate with the 468 tenement closes maintained and cleaned regularly.

- Jetwashing – Programmes are continuing at the 468 backcourts of our tenements. These have a great impact on the health and well-being of tenants. We also do this reactively, so if you have a backcourt emergency, get in touch.
- Painting – We need good weather to paint outdoors, and while we've started work in painting some of our closes, we've been taking advantage of good weather by painting railings and open spaces when we can.

Range of programmes continue to make difference to North Glasgow

Our extensive Kitchen Bathroom Rewires programme is coming to the end of phase one, with this stage of the programme set to be signed off by mid-Autumn. This means the first 24 properties of 139 have been completed, with a tenant even stopping our team in the street to say thanks for doing such a fantastic job!

The group also continue to work through an average of 40 void properties per month and this excellent turnover allows for the fast removal and turnaround of properties; allowing the Association to let them out to new tenants much quicker.

We're also involved in a special door entry programme, and are half way through the first phase of three in the updating of front close doors, door related electrical systems and the handsets in properties. This will affect 120 properties in total. On top of this, we're also engaged in LED lighting upgrades in closes and assessments of the electrics across the Association's housing stock.



You can help ng2 out by putting rubbish in the bin!



ng2 have been out in force cleaning up back courts



Jetwashing underway

Epic 360 – An interview with a Financial Capability Officer



Here we chat with Angie, an Epic 360 FCO (Financial Capability Officer) about what to expect from the service.

What could someone expect from their first appointment with Epic 360?

A relaxed, non-judgemental approach. They can fully expect to meet someone just like them. If a referral was made for them, they should have been informed about the service by the referrer and why the appointment was made.

FCO's can meet clients at a range of venues from local housing association offices to libraries, from community centres to cafes, wherever the client feels most accessible and comfortable and most importantly, safe.

A typical first appointment is generally a meet and greet. It'll be non-threatening, as some people can be anxious when meeting people for the first time. For me, the first appointment should be about getting clients to relax and realise we're not authority figures, it should be about showing them that we're not here to dictate and tell them what to do. It's about showing them they are in control of the process.

What types of things might be discussed?

We might lay boundaries about what Epic 360 can do and what we can't do, for example we can't assist with welfare rights or benefits issues or with debt, but we can find the right place that can help with these issues.

We would discuss what clients feel their issues are around money, not what they've been told their issues are. We might explore budgeting, bank

accounts or savings. For some people it might not be issues they have now, but looking to the future, funeral plans, life insurance etc. Some people want to know they have put things in place. We can help them to navigate complex issues and paperwork, just by discussing things in plain English.

What are the most common things you help clients with?

I think the most common thing is helping people understand where their money is going. If you sit and ask people to do an income & expenditure – you'll get the run of the mill gas, electricity, council tax, mobile etc. But the thing they don't count is the everyday random spending; the newspaper, the can of juice, going to the shop for milk and picking up a magazine and a sweetie for the wean. It's the issue we've all got – going out the house with £20 in our pocket and coming home with £2 and thinking "I've not spent anything, where's the money gone?"

Are there any other things that come up?

I've had quite a spate of people wanting to set up funeral plans recently. Credit Union accounts are another big thing – it's diverse, it's a choice a lot of people don't realise is open to them. When they discover you can do so much more than save, it's an eye opener – they can use it like a bank account, can have wages and benefits paid into them, there is a budgeting service that pays the



bills direct from the account, you can also set up funeral and insurance plans through them.

I also support people with new tenancies, sometimes their first ever tenancies, it's a big thing, especially first tenancies. It's when they learn there is a lot more to running a home than a fiver in the leccy meter every week; the other costs involved, the options of how to pay bills, methods of payment that ensure they don't fall behind. We explore Direct Debits, Pay Point, frequency of when bills need to be paid etc. When it comes to new tenancies it's important to keep the lines of communication between housing officers and tenants open, we encourage this so that if any issues do arise tenants feel comfortable going to their housing association.

What are clients most worried/nervous about at their first appointment?

That can range quite a bit – for some people it's just "why have I been sent here, did I do something wrong?" For other people it's "Who is this person going to be, how are they going to be?" Meeting new people can be quite daunting, especially if you have other issues. Some clients feel that we will just be another person in a long line of people, ready to tell them what to do and what not to do. Seeing someone relax in that first appointment, the relief coming over their faces, even just getting a smile or a laugh out of them – it's a good feeling!

Any words of advice for someone thinking of making an appointment?

To referrers – make sure to explain what the service is and why you feel they need it.

To potential clients – If you're still unsure, look on the website, there is info about each FCO. Make the appointment and come along and realise we are just normal people from all walks of life and that we will learn as much from you, as you could from us.



Interview with FCO Angie

Epic 360 is a Big Lottery funded financial capability organisation working to support the citizens of Glasgow with financial capability skills. Over six one-to-one, free and confidential sessions, we can support people with budgeting, analysing spending, financial products, preparing for changes in income and planning ahead. More details can be found on our website www.epic360.co.uk or by calling us on 0141 630 4324.



www.scotcash.net



0131 553 7951 | 309 Leith Walk, Edinburgh, EH6 8SA

Your local, affordable lending alternative



It's that time of year when you might be thinking of revamping the house or wondering what to do with the kids during the October break - plus it's never too early to start planning for Christmas!

We can now process initial applications online and over the phone, call our friendly staff on **0131 553 7951** or visit our website, www.scotcash.net for more information.

£500 over 52 weeks	Scotcash	Provident
Loan	£500.00	£500.00
Admin Fee	£30.00	-
Weekly Repayment	£12.99	£18
Number of Repayments	52	52
Total Amount Repayable	£705.28	£936.00
APR	**113.4%	*299.3%
Total Saving	£230.72	-

What if I do not have a bank account?

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

Why are Scotcash loans affordable?

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

How flexible are you with repayments?

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

* Loan featured on www.providentpersonalcredit.com at March 2017
 ** Rates may vary (All loans subject to status, terms and conditions apply.)

121.5% Scotcash Representative APR

Scotcash CIC is authorised and regulated by the Financial Conduct Authority.
 Our FCA register number is 672746.

GREEN UPDATE:

Tenants donating textiles making a positive difference

After an increase in the number of textile donations from residents, staff and Board Members over the last couple of months, we want to say a big thank you to everyone who has donated.

Karen Elliott, ng homes Waste, Recycling and Re-use Co-ordinator, has been overwhelmed by the support and commented, "It's great that everyone is backing our project and making changes to their behaviour when it comes to re-use and recycling. We've got a few events that have taken place and more on the horizon in relation to extending the life of textiles which will include make and mend workshops. Leading up to Christmas too we'll have themed events so please keep an eye on our website for dates and venues."

The increase is also partly down to the launch of the Climate Challenge Fund Team's "Doorstep Textile Recycling Collections" which take place every second week in partnership with ng2.

After speaking to tenants at a recent Healthy Living event at Balgrayhill, Karen found out that they would like a little help recycling textiles. One tenant said that while she would like to recycle more often, she had "to carry all the bags on public transport and sometimes that's just not that handy". Another said "if there was a regular

collection day then I would start my clear out ... I'm sure my husband would be pleased!"

With that in mind we have started collecting at our multi-storey flats on a regular basis. We're also looking at staff collections which will start on a monthly basis and we'll aim to collect on the third Wednesday of each month at all our offices. MSF collections will have started by the time we've gone to print, so we'll keep you updated on the website www.nghomes.net and in the next North News.



Doorstep Textile Recycling

Furniture recycling doesn't just help you clear out, it helps someone else move in!

Although textile donations have increased the team are currently looking for donations of furniture (non-electrical) for re-use through our tenant furniture distribution service. This service has already proved to be hugely beneficial for tenants who need support when moving to a new house or when requiring help to furnish their home. One tenant said of the service: "Karen and Taylor helped me to solve the problem of furnishing my home by giving me the best service and they helped me to get what I needed".

Karen Elliot, ng homes Waste, Recycling and Re-use Co-ordinator, commented, "This tenant was in need of somewhere for her children to sleep but we had no beds at that time. We did however have a sofa bed, and with the help of the Hit Squad, the kids got a new place to sleep."

Although our main aim is to reduce carbon emissions by re-using furniture and textiles we are in turn helping tenants in need, while also continuing the life of a piece of furniture that we might normally just throw away.



Karen with ng homes tenant John McFarlane learning about the impact of recycling



ng homes Waste, Recycling and Re-use Co-ordinator Karen Elliott playing the recycling game with local kids

ng2 Hit Squad helps out with another home move

The ng2 Hit Squad was out doing what it does best after it helped another tenant in need by moving them into their home.

After being approached by a Housing Officer, the Climate Challenge Fund team got to work to pick out carpets to help our tenant.

Three carpets were fitted in two rooms and the family were able to move houses quicker than expected. Karen Elliot, ng homes Waste, Recycling and Re-use Co-ordinator pointed out, "if it wasn't for the hands on approach of our wonderful Hit Squad then this tenant would

have been unable to move so quickly."

On this occasion three departments worked together and the results were appreciated by the tenant who said, "I am so happy and thankful to the guys who fitted my carpets as this allows me to have my family all together."

The Climate Challenge Fund team want to once again thank everyone for all the donations that have been made, and add that if you require a referral for furniture – short or long term – then please contact your Housing Officer. We look forward to receiving more donations

on more regular dates soon, and then subsequently delivering them to tenants in need across North Glasgow.

Karen can be contacted by email at kelliott@nghomes.net or by calling 0141 560 6000 ext 1436 on anything to do with re-use or recycling.

World Energy Day Event at Saracen House

World Energy Day
Monday 23rd October
Saracen House
1 – 5 p.m.



Come along to our event in Saracen House to learn more about energy efficiency; learn how to use less, save money and learn what impact our energy use has on climate change and our environment. We will have talks from invited speakers, interactive workshops, presentations, information stands, an energy bike, food

and freebies. Everyone is welcome at this free event. We will also have information on any financial help on offer to help cover the cost of having cosy homes this winter. For more information or to register your interest please contact Taylor Kelly on 0141 560 6000 tkelly@nghomes.net.

Energywatchers scheme underway

As part of our Energywatchers scheme, we will be focusing efforts on our multi-storey properties in the build-up to winter. Unlike other properties with gas, these rely completely on electric heating and hot water. Within these properties there are either storage heaters or different types of electric boilers, which can be complicated to understand. Often this leads to problems with billing and debt, hot water or heating costing too much

or properties being either too hot or too cold. We will be setting up group sessions for residents at these flats to talk through how to make the most of the systems they have, avoid potential problems and most importantly be able to live in a cosy home all year round without spending a fortune on bills. If you would like to be part of these groups you can contact Taylor Kelly on 0141 560 6000 / tkelly@nghomes.net.

£140 to help heat your home

Our then Energy Efficiency Officer, Graham Smith, made a big push last year when he made sure as many people he visited as possible got the Warm Home Discount. The scheme is now open again this year and we want to make sure even more of our tenants get this to help keep their homes cosy this winter.

The Warm Home Discount is paid for by energy suppliers and entitles you to a credit of £140 off your bill or credited to your prepayment meter. All large suppliers who have more than 250,000 customers are obliged to offer this scheme, however many of the smaller suppliers do not. The qualifying criteria can be different for each supplier, but generally this

discount is available to tenants on low incomes, on benefits or those who support young children or have a disability.

Many of our tenants are aware of this scheme. If you know of any friends, family or neighbours who you think might benefit from this please pass this information on so we can have as many people in the north of the city able to have cosy homes this winter.

You can apply for the scheme by calling your energy supplier, however if you need some assistance applying for this, please initially call Taylor Kelly on 0141 560 6000 to register your interest and we will help you make an application.

How much bang for your buck? Here's what burns £1...

As part of our Home Energy Check visits we will talk you through appliances in the home that are using the most electricity. The general rule of thumb being the hotter the appliance gets the more it will cost. To get an idea of how much appliances cost this graphic shows you how many hours an appliance will run for £1.

<p>APPLIANCE Incandescent (old style) Light Bulb (100w)</p>  <p>60hrs =£1</p>	<p>APPLIANCE CFL (energy saving) Light Bulb (25w)</p>  <p>240hrs =£1</p>	<p>APPLIANCE Cooker with electric hob (3500w)</p>  <p>1.5hrs =£1</p>	<p>APPLIANCE Microwave (800w)</p>  <p>7.5hrs =£1</p>
<p>APPLIANCE Electric kettle (2000w)</p>  <p>3hrs =£1</p>	<p>APPLIANCE TV (LCD - flat screen) (150w)</p>  <p>40hrs =£1</p>	<p>APPLIANCE PS3 / Xbox 360 (85w)</p>  <p>70hrs =£1</p>	<p>APPLIANCE Immersion Heater (3000w)</p>  <p>2hrs =£1</p>
<p>APPLIANCE Typical Shower (7000w)</p>  <p>0.8hrs =£1</p>			

Would you like to become an ng Green Champion?

Open to all adults – sign up for your membership which will include:

- Welcome Pack
- Monthly Bulletin with recycling and energy saving tips
- Competitions
- Monthly Free Prize Draw
- Invitations to monthly meet ups
- Invitations to events
- Access to Energy Monitoring Smart Meter loan scheme
- Opportunity to be on event planning programme

If you would like to sign up for FREE membership please contact:
 Emma Tomlinson on
etomlinson@nghomes.net or 0141 630 4288

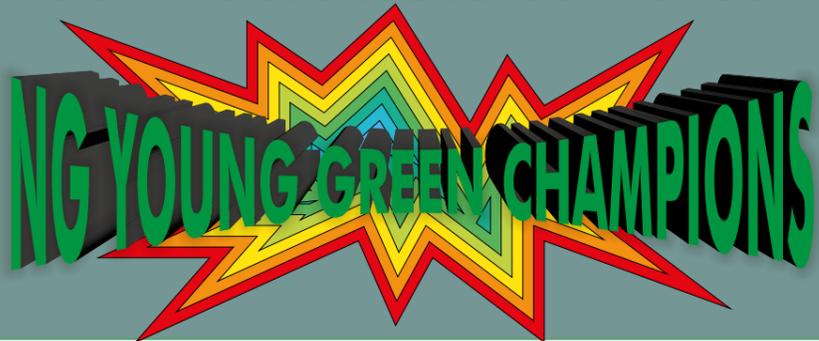



WOULD YOU LIKE TO BECOME A MEMBER OF

NG YOUNG GREEN CHAMPIONS

THEN SIGN UP NOW FOR MEMBERSHIP FORM. YOU WILL RECEIVE:

- WELCOME PACK
- MONTHLY BULLETIN
- COMPETITIONS
- MONTHLY FREE PRIZE DRAW
- INVITATIONS TO MONTHLY MEET UPS
- INVITATIONS TO EVENTS
- OPPORTUNITY TO BE ON EVENT PLANNING PROGRAMME





If you would like to sign up for FREE membership please contact:
 Emma Tomlinson on
etomlinson@nghomes.net or
 0141 630 4288

Have a Spooktacular Halloween!

Halloween is one of the best times of the year for kids everywhere - when else do you get to dress up as a scary ghoul and get away with it? While excitement is everywhere when the lanterns come out, parents need to be vigilant and prepared amongst all the witches, vampires and zombies. Here's some of our top tips to maximising a Spooktacular Halloween!

Plan your route

Is there anything scarier than wandering around Halloween night with no rhyme or reason!? Make sure you know where you're going before you head off. Halloween is a brilliant night of the year and one we're sure your neighbours will be taking seriously, but just make sure you've got the all clear to visit before you actually do. North Glasgow's a big place, and by having a set route, and calculating how long it'll take to get around. It'll prepare the kids for a great night.

Wear the right attire

We're not talking about costumes here. Well, we are, but we're talking about comfortability, flexibility and sensibility. If you're walking around at night it's no use having a big clumpy set of clown shoes on. It makes even less sense if you're not dressed as a clown. Make sure the kids are comfortable, have the right footwear and if they have any costumes or props, that they're safe and manageable and won't result in any accidents.

Get into the spirit!

No-one likes a spoil sport! Get into the spirit of Halloween and even consider dressing up yourself. Your kids will love you for it. If it's your thing you can even put up decorations, or tell some ghost stories before going out. It's a big night, and I'm sure we can all remember Halloween from our youth. It doesn't cost much either, a lot of decorations can be made from stuff lying about the house! Going the extra mile means a lot to the kids, but of course, don't feel pressured if it stretches you financially or personally.

Glasgow Charities Christmas Fayre 2017



14th of November 2017

10am – 3.30pm

Glasgow City Chambers



Glasgow
Council
for the
Voluntary
Sector

For more information, email
christmas.fayre@gcvs.org.uk or
call 0141 332 2444!



HomeSwapper

Top 10 tips!

Moving home is one of the biggest changes you can make, and it's really important to do it right. When swapping, especially if you're keen to get out of where you're living, it can be easy to get swept away in the excitement and forget the practicalities.

Here are our top 10 tips for a successful swap:

1. Research the area

Think about the area. Is it close to public transport? Close to a busy road? Does it feel safe during the day? What about at night? Are there playgrounds and good schools nearby for the kids? Is it near a hospital? If so can you hear ambulances all the time? Is it near a noisy pub or club? etc...



2. What's included?

You need to find out what belongs to the tenant and what belongs to the landlord. Even if they say they're leaving something of theirs behind, there is no guarantee they will as this isn't included in the paperwork. If in doubt, assume anything that isn't the landlords' property will be going. Ask specifically about white goods, curtains etc.

3. Décor

While it would be brilliant to swap into exactly the home of your dreams, it can often be necessary to do a bit of decoration (with permission of course!) once you move in to make the property really feel like home. It's worth jotting down what you'd like to change and how important it is, so you've got a realistic picture of any costs before you move in.

4. Tenancy type

Check the tenancy type of the home you want to swap into, and make sure you know yours. If you're not sure, ask your landlord. When you swap homes, you don't take your tenancy with you, so this can be a really important factor for lots of people as it can affect things like right to buy.

5. Rent and bills

Find out how much the rent is. Remember this can be different to the amount the current tenant pays as they may receive housing benefit as a 'top up'. It's also worth asking what the usual bills are – gas, electricity, internet, water, council tax – as these can vary widely between council areas. It's no guarantee that yours will be the same, but at least you'll have an indicator.



6. Neighbours

This is one of the most important things to think about. What are they like? Can you meet them? Are there any disputes or noise issues? Visit at different times of day to really get a feel for the area, and if it's a block of flats, make sure you think about the neighbours above and below too.

7. Condition

Inspect any white goods that will be staying (fridge, freezer, washing machine, cooker, microwave, dishwasher etc) and check they're in good working order. Remember, you take a property 'as seen' so the landlord will have expected you to do your research.

It's really important to check the current tenant has had permission to make any changes to the property. If they haven't got this permission, it can be a reason for the landlord to refuse the swap.

Some things you should think about are:

- Is it in good condition? Are there signs of damp, flaking paint or infestations of any kind? Do repairs need to be carried out? Are there any broken items of furniture that will be staying?
- Is there central heating? Do all the radiators function properly? Is it properly insulated? Is there double glazing?
- Is there enough storage space for your belongings?
- Is there any sign of dodgy wiring, loose wires or faulty plugs or lights?
- Are there enough kitchen cupboards and work surfaces?
- Check the bathroom(s) and make sure taps are not leaking. Does the shower work properly? Are the sealants around the bath and shower intact?
- Are there enough electrical and telephone points and are they in the right places for your needs?

8. Any eligibility issues

Some homes have eligibility rules in place that you must meet in order to move in. These often don't come up until later in the process and we've seen plenty of swappers be really disappointed because of this. Some of the things to check are:

- Age restrictions
- Mobility restrictions e.g. is it a sheltered home?
- The need for a local connection
- It's been adapted for disability and this isn't applicable for you
- You have to work for the council or in a specific job to move in



There are others but these are the most common. If you're not sure, ask.

9. Occupancy requirements

If the home is too big or too small for your needs, you probably won't be able to move in. Some landlords are more about "overoccupation" than others, but it is a valid reason to decline a swap and it's one of the most common.

10. How serious is the other swapper?

Anyone on a swapping site will have read stories about "time wasters". People selling furniture only to be let down at the last minute, even withdrawing their children from school in advance of a move. Our advice is simple:

Don't make any major changes to your life until your swap has been approved and you've signed the paperwork. Swappers (including you) have a legal right to pull out of a mutual exchange at any point before the paperwork is signed.

If you're worried about not having time to do everything, sign the paperwork and set up a swap date for a couple of weeks later to give you the chance to make all these changes. Remember that swaps can fall through for lots of reasons, and someone pulling out usually has a valid reason – they're not doing it to be spiteful. It's really tough but try not to get too emotionally invested in your potential new home before the paperwork is signed.

If you have any questions or need further advice on any of the above, please contact your landlord or raise a ticket with our Help Desk team by emailing:

tenants@homeswapper.co.uk



90% of successful swaps in 2016 had at least one photo of the home

Why it's important

If you're serious about swapping, add a photo.

It shows you're keen and it helps screen out people who won't be interested. Try to show your home at its best though, nobody wants to see a close up of dirty dishes in the sink or a blurry image of the fence (both real photos seen on HomeSwapper!).



Taking the perfect picture

Ask yourself "what does this show someone who has never seen this room before". Hold the camera in the corner of the room to try

and get as much as you can in the picture. If you're worried for any reason about your home being identified, upload photos of the inside or a garden, and make sure you use the description box (tenant comments) to add information about the outside of your home.



Take child safety in the home seriously

Every year in the UK, roughly two million children under the age of 15 are taken to A&E as a result of a home accident. The most at risk group are the 0-4 year olds. Accidents in the home happen behind closed doors and rarely make the media. Awareness must therefore be raised among parents and carers on the hazards that can be found in the home.

Children under 5 lack experience and are often absorbed in their own immediate interests, making them unaware of their surroundings and whether or not they are putting themselves in danger. Although some accidental injuries are a normal part of growing up as they explore and interact with their environment, serious accidents leading to death or severe injuries are a major cause for concern.

Children are small in stature and can often get into places and areas that an adult might not have considered. Being highly curious and inquisitive, children often learn about new things through touch, smell and taste. This can often lead a child into a dangerous situation if hazards like lighters

More than 75% of under-5s who die in an accident, do so in the home



and cups of tea are left lying around.

Understanding the main causes of these accidents is essential to raise awareness of hazards in order to help prevent death and injury:

Falls are the most common cause of accidents in the home. Most falls involve tripping over at the same level. The most serious are from two levels, e.g. falling out of a highchair

Burns and scalds often lead to further hospital treatment with a long and painful recovery. Hot

drinks are the number one cause of scalds to children under the age of five. Other sources of burns and scalds include cookers, curling tongs, hair straighteners and matches

Poisoning accidents usually involve medicines, household products like bleach and cosmetics. Poisonings can lead to breathing difficulties and the need for hospitalisation

Children can swallow, inhale or choke on small items like toys and marbles. Suffocation from items like nappy sacks also pose a risk

Strangulation from blind cords is a major concern. RoSPA's own research shows that there have been at least 30 deaths across the UK due to looped cords since 1999

Accidents such as these can be reduced through modifying the home environment and increasing awareness of the risks. Home safety interventions do not need to be costly and a few simple changes can help prevent death and serious injuries. For more information on how to prevent accidents to children, visit: www.rospa.com/home-safety/advice/child-safety/accidents-to-children/

Straight off, Straight away: the dangers of exposed hair straighteners



accidents don't have to happen

Hair straighteners and curling tongs are common items found within the modern home. Although a popular cosmetic tool, these devices can be extremely dangerous – especially for young children. They can cause serious burn injuries that require medical attention and in some cases, long term care.

Hair straighteners can reach an extreme temperature – up to between 210-230°C – nearly six times the temperature of a household hot water supply, three times the temperature of a

freshly-made cup of tea, and hotter than a domestic iron. It is even hot enough to fry an egg!

Such high temperatures can be extremely dangerous and can cause burns to a child's fragile skin, resulting in life-long scarring and pain. A common area of injury is the hand as a child reaches to grab the hot device. Injuries to the head, arm and foot are also common. Even after being switched off, hair straighteners can stay hot enough to burn a child for up to 40 minutes.

**Did you know?
A child's skin is 15 times thinner than an adult's.**

The NHS Greater Glasgow and Clyde, RoSPA, Electrical Safety First and the Scottish Fire and Rescue Service have teamed up to launch the "Straight Off, Straight Away" campaign in order to raise awareness on this issue. Posters are being placed in key areas around Glasgow such as GP surgeries and early years centres, to raise awareness of this particular hazard and the horrific injuries it can cause.

To help protect a child from the burns caused by hair straighteners and curling tongs, make sure to follow these three safety tips:

- Switch off hair straighteners and curling tongs as soon as you are finished with them
- Use a heat resistant bag to store the straighteners in
- Place them out of reach and out of sight.

Straight Off Straight Away

Hair straighteners can cause serious burns to children.

To prevent this follow the two steps below:
Straight Off - Switch off after use
Straight Away - Put straighteners and flex out of reach of children

Temperature scale:
 240 - Hair straighteners (210-230°)
 210 - Domestic iron (Cotton) (180-200°)
 180 - Freshly made cup of tea (80°)
 150 - Hot water supply (40-45°)

Logos: RoSPA, NHS Greater Glasgow and Clyde, Electrical Safety First, Scottish Fire and Rescue Service.

Let's Stamp out Deliberate Fires

Setting a fire on purpose could put your own or other people's lives at risk and is dangerous to our local communities. The information below will help prevent deliberate fires where you live and help to keep your community safe.

Deliberately set fires are dangerous; they waste time and money, and keep our crews away from real emergencies. Last year, Scottish firefighters attended around 20,000 deliberately set fires in bins, skips, fly tipped waste and derelict buildings.

Each year we attend between 10,000 and 11,000 fires involving refuse and rubbish. A massive 90% of these fires are due to deliberate fire-setting, the majority of which are due to reckless and irresponsible behavior, often by children and young people.

The cost to the Service and our communities is staggering, with an estimated average cost of £2,000 for attendance at such incidents. As well as potentially delaying attendance at a more serious incident, fire setting can result in injury, property damage and environmental pollution.

You can join Scotland's fight against fire by:

- Being aware of strangers loitering in your street – if they do so for some time, inform Police Scotland on the non-emergency number 101.
- Contacting Police Scotland via the non-emergency number 101 to share information on anyone who deliberately sets fires. Alternatively, give the information anonymously by calling Crimestoppers on 0800 555 111.
- Reporting any build-up of rubbish to your local authority or community fire station.

This will help ensure it can be removed and prevent fires.

- Ensuring you are aware of where the children or young people you look after are – and what they're doing.
- Making sure that children and young people are aware of the risks of playing with fire and the consequences of deliberately setting a fire.
- Reporting any fly-tipping directly to your local authority or to the National Dumb Dumpers Stop line on 0845 230 40 90.



Deliberate fire-setting is an offence and anyone with information regarding fire setters can call Crimestoppers anonymously on 0800 555 111.



ng tenants can also contact their housing officer to arrange for ng2 staff to uplift any rubbish they find lying around as this could also be a potential fire hazard.

ng homes remains committed to Challenging Poverty

ng homes continue to work in partnership with Queens Cross and Maryhill Housing Association to Challenge Poverty. We also work closely with the Poverty Leadership Panel which consists of members of various organisations and community members to tackle some of the inequalities that exist.

There has been a strong focus on 'Cost of the School Day' and 'Cost of School Holidays' and as a result of this ng homes incorporated food provision into its summer programme and are currently looking to develop family breakfast clubs with local partners.

We also continue our partnership with 'Fare Share' to redistribute food to those experiencing hardship and this can be provided through contact with your Housing Officer.

Through our Climate Challenge programme, ng homes provide a Furniture Redistribution Service where we receive donations of good quality furniture and furnishings to be reused within the community.

A key area highlighted has also been that of fuel poverty and in many ways this can be supported by ng homes Energy Efficiency Officer to provide energy saving tips and also refer people for further financial support.

The Joseph Rowantree Foundation notes that: "Poverty means not being able to heat your home, pay your rent, or buy essentials for your children. It means waking up every day facing insecurity, uncertainty, and impossible decisions about money. The constant stress it causes can

overwhelm people, affecting them emotionally and depriving them of the chance to play a full part in society".

A spokesperson for Poverty Leadership added: "Poverty affects us all, whether directly through a lack of money or work or the drain on public services due to poverty, such as waiting times for doctor's appointments because of the stress and anxiety poverty causes. Challenging poverty is about ensuring that we are all able to participate in society and we continue to look at ways of communities and organisations working together to impact on areas associated with poverty."



As part of 'Challenging Poverty Week' which is aimed at highlighting issues and arranging to address these we are holding an event at:

**Keppoch Campus,
 Stoneyhurst Street, Possilpark
 On: Tuesday 17th October from 12 – 3 p.m.**

This is an open event and all are welcome to enjoy a variety of fun family activities, cookery demonstrations, tea and a chat and a variety of information stalls on financial advice, energy advice, healthy eating and much more.

We look forward to seeing you there. If you wish any further information then please contact Margaret Fraser on 0141 630 4288 or mfraser@nghomes.net

The three then Chairpersons of each Association signing up to Challenging Poverty in 2016 (LtoR) (John Fury, ng homes, Marilyn Clewes, Queens Cross HA, Roger Popplewell, Maryhill HA)



Celebrating International Older Persons Day in North Glasgow

ng homes hosted a large community event on Wednesday 4th October at Saracen House to celebrate International Older Persons day and the immense contribution older people make to our community.

ng homes recognises the contribution and value of older people in our communities, and with research suggesting an increasingly ageing population, we're proud to focus on how best to implement this.

For that reason we are linked into the theme of International Older Persons Day, which is; "Stepping into the Future: Tapping into the Talents, Contributions and Participation of Older Persons in Society."

This year's day was about enabling and expanding the contributions of older people in their families, communities and societies at large. It focused on the pathways that support full and effective participation in old age, in accordance with old persons' basic rights, needs and preferences.

This year's theme underscored the effectiveness of tapping into the talents and contributions of older persons. For a number of years ng homes Regeneration Department has devised a range of activity programmes to support older people in building social connections, bonding with other cultures and generations and leading a more active lifestyle. These include the monthly song, shimmy events, Oriental Exercise, Tai Chi, allotment programmes, regular community meals and much more.

We have also been working on our Ageing Conversation Events in partnership with Age Scotland and other organisations.

We recognise the valuable contribution of older people within the community; helping out neighbours, taking part in committees and clubs and sharing their experiences and skills.

The event included a mix of entertainment from older members of the community with highlights including 'Play Your Cards Right' by Jim McCallum from the Inner Circle, some Line Dancing from the



ng homes staff get into the fun with a tenant at an older persons event

Rockets group in Possilpark led by Edith McAtear and a community sing-along.

Information stands at the event included Fire and Rescue Services, Good Morning Service, Age Scotland, MacMillan Care, Police Scotland and Independent Age among others.

ng homes committed to including older tenants

Over the past several months ng homes have delivered a wide variety of activities and events to support older people within our community. It's because we recognise just how important a role all of our mature tenants have to play in our communities, and involving them through various workshops, trips, events and activities is our way of saying thanks.

Thanks to the funding through the Scottish Government our Build, Bridge, Bond programme has supported the delivery of social activities, events and trips for older residents and ng homes tenants across North Glasgow. This innovative programme has helped strengthen community connections across age groups, areas and

cultures. Those who come along emphasise how much they get from meeting new friends and developing new relationships. The programme has had many benefits to the lives of some of our older tenants, including the reduction of loneliness and isolation within the community.

A variety of activities have been delivered by ng homes Regeneration Team with the support of our valued volunteers. Activities include:

- Monthly 'Song, Shimmy' event held at the Petershill Club with a hot meal, entertainment and the opportunity to dance.
- Oriental Gym Exercise on Friday mornings at Tron St Mary's Church at Red Road, Balornock.

If you would like to find out more about our activities for older people, please contact Joan Shepherd on 0141-630-4288 or email her at jshepherd@nghomes.net

These activities are open to all of our older tenants and we extend a warm welcome to anyone who is experiencing loneliness or isolation, or anyone who just wants to get involved, to get in touch. We're always looking for new people to join in, even providing transport for anyone who needs it.

We are committed to supporting our older people within the community and hope you will call a member of the Regeneration Team or your local Housing Officer to get involved.

Sheltered housing tenants the driving force behind bus trips



After consulting with our Sheltered Housing residents, eight bus trip outings were organised to nostalgic places including Largs, Saltcoats and Helensburgh. Feedback has been very positive from those participating in the fun trips which brought back great memories for those involved.

To build on this success a further programme of activity is planned with older people across our Sheltered Housing complexes in the coming months including digital inclusion sessions facilitated through Glasgow Life, arts and crafts with well known artist George Smith, a Vintage Tea Event in conjunction with Scottish Fire Rescue Service to deliver home and fire safety messages, Intergenerational activity with local school children, Police Scotland Youth Volunteers Reminiscing Events and a variety of physical activity sessions specifically designed for older people of all ages and abilities in conjunction with the Glasgow Life 'Good Move' programme.

We are committed to taking steps to make a positive difference to the lives of older people within our communities across ages, areas and cultures. It's vital that you have your say on what you want us to deliver to support your needs.

If you are interested in any aspect of our programme or know someone who might benefit from what's going on, please contact ng homes Regeneration Team on 0141 560 3000.



We've always been committed to involving older people in the community

Programme still Thriving as popular staff member leaves

Community networking, support and mobilisation group Thriving Places continues to have a positive impact in North Glasgow, even as we waved goodbye to one of our most popular staff members.

Community Connector Alistair Mitchell left his post in early September, but what is ng homes' loss, is Strathclyde University's gain, as Alistair will be starting training as an Educational Psychologist. He hopes he will continue to be involved in future community work as a citizen and activist locally, and everyone at ng homes

wishes him all the best!

In the meantime Thriving Places will continue to support the building of vibrant, connected communities, and to help residents identify, plan and action the changes that they would like to see in their neighbourhoods. These changes could be anything from redesigning parks and buildings, to setting up craft groups or clean ups. For further information on how you might want to become more active in Ruchill and Possilpark please contact Linda Devlin - Linda.Devlin@glasgow.gov.uk.

Spirit of Ruchill/Possilpark

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

The Spirit panel are currently organising their next community budgeting event on Saturday 30th September at Ruchill Community Centre. Grants from £250-£2000 will be distributed to individuals, and both constituted and non-constituted groups. If you have an idea you would like to start in your community then please get in touch with Kirsty@foundationscotland.org.uk.



Spirit of Ruchill/Possilpark are proud to present.....

★ September ★

Spirit Marketplace!

@ Ruchill Community Centre

Saturday 30th September, 3-5pm



YOU decide which PROJECTS will receive FUNDING

YOUR VOTE COUNTS

There will also be.....

FOOD

ENTERTAINMENT

KIDS ACTIVITIES...and more!

£1 for Adults
50p for Kids!

For more information on how to apply for a grant of up to £250/£500 (as an informal group or individual) or up to £2000 as a constituted group please look at the Spirit of Ruchill/Possilpark Facebook page or email: Kirsty@foundationscotland.org.uk or call 0141 341 4968. Deadline for applications is Monday 11th September

Get Activated! – Glasgow University course coming to north of City

Are you involved in work in the community or are you interested in becoming more involved? Then the **Activate course might just be perfect for you.**

ng homes have partnered with the University of Glasgow for over five years to deliver this community development course. Previous participants on the course have found it stimulating and thought provoking, with some even progressing to College and University and a whole lot of fun thrown in for good measure. Others have become more involved within their community as volunteers and most impressively of all there has been a 100% satisfaction rate with many saying they have become more

connected to their community and made new friends.

We are ready to start another two courses, one daytime and one in the evening, and we're looking for participants who want to make a difference to their communities and their own lives to get in touch. The courses will take place at a local community venue and will be delivered over 10 weeks for 3 hours per week. The course is open to anyone over the age of 16 and there is no upper age limit.

If you would like to find out more about this course then please contact; Margaret Fraser (Regeneration Manager) on 0141 630 4288 or mfraser@nghomes.net.



University
of Glasgow

Day-in-the-life

Audrey Fleming (ng Receptionist)

“On a normal day I’ll get up and out of bed at half seven, jump into a shower and wash my hair, and of course, have a wee cup of tea! I’ll then head out the door and get to the Springburn Office for just before nine.

I normally open the door to the public and meet and greet people as they come in. I’m the first point of contact for the organisation and a lot of you might recognise me.

That’s one of the best things about this job; I get to meet with the public, tenants, other businesses - all manner of people. I try my best to build up a rapport and it’s great to see familiar faces and find out how they’re getting on. I’m the first person people come into contact with when they come through the doors, but that’s not all I do!

When it hits half nine I check the attendance sheet to make sure everyone who is supposed to be in is in, or if not, I ring round to make sure that they’re safe. I have a range of responsibilities throughout the day to keep me busy. I signpost anyone who comes in to whoever would deal with their enquiry, make appointments for GEMAP, appointments for Housing Options and I take rental payments. I also put through and log repairs.

I record complaints and compliments, I take payments for fobs, and I respond to requests for applications. I keep a log of everyone who’s

coming into the office, book meetings rooms and update and print our attendance record sheets for the week.

For lunch I normally bring with me some homemade pea and asparagus soup, my current favourite, and move upstairs into the staffroom to catch up with friends in the office.

Some of the more quirky jobs I do include doing the stationary orders, reviewing them when they come in and storing them away and I also do the flexi-time reconciliation sheets. If someone comes in and they need someone from ng2, or the fuel advisors, or even EPIC 360 I’m also making appointments for them. It’s all go all the time!

I really enjoy my job; it can be stressful but it’s good to always be working away at something.

At 4pm I show any members of the public out of the office and then make sure all of the mail has been franked and is ready to go for the postman coming at quarter past four. Then I’ll draw up the remainder of my sheets, finish off any work and prepare for the next day. I try to be prepared, and look to always have sheets ready, laying out work for the next day. Then I head back home.

Before I leave the house in the morning I’ve normally put something in the slow cooker so it is ready for me coming back.

I enjoy cooking and knitting small, fluffy animals for charity, and I have two bichon frise dogs, Milly



Audrey Fleming -
ng homes receptionist

and Mia, who I love to take a walk up the park.

When all’s said and done, I put my feet up, watch the telly or read a book, get into my jammies and get ready for another big day tomorrow!”

ng homes welcomes three new trainees

At ng homes we recognise the importance of introducing people to a career path within the housing sector. As such, we are delighted to take on three new trainees this Summer as part of our commitment to supporting employment opportunities and training in North Glasgow. Alan Nicolson, Robyn Somerville and Lucy Brown have all undertaken a two year traineeship within our Housing Services teams.

We are passionate about playing our part in ensuring that there is a constant supply of talent coming into the housing sector in Scotland, to help ensure it has a bright future with a skilled, dedicated and motivated workforce. The Association holds the Investors in Young People Award and we aim to ensure that a job in the housing sector is seen as a fulfilling, rewarding and meaningful opportunity.

We support the SFHA’s Housing Apprentice Action Plan for Scotland, and by extension the Scottish Government’s commitment to growing and widening Modern Apprenticeships across the country. We have employed a number of trainees over the past few years and some have progressed within the business and now have permanent full-time positions within our housing services team while others have moved to other

organisations within the sector.

In addition to a comprehensive work based training programme the trainees will also undertake a course of study for the Chartered

Institute of Housing Level 2 Certificate in Housing Practice, delivered through our training partner SHARE, and will also complete an SVQ Level 2 in Housing.

(L-R) Our new trainees Robyn Somerville,
Alan Nicolson and Lucy Brown



Customer Services Team

Meet the team

Our Customer Service Officers (CSO's) are based within our customer contact centre at Saracen House, Saracen Street, Possilpark. The CSO's are the first point of contact for customers calling ng homes. When you contact us you will now be asked to provide your up-to-date contact details, your preferred method of contact and information on who is living in your home. This will allow us to contact our customers in the way that they prefer.



Alan Dick



Kelly Burns



Stephen Lauder



Allan MacKinnon



Iona Wilson

Housing Services Team

Possilpark Team



Janice Ellison
Housing Manager



Karen Kelly
Senior Housing Officer



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



Lynn Bennett
102-178 Ashfield Street (evens)
3-39 Balmore Square
162-326 Broadholm Street
Buckley, Chestnut, Cypress, Kippen, Spruce Street
104-233 Crowhill Street
8-20 Hawthorn Quadrant
313-483 Hawthorn Street
Walnut Crescent, Place, Road



Lesley McLeish
143-173 Ashfield Street (odd numbers only)
8, 16, 24 Balmore Road
40, 46, 52 Balmore Road
105 Knapdale Street
144 Liddesdale Road
28-30 Bracken Street
24-152 Broadholm Street
11-61 Claddens Quadrant
26-84 Claddens Street
16-34 Coltmuir Street
5-93 Crowhill Street
26-36 Gadloch Street
7 Glenhead Crescent
6-44 Glenhead Street
54-160 Glenhead Street
23-43 Lamb Street
82-209 Haywood Street
139 - 221 Balmore Road



Liz McMillan
56-251 Kilearn Street
98-110 Saracen Street
1-23 Rednock Street (newbuild)
2-18 Barloch Street (newbuild)
3-5 Barloch Street
67-101 Allander Street
67-102 Stonyhurst Street



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



Danielle Quinn
1-27 Balgair Place
1-39 Balgair Gardens
25-41 Balgair Street
1-22 Balglass Gardens
24-41 Balglass Street
47-59 Balmore Road
21-89 Stronend Street
1-15 Sunnyside Place
198-202 Panmure Street
184-248 Bardowie Street
71-83 Balmore Road
10-63 Wireton Street
8-48 Hayston Crescent
1-43 Hayston Street
1-8 Redmoss Street
772-802 Bilsland Drive



Emma Coates
139-162 Barloch Street
72 Balmore Road
2-73 Closeburn Street
123-183 Denmark Street
4-127 Mansion Street

Springburn Team



Caroline Wilson
Joint Housing Manager



Karen Johnson
Joint Housing Manager



Jeanette Glen
Senior Housing Officer



Danielle McErlane
Balgraybank, Boghead, Cardarroch, Cockmuir Street
256-356 & 426-488 Broomfield Road
Eastburn Road
Craigieburn, Gartferry, Hillhouse & Lumloch Street
Drumbottie & Lanrig Road
2-60 Wallacewell Crescent
5-9 Wallacewell Place
91-144 Wallacewell Road



Sharon Hazlett
Housing Manager



Geri Anderson
Senior Housing Officer



Greg Richardson
Senior Housing Officer



Andrea Campbell/Laura Sharkey
Barnulloch Road
Bumbrae & Oatfield Street
459-463 Petershill Road
Young Terrace



Gemma Lee/Andrea Campbell
Avonspark Gardens, Place & Street
Dykemuir Place & Street
Red Road



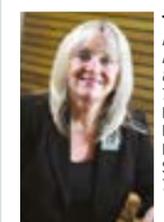
Anne Sheeran
15 Croftbank Street
250 Edgefauld Road
177-311 & 371-405 Edgefauld Road
9-101 Broomknowes Road



Catherine Mather
15 Eccles Street
53 Carbisdale Street
Blackthorn, Elmvale, Home & Memel Street
9,19,29 Carron Crescent
151 & 155 Fernbank Street
630, 640, 660, 670, 680, 690 & 700 Hawthorn Street



Bola Akintoye
12 Eccles Street
185, 195 & 200 Fernbank Street
10-73 Carron Street
3, 4, 10, 16, 22, 28, 34, 40, 46, 52 & 58 Carbisdale Street
3-33 Carron Place
623, 631, 639, 647, 655, 663, 675 & 685 Hawthorn Street
76 Horne Street
771-783 Springburn Road



Terri McChesney
Auchentoshan Terrace
Auchinloch, Laverockhall, & Midton Street
721-745 Broomfield Road
Broomfield Crescent & Broomfield Drive
Springburn Road
77-163 Petershill Road



Pamela Hutchison
Angus, Bagnell, Carleton, Crichton, Gourlay, Hillkirk, Kemp, Valleyfield & Vulcan St
Atlas & Cowlares Road
104-138 Balgrayhill Road
Broomfield Place
2-60 Broomfield Road
Hillkirk Place
Morrin Path & Springburn Way



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



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



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



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

ng homes Regeneration Activities and Events

Weekly Activities: October - December 2017

Activity	Venue	Date and time	Contact	Other
Little Rascals (Link Up)	Possilpoint Community Centre	Mondays, Thursdays and Fridays 9.30-11.00am	Gillian Halliday ghalliday@ngworks.com	New parents welcome
Chancers (Link Up)	Possilpoint Community Centre	Wednesdays 9.30am-2.30pm	Gillian Halliday ghalliday@ngworks.com	All welcome. Variety of activities
Inner Circle Men's Group (Link Up)	Possilpoint Community Centre	Mondays: 2-4pm Thursdays: 12-3pm	Gillian Halliday ghalliday@ngworks.com	New welcome members
Wednesday Social Event	Possilpoint Community Centre	Wednesdays 9.30am-2pm	Michael Kam mkam@nghomes.net	Breakfast Tai Chi Lunch Variety of activities
Oriental Gym Exercise	Tron St Mary's Red Road Barmulloch	Fridays 10-12	Michael Kam mkam@nghomes.net	Oriental Gym Exercise Activities
Row for Shore (Link Up)	Possilpoint Community Centre	Fridays 9.30-11.30am	Gillian Halliday ghalliday@ngworks.com	All age groups. New people welcome
Family Breakfast Clubs	Possibilities	Monday to Fridays 8 - 8.45 a.m.	Margaret Fraser mfraser@nghomes.net	Service for parents and families to have pre school breakfast. Funded through DTAS (Community Resilience Fund) and linked to research from 'Cost of School Day Report'. Aimed at Children attending Keppoch Campus.
Family Breakfast Clubs	Tigers Den Speedway	Mondays to Fridays 8 - 8.45 a.m.	Margaret Fraser mfraser@nghomes.net	As above. Aimed at children attending Elmvale Primary.
Friday Night Club	Springburn Leisure Centre	Fridays 4-6pm	Robert Docherty rdocherty@nghomes.net	Aimed at 5-11 year olds. Includes range of fun activities, sports, arts and crafts.

Monthly Activities: October - December 2017

Activity	Venue	Date and time	Contact	Other
Community Networking Breakfast	Saracen House	Fridays 10-12 13 th October 10 th November 8 th December	Simon Farrelly sfarrelly@nghomes.net	Open to all
Welcome to the Community Event	Saracen House	Thursday 28 th September 12-2pm	Margaret Fraser mfraser@nghomes.net	Open to new and existing residents. Attended by housing/regen staff and a variety of community organisations and volunteers to provide information.
Song, Shimmy	Petershill Club	Friday 1-4pm 27 th October	Joan Shepherd jshepherd@nghomes.net	Older adults - New people welcome. Contact Regeneration Dept for info.
Challenging Poverty Event	Keppoch Campus	Tuesday 17 th October 12 - 3pm	Margaret Fraser mfraser@nghomes.net	To recognise Challenging Poverty Week. There will be fun workshops, creative and fun activities and information stalls.
Health and Wellbeing Week	Possilpoint Community Centre	Wednesday 18 th October	Gillian Halliday ghalliday@ng2works.com	Variety of Information stalls and interactive activities. More details to follow from Gillian
World Energy Day Event	Saracen House	Monday 23 rd October Time to be confirmed	Graham Smith/K Elliott gsmith@nghomes.net kelliott@nghomes.net	To raise awareness of energy efficiency. Format will be talks from invited speakers. Interactive workshops. Presentations/ Information stands.

Have your say on fair rents...

Every year, we ask our tenants for their views on rent options and this year is no different.

We are holding an event specifically around rent setting and we would like you to be there to give your views. We have asked the Tenant Participation Advisory Service (TPAS) who are an independent organisation to help us with the process.

The event will be held on **28th November 2017** at 10am-12pm in Saracen House, 139 Saracen Street.

TPAS will collate all comments and report them to our Board, who will consider your views when agreeing the rent increase for 2018/2019.



tenant participation advisory service

The event will be informal and we would really welcome your input as your views are very important to ng homes. Tea, coffee and sandwiches will also be provided.

If you would like to come along, please confirm your attendance by 10th November 2017 with Barbara Bradley. Reach her at 0141 336 1306 or bbradley@nghomes.net

Transport can be provided on request.

Friends Of Eastfield Park

Help upgrade your local park!

The Friends of Eastfield Park are working closely with Land and Environmental Services and Parks Development to revitalise the park to make it a safe and fun environment for the residents of Springburn. Discussions include raising funds for a jogging/bike track, seating and play equipment, and suitable security to ensure the good work isn't undone! Work has already begun on the Carron Crescent entrance to the park and plans are in the pipeline for installing dual-purpose football/rugby posts (with thanks to ng homes for the posts and their ongoing support of the park).

If you are interested in being involved please contact Helen Carroll, Friends of Eastfield Park on eastfieldparkfriends@outlook.com.

North Glasgow Community Food Initiative Needs You!

There are lots of opportunities to get involved with Springburn Food Hub as a volunteer. Contact us today!

- **Community Food Hub Members.** Want a say in what goes on in your community? Join our Springburn Community Food Hub! Meet with others in the community and help make decisions for the future.
- **Fruit & Veg Barra Volunteers.** Help us sell fresh and affordable fruit and vegetables at our barras. You'll help set up the stalls and arrange the displays, and sell fruit & veg to our customers. Great for anyone who wants to gain experience working with customers!

- **Gardening sessions.** Learn how to grow your own food at Springburn allotment! Get active in the fresh air and learn new skills at our beautiful plot. A friendly environment for all abilities.
- **Cookery classes.** We will be running cookery classes in the near future. If you would like to get involved then please contact us and we will let you know when they will be running.

If you would like any further information then please contact us: Tel: 0141 558 2500
Email: volunteer@ngcfi.org.uk or springburnfoodhub@ngcfi.org.uk



There are many ways to get involved as a volunteer with North Glasgow Community Food Initiative

Contact City Building for Gas Servicing and Repairs

As from the 1st October 2017 the above contract will be carried out solely by one contractor - City Building will be responsible for the maintenance and repairs to the gas heating systems in your property.



The contact number for City Building is FREEPHONE 0800 595 595 please contact them on this number if you have any queries over annual gas servicing and to report any repairs or breakdowns of your heating system.

In the event that you smell gas at any time you should treat it as an emergency and you should turn off your gas supply at your gas meter and phone Scottish Gas Network on 0141 560 6000 and speak to one of our Customer Services Officers who will be pleased to assist you.

How to get in touch with us:

email: info@nghomes.net
web: www.nghomes.net
media centre: <http://mediacentre.nghomes.net>
twitter: [@ng_homes](https://twitter.com/ng_homes)
facebook: [ngsportslegacy](https://www.facebook.com/ngsportslegacy)

springburn office

Ned Donaldson House,
50 Reidhouse Street,
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