



New Money Advice Service Will Help People in North Glasgow

A NEW service to provide tenants and residents in North Glasgow with affordable loans and basic bank accounts has been launched by North Glasgow Housing Association and Scotcash.

The association and Scotcash are working together on an innovative six-month pilot which sees a full-time Loan Advisor based in the association's offices. Emma Paterson (above) will be available to see clients Monday-Friday 10am-4pm and will offer a range of services and products including affordable loans, savings accounts, white goods packages, basic bank accounts and money advice.

Scotcash were set up to help the citizens of Glasgow gain access to financial services which, due to either their past or current situation, they have been unable to access. Many clients are single parents, in rented accommodation and dependent on benefits. Scotcash General Manager Leah Cameron is delighted with the partnership with North Glasgow Housing Association, she said: "Scotcash are based in the city centre but a lot of our customers aren't so our partnership with North Glasgow will make it easier for their tenants and residents to make appointments and it will also help us to reach many more people who are financially excluded in the city'.

The three most popular reasons for taking out a Scotcash loan is home redecoration and household goods, Christmas presents and help to finance a short break away for the children. An average loan size at Scotcash is £553 over 42 weeks. A £500 loan repaid over a year would cost a Scotcash customer £84.52. With a big home credit or doorstep lender it would cost £410.

Ann Marie Devlin, Depute Chief Executive of North Glasgow HA said: "People living in our communities have to make tough decisions on a daily basis. By providing access in our offices to money advice, bank accounts and where appropriate affordable finance Scotcash can help improve the financial situation for many people in North Glasgow."

Scotcash is a Community Development Finance Institution. There are 70 such institutions in the UK, with an estimated 20,000 clients. They are different from credit unions, as they offer loans without the requirement of clients to save regularly.

To book an appointment with Emma in North Glasgow please call 0141 276 0525.

Scotcash
approachable finance



Springburn & Balgrayhill News

Newsletter for tenants of North Glasgow Housing Association



FEELING THE HEAT!

NEW Housing Officer for the Carron area Geri Anderson was all hot and bothered when she paid a visit recently to tenant Martin Cameron!

That's because Martin is enjoying the benefits of the new electric wet heating systems the association has installed in the multi storey blocks in the Carron Scheme and Martin and other tenants are certainly feeling the benefits of the new system.

Martin said: "The new heating system is great and its making a huge difference with my fuel bills."

Mr Cameron continued: "Before the new heating was installed my bill would be over £100 but in the last two quarters its been £29 and £40. In this difficult economic climate we're in this is a brilliant saving for me especially now the colder weather is on its way"

Activate Your New Year

A NEW Activate programme which allows volunteers to study community development and is an access route for further education either at College or University will kick off in North Glasgow in the new year.

For some, though it is about volunteering or working in their communities to make a difference.

Four North Glasgow residents have already received certificates from Glasgow University for community development through the Activate programme.



Victoria Scott, Jodie McCarty and Danny McMillan from Young Peoples Futures, and Fahim Abdulkawi, who volunteers with Playbusters are pictured above.

Chief Executive of North Glasgow HA Robert Tamburrini attended the ceremony and said: "The Activate course run by Playbusters and delivered by Glasgow University is fantastic".

If you are interested in volunteering or working in a Housing Association then contact 0141 560 6000 for more information about this exciting opportunity.



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Your Housing Officers

PLEASE do not hesitate to contact your Housing Officer if you require assistance with any tenancy-related issue - if they are not able to help you directly, they will put you in touch with someone who can.

Find your address on these pages if you don't already know your Housing Officer.



Geri Anderson
0141 630 4303

3-58 Carbisdale St
53 Carbisdale St
9,19,29 Carron Cres.
3-33 Carron Pl.
10-73 Carron St
12-15 Eccles St
195 Fernbank St
200 Fernbank St
771-783 Springburn Rd

INTRODUCING Geri Anderson to tenants in the Carron area of Springburn. Geri is covering for Gemma Lee who is now off on maternity leave.

From Tuesday 29th November and every Tuesday thereafter Geri will be holding a surgery at 195 Fernbank Street. Tenants can come along and raise any issues they may have or even just pop in and meet Geri



Sharon Forrester
0141 630 4302



Alison McGilviray
0141 630 4302

178-198 Balgrayhill Rd
22-42 Viewpoint Pl.
37-88 Galloway St
1292-1296 Springburn Rd

10-47 Atlas Rd
7-9B Angus St
2-38 Blackthorn St
21-28 Carlestone St
12 Cowlairs Rd
20-47 Crichton St
126-162 Elmvale St
151-185 Fernbank St
41-49 Gourlay St
538-584 Hawthorn St
623-700 Hawthorn St
2-4 Hickory St
22-26 Hillkirk Pl.
7-45 Hillkirk St
76 Horne St
6-10 Kemp St
141-161 Memel St
150-158 Memel St
10-52 Morrin Path



James Cassidy
0141 630 4304

237-251 Springburn Rd
2-36 Springburn Way
83-91 Springburn Way
15-31 Valleyfield St
8 Vulcan St

Your Repairs Explained

If you are unclear about reporting repairs please keep the following information close to your phone.

Repairs including emergencies can be reported FREE to City Building on **0800 595 595** and Close Lighting faults can be reported FREE on **0800 046 38 12**

Tenants can report:

- aerial repairs direct to Campbell and Kennedy on **0141 435 7774**
- gas repairs direct to City Technical on **0141 646 5091**

If you joined us as a tenant from GHA on 28th March you can:

- report aerial repairs 9am-5pm to **0141 630 4300**
- report aerial repairs out of hours to **0800 595 595**
- report gas repairs direct to City Building on **0800 595 595**



As part of our commitment to making it easier for our customers to make payments to their rent, factoring or repairs we've introduced chip and pin machines to both our offices in Springburn and Possilpark.

Payments can be made using debit or credit cards both in person or by telephone to the office at no cost to our



THE Scottish Housing Regulator wants to hear your views!

Scotland has a new, independent housing regulator. From next April its role will be to safeguard and promote the interests of tenants and others who receive housing services from local authorities and housing associations.

Before taking on its role, the new Scottish Housing Regulator is consulting on its approach. It wants to hear the views of tenants, homeless service users, landlords and others with an interest in social housing. There will also be events across the country, open to tenants and others, to discuss the proposals. You can get a copy of the proposals and find out more about the events by visiting the new Regulator's website, following the consultation on Twitter or contacting its office.

website: www.scottishhousingregulator.gov.uk/newregulator
e-mail: consultation@scottishhousingregulator.gsi.gov.uk

phone: 0141 271 3810
twitter: www.twitter.com/SHRconsultation

Want to get involved?

Focus Groups are made up of tenants and residents who are customers of North Glasgow Housing Association.

The groups meet monthly to discuss various housing and environmental issues.

If you would like to find out more or even join a focus group in your area please contact your Housing Officer.

BIN STORES GET MAKEOVER

Works are now complete at the properties in Elmvale St, Fernbank St, Hawthorn St and Memel St to improve the bin stores in the back court areas.

The bin stores have been modified so that either wheelee bins or communal general refuse bins with lids can be stored in them. Recycling bins have also been supplied and fitted.

Housing Officer James Cassidy said: "We were delighted to take this opportunity to improve the bin stores whilst providing real genuine opportunities for the young people who worked on the project"

5-41 Bagnell St
104-138 Balgrayhill Rd
151-163 Balgrayhill Rd
7-15 Broomfield Pl
2-60 Broomfield Rd
75-107 Galloway St
1-217 Lenzie Terr
6-18 Mosesfield St
1330 Springburn Rd
6-50 Stobhill Rd
2-28 Viewpoint Gate
6-78 Viewpoint Rd
84-100 Viewpoint Rd



George McCafferty
0141 630 4301