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## **ng homes is proud to achieve the Scottish National Advice and Information Standards Accreditation**

ng homes is delighted to have met the Scottish National Advice and Information Standards for 2018 as set out by the Scottish Government. The award, which will last until 2021, recognises the Association's dedication to providing high quality advice and support on its services for tenants, relating to a wide range of issues from housing to financial and welfare support.

The Association has emphasised the importance of this by training housing staff to support, advise and guide tenants when it comes to housing and

financial issues. Alongside this, ng homes also work in partnership to offer dedicated financial support services on site including hosting staff from financial support organisations such as EPIC 360, GEMAP, Pollok Credit Union and responsible lender Scotcash.

Support services are actively and positively promoted by the Association throughout the community. There is also a strong focus on inclusion with details of the programme of wide-ranging regeneration events and support information being communicated to tenants and residents including ethnic/cultural and disadvantaged groups.

ng homes Chairperson John Thorburn said:

“The Board are delighted that the Association has met these high standards, and we also recognise the visible and creative work of staff across the ng group. We are more than just a provider of houses. Ensuring our tenants and other customers have access to trusted, viable and positive housing and financial support is paramount to us being effective in our role in North Glasgow.”

This sentiment was echoed by Ann Marie Devlin, Depute Chief Executive at ng homes who added:

“The Association is one of a select few Registered Social Landlords that have achieved this accreditation. It recognises the hard work of our staff and the continued support of our Board in this respect. However we will not rest on our laurels and we will continue to look for ways to provide support and information services which enhance and develop the lives of our tenants and residents and the wider North Glasgow community.”

More information on advice and support services in the area can be found on the ng homes website [www.nghomes.net](http://www.nghomes.net)

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ng homes is a trading name of North Glasgow Housing Association

Our vision is to create a community where people can flourish and prosper.