

The Newsletter for Residents of Spire View Housing Association

Issue 52 • Winter 2016

The Spire View

Merry Christmas to one and all...



In time honoured tradition, our staff will soon be out and about delivering a small Christmas gift to all our tenants aged 65 and older.

We would like to take this opportunity to ask all tenants to be mindful of your elderly neighbours.

If you can, call in on them from time to time to make sure all is well especially during bouts of bad weather.

On behalf of all staff and Committee at Spire View we would like to wish you all a very Merry Christmas and a peaceful New Year.



Car Parking

We would like to remind all tenants and residents who may be unaware, that it is illegal to park your vehicle on yellow lines or park on the pavement if this causes an obstruction to pedestrians.

We know that most of our tenants park their vehicles sensibly which is a credit to the community and that is why we continue to work in partnership with City Parking and Police Scotland to ensure all of our tenants are protected and receive the best possible service.

If you do see a vehicle parked on double yellow lines or parked up on a pavement, please report to the following agencies:

For vehicles parked on double yellow lines:

City Parking: 0141 287 4040 – option 5

For vehicles abandoned/vandalised:

Vehicle Pound: 0141 276 0861

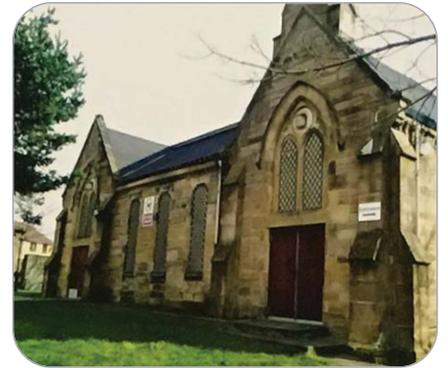
Vehicles parked on the pavement:

Police Scotland: 101

We know that most of our tenants and residents are co-operating fully when parking their vehicles and if you wish to discuss this matter in more detail, please contact either Margaret, Lesley or Arlene at the office who will be more than happy to assist.

Roystonhill Community Facility/Rainbowhall

In the last edition of the newsletter, we gave you a detailed update on progress with our proposed new community facility at the Rainbowhall. We are currently waiting to hear the outcome of our bid to the Big Lottery and are keeping our fingers crossed for good news in the New Year. As soon as we know anything further, we will be sure to let you know.



In the meantime, if you have any questions or queries about this project, please feel free to contact our Director, Fiona Murphy. Contact details are on the back page.



SPIRE VIEW DROP – IN SERVICE

For the past few months we have been piloting a “drop-in” service in our old office at 98 James Nisbet Street on the first Thursday of the month. We are working in partnership with Lifelink (stress management), the Tenancy Support Service and GEMAP (financial capability) to assist you with any issues you may have with paying your rent, rent arrears, debt issues or support issues/stress management. These services are free and completely confidential and can offer assistance wherever you feel you need it.

The next “drop-in” session will be held on:

Thursday 2nd of February 2017 in the Lifelink Building (our old office) at 98 James Nisbet Street, Royston, from 5.30pm – 6.30pm.

No appointment is required, it's a first come-first served basis. Please feel free to come along and have a chat with any of the staff from the various agencies which could be of benefit to you.

If you require any further information, please contact Margaret or Lesley at Spire View Housing Association on 552 7928. We look forward to seeing you!





Christmas 2016

We love Christmas at Spire View, and as last year's Christmas event was such a success, we asked Santa and his reindeer to visit us at the office again. We saved him a space in our car park at the office on 43 Tharsis Street and asked that all the young people of Royston come along between 3pm and 5pm to visit on Wednesday 7th December.

If you managed to get a 'selfie with Santa', make sure to post the photos on our Facebook/ twitter pages to be entered into a competition to win £25 love to shop vouchers.

If you are planning to write to Santa, why not pop it into the office and we will pass it on to him. All those children who write to Santa will also be entered into a prize draw to win £25 love to shop vouchers. We hope you have been good, as there is lots of space on the Santa's good list. Every child attending the event received a small gift.

Deadline for our competitions is Tuesday 20th December 2016 at 5pm, entries submitted after this time will not be considered. **Good luck everyone.**



Spire View has a new Housing Manager

We are delighted to welcome on board our new Housing Manager, Donna Richardson to Spire View. Most of you will know Donna from the office already as she is currently employed by Copperworks Housing Association. Although sadly Donna will be leaving Copperworks as a Housing Officer she won't be going far as she will be Housing Manager for Spire View and Copperworks!! Donna will take up her new post in the New Year and is very excited and enthusiastic about working with us. We all wish Donna well in her new position.



COPPERWORKS
Housing Association

Royston Strategy Update

The group continue to meet and as you will see from our separate article, Spire View is moving at pace with the proposals for a new Community Facility on Roystonhill.

Royston Youth Action are continuing to progress consultation and investigation into the possible provision of a Community Sports Hub at Glenconner Park and have been busy carrying out community consultation as well as visiting different areas to look at options and possibilities.

They are working with an Architect and others to move this forward and we will keep you updated as matters progress.

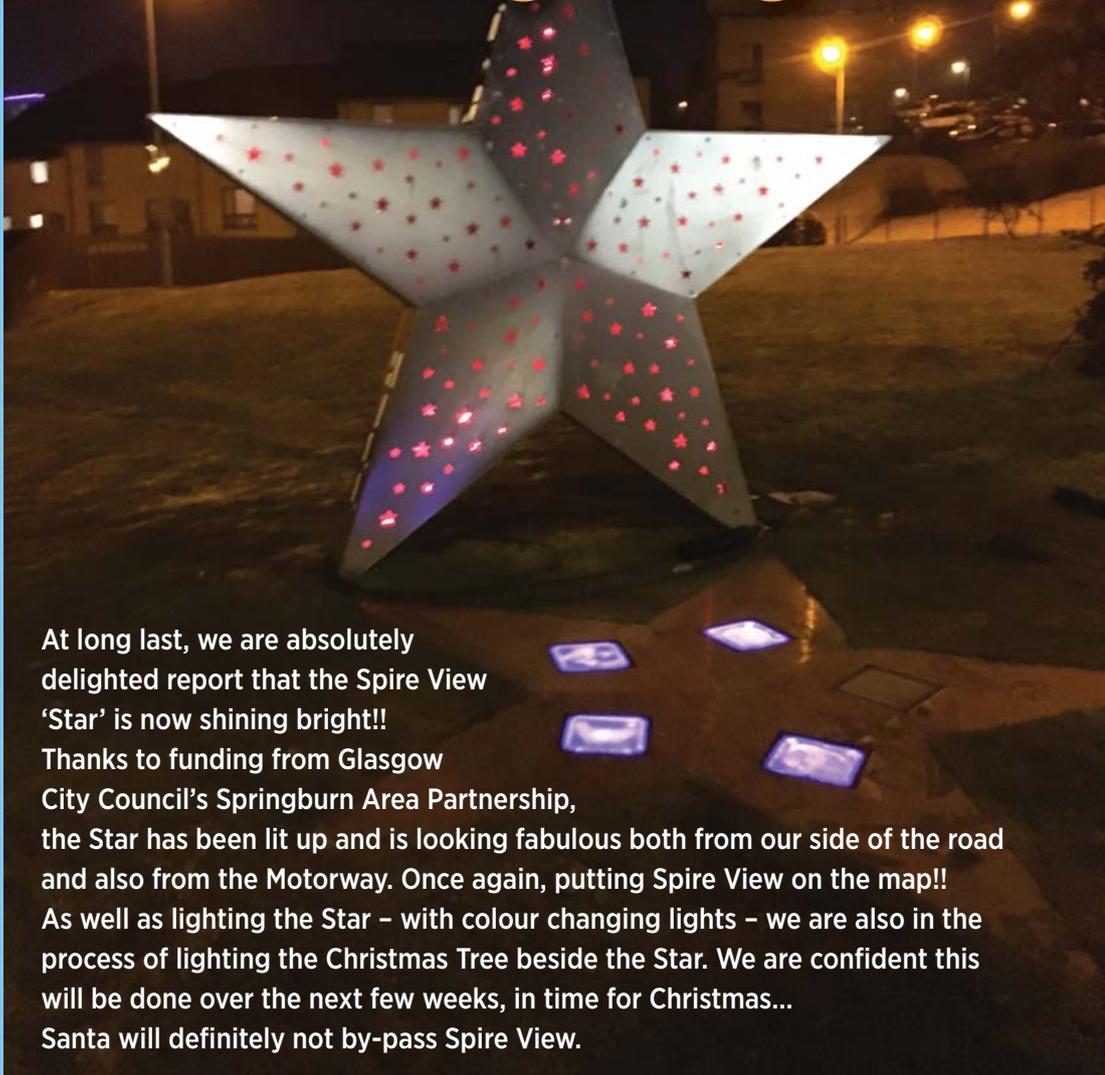
The group have also been discussing the 'Triangle Site' which is the piece of land bordered by Roystonhill, Millburn Street and Rosemount Street.

An opportunity has arisen whereby Copperworks may be able to acquire the site to bring it back within community ownership. Community consultation has been ongoing to determine

- 1) do the community wish Copperworks to purchase the site and
- 2) what would the community like to see happen with the piece of land should they acquire it.

Copperworks are working closely with Blochairn Housing Association and the Rosemount Development Trust to move this forward and we will keep you posted on progress!

Our very own Star is shining bright!



At long last, we are absolutely delighted to report that the Spire View 'Star' is now shining bright!!

Thanks to funding from Glasgow

City Council's Springburn Area Partnership,

the Star has been lit up and is looking fabulous both from our side of the road and also from the Motorway. Once again, putting Spire View on the map!!

As well as lighting the Star - with colour changing lights - we are also in the process of lighting the Christmas Tree beside the Star. We are confident this will be done over the next few weeks, in time for Christmas...

Santa will definitely not by-pass Spire View.

Festive Opening Hours

The staff and Committee at Spire View Housing Association would like to wish all our tenants and owners a very Merry Christmas and a Happy New Year.

Our office opening hours over the festive period will be as follows:

Friday 23rd December 2016	9am - 1.00pm
Monday 26th December 2016	CLOSED
Tuesday 27th December 2016	CLOSED
Wednesday 28th December 2016	CLOSED
Thursday 29th December 2016	9am - 5.00pm
Friday 30th December 2016	9am - 1.00pm
Monday 2nd January 2017	CLOSED
Tuesday 3rd January 2017	CLOSED
Wednesday 4th January 2017	CLOSED
Thursday 5th January 2017	9am - 5.00pm
Friday 6th January 2017	9am - 3.30pm



Should you require any emergency repairs out with office opening times please contact Gas Sure 01294 468 113 for all heating and hot water emergencies and City Building 0800 595 595 for all other emergency repairs.

Santa Selfie!

After the success of our Halloween photo competition, our Christmas competition is a "Santa Selfie". We are asking you to post a picture on our Facebook or Twitter page (or pm them and we will post them for you) of you with Santa.

We know Santa can be a wee bit elusive, which is why we arranged for him to come to the office on Wednesday 7th December at 3pm, so you had a chance to get your selfie there.

The prize will be awarded to the photo with the most "likes" on Facebook or most "loves" on twitter.

The competition is open to *everyone* in the G21 2 postcode area.



It's that time again...

Spire View Housing Association is well known for carrying out Clean up Events! Each year we host a new event more and more people get involved.

It never fails to amaze us the level of enthusiasm that each tenant and child has when participating in the clean-up of their area. I'm delighted to say that it's that time again...

We have set ourselves a fresh challenge - in the spring of 2017 (Feb March) we are looking to hold another clean up event, are you up for it? Royston Primary and St Roch's Secondary are! Help us make the day another fantastic success.

Watch this space and we will keep you updated or if you wish to help out simply contact the office and leave your contact details and we'll get back to you.

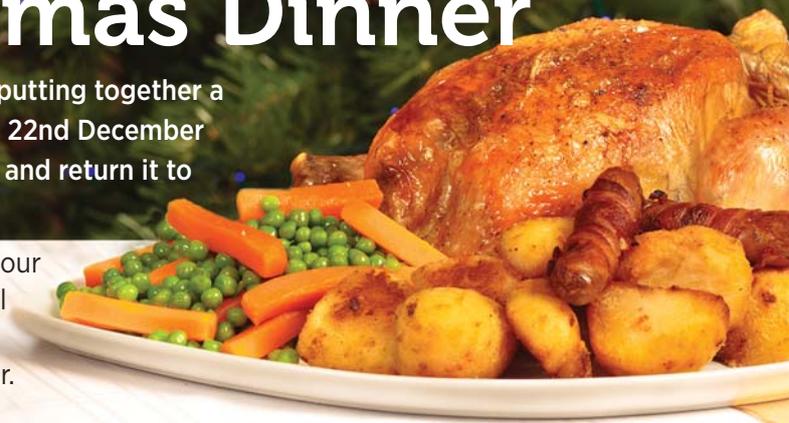
STR
1928
ALIOS ADIUVA



Win your Christmas Dinner

How do you fancy winning your Christmas Dinner? We are putting together a Christmas Hamper, which will be available to the winner by 22nd December 2016. All you have to do is complete the tear off slip below and return it to our office by Monday 19th December at 5pm.

Alternatively, you can enter on our Facebook page by liking our page and Christmas Hamper competition post. The draw will take place on Wednesday 21st December and we will deliver the hamper to our lucky winner on Thursday 22nd December. **Good luck.**



Win your Christmas Dinner – Entry Form

Name:

Address:

Contact Number:



Festive refuse disposal

There will be no bulk uplift from the cleansing department over the Christmas holiday. However, we are delighted to advise that we have hired skips for tenants use over the festive period. The skips will be placed in the following areas on the dates noted from 9.00am in the morning until 5pm:

29th DECEMBER 2016

90 JAMES NISBET ST. (CORNER SITE)
6 JAMES NISBET ST. (OPEN SPACE)
140 RHYMER ST. (PARKING BAY)

5th JANUARY 2017

106 ROYSTONHILL
(ADJACENT PARKING BAY)
60 ST. JOSEPH'S VIEW
(TURNING POINT)
BRIGHT ST. (CAR PARKING BAY)

Please feel free to use these to dispose of any unwanted items.

Planned Maintenance

The Planned Maintenance programme for this year is now complete. We would like to thank tenants for their co-operation and patience during these works and hope that you will already be feeling the benefit of the improvements that have been made.

We are now working on our planned maintenance programme for the next financial year which will include replacement of a number of kitchens and boilers and we will publish more details in the near future.

We will also be conducting a tenants' satisfaction survey in the near future to determine your views of the performance of the Association and the appointed Contractor. We would appreciate you taking a few minutes to complete this as it will ultimately influence decisions we make going forward.

Roof Anchor Bolt Testing and Gutter Cleaning

We are delighted to announce that this year's programme of anchor bolt testing and gutter cleaning has now been completed successfully and overall, we were pleased with the service provided by the Contractor Prime Roofing. Again, we would like to thank tenants for their patience and co-operation during these works and for providing access when appropriate.

Painterwork

The Association is currently in Year 3 of a 6 year agreement with J S McColls for painterwork to ensure our properties continue to look good. Works to all Spire View areas planned for this year are complete with the exception of the painting of external railings at 91-99 James Nisbet Street which was delayed to allow render works to be completed. A date is awaited from JS McColls for these works.

Further information on works planned for Year 4 of the contract will be published in our next edition.

We continue to be very happy with the Contractor's quality of work and their commitment to our community.

Affordable Warmth Dividend

If you are feeling the cold this winter, struggling with bills and aged 80 or older (or know someone who is) you may be eligible for the Affordable Warmth Dividend.

This is a payment of £100 made by Glasgow City Council to Glasgow residents who are 80 years of age and older on or before 31 March 2017, to keep warm during winter. Only one claimant per household.

If you previously qualified for the payment you should receive a letter confirming your dividend, however if you have not previously applied for the dividend you can do so up until the 31st March 2017.

You can download an application form here: <https://www.glasgow.gov.uk/affordablewarmth>. Applications forms are also available from your local Revenues and Benefits Centres or by phoning 0141 287 7961.

You can find out all the information regarding making a claim online at <https://www.glasgow.gov.uk/affordablewarmth>



Lauren Dixon wins Rosemount Development Trust's Jim Conway Community Involvement Award 2016

The Jim Conway award is a community recognition award that is presented annually to a lucky winner for all their hard work and effort that they show throughout the year to support their community.

It is an award named in recognition of the effort, accomplishment and successful leadership that Jim Conway (the Trust's former Managing Director who still helps out the organisation as a voluntary Director and Charity Trustee) showed while establishing the Rosemount Business Park in Charles Street, Royston.

Every year, St Roch's Secondary names the winner and this year, local resident Lauren Dixon won the award for all her hard work and voluntary participation while working with RYA (Royston Youth Action) at the weekly

Wednesday night club in St Roch's Secondary with Primary school pupils, where she helps and takes part in games that the young pupils play. Lauren can also be thanked for taking part in St Roch's Secondary's school community programme where she helps out at the Rainbow hall on a Thursday afternoon. There, Lauren supports the 50+ Young at Heart Clubs, serving them their lunch. Through this, Lauren has shown kindness and commitment to supporting others in her community by using her spare time to make their lives a little bit easier and enjoyable. She has proven to be a very deserving winner of this year's Jim Conway award for Community Involvement.

Congratulations Lauren!



Article written by Paulina Zurakowska - St Rochs Secondary Pupil aiming for a career in Journalism

Social Media – be careful what you put out there!

With the ever changing world of technology, the use of social media is always increasing. However, with that comes danger as once you have put it out there, very often, it cannot be taken back and this can have very serious consequences.

Recently, we became aware of comments on social media which were aggressive, antagonistic and threatening towards the Association and its staff. This is not acceptable and where we accept that there will be times when people are not completely happy with the service provided by us, social media is not the place to vent your thoughts and frustrations.

This type of behaviour represents a breach in tenancy conditions and is something which the Association takes very seriously and will take appropriate legal action on. So please, think before you post!

If you are unhappy at all with any area of service from the Association, you should follow the complaints procedure which is in place. This will ensure that your issue receives the proper attention and is dealt with appropriately.



Facebook and Twitter

Spire View HA has 203 likes on Facebook and 486 on Twitter!! We use these pages to run competitions, update the community with local events, jobs, and things of interest as well as keeping you up to date as to what is happening at Spire View. So there are plenty of interesting posts to have a wee nosey at. Come on over and check us out at Spire View Housing Association on Facebook and Spire View HA on Twitter. See you there....



Cash for Kids Christmas Grant

We are pleased to announce that we made 111 new applications for Cash for Kids Christmas



Grants, and we are delighted to say have all been successful. We are hoping to receive the vouchers/cash mid-December. Once we receive the funds, we will contact you to call into the office to collect as you will need to sign a mandate before you can receive any funds.

We are sure you will agree that this is a very worthwhile cause as many families struggle financially at this time of year; therefore we would like to take this opportunity to thank Radio Clyde for all of their assistance and generosity.

Winter Warning!!



The change in seasons is now well upon us with the nights getting longer and the mornings growing darker and colder!

Therefore, it is now a good time to think about how to keep our homes warm over the winter months and to make some small changes which have the potential to have a real positive effect.

If your boiler has a time function/programmer, it is worth taking some time to get the hang of it – with the clever use of your timer, you can make sure you always wake up warm and come home on those dark nights into a warm environment without having to leave your heating on 24/7. If you need any advice on how to use your timer, please contact our office for assistance.

Keep your radiators clear.....

Keeping your radiators clear by moving furniture away from direct contact will allow the hot air to circulate more freely and warm up the room more effectively.

Stay in touch...

It is good advice to make sure you know how to contact your neighbours by phone – it's easy to lose touch in the winter months when people aren't out and about as much. If you know of an elderly neighbour near you, call in from time to time to make sure all is well. You should also continue to go to your social activities with friends or at your local community centre. If you can't get out for any reason, give them a call to let them know!

Contents Insurance...

Although we are hopeful that this winter will be incident free, accidents can happen and therefore we encourage you to have adequate contents insurance in place. This way, you will be able to be reassured that in the event of any incident occurring, your possessions are protected. If you want more information on how you can be insured cheaply and easily please contact the office and pick up an information leaflet and application form.

Tenancy Support Officer



As you may know Kaye McFall from the Simon Community has been providing Tenancy Support Services to our tenants and residents for the past 18 months. Kaye has been a fantastic help to the Association and provided vital support to help many of our tenants and residents maintain and manage their tenancy. We would like to take this opportunity to thank Kaye for all her hard work and wish her well as she moves onto pastures new.

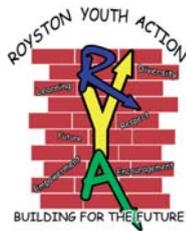
We would also like to welcome Morag Boland on board who has replaced Kaye. If you feel you could benefit from some support, please contact



your housing officer who will arrange to refer you to Morag. You can also pick up a leaflet from the office if you would like more information on the service.

Ladies, do you want to be healthier and exercise more in 2017?

As part of the Scottish Government's People and Communities Funding, Royston Youth Action is delivering ladies keep fit sessions every Tuesday evening from 7pm-8pm at the Rainbow Hall from 10th January 2017. Please come along, bring your friends or neighbours and have some fun and exercise.



Royston Youth Action has received funding from the Big Lottery to purchase new Christmas decorations for the Rainbow Hall which also includes some external lighting. In February 2017 there will be a celebration week for local residents to reflect on the happy memories everyone has of events that have been held there over the years. Do you have any old photographs or stories you would like to tell? Who in the community inspired you by the activities that were delivered at the Rainbow Hall? Please contact Harry Young at RYA 0141 572 0984 if you would like to be involved, or give any photographs you have to any RYA staff member or volunteer. Please look at the RYA Facebook page for more information about the event in 2017.



Our Services

Come along or contact us at the Learning and Event space in Royston Road to find out how you or your family and friends could take part in a range of courses, training, classes or access to IT.

Getting into work: If you are looking for work and want some help, we have a number of courses including **Time for a Change** and **Get that Job** that can offer you a chance to get help with your CV, writing applications, interview techniques, qualifications and more. We can also provide you with access to online job vacancies and help you to apply.

Getting into Learning: If you want to improve your writing skills or want to learn something new, give us a call and find out what is on offer. We have a range of courses including computing, personal and social development and more.

Young Parents Project: Are you a young parent looking to meet up with other young parents and learn new skills? We provide one to one and group work activities with childcare so that you can bring the children along. Call Karen or David on 0141 553 0808.

Childcare: Are you looking for affordable childcare? Our nursery at the Millburn Centre provides places for children 6 months+ to preschool. Call Angie or Geraldine on 0141 552 3090 to find out availability.

Learning & Event Space: Are you looking for a venue for a children's birthday party or a group activity? You can book the Learning and Event Space by calling Kiran on 0141 553 0808.

Learning & Event Space

102 Royston Road • Glasgow G21 2NU • 0141 553 0808

Nursery 221 Millburn Street • Glasgow G21 2HL • 0141 552 3090

www.rosemount.ac.uk

Charity No: SCO28909 • Company No: SC 190521

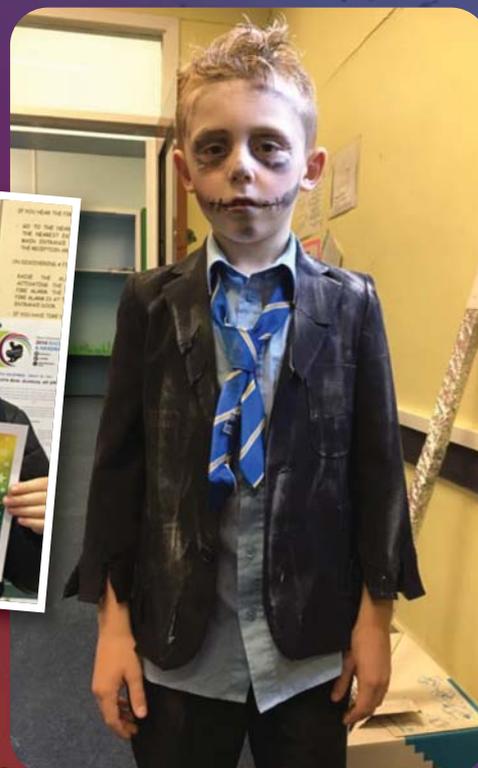


Best Halloween Costume Competition Winner

We had a great response to our Facebook/ Twitter Halloween Competition. We really loved how imaginative the costumes were, and it was great to see the photos. Although we struggled to pick a winner, in the end we chose Ethan Smith with his School boy zombie outfit! Those zombies get everywhere.

Well done to all who took part and in particular Ethan who won himself £50 Love to Shop vouchers. You can see all the entrants on our Facebook page.

Now that Halloween is over we are marching ahead to the festive season and we have an action packed month ahead with loads of competitions starting with our Santa Selfie Competition on our Facebook and Twitters sites. So don't delay, pop over now and have a wee look - next time it could be you!!!



What you told us...

Spire View Housing Association is committed to providing high-quality customer service. We value feedback (negative or positive) from tenants. Feedback helps us to ensure that we are providing a service that meets the needs of our tenants and other customers.



We recognise that from time to time things don't always go as planned and tenants may want to complain about our service. Our comprehensive complaints handling procedure aims to make it easy for tenants to have their concerns resolved quickly. You can pick up a guide to our complaints procedure at our office, on our website or call us on 0141 552 7928 and we will send a copy out to you.

The table below shows the number of complaints received from July – September 2016.

Complaints Received	July 16	Aug 16	Sept 16	Total
Complaints received at Stage 1	1	2	2	5
Complaints received at Stage 2	0	2	0	2
Complaints Resolved				
Complaints resolved at Stage 1	1	1	2	4
Complaints resolved at Stage 2	0	3	0	3
Escalations				
Escalations to Stage 2	0	1	0	1

Reason for Complaint	July 16	Aug 16	Sept 16	Total
Contractor	0	2	2	4
Staff	0	0	0	0
Equalities	0	1	0	1
Policies & Procedures	0	0	0	0
Governance	0	0	0	0
Finance	0	0	0	0
Maintenance	1	1	0	2
Housing Management	0	0	0	0
Money Advice	0	0	0	0
Factoring	0	0	0	0
Estate Management	0	0	0	0
Wider Role	0	0	0	0

Satisfaction with Complaints

	Very satisfied	Fairly satisfied	Neither sat/dis	Fairly dissatisfied	Very dissatisfied
How satisfied with outcome?	4	1	2	0	0
How satisfied with handling	4	1	2	0	0

What did we learn/change as a result of these complaints?
Here are our case studies:

Case Study 1

A tenant made a complaint regarding the level of quality of a contractor's work. Staff inspected this work and deemed it to be of poor quality. Staff immediately contacted the contractor that carried out the work and asked the contractor to remedy this immediately. The contractor came back on site and resolved this issue to the tenant and the association's satisfaction. We recognise the importance of staff members post inspecting works carried out by a contractor to ensure the association and tenants receive a first class service and value for money.

Case Study 2

Applicant made a complaint regarding accuracy of information provided and also alleged institutional racism. The senior management team carried out a full investigation and met with this applicant. The investigation concluded that the applicant had been provided with inaccurate information. However no evidence of racism could be found. The provision of inaccurate information identified a staff training need which has since been addressed. The applicant was issued with a full written response, detailing the findings and was fully satisfied with the outcome.

Rent Increase Consultation

Once again, it's the time of year when the Association's Management Committee has the very difficult task of considering the issue of the rent to be charged for the next financial year. We have enclosed a separate consultation flyer on this and are very keen to hear your views on the rent review and would appreciate it if you would complete the questionnaire enclosed and return to us by **Monday 9th January 2017**.



Fruit Barra

Roll up, Roll up... the Fruit Barra is in the office every Thursday morning from 9:30 to 11:30am. They provide a great selection of fresh fruit and veg at fantastic prices, right on your own doorstep. They also have 'Fairshare' items at real knockdown prices. Fairshare are generally branded items like Kelloggs cornflakes and also pasta and rice and loads of tins to choose from. Come along and bag yourself a bargain.

Wider Role Strategy

In recent years we have continued and expanded our involvement in a wide variety of 'Wider Role' projects. This is basically anything that isn't housing.

Here's a few examples of some of our wider role activities:

- Clean up days/community events
- Credit Union Partnership
- Working with Royston Youth Action
- GEMAP - Financial Health checks
- Tenancy Support Officer Services
- Financial Inclusion Officer Services
- New Community Facility at the Rainbowhall
- Working with Youth Committee
- Supporting our local schools

There are many, many reasons why organisations become involved in these types of activities. Here at Spire View, we certainly believe that wider role can help solve problems, encourage tenant participation, enhance the community, encourage community involvement to name just a few of the benefits.

We have had a Wider Role Strategy in place for a number of years and it is due for review again soon.

So if you would be interested in working alongside us by giving us your thoughts on how we can build on what we have already achieved or take us in another direction, then why not contact Fiona on 0141 559 5648 or alternatively email: fionamurphy@spireview.org.uk. We would love to hear from you.



80/90/100 Roystonhill

As reported in our last edition, The Association will soon be embarking on repair works to the rear of 80, 90 and 100 Roystonhill.

Unfortunately, due to a delay in receiving the building warrant, the programme for the works has been delayed and works will now start following the Christmas holiday period. However, the Contractor and the association are busy planning for the works to begin so that we are ready to hit the ground running in January.

All tenants will have been notified, and visits arranged to discuss the forthcoming works and the likely impact of the works.

In the meantime, if you have any queries, please contact a member of the maintenance team who will be happy to assist. All telephone numbers are provided on the back page of this newsletter.

Estate Management Policy Review

The Association is currently reviewing its Estate Management Policy. The aim of the policy is to ensure that we create and maintain a well-managed environment in which you as the tenant can enjoy your home and surroundings in peace and quiet.

What is being reviewed within the policy?

We will be reviewing the following:

- Aerials & Satellite dishes
- Bin store areas
- Pets
- Close cleaning
- Common garden areas
- Graffiti

These are just some of the things that may affect you on a daily basis and if so then why not get involved? If you wish to participate in this review and have your say then please contact donnarichardson@spireview.org.uk or 0141 552 7928.



Staff Contact Details

Fiona Murphy 0141 559 5648
fionamurphy@spireview.org.uk
Director

Margaret Brownlie 0141 559 5643
margaretbrownlie@spireview.org.uk
Depute Director

Donna Richardson 0141 552 7928
donnarichardson@spireview.org.uk
Housing Manager

Arlene Hooks 0141 559 5647
arlenehooks@spireview.org.uk
Housing Officer

Jacqueline Paterson 0141 559 5640
jacquelinepaterson@spireview.org.uk
Maintenance Officer

Paul Rocks 0141 559 5642
paulrocks@spireview.org.uk
Maintenance Officer

Tracy McDonald 0141 559 5641
tracymcdonald@spireview.org.uk
Finance Assistant

Lesley Burrows 0141 559 5646
lesleyburrows@spireview.org.uk
Housing Officer

Margaret Clowes 0141 559 5645
margaretclowes@spireview.org.uk
Housing Officer

Stephen Hughes 0141 559 5649
stephenhughes@spireview.org.uk
Housing Assistant

Gillian Spence 0141 559 5644
gillianspence@spireview.org.uk
Corporate Services Assistant

Roddy Forrest 0141 552 7928
roddyforrest@spireview.org.uk
Customer Service Assistant

Tenant Participation Policy Review

The Association's Tenant Participation Policy is due for review. This policy aims to demonstrate how the Association will get tenants involved and have a say on how we influence our housing services. We would love to hear your views on this so if you could spare a couple of hours of your time to come along and have a discussion on this it would be appreciated.

If you are interested in becoming involved in this policy review please contact donnarichardson@spireview.org.uk or **0141 552 7928**.

Committee Vacancies

We currently have three vacancies on Spire View Management Committee.

This provides you with the opportunity to come and join the Committee. It is a fantastic chance to become more involved in your own community, and in the decision making process which shapes the services provided, you can really make a difference.

If you think you might be interested, or have any questions, please contact Gillian on 0141 559 5644 at the office for an informal chat.



Credit Union – now on your doorstep

The Credit Union has been operating in Royston now for many years. Firstly we had Royston and Germiston Credit Union, who then became North Glasgow Credit Union and are now part of Pollok Credit Union. Despite the various changes over the years, the Credit Union still continues to provide a valuable and much needed service in the local community. It is much more affordable way to borrow than doorstep lenders such as provident!!! It also helps you to save too!!



In our quest to deliver as many services on your doorstep as possible, we work in partnership with the Credit Union to provide an outreach from our office every Wednesday from 9.30am – 12.30pm. Please pop into our office to join up, set up an account, make payments or withdrawals and arrange loans....all this on your doorstep.



CONTACT DETAILS

Tel **0141 552 7928**

Fax **0141 552 0086**

Email info@spireview.org.uk

Website www.spireview.org.uk

EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water **01294 468113**

All Other Emergency Repairs **0800 595 595**