

The Newsletter for Residents of Spire View Housing Association

Issue 65 • Spring 2020

# The Spire View



## Here for you... Royston Coronavirus Response Group

Spire View and a number of other local partners, including Councillor Allan Casey, have joined together to create the Royston Coronavirus Response Group.

The group was established to look at how we could support our community during these challenging times. Spire View Housing Association were tasked with submitting funding bids on behalf of the group to allow us to provide food parcels and hot meals to the most vulnerable within our community and we were delighted when the National Lottery very kindly provided funding of over £63,000 to allow us to deliver this much needed service.

It was decided that the Roystonhill Community Hub was the ideal base for the service and staff and volunteers have been working tirelessly to get things to people in their time of need.

We have highlighted in other articles some of the tremendous work already being done by our friends at the North Glasgow Community Food Initiative and Royston Youth Action but would also like to extend our appreciation to all of our other partners and individuals who have been instrumental in this.

A special thanks goes to our tremendous tenancy support officer Geraldine Burgess and her colleague Tracey Blair, both from the Simon Community, who have been co-ordinating things from the Hub. Thanks also goes to Pauline at the Hub on the Hill Café who has worked to make sure our most vulnerable are fed by providing the lunches for Royston Youth Action's Holiday Hunger programme and also the hot meals that are being delivered to those that need them. Also to Copperworks Estate Caretaker, David Manners who is assisting Geraldine and Tracey and keeping things ticking over in the hub.

*(continued on page 2)*



*The hub on the hill café*

# Here for you...

## Royston Coronavirus Response Group

(continued from page 1)

We have also had an amazing response from our local community and many people have volunteered to help, either by answering phones, telephoning vulnerable individuals or helping with deliveries. We will be eternally grateful and without you, we would not be able to continue to do what we are doing.

We realise that this is a very concerning time for all residents within our community and we are here to help as much as we possibly can. Recent feedback from those who received food parcels etc. was that toiletries were also needed and we have received some amazing donations from around our community and beyond to allow us to add these much needed items to our supplies.

We would like to extend our thanks to all of those who have provided donations including:

- **£1000 from Rossvale Juniors FC**
- **£120 from St Rochs Juniors FC**
- **£100 – Anonymous**
- **Soap – Glasgow Caring City**
- **Easter Eggs – Failte Foods, Councillor Allan Casey**

Thanks also to David Carmichael at Failte Foods and to Lilian and Lynn at Asda Robroyston for keeping us topped up with supplies.

We recently contacted all of our residents who are over 70 or have underlying health conditions to determine what assistance they may require and we will continue to be in touch with those residents throughout the coming weeks.

**If you have not been contacted by us and would like to speak to any of our staff, please use the numbers on the back page of this newsletter.**



## Rent Consultation – update

We recently asked our tenants whether they agreed or disagreed with our proposed rent increase of 5.0%, to be applied from 1st April 2020. We would like to extend a huge thank you to everyone who took the time to participate in this consultation exercise.

We were delighted to receive 116 responses, representing 18.4% of our tenants. Of the 116 responses received, 51% agreed with the proposed increase, 47% disagreed and 2% neither agreed nor disagreed.

All tenants who highlighted concerns within their responses should now have been contacted by our Housing

Management and / or Maintenance staff and hopefully matters have been resolved to your satisfaction.

The winner of the prize draw for this consultation was Joe Devlin who won £50 Love to Shop Vouchers. Well done Joe!

Following on from the consultation exercise, the Management Committee met on 27th January 2020 to consider the responses, alongside the requirements of our Business Plan and Asset Management Strategy. Once all matters had been taken into consideration, it was agreed to implement the proposed increase for 2020/2021.

We appreciate that any increase is unfortunate however, it is necessary to enable the association to maintain your property to a high standard by carrying out planned maintenance works like new bathrooms, new kitchens and new boilers and to continue to provide the level of service that you currently enjoy. **Even with this increase, our rents are still cheaper than all other local Associations.**

You should have received notification of your rent increase by now. However if you haven't or you require any assistance then please feel free to contact any member of our housing management staff team who will be more than happy to assist you. Contact details are on the back page.

# Glenbarr Street – waiting out the storm!

Over the past couple of months, our Contractor made steady progress with the ground preparation works and we appreciate that for some residents in close proximity to the development, this resulted in some noise and vibration. We would like to thank you again for your continued patience during that time.

They also made good progress with the blockwork and the site was really beginning to take shape when COVID 19 resulted in the requirement for the site to close down.

Our Contractor has taken steps to secure the site and will be monitoring this. However, if you have any issues meantime, please do not hesitate to call the office or send an email to [info@spireview.org.uk](mailto:info@spireview.org.uk) and we will take appropriate action.

We are hopeful that we will be able to hold another open event once lockdown has been lifted to present the final plans. By that time, we should also be in a position to provide more advice in relation to the allocation process and the event will give all residents within the community (and beyond if they wish) an opportunity to come along and ask any questions they may have.



The Association is looking forward to getting things moving again when we can and for things to gather momentum as we move forward.

The project will create 24 new flats, comprising:

21 x 3 apartment, 4 person flats

2 x 3 apartment, 3 person wheelchair adaptable flats

1 x 4 apartment, 5 person flat



## Views on Factoring Services

The Scottish Housing Regulator looks after the interests of people who use social landlord services, including owners using factoring or common repairs services.

### What we're doing

The Regulator has asked Engage Scotland (independent researchers) to speak to owners who use factoring services about their experience. Interviews are **completely confidential**.

### How to take part

Interviews take 10-15 minutes. You can arrange a time that suits you by calling 0800 433 7212 or 01786 449365.

**Book a time to give us your views:**

**0800 433 7212  
or 01786 449365**

**or email:**

**natpan@  
engagescotland.co.uk**

**Everyone taking part  
receives £15**

## Technology is the way forward

You told us and we listened...

Spire View is now not only on Flickr but we are also on Instagram!! You can find us by simply searching Spireviewha. Why not come on over and check us out here and get updates on our new Community Hub or alternatively you can join us on Facebook or Twitter!!! We use these pages to update our residents on all local points of interest, job opportunities and everything else we think you may find interesting. Why not 'have a wee look' at our pages? You will find us by searching for Spire View Housing Association on Facebook and Flickr, @Spire View HA on Twitter and finally Spireviewha on Instagram. -



# Investment for the Future

A brief update on where we are with progress on our ongoing investment programme is outlined below:

## Kitchen Renewal

The next phase of works for kitchen and boiler renewal will be to properties in the phases listed below:

- 121-185 Roystonhill
- 112-140 Rhymer Street
- 42 Tharsis Street
- Roystonhill Place

The process of appointing the contractor to carry out these works is ongoing and we have been busy preparing tender documentation to be issued.

Unfortunately, due to COVID 19, we will be unable to issue these documents for pricing until the lockdown has been lifted and things begin to return to normal.

Whilst we are unable to provide any firm timescales at the moment for when works are likely to start, we will do so as soon as we can.

## Smoke Detector Upgrade Work

As this edition reaches you, our upgrade programme should have been well underway. These works have also been affected by the COVID 19 lock down and cannot be progressed at this time.

We will provide an update as soon as we can.

## Window and Render Repairs/ Replacement Works – 73-85 James Nisbet Street

We have been working over recent months with our consultants to get the tender process for these works underway. Similar to other planned works, we are unable to move this forward at the moment but will do so as soon as we can.

If you have any current issues or wish any further information, please do not hesitate to contact a member of our maintenance team (details provided at the end of this newsletter).

We would like to take this opportunity to remind tenants that Planned Maintenance works will not be progressed for those tenants that have any tenancy debt (arrears, legal costs or recharges) of £300 or more and have not established and maintained a repayment arrangement for 6 months continuously. If you think you are affected by this, please contact your Housing Officer to discuss. If you are affected, you may also receive a letter from us to advise you of this, if you are included in the forthcoming planned programme.

# St Roch's Lunch Club



'Our Giving Glasgow' charitable fund recently awarded St Roch's Lunch Club a donation of £200.

The club is primarily attended by the elderly and people with additional support needs. Many who attend the club will have limited contact with family members and social isolation can be particularly tough. The donation will be used by the club to bring around 40 service users together and take them on a day trip to a pantomime, giving them a day to remember and an opportunity to socialise.

# COVID 19 – Impact on Service Delivery

Tenants will be aware that the current lockdown situation is impacting upon us all and this article will provide you with the current position in relation to the service you can expect from us at this time:

## Staff Availability

The majority of staff continue to work from home but can be contacted during normal office hours on our direct lines and a list of staff and direct numbers is provided on the back page of this newsletter.

## Service Delivery

### Repairs

As previously advised, we are only able to operate an emergency repairs service at the moment. If you have an emergency repair during normal office hours, please contact Mary Dunsmore or Jacqueline Paterson on the numbers provided on the back page of this newsletter.

Should you have an emergency repair out-with normal office hours, please contact City Building on **0800 595 595**. For Heating and Hot Water Emergencies out-with normal office hours, please contact **01294 468 113**.

#### Emergency Repairs include things such as:

- No Toilet Facilities; No wash facilities; Water penetration damaging electrical fittings
- Isolation of dangerous/faulty electrical items; **FULL** Central Heating breakdowns (Electrical or Gas); Serious Concern for tenants/ occupants welfare

When you report an emergency repair you may be asked some questions and whether you are self-isolating. Please be patient with us while we ask these questions. These are required to protect the health and wellbeing of you, our staff and our contractors, which is essential in allowing us to maintain services.

We kindly ask you to minimise interaction should someone require to visit your home. To keep colleagues safe, we would ask that you stand at least two metres away where you can. All tradespeople will be wearing identification when they visit your home. Please check this and once you are satisfied, leave our tradespeople to carry out their work. Upon completion of the job, the tradespeople will advise you they have finished and are leaving, and they will see themselves out. By following these steps, we want to reassure you that there is a low risk of infection.

### Gas Servicing

This service had been temporarily suspended. However, our Contractor has advised that they have now agreed appropriate measures to ensure that they can recommence this service whilst ensuring the safety of all involved. Therefore, if you are due a service in the near future, our Contractor or a member of staff will be in touch.

### Grass Cutting

Our ground maintenance contractor is operating with depleted resources at the moment but is also seeking clarification on whether grass cutting can be considered "essential work". Therefore, grass cutting has been placed on hold at the moment and we will keep you updated as things progress.

### Vermin Control

We have noted a slight increase in the number of reports of vermin from residents. We have also been advised that Glasgow City Council Environmental Health have withdrawn the service for calls of this nature within properties. We have managed to retain the services of a pest control contractor for now and will respond to calls if possible.

### Refuse/Bulk Uplifts

Refuse Collections are programmed to continue as normal but Glasgow City Council has suspended bulk uplift collections at the present time. An issue arose recently with refuse bins not being emptied and rubbish overflow due to pick up time being missed by many residents. Can we therefore ask that tenants put their bins out for collection either before 6am on the morning of collection or the previous night in order that the routine collection is not missed.

Bulk uplifts will be carried out by the Association as and when required. Therefore, if you can avoid placing bulk out during this time, this would be greatly appreciated.

### Allocations

Allocations are also currently suspended as we are unable to carry out the required safety checks prior to re-letting homes. We will recommence allocations as soon as we possibly can.



# Let's stay Powered up and connected!

Although our classes are not taking place at the moment, we are still working with our partners at Rosemount Lifelong Learning and Access Technology Scotland to help local people remain digitally connected during the COVID 19 outbreak. We have a few ipads available for loan.

If you think you would benefit from this service, please contact our Digital Engagement Officer, Jenna Gillan on 07990 119 347 or email [digital@spireview.org.uk](mailto:digital@spireview.org.uk).

We would also like to thank Good Things Foundation and BT Group for the donation of 10 tablets, with internet access that are being distributed to help the most vulnerable people in our community to stay connected.

Are you, or is someone you know, unable to afford a digital device or internet connection? If so, we may be able to help. Please contact our Digital Engagement Officer, Jenna Gillan on 07990 119 347 who will check if you qualify to receive a device.



## STUCK INSIDE?

THESE USEFUL LINKS WILL HELP YOU MAKE THE MOST OF YOUR TIME!

### INFORMATION

UK Gov COVID-19 info  
<https://www.gov.uk/coronavirus>

NHS COVID-19 info  
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

BBC NEWS COVID-19  
<https://www.bbc.co.uk/news/coronavirus>

DOMESTIC ABUSE COVID-19 info  
<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

### HEALTH AND WELLBEING

NHS FITNESS STUDIO  
<https://www.nhs.uk/conditions/nhs-fitness-studio/>

FREE YOUTUBE WORKOUTS  
<https://greatist.com/move/best-free-workout-videos-youtube>

BBC GOOD FOOD RECIPES  
[www.bbcgoodfood.com/](http://www.bbcgoodfood.com/)

RECIPE CALCULATOR  
<https://www.foodwise.com.au/recipe-room/our-recipe-finder/>

### EDUCATIONAL

SQA PAST PAPERS  
<https://www.sqa.org.uk/pastpapers/findpastpaper.htm>

SQA COVID-19 info  
<https://www.sqa.org.uk/sqa/93717.html>

FREE LANGUAGE APP  
<https://www.duolingo.com/>

FREE SHEET MUSIC AND APP  
<https://musescore.org/en>

FREE ONLINE DRAWING LESSONS  
<https://www.thoughtco.com/free-online-drawing-classes-1098200>

ONLINE TOUCH TYPING LESSONS  
<https://www.keybr.com/>

FREE ONLINE ENGLISH COURSES (ESOL)  
<https://www.esolcourses.com/>

### ENTERTAINMENT

FREE GAMES FOR KIDS  
<https://pbskids.org/games/>

NAT GEO KIDS  
<https://www.natgeokids.com/uk/>

FREE DIGITAL BOOKS  
<https://www.gutenberg.org/>

CROSSWORDS & PUZZLES  
<https://www.theguardian.com/crosswords>

**WOULD YOU LIKE A FREE LOAN OF A DIGITAL DEVICE?**  
**CONTACT: JENNA GILLAN • 07990 119347 • [digital@spireview.org.uk](mailto:digital@spireview.org.uk)**

## Help is on hand at Spire View...

As well as all the activities we have going on in our local community, don't forget that we also offer various types of support available to all our tenants and residents...

### Financial Capability Officer

Maureen McGowan from the Greater Easterhouse Money Advice Project (GEMAP) provides information and support to our tenants and residents on topics such as budgeting, bank accounts, benefits advice, credit etc. Although we are currently in lockdown, GEMAP continue to provide these services remotely and if you need help or advice, please contact our office and we would be glad to refer you on to Maureen.



### Tenancy Support Officer

Geraldine Burgess our Tenancy Support Officer is on hand to provide vital support services to assist tenants to sustain their tenancy. If you feel you are in need of some practical support please contact our office and we can refer you on to Geraldine.



### Money Advice Service

Patrick Hannon and Frank Devaney are our Money Advisors who can assist with benefit enquiries and although we are on lockdown, Patrick and Frank are still on hand to assist. They are currently working remotely and if you feel you would benefit from their advice, please contact the office and we can arrange a call back for you.



# COVID 19 – Financial Impact

If you need any help or advice with your rent account, or if you are worried about a change in circumstances, due to loss of earnings, please contact your housing officer (contact details on the back page).

If you are worried about the short-term impact of COVID-19 on your employment then you can contact the PACE helpline on 0800 917 8000.

Further advice can also be found on the Money Advice Service website:

<https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you>

Should you find yourself with no income due the impact of Coronavirus (COVID-19), if you do not already claim benefits, you may be eligible to apply for Universal Credit to help you pay your rent. You can find out more about Universal Credit and eligibility:

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

There is also further information for people affected by Coronavirus (COVID-19), including information about eligibility for Statutory Sick Pay on the UK Government website:

<https://www.gov.uk/government/news/coronavirus-support-for-employees-benefitclaimants-and-businesses>

If you currently pay your rent in cash, we would ask that you consider making alternative arrangements in the meantime e.g. card payments or online payments.

## Money Advice/Financial Capability Advice

Our Money Advice and Financial Capability Services continue to operate, albeit remotely via telephone. If you require assistance, please contact us and we will arrange a referral for you.

## Consultation Register

Have you heard of our Consultation Register? Spire View Housing Association holds a register of tenants who would like to be included or consulted on all aspects of the work we do here. We would love to hear your thoughts and views. You can get involved in loads of different ways from participating on steering groups to helping out at fun days or events.

We are delighted that some of you have already put your names forward to be consulted on various works that we carry out within the Association that may affect you..

However, we want more people to come on board... **Maybe you are a new tenant who was unaware that this register existed, or an existing tenant who maybe hadn't given much** thought that you could be consulted on reviewing the many policies we have in place or alternatively have your say on the ones that appeal to you. The Association is keen to give you the opportunity to do so, so why not contact our Corporate Governance Officer, Gillian Spence, at the office to register your name and we will add it to the Consultation Register and you could help make a difference for the good of your community. Gillian's contact details are on the back page.

## Repairs Satisfaction Update

We would like to thank all our tenants who very kindly take the time to complete our repair satisfaction surveys. This feedback is greatly appreciated as it allows us to monitor both the quality of our maintenance service and the performance of our contractors and to continue to provide the high level of service you expect to receive.

For those who complete a survey we enter all these into our monthly prize draw.

Our most recent winners were:

**December:** William Munro

**January:** Annemarie Wright

# Fruit Barra

Although the Fruit Barra is not running at the moment due to lockdown, our friends at North Glasgow Community Food Initiative have not been resting on their laurels and have been doing all they can to support the local community at this time.

As well as providing us with over 30 food parcels each week for distribution, they are also assisting with the Royston Coronavirus Response.

We hope to see the Fruit Barra up and running again soon but meantime, we would like to extend our thanks and appreciation to our colleagues at NGCFI for their continued help and support.

A special thanks to local resident and NGCFI volunteer, **Frances Tierney** who has been working tirelessly to make sure everyone in the local community who needs a food parcel, gets one!



## Committee Recruitment - Join our Team

Earlier this year, we ran a very successful advertising campaign in our bid to recruit new Committee Members which resulted in us welcoming 3 new members.

Following a couple of retirements at the AGM, we now have 4 spaces on our Management Committee and would love to fill these with some more local residents. This is an exciting time to be part of the Spire View team as our fantastic, state of the art Community Hub is getting up and running and our first new build housing development in 14 years underway.

This is a voluntary position however we can offer Committee members full training and Management Committee experience. You will be encouraged to undertake training sessions and attend seminars and conferences on behalf of the Association.

Should you wish to join or just want more info regarding this opportunity, please contact Gillian on **0141 559 5644**.

## Do you know your rights? Your right to information and consultation...

As a tenant of a housing association in Scotland you have the right to receive information and be consulted on certain issues. This means that we must:

- Give you certain information
- Develop a tenant participation strategy and put it into practice
- Set up arrangements for tenant groups to register with us as registered tenant organisations (RTO's) and keep a register of these organisations which anyone can inspect, and
- Consult with you and any RTO's on tenancy issues which affect you.

### What information can I receive?

We must give you a Scottish Secure Tenancy agreement and information about our complaints handling procedure. If you ask we must also give you information on:

- Rent Setting /Service Charges
- Applying for a house
- Exchanging homes
- Internal Transfers
- Repairs and Maintenance
- Tenant Participation Strategy

### What should you be consulted on?

The Association is obliged to ask you what you think before making any new housing management policies or making any changes to existing policies that are likely to affect you. We will take into account what you think before making a final decision.

Consultation may be carried out in a number of different ways, for example public meetings, surveys, individual letters, etc. Our Tenant Participation strategy describes how we will consult with our tenants and how your views will be taken into account.

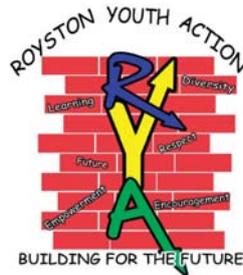
# RYA Easter Program

Our friends over at Royston Youth Action are always on the go but this time of year is usually especially busy for them.

The Easter programme usually involves them providing a range of activities and events for our young people during the Easter School Break. Whilst COVID 19 prevented the usual programme from running, RYA stepped up to the plate to make sure the families and young people they work with still got what they needed during these unique times.

They were on hand to make sure lunches were provided during the Easter break along with provide activity packs and entertainment. RYA are also continuing to provide invaluable support as members of the Royston Coronavirus Response Group in supporting all members of our community.

Here are some photos of our friends doing their thing...



## Over 50s Lunch Club – come and join us!

Do you know Royston has an over 50's club? Well, we do and it has a membership list 35 people. However there's always space for a few more!

The Young @ Heart 50+ lunch club usually meet at the Roystonhill Community Hub every Thursday from 10-3pm where they enjoy a delicious lunch and entertainment. If you would like to come along, you will be welcomed with open arms.

Although the club is not operating at the moment due to the lockdown, we would still be pleased to hear from you and plan for you to join us as soon as we are able to start up again.

We are also always on the lookout for volunteers to help with the club and if this would be of interest to you, please contact Gillian at the office on 0141 559 5644.



## Annual Clean Up Event

It's the time of year when we would normally be donning our jackets and gloves and going out to give the community a wee spruce up.

Due to COVID 19, we have had to place our plans on hold but this is only temporary and we will be planning to bring some summer sparkle to the community soon!

We will provide further information on dates and times once we have these confirmed!

Meantime, take care and stay safe!

# 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 October – December 2019.

Complaints Received	Oct 19	Nov 19	Dec 19	Total
Complaints received at Stage 1	3	1	0	4
Complaints received at Stage 2	0	0	0	0
Complaints Resolved				
Complaints resolved at Stage 1	3	1	0	0
Complaints resolved at Stage 2	0	0	0	0
Escalations				
Escalations to Stage 2	0	0	0	0

Reason for Complaint	Oct 19	Nov 19	Dec 19	Total
Contractor	1	0	0	1
Staff	0	0	0	0
Equalities	0	0	0	0
Policies & Procedures	0	0	0	0
Governance	0	0	0	0
Finance	0	0	0	0
Maintenance	1	1	0	2
Housing Management	1	0	0	1
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?	2	0	2	0	0
How satisfied with handling	2	0	2	0	0

We have recently reviewed the way we report complaints to you and have now included a 'you said we did' section in the newsletter. You will see this below;

## What you said...

*"My repair was not carried out as a Contractor failed to attend a pre-arranged appointment."*

## What we did...

Staff investigated this matter and found that the contractor did attend, but did not gain access. However better communication could have been implemented if the contractor had called ahead or put a card through the door to show they did in fact attend. Staff liaised with all parties and this repair was rescheduled.

## What you said...

*"I am not happy with the standard of property I signed for when allocated to me."*

## What we did...

Staff investigated this matter and found that although the allocation had been made a few years previously the tenant's circumstances had changed since then and alterations were required to the property which were arranged. Staff learned the importance of regular contact with tenants and ensuring satisfaction at allocation and during new tenancy visits.



# Tea dance - still brewing!

Those of you who attended the last tea dance will be able to confirm what a great time was had by all.

It was our intention to hold our next tea dance on Wednesday 6th May and we were busy making all the plans!

Although we have had to put these plans on hold for now, we will keep you posted when we can kick things off again and get back into the swing of it!

## Glorious Gardens...

Spring is now here and with it comes the growing season. As you know the Association recently consulted on the provision of garden maintenance services. We received 315 responses from tenants, which represents a response rate of over 50%.

From those that responded, 93.97% were in favour of the service being introduced. The management Committee considered the responses at their meeting in March and has provided approval for this service to be introduced. We are now in the progress of moving forward a tender for these works and we will look to put a contract in place as soon as we can.

Meantime, the lockdown will provide you with an ideal opportunity (weather permitting) to get out in the garden and get it looking its very best.

I'm sure you'll all agree that the area looks lovely when people take the time to look after their gardens and keep all paths/driveways free of litter and weeds.

On that note... this year we want to see all those tenants who have a garden take part in our **ANNUAL GARDENING COMPETITION**.

Around mid-September, we will ask an independent guest to come along and judge the best gardens. So get those green fingers in motion! Winners will be awarded prizes for their hard work and effort.

Here are some useful websites which may help you improve your gardening skills!

[www.gardenresources.co.uk](http://www.gardenresources.co.uk)

[www.KidsGardening.org](http://www.KidsGardening.org)

[www.gardenguides.com](http://www.gardenguides.com)

# Staff Contact Details

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

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

Donna Richardson Housing Manager  
donnarichardson@spireview.org.uk  
0141 559 6773

Adele McGarth Housing Officer  
adelemcgarth@spireview.org.uk  
0141 559 5647

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

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

Mary Dunsmore  
Maintenance/Admin Assistant  
marydunsmore@spireview.org.uk  
0141 559 6770

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

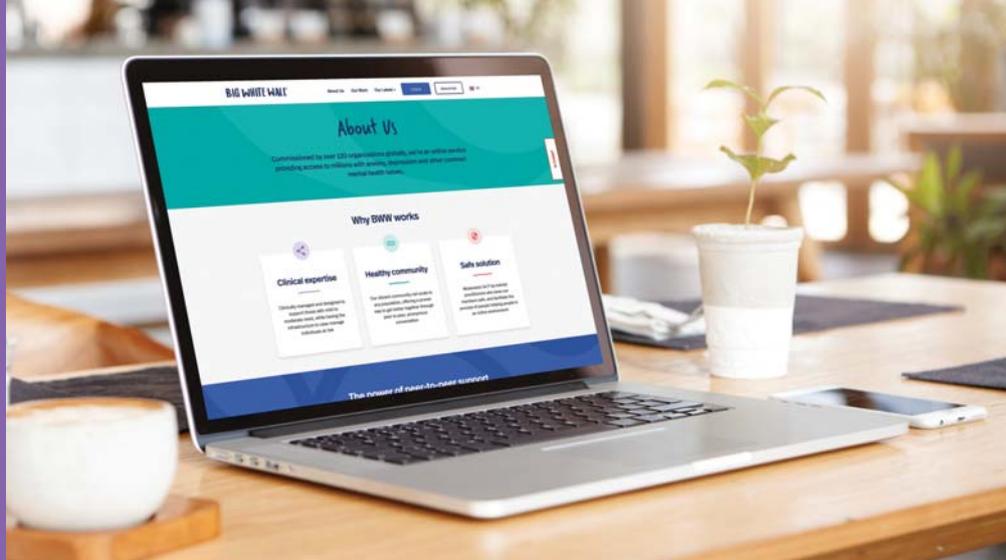
Margaret Clowes Housing Officer  
margaretclowes@spireview.org.uk  
0141 559 5645

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

Gillian Spence  
Corporate Governance Officer  
gillianspence@spireview.org.uk  
0141 559 5644

Alistair MacPhee Finance Assistant  
alistairmacphee@spireview.org.uk  
0141 559 5641

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



## Digital Mental Health and Well Being

**Mental health and well-being are critically important for us all. At the best of times, most of us can experience some difficulties but we are sure that some of you are finding things especially difficult just now.**

Glasgow City Council Education Services provides free access to the digital mental health and wellbeing service - Big White Wall (BWW) for all residents aged 16+, in order to support the mental health and wellbeing of the local area. BWW provides safe, anonymous, online support 24/7, with a supportive community, information and self-help resources, and trained professionals online at all times. The service is free to all in Glasgow.

Access is easy: simply go to **www.bigwhitewall.com** and enter your postcode.

Any young Person aged 16 -18, living in Glasgow, struggling with mental health issues or experiencing a tough time can find support on Big White Wall. If you are struggling, or know someone who is, don't hesitate to join BWW or recommend it to someone you know.

95% of members reported feeling better as a result of joining BWW, and 73% shared something for the first time. Whatever you're going through, BWW is there to help.

One member commented: *"It's great here to just say what you feel and think without judgement, that's helped me loads, as I've always kept a brave face for the last few years with my depression and anxiety. It's great to be among people who know exactly how you feel!"*

For more information on the services offered by Big White Wall please see the short video at **www.BigWhiteWall.com**



## CONTACT DETAILS

Tel 0141 552 7928

Fax 0141 552 0086

Email [info@spireview.org.uk](mailto:info@spireview.org.uk)

Website [www.spireview.org.uk](http://www.spireview.org.uk)

## EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water 01294 468113

All Other Emergency Repairs 0800 595 595

