

The Newsletter for Residents of Spire View Housing Association

Issue 67 • Autumn 2020

# The Spire View

## Hub on the Hill Café – Welcome Back!!!

We are delighted to announce that **The Hub on the Hill Café is now open for both take away and sit in meals.**

The café is open from 9am to 3pm Tuesday – Friday and 9am – 2pm Saturday and Sunday. All necessary social distancing and sanitisation measures are in place... just wear your face covering when you arrive / leave the café or when you move around the building, for example, to use the toilet. We can't wait to see you all back using this fabulous café which has the best food on offer at the most reasonable prices.

Although the café was closed to the public during lockdown, the fabulous chef Pauline continued to work throughout to provide 175 hot meals every week to our most vulnerable tenants and 60 packed lunches each day on behalf of Royston Youth Action to local young people. Pauline, who is a local resident, along with her fantastic assistant Elaine worked tirelessly with the Royston Covid Response Group to ensure our community was fully supported over the past 6 months.



We would like to take this opportunity to thank Pauline and her team for their unwavering support during what was a very difficult time. Thank you, Pauline!!

You can place orders over the phone to be collected by calling **07455 216504**.

Don't forget to follow @HubontheHillCafe on Facebook and Instagram!

**Inside this issue:**  
**Annual Report 2019/2020**  
 See central section

# Spire View AGM 2020

The Association held our very first virtual AGM on 17th September 2020. Although holding a virtual AGM would not be our preference, unfortunately, lockdown restrictions prevented us from being able to host a physical meeting. Despite this we were delighted to welcome along 19 members of the Association.

Those present at the meeting received a copy of the Chairpersons report which outlined all of the work carried out at the Association during 2019/2020. If you were unable to manage along to the meeting and

would like to see a copy of the report, this can be found on our website at [www.spireview.org.uk](http://www.spireview.org.uk). Alternatively, please feel free to contact our office.

As is required each year, 1/3 of our management committee members stood down at the AGM, most of whom expressed a wish to continue and were duly re-elected.

We now have a fantastic opportunity for 2 more people to join our Committee.

It really is a great way to get involved in decision making in your own community and to make a difference.

## Our Management Committee for the coming year is as follows:

Alan Brown	<i>Chairperson</i>
Charlie Lunn	<i>Vice Chair</i>
Clare O'Donnell	<i>Secretary</i>
Lynda Mulholland	<i>Treasurer</i>
Mark Shannon	
Caitlin Heaney	
Ross Love	
Rachel Cooper	
Allan Stewart	
Andy White	
Andrew Wilkie	
Susan Costley	
Craig Allan	

You would also be eligible for fantastic training opportunities, which would make a difference to your own CV.

Our Committee are a friendly bunch who would love to welcome you along...

So if you are interested in this opportunity please call **Gillian** on **0141 559 5644** for further information and an informal chat.



## Forthcoming Holidays

Please note that our virtual office will be closed on the following dates:

### Christmas

**Friday 25th, Monday 28th and Tuesday 29th December 2020**

### New Year

**Friday 1st January, Monday 4th January and Tuesday 5th January 2021**

Should you have a gas heating or hot water emergency during this period, please contact Gas Sure on **01294 468 113**. For all other emergencies please contact City Building on **0800 595 595**

## Special General Meeting – September 2020

Members will be aware that we also held a virtual Special General Meeting immediately after the AGM. The purpose of this was to ask members to consider a resolution to adopt a new set of Model Rules. We are delighted to report that we achieved more than the 2/3 majority required to allow us to adopt the new Rules.

The new Rules will now need to be registered before they become fully effective. Once this process is complete, we will upload the Rules onto our website at [www.spireview.org.uk](http://www.spireview.org.uk).

In the meantime, if you would like a copy of the Rules approved by members at the SGM, please contact our Corporate Governance Officer, Gillian Spence. Contact details are on the back page.



# Glenbarr Street – Making Great Progress!

Over the past couple of months, you will have seen quite a dramatic change in the site as things really start to take shape.

Since the site re-opened, our Contractor has been working hard and we are pleased with the progress that has been made to date.

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

We had hoped to be able to hold another open event to present our

plans and discuss the process for allocating the properties but given current restrictions, this is still not possible. Therefore, we are investigating other options on how we might provide information to you digitally on our social media pages and website or by other means should lockdown measures

continue to prevent us from delivering a physical face to face event.

We would ask that you continue to keep a close eye on our website as that will provide up to date information on progress with the site as well as advice in relation to the allocation process.

If you have any questions regarding the development, please do not hesitate to give the office a ring and a member of staff will be only too happy to assist.



## Adaptations to your Home

Do you struggle in your own home with negotiating stairs, using the bath or other daily tasks?

If so, we can help. Subject to funding, the Association is able to carry out medical adaptations to ease your daily life and help you stay in your home for as long as possible. For an adaptation to be progressed, you will need a letter from your doctor, social worker or other Healthcare Professional. These agencies will make recommendations which could include minor adaptations such as grab rails, additional door entry handsets, over bath showers or installing wet floor shower rooms. Working with these agencies will identify what your needs are and how we can help make the necessary adjustments to your property.

For this financial year Spire View has secured £40,000 of funding which allows us to carry out these necessary works. Tenants who have previously benefitted from these works have told us that it helps them to continue to live in their own homes and gives them back their independence.

If you could benefit from this service or would like some information on these adaptations please contact our Maintenance Officer on **0141 559 5640** or email [jacquelinepaterson@spireview.org.uk](mailto:jacquelinepaterson@spireview.org.uk).

# Investment for the Future

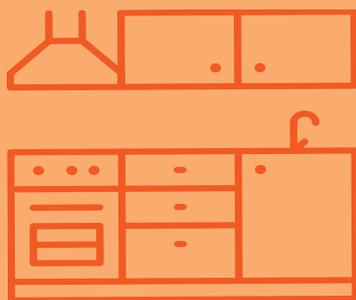
Since lockdown restrictions started to ease, we have been working to move forward with our planned investment works. An update on the current position is given below:

## Kitchen/Boiler 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

We are delighted to advise that the tender for these works has been issued and we are hopeful that we will be in a position to have concluded this exercise by late October/early November.



Following the assessment process, we will hopefully be in a position to appoint a Contractor and will advise all tenants affected of the programme of works and more detailed information once this is available.

**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.**

## 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 and I am delighted to report that the tender has now been issued for pricing.

We hope to be in a position to have tender returns assessed by the end of October 2020 and we will provide a further update once further information is available.

Meantime, 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).

## Smoke Detector Upgrade Work

We are delighted that these works have recommenced. The Association has a legal duty to ensure that these upgrade works are completed in all properties by February 2021.

The upgrade will involve the installation of:

- one smoke alarm in the room most frequently used for general daytime living purposes (normally the living room/lounge);
- one smoke alarm in every circulation space on each storey, such as hallways and landings;
- one heat alarm in every kitchen;

All smoke and heat alarms **MUST** be ceiling mounted **AND** they **MUST** be interlinked i.e. if one is activated, all others are too.

We will also be installing Carbon Monoxide detectors, if you do not have one currently installed, as required as part of these works.

As we reported previously, James Frew (Gas Sure) were appointed to progress these works and they will carry out the upgrade at the same time as your annual gas safety visit.

The systems being installed are for your (and your neighbours) safety and therefore your co-operation in providing access when requested will be greatly appreciated.





## Roystonhill Community Hub *The Hub on the Hill*

We are currently monitoring Government Guidance as this becomes available with a view of restarting services at Roystonhill Community Hub from October.

We are keen to re-open as soon as the current restrictions allow for this. Meanwhile we have been working away in the background getting the Hub ready for its grand reopening. Once we have re-opened you will see some changes on how the building looks and is operating. We have purchased and installed new signage throughout, reminding everyone to sanitise their hands regularly, to wear face masks and to ensure you maintain a two metre distance. We have also carried out an extensive Risk Assessment and update this regularly. We are really looking forward to seeing you all back in the Hub again for Bingo, Karate and Dance classes etc...

So, watch out on Facebook and Twitter and indeed our newsletter for further updates.

# We did it again...

## Over £150,000 additional funding for the local community!

Spire View is delighted to announce (again!) that we have managed to secure funding for the following projects:

### GEMAP Financial Capability

This partnership project includes our neighbours at Copperwork HA, Blochairn HA and Hawthorn Housing Co-op. A huge thanks to Copperworks for submitting the application form. We have been awarded £66,240 from the Scottish Government Investing in Communities Fund to allow the continuation of this service which provides financial inclusion support to our tenants and residents until March 2022. Maureen McGowan is on hand to assist with matters such as opening & maintaining bank accounts, maximising income and securing less expensive forms of credit.



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### Tenancy Support Officer / Covid Co-ordinator

Again, in partnership with our neighbours, we have secured funding to allow the delivery of Tenancy Support services. This service is delivered by the Simon Community to Spire View, Copperworks, Blochairn, Hawthorn and Cadder Housing Associations. Spire View lead on this project, which has been awarded £15,405 from the Scottish Government's Supporting Communities Fund to allow Geraldine to work with our tenants to help them feel supported and less isolated, particularly during these very difficult times.



### Volunteer Co-ordinator

You will read elsewhere in our newsletter that we recently appointed Angie Fraser as our new Volunteer Co-ordinator at the Roystonhill Community Hub. This would not have been possible without the support of the Scottish Government's Investing in Communities Fund which awarded us an incredible £71,350 until June 2022.



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Spire View would like to express our thanks to the Scottish Government for their support of these projects. If you are interested in accessing any of these services, please contact the office on 0141 552 7928 or email [info@spireview.org.uk](mailto:info@spireview.org.uk)

# The Digital Future...

## ...classes are coming back to the Hub

# Would you like to 'Power Up' your Digital Skills??

## Free Classes in Royston...for EVERYONE!!!

One sure thing we learned from the COVID-19 lockdown is the importance of digital skills. These were a vital way for many of us to keep in touch with our family and friends or to communicate with work colleagues. Did you find this difficult and wish you could do more? Did you wish you could do an online shop? Or apply for a job online? Or make enquiries about benefits? If so, please read on....

Have you ever wished you could do more using the internet?

Do you wish you knew how to better use your smart phone, ipad or laptop?

Would you like to learn how to better use technology to enhance your employment opportunities?

Do you want to learn about online banking, saving money or even applying for Universal Credit?

Maybe you would like to learn more about creative music and film/video making and photography?

If you have answered 'yes' to any of the above, then we have just the thing for you...

Spire View Housing Association is absolutely delighted to be a partner of the Power Up initiative, which is supporting our local community in tackling the digital skills gap. Thanks to a generous funding award of over £75,000, we will be delivering digital skills workshops to the entire Roystonhill community, every week until the end of April 2021. We are working in partnership with **Access Technology Scotland** who will be delivering the classes every week.



### Who are the classes for?

The short answer is '**Everyone in Roystonhill**'.

It doesn't matter if you have no digital skills or if you are more of an expert. There's room for everyone and classes will reflect your level of experience and work at a pace that suits you. There is also the possibility of gaining a recognised qualification, which would look great on that new CV you could create!!

### When?

Classes had to be cancelled during lockdown although we did run some 'zoom' meetings for those who were confident enough and happy to attend. However, face to face learning will be getting back up and running during October.

Classes are running every Wednesday from 10am until 12pm. at the moment. This may change to suit those attending if another day or time suits the majority better...we will be very flexible.

### Where?

Classes will be running at the Roystonhill Community Hub (The Hub on the Hill) at 174 Roystonhill. There could be no better venue!

### How to sign up

Contact Angie Fraser, our Volunteer Co-ordinator at the Hub who can point you in the right direction and help you decide which class suits you best (maybe even more than one class!) by emailing [Volunteer@spireview.org.uk](mailto:Volunteer@spireview.org.uk) or by calling 0141 212 7386.

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# Policy Review – have your say

The Association is currently reviewing a number of Policies, and would very much like to hear your views, opinions, thoughts or any comments you may have.

## Rent Setting Policy

This policy outlines the Association's aims, principles and framework on which our rent setting is based and how we will consult with our residents on these charges.

## Equality and Diversity Policy

Equality and diversity is a broad term but it basically means promoting an environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all. This is not a new concept but as inequalities still exist in our modern world, we must continue to strive to tackle these issues.

The Association would like to work with a selection of individuals and set up a focus group, who may be prepared to give up a couple of hours of their time to help and have some discussion on these subjects. Any contribution you could make would be very welcome and appreciated.

If you are interested in becoming involved in the review of these policies, please contact **Donna** on **0141 559 6773** or **donnarichardson@spireview.org.uk**

# Well done Katelin!

## Katelin Tierney, St Roch's S5 Secondary School Pupil, wins Rosemount Development Trust's Jim Conway 2019-2020 Award.

Katelin volunteers in the Marie Curie Hospice. Originally, this was singing for patients but has developed over time. She is regularly involved in 'Feel Good Friday' at the Hospice.

Katelin also applied for her disclosure Scotland check so she can assist working in the wards. Katelin enjoys singing to help other people and has also assisted charities such as Scottish Action on Mental Health and regularly volunteers to sing to residents in care homes, to brighten up their day.

Katelin also uses her singing talent 'busking' to raise money for Food Banks.

Maureen Flynn, Managing Director, was delighted to meet and congratulate Katelin, and present her with her award and a cheque for £100.

Senior Deputy Head, Tommy Donnelly says Katelin is a very unassuming young woman and her commitment to the wider community is outstanding. Katelin said "I was so delighted to win the Jim Conway Award and I'm really grateful to Rosemount Development Trust. I wasn't expecting to win."

The Jim Conway Award was created in recognition of the Trust's former Managing Director on his retirement in 2009.

The award recognises Jim's successful leadership and achievement in taking the organisation forward and building confidence in Voluntary Directors to develop and manage Rosemount Business Park, enabling commercial businesses to locate in Royston, presenting residents opportunity for local jobs and training.



## Fruit Barra

Although the fruit barra is not running at the moment due to lockdown, our friends at North Glasgow Community Food Initiative have still been hard at work providing us with food parcels each week for distribution, as well as assisting with the Royston Coronavirus Response.

We hope to see the Fruit Barra and the community meals 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.





# Spire View Housing Association

Annual Report 2019-2020

# Chairperson's Report



**It gives me great pleasure to present Spire View Housing Association's 2019/2020 Annual Report.**

**I am very proud of the tremendous amount that the Association has achieved since it was established in 1989 and this past year has been another year of great success**



It is important to us to deliver the services that our tenants tell us are most important to them and we continue to work in partnership with our community to ensure that we do this.

Our sector is continually changing and this brings new challenges every year. The Association remains committed to organisational excellence and we pride ourselves in being prepared to encounter change and deal with this effectively. As we have said in previous years, close partnership working with a variety of committed professional organisations is fundamental to achieving our aims. The 'Community and Partnership News' section of this report recognises many of these organisations. However, there are a number of other partners who offer support and assistance, allowing the Association to deliver ambitious and creative initiatives for the enhancement of Royston. These organisations include North Glasgow Community Food Initiative, local schools, Greater Easterhouse Money Advice Project (GEMAP), The Simon Community, Rosemount Lifelong Learning, Royston Youth Action and Rosemount Development Trust. We genuinely value these partnerships tremendously.

Through positive partnerships along with sheer hard work and determination, we have accomplished everything we set out to do this past year. I am delighted to report that we concluded the development of the Roystonhill Community Hub in July 2019. This state of the art community facility is a fantastic asset for our local community and provides a modern, purpose built space for community groups and individuals to come together. We hope this building will serve as the 'hub' of the Royston community for many years to come. This project would not have been possible without funding support

from our numerous partners, all of whom are noted in the Community News / Partnership section of this report. We are extremely grateful to all partners for contributing to this project.

Another massive achievement during the year was the commencement of our first new build development in 15 years. This project will see the development of 24 new build flats for rent at the former social work building on Glenbarr Street, and we anticipate completion in May 2021.

During the year, and in consultation with our customers, we updated a range of policies and procedures including our Service Standards, Membership Policy and Allocation Policy to name just a few. Furthermore, we once again published and distributed our Landlord Report Card. This document provides valuable information for our tenants and we will continue to issue this each year. We also concluded a comprehensive review of our rent charges to ensure we continue to charge affordable, comparable rents which allow also the Association to remain financially sustainable.

Towards the end of 2019/2020, Scotland and the UK as a whole was placed in 'lockdown' as a result of the COVID-19 global pandemic. The Association was instrumental in the formation of the Royston Covid Response Group and the response delivered in the local community. I am exceptionally proud of the part we played in this partnership and the support delivered to our local community.

We have come a long way in 31 years but we have never forgotten our roots and priorities. We place tenants at the centre of our decision making processes and strive to continuously improve the standard and quality of our services.

I would like to sincerely thank my colleagues on the Management Committee some of whom have given many years of service, giving up their time to provide unconditional support. I would also like to take this opportunity to thank the team at Spire View who continue to ensure that the Association performs to the highest standards and that tenants receive the best possible service.

**Charlie Lunn** Chairperson

# Housing Management



## Allocations and Voids

During 2019/20, we continued our close working relationship with Copperworks Housing Association and we hope that by using our joint housing application form and literature, the process of applying for housing is simpler for applicants.

Demand for our properties remains high and at 31st March 2020 we had healthy waiting lists with a total of 348 applicants.

We let 37 properties during 2019/20, 23 of which were let to applicants on our waiting list. A further 13 properties were let to applicants on our internal transfer list and 1 property was let to a homeless referral.

The 37 properties allocated varied in size and can be broken down as follows:



The average time taken to re-let our void properties was:



## Rent and Arrears

The Association continued to enjoy an extremely positive relationship with Glasgow City Council Housing Benefit Department over the past year and this was reflected in the low level of technical arrears (**0.56%**) recorded at 31st March 2020. The level of non-technical arrears at 31st March 2020 was **1.92%**.

The percentage of tenants claiming housing benefit remained low and at 31st March 2020, **45.5%** of tenants were in receipt of housing benefit, **27.5%** full and **18%** partial Housing Benefit. We also had **2.5%** of tenants in receipt of Universal Credit. Once again, we were very busy collecting more cash from tenants than in previous years and still managed to keep arrears very low.



## Estate Management

It is very important to the residents and staff of the Association to keep our environment clean and tidy and to a very high standard. We all work together to ensure this happens and staff actively encourage residents to take pride in their environment, particularly their gardens by carrying out regular inspections and rewarding tenants for all their hard work and effort with prizes in our annual garden competition.

Staff also organise regular clean up campaigns with tenants, local schools and Glasgow City Council (Neighbourhoods and Sustainability) to clear out litter and debris from all grassed areas and common paths etc.

We are delighted to work alongside partner agencies such as, Glasgow City Council, Police Scotland, local councillors and MSP's to help to keep our community environment a place for people to be proud to live in.

We also carried out a full comprehensive review of our approach to estate management in consultation with the local community and as a result will be implementing a close cleaning and grass cutting service from 2020/2021.



## Anti-Social Behaviour

The Association continues to operate a zero tolerance approach to anti-social behaviour. A robust policy is in place that allows us to continue to work with our partnering agencies to provide effective and efficient solutions to anti-social behaviour issues that arise.

In 2019/20 we received a total of 33 Anti-Social Behaviour complaints. We were able to resolve 26 of these through 'management actions', for example advice, letter, mediation etc. and a further 6 were resolved through serving breach of tenancy letters. Only 1 Acceptable Behaviour Contracts (ABC's) was issued. We believe this is a positive reflection of the trusting and open relationship that our housing management staff enjoy with our tenants.

# Repairs, Maintenance & Impro

## Day to Day Repairs

The Association believes that our tenants deserve the highest level of service for repairs and this is reflected in the stringent timescales that we set. We are delighted with how we have performed against our targets as outlined below and that we continue to receive very high levels of tenant satisfaction for the repairs service we provide.

### Performance 2019/20

Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	348	4 hours	1.99 hours
Non-Emergencies			
Urgent	48	1 working day	1.2 days
Routine	1,345	5 working days	2.3 days
Right to Repair 1	10	1 working day	1 day
Specialist	78	30 working days	5.6 days
On Order	61	20 working days	7.7 days
Totals	1,542		2.67 days

## Right First Time

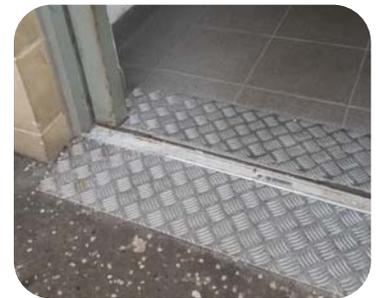
All Registered Social Landlords are required to report on the number of reactive repairs that were deemed as completed "Right First Time". During 2019/20, 1542 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1525 of these were completed 'right first time' giving an overall performance rate of **98.9%**.



## Stage 3 Adaptations

Each year we receive request from occupational therapists, nurses, doctors etc. for medical adaptations on behalf of our tenants. During 2019/20 we managed to secure funding of £43,390.00 which allowed us to carry out a total of 20 adaptations as listed below:

- 1 x Overbath Shower
- 9 x Level Access Showers
- 3 x Internal handrails
- 1 x External handrail
- 1 x Wet room
- 1 x External ramp
- 1 x Additional external lighting
- 1 x Hearing impairment equipment



Surveys were issued to all tenants who received an adaptation to gauge their satisfaction with the processes involved and the way in which works were conducted and completed.

**The results are listed below:**

How satisfied were you with:	Very Satisfied
Helpfulness of Association staff	100%
Appointment system	100%
Length of time taken	100%
Attitude of Tradesmen	100%
Quality of Work	100%
Level of Disturbance	100%
Extent to which work met needs	100%

## Gas Safety Checks

The Association is required to ensure that all properties with gas installations receive an annual service/safety check each year. During 2019/2020, all annual services/safety checks required, were conducted and safety certificates received within the appropriate timescale.





## Cyclical and Planned Works

Since 1989, the Association has been committed to improving existing properties and enhancing the stock with new build projects.

In addition to this, the Association has a comprehensive planned maintenance programme in place to ensure that the properties are maintained to the highest standard.

In 2019/20, we finalised a robust stock condition survey which provided us with updated data on the condition of our properties. This resulted in us updating our investment plan and asset management strategy which was published on our website.

The costs for our Cyclical Maintenance programme for 2019/2020 are given below:

Overall costs for:



Gas servicing and maintenance

**£57,938.92**



Grounds maintenance and grass cutting

**£53,900.47**

We also completed Year 6, the final year a redecoration contract with McColl Decorators. This year's programme included the painting of the external finishes on some of our 2 storey housing and tenement properties. Areas included external render, windows, external doors, fences and clothes poles. This year's programme of works was carried out in properties at 8 to 38B Tharsis Street, 223 to 257 Roystonhill and 11 & 15 James Nisbet Street. The cost for year 6 works totalled £39,355.20.

### April 2019 to March 2020

Kitchens (inc Extract Fans)	£162,000.00	121-185 Roystonhill; 112-140 Rhymer St,
Central Heating Source (Boilers)/Distribution	£108,000.00	42 Tharsis St & Roystonhill Place
Render Repairs/Window Replacement (front)	£100,000.00	73-85 James Nisbet Street
Smoke Detector upgrades	£100,000.00	All properties split across two years
<b>Sub-Total</b>	<b>£470,000.00</b>	
<b>Total with VAT and Fees?</b>	<b>£587,500.00</b>	

### April 2020 to March 2021

Kitchens (inc Extract Fans)	£83,250.00	Ad-hoc replacements
Entrance Doors	£34,000.00	Ad-hoc replacements
Bathrooms	£8,000.00	Ad-hoc replacements
Bathroom Extract Fans	£14,000.00	Ad-hoc replacements
Balcony Doors	£14,300.00	Ad-hoc replacements
Door Entry Systems	£1,300.00	Ad-hoc replacements
Render Repairs/Window Replacement (front)	£300,000.00	73-85 James Nisbet Street
Smoke Detector upgrades	£100,000.00	All properties split across two years
<b>Sub-Total</b>	<b>£554,850.00</b>	
<b>Total with VAT and Fees?</b>	<b>£693,562.50</b>	

### April 2021 to March 2022

Kitchens (inc Extract Fans)	£193,825.00	Various phases ad-hocs
Entrance Doors	£5,720.00	91-99 James Nisbest Street
Bathrooms	£2,000.00	Ad-hoc replacements
Bathroom Extract Fans	£6,270.00	Ad-hoc replacements
Central Heating Source (Boilers)/Distribution	£100,100.00	91-99 James Nisbet Street and Ad-hoc replacements
Gutters	£6,500.00	73-85 James Nisbet Street
Balcony Doors	£28,600.00	Ad-hoc replacements, various phases
Door Entry Systems	£1,300.00	Ad-hoc replacements
Render Repairs/Window Replacement (front)	£50,000.00	73-85 James Nisbet Street
<b>Sub-Total</b>	<b>£394,315.00</b>	
<b>Total with VAT and Fees?</b>	<b>£492,893.75</b>	
<b>Total Investment</b>	<b>£1,773,956.25</b>	



## Other Maintenance News: Tenant Satisfaction with Repairs Survey Results 2019/20

Each month we contact a percentage of our tenants to assess how satisfied they are with our repairs service. We aim to survey a minimum of 10% of all repairs to ascertain if contractors and Spire View staff are providing the best possible repairs service.

We surveyed 219 tenants who had repairs carried out during 2019/20 and asked overall how satisfied were they with the repairs service provided by the Association. 218 of those surveyed advised that they were very satisfied and the remaining tenant advised they were fairly satisfied with the overall repairs service provided.

## Development

2019/2020 saw significant progression of our first new build development for 15 years at Glenbarr Street. The demolition of the old social work building took place in December 2019 and new build construction of 24 flats commenced in January 2020. At the end of the financial year, good progress had been made. Whilst the site closed on 23rd March 2020 due to COVID 19 restrictions we are still very much focussed on moving works forward and completing the development as quickly as we can.



## Our Spire View Team for 2019/2020

### Committee Members

Charlie Lunn	<i>Chairperson</i>
Alan Brown	<i>Vice Chairperson</i>
Jean Lunn	<i>Secretary (retired 19/9/19)</i>
Clare O'Donnell	<i>Secretary</i>
Lynda Mulholland	<i>Treasurer</i>
Frances McEwan	<i>Committee Member (retired 19/9/19)</i>
Andrew Samson	<i>Committee Member (resigned 30/10/19)</i>
Isabel Heeps	<i>Committee Member (resigned 29/5/19)</i>
Allan Stewart	<i>Committee Member</i>
Caitlin Heaney	<i>Committee Member</i>
Ross Love	<i>Committee Member</i>
Mark Shannon	<i>Committee Member</i>
Rachel Cooper	<i>Committee Member</i>
Andy White	<i>Committee Member</i>
Andrew Wilkie	<i>Committee Member</i>

### Staff Members

Fiona Murphy	<i>Director</i>
Margaret Brownlie	<i>Depute Director</i>
Donna Richardson	<i>Housing Manager</i>
Lesley Burrows	<i>Housing Officer (part time)</i>
Margaret Clowes	<i>Housing Officer (part time)</i>
Adele McGarth	<i>Housing Officer</i>
Stephen Hughes	<i>Housing Assistant</i>
Jacqueline Paterson	<i>Maintenance Officer</i>
Paul Rocks	<i>Maintenance Officer</i>
Mary Dunsmore	<i>Maintenance Admin Assistant</i>
Gillian Spence	<i>Corporate Governance Officer</i>
Alistair MacPhee	<i>Finance Assistant</i>
Roddy Forrest	<i>Corporate Services Assistant</i>

### Consultants

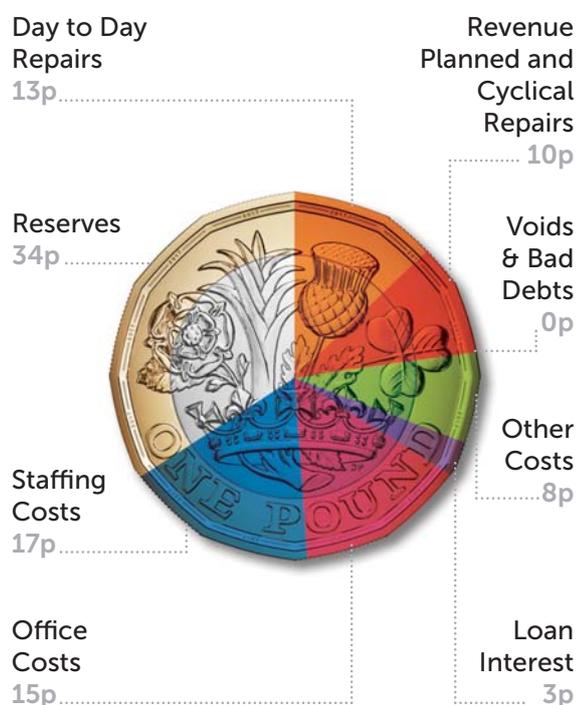
AC Davidson & Co	<i>Finance Agent</i>
French Duncan	<i>Auditors</i>
TC Young & Son / BTO	<i>Solicitors</i>
Maureen McGowan	<i>Financial Capability Officer</i>
Geraldine Burgess	<i>Tenancy Support Officer</i>
Patrick Hannon	<i>Money Advisor</i>
Frank Devaney	<i>Money Advisor</i>



## Income & Expenditure Account for the Year Ended 31 March 2020

Per Annual Accounts		
Turnover	2,171,413	Mostly Rental Income some sundry items
Less Operating Costs	(1,733,977)	Cost of Management and Maintenance of our properties
<b>Operating Surplus/(Deficit)</b>	<b>437,436</b>	
Loss on Disposal of Housing	(0)	Technical loss on Component Replacement
Add Interest Receivable	15,406	Interest earned from money invested
Less Interest Payable	(73,421)	Interest paid on the loans taken out to finance the properties
<b>Surplus/(Deficit) for the Year</b>	<b>379,421</b>	Amount remaining after all expenses have been met
<b>Pensions Deficit Remeasurement</b>	<b>(436,000)</b>	Pension Adjustment
	<b>815,421</b>	
Reserves brought forward	8,853,929	Last year's balance brought forward
Reserves carried forward	<b>£9,669,350</b>	Total Revenue Reserves at the year end

## How every pound is spent...



## Balance Sheet as at 31st March 2020

<b>Tangible Fixed Assets</b>		
Housing Properties Less Depreciation	10,688,861	Net Book Value of all our housing stock (after Depreciation)
Other Fixed Assets	2,499,436	The office, office furniture & equipment & CCTV system and Community Hub Costs
<b>Total Fixed Assets</b>	<b>13,188,297</b>	
<b>Current Assets</b>		
Debtors	246,752	Money owed to us
Cash at bank and in hand	3,143,507	Money in bank
<b>Total Current Assets</b>	<b>3,390,259</b>	
<b>Current Liabilities</b>		
Creditors due within one year	(819,657)	Money we owe in the near future
Net Current Assets	2,570,602	Current Assets less Current Liabilities
<b>Total Assets Less Current Liabilities</b>	<b>15,758,889</b>	
Creditors due after more than one year	(3,229,663)	The loans taken out to finance the newbuild, refurbished properties and Pension Deficit
Deferred Capital Grant / Grant for Community Hub and other social housing grant	2,859,665	
<b>Net Assets</b>	<b>£9,669,541</b>	Net Value of Spire View Housing Association
<b>Capital and Reserves</b>		
Share Capital	191	This is the sum of the £1 membership fee
Revenue Reserves	9,669,350	Money built up from remaining surpluses
<b>Total Capital and Reserves</b>	<b>£9,669,541</b>	Net Funds of Spire View Housing Association

# Community News and Partners

**We value our partnership work with various agencies tremendously and recognise that this helps us to achieve many of our objectives at Spire View. Detailed below is just some of what we achieved in 2019/2020.**

## Roystonhill Community Hub (Hub on the Hill)

**After many years of hard work we were delighted to complete the creation of the new, state of the art, Roystonhill Community Hub (the Hub on the Hill). The new Hub completed during the Summer of 2019 and became fully operational over the Autumn months.**

The formal opening event in August 2019 was another huge success attended by formal guests who had supported the project and countless local people who turned out in their droves to take a tour of their fabulous new building.

This new community facility quickly became a hub of activity for local groups offering activities including Kids Disco, Karate, The Hub on the Hill Café, Tots 'n' Carers, Bingo, Youth Drama, Dance, Keep Fit, Health and Wellbeing, 50+ Lunch Club and Digital Skills Classes. Other services on offer include Tenancy Support, Money Advice, Financial Capability and Credit Union.

The Hub project would not have been possible without the funding support received from the Scottish Government's Regeneration Capital Grant Fund (£575,000), Big Lottery Fund (£1,183,848), The Clothworkers Foundation

(£85,000), Copperworks Housing Association (£60,000), Glasgow Housing Association (£5,000), Area Partnership (£5,000), Hugh Fraser (£10,000) and Rosemount Development Trust (£10,000).

Making a success of the Hub has not been without challenge, including the emergence of the restrictions associated with the Coronavirus pandemic. As activities were suspended, a very swift change of direction was required and the Roystonhill Community Hub became a focal point from which support was offered to the entire Royston Community. Thanks to additional funding support of £63,040 from The National Lottery Communities Fund, the Association was able to lead and support the Royston Covid Response ensuring delivery of thousands of food parcels and hot meals to vulnerable residents across Royston and beyond.



### Funders:





## Aspire Digital Space

Working in partnership with Power Up through the Good Things Foundation and with funding from JP Morgan, the Association was awarded over £75,000 funding to deliver digital skills workshops in the local community from November 2019 until April 2021.

The project aims to provide digital learning within the Roystonhill Community Hub, to enhance digital provision. Delivery includes a digital learning programme to enable local community members to get online, improve their digital skills and confidence, access economic benefits and improve employability through peer mentoring, upskilling of staff and local advisory group to embed the project within the locality.

The Aspire Digital Space project is being delivered in partnership with Rosemount Lifelong Learning who provide Digital Engagement Officer services and Access Technology Scotland who deliver classes each week.

Good progress was made in the early stages of the project during 2019/2020 and whilst Coronavirus restrictions have impacted on delivery, the pandemic has emphasised the importance of digital engagement within our community.

## Spring Clean Up 2019

In May 2019 we held our annual Spire View and Copperworks Community clean-up day in conjunction with Royston Primary and Glasgow City Council - Neighbourhoods and Sustainability. We were absolutely delighted that these willing young people and teachers came along and took part! By the end of our clean-up day our community looked fantastic and very well maintained.

## Royston Youth Action

Over several years we have forged an important partnership with Royston Youth Action. In 2019/2020 the Association was delighted to secure £47,500 of funding from the Scottish Government for Royston Youth Action, bringing total funding for the 8 year period 2012-2020 to over £700,000. All the money we have secured in the last few years has helped keep staff in employment at Royston Youth Action and assisted them in providing an extremely valuable service in the local community.



### Our Partners:



Scottish Government  
Riaghaltas na h-Alba  
gov.scot





## Financial Capability and Tenancy Support Services

During the year working in partnership with 4 other RSL's, we received funding of £41,000 from the Scottish Government to allow us to continue to provide a Financial Capability Officer (Maureen McGowan) and a Tenancy Support Officer (Geraldine Burgess). These services are very well used and provide excellent outcomes for our customers.

## Money Advice Service

Throughout the year we continued to offer a free Money Advice service to our tenants and the local community, working in partnership with Greater Easterhouse Money Advice Project. This service is available from the Roystonhill Community Hub 3 days per week and is very much in demand. This has resulted in some great outcomes for our tenants and residents.

## Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2019/2020 we donated £2,050.00 to worthy causes including Alexandra Park Festival, Royston Primary, St. Roch's Primary, St. Roch's, Glasgow City Mission and Young@Heart 50+ Lunch Club to name just a few.

## Cash For Kids Christmas Support

Cash for Kids operate a "Christmas Grant" whereby they provide financial support to help to alleviate some of the stresses that can be placed on families around this time of year. We assisted Cash for Kids to administer applications from our local community for this grant which offers £25 per child. This resulted in grants being awarded to 62 local children to help make Christmas day a bit more extra special for these families.

## North Glasgow Community Food Initiative - Fruit Barra

Thanks to Scottish Government funding through our partners at Copperworks, this fantastic service continued to operate from our office and the Roystonhill Community Hub over the course of 2019/20. The Barra provides great quality affordable fruit and veg to the local community.

## Other news... Complaints Handling

During 2020/2020 we received a total of 16 complaints, 15 of which were resolved at stage 1. We had 1 case that escalated to stage 2 as we required more information and had to investigate the matter further.

All complaints were resolved within the appropriate timescale and 44 % of complainants were very / fairly satisfied with the outcome of the complaint. The remaining 56% of complainants indicated that they were neither satisfied nor dissatisfied with the outcome of the complaint.

In relation to how the complaints were handled, 44 % of complainants were satisfied with the way the complaint was handled and 56% (9 complainants) were neither satisfied nor dissatisfied.

We will continue to publish statistics relating to complaints received and what action has been necessary to resolve them in our quarterly newsletter, and future annual reports.

## Website / Social Media

We continued to take full advantage of advances in technology and regularly use Facebook, Twitter and Snapchat to communicate with our tenants and other customers. We continue to frequently update our website and Social Media sites. This contains local news, community events, photos and much more.

# TP Strategy Winners

We recently asked all tenants to take part in a Tenant Participation Questionnaire in order to help us develop our new Tenant Participation Strategy. We would like to extend a huge thank you to everyone who took the time to participate in this consultation exercise.

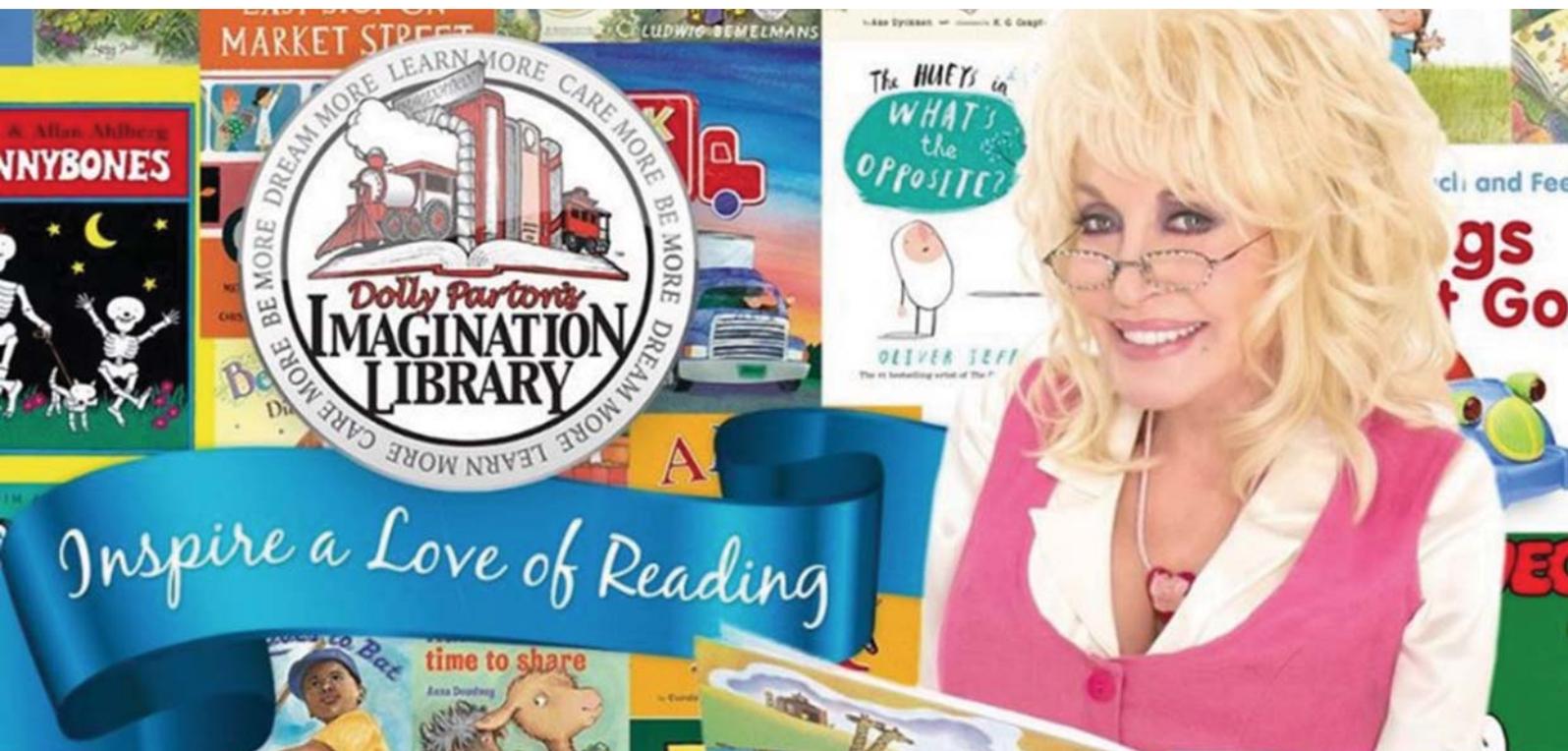
We were delighted to receive 299 responses, representing 48% of our tenants.

In response to the information gathered from the survey, we have devised a new Tenant Participation Strategy and Action Plan. Below is a brief summary of some of the things we intend to do over the coming 3 years;

- Send out quarterly newsletters including performance information.
- Set up one or two Public Meeting(s) / drop in day / community event during each year
- Encouraging local people to set up Registered Tenant Organisations.
- Involve tenants in policy reviews that affect them. Contact tenants on the Consultation Register wherever possible to be part of our focus groups for policy review and other consultation exercises.
- Identify and approach younger tenants when committee vacancies become available.
- Continue to make good use of social media as a means of informing and engaging tenants.
- Make use of telephone surveys as a means of gathering tenant views, opinions and feedback.
- Encourage tenants who are interested to become involved in measuring the performance of the Association.

If you would like a full copy of the strategy and action plan a copy is available from our website or you can contact the office and we can arrange for a copy to be sent to you.

The winner of the prize draw for this consultation was Scott Maiden who won £30 Love to Shop Vouchers. Well done Scott 😊



We are delighted to announce Spire View Housing is sponsoring the Dolly Parton Imagination Library. This is a 60 volume set of books for children aged 0-5 and the good news is its absolutely free.

If you have a child or children of this age and haven't yet registered please contact Donna Richardson @ the office on **0141 552 7478** or email **donnarichardson@spireview.org.uk** and we will get your child / children registered. After you register, your child should receive their first book 6-8 weeks later and these will continue each month until the children turn 5 or you move out of the area.



# Garden Competition Results

Once again, the number of budding gardeners, who participated in this year's garden competition, by turning their gardens into a haven of colourful flowers, water features, vegetable patches and ornaments, overwhelmed us.

The gardens look amazing. You certainly surpassed yourself, despite the weather, with your achievements. It definitely brightens up the area and sets the barrier even higher for next year's competition.

We were delighted this year that Councillor Allan Casey took some time out of his busy schedule to view our lovely gardens and choose our winner for 2020. He was very impressed by the standard of work and sends his warm congratulations to all those who participated and thanked the organisation for involving him in this event.

We would like to give a massive thanks to Councillor Casey for assisting us with this difficult task.

The wait is finally over and we are delighted to announce our winners:

**1st Prize**  
**Ms Tracy Reid**

**2nd Prize**  
**Mr Stirling Wilson**

**3rd Prize**  
**Ms Mairi O'Brien**

We also have a number of runners up:

- John Byrne
- Moira Ann Martin
- Mary Paton
- Sammy Boyle
- Robert Berrie
- Karen Healey

Congratulations once again to our winners and all who made the effort this year to improve the environment and make the area look lovely. Well done to all of you!



## Facebook & Twitter



**Spire View HA has 602 likes on Facebook and 910 followers on Twitter!!**

We have used these pages recently during lockdown to engage with our community, get word out quickly on how we planned to manage lockdown and the services we were providing. It also allows us to share anything that we think may be of interest to you. There are plenty of interesting posts to have a wee nosey at. Come on over and check us out!

# Repairs Satisfaction

Once again, we would like to thank all of our tenants who very kindly take the time to complete our repairs satisfaction surveys, especially during these difficult times.

We would normally post out surveys for those who have had repairs to complete, but currently we will be contacting tenants who have recently had repairs by telephone.

The 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. We would normally ask the winners to come into the office to receive their prize and to allow us to take a photo for our wee article here.... However, although we can still do the prize draw we are unable to have visitors into the office.

If you are a winner, you will receive your vouchers by mail.

**July's winner is: William Munro**

## Cash for Kids

We have recently been notified by Cash for Kids that unfortunately this year they will not be in a position to run the Cash for Kids Christmas grants.

Due to COVID19 all their funding has been used up providing emergency grants to families throughout the pandemic. Hopefully the grant will return next year.



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

The Young @ Heart 50+ lunch club usually meet at the Roystonhill Community Hub every Thursday from 10am-3pm where they enjoy a delicious lunch and entertainment.



Although the club is not operating at the moment due to 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. If you would like to come along, you will be welcomed with open arms.

Spire View have been delighted to have been able to support this group over the last two years and more so recently with providing a hot meal twice a week as well as weekly food parcels and activity packs to all the group's members. Members of this group welcomed this support and feedback has been very positive. If you would like more information on how you can join this club please contact our Corporate Governance Officer, Gillian Spence. Contact details are on the back page.

## 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. Maureen is now able to meet people face to face at the Roystonhill Community Hub for essential matters. If preferred, Maureen will be happy to speak to you on the phone too. If you need help or advice from Maureen, 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. This is in addition to all the fantastic work she is doing at the Hub to co-ordinate preparation and delivery of food parcels! 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 Patrick and Frank are now taking essential appointments at the Roystonhill Community Hub to meet people face to face. They are also still on hand to assist via telephone. If you feel you would benefit from their advice, please contact the office and we can arrange an appointment for you.



# Pollok Credit Union

We have been informed that Pollok Credit Union hope to re-open their office at the Hub very soon.

Until then Pollok Credit Union continue to operate from their offices at Maryhill and Silverburn from 10am – 2pm. You can contact them to make an appointment by calling **0141 881 8731**.



## 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 April – June 2020.

Complaints Received	Apr 20	May 20	Jun 20	Total
Complaints received at Stage 1	1	1	2	4
Complaints received at Stage 2	0	0	0	0
Complaints Resolved				
Complaints resolved at Stage 1	1	1	2	4
Complaints resolved at Stage 2	0	0	0	0
Escalations				
Escalations to Stage 2	0	0	0	0

Reason for Complaint	Apr 20	May 20	Jun 20	Total
Contractor	0	0	1	1
Staff	0	1	0	1
Equalities	0	0	0	0
Policies & Procedures	0	0	0	0
Governance	0	0	0	0
Finance	0	0	0	0
Maintenance	0	0	0	0
Housing Management	1	0	0	1
Money Advice	0	0	0	0
Factoring	0	0	0	0
Estate Management	0	0	1	1
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	2	0	0	0
How satisfied with handling	2	2	0	0	0

What did we learn / change as a result of these complaints?

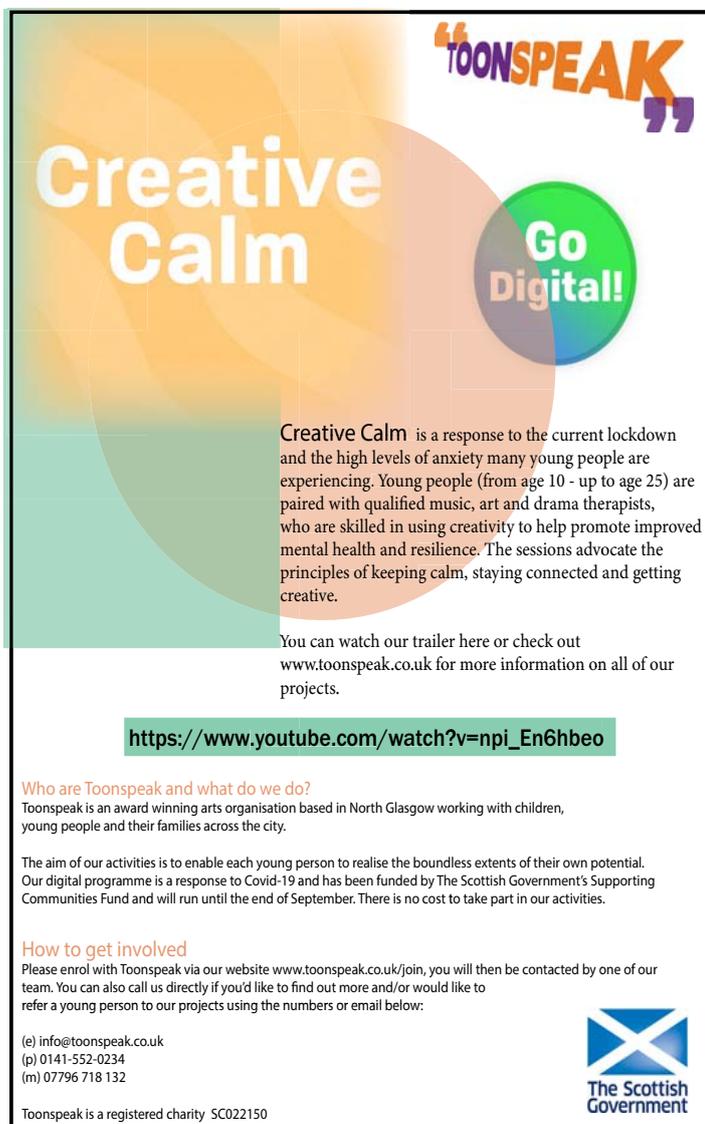
### What you said...

*"A lot of mess has been left behind following grass cutting by a Contractor."*

### What we did...

We investigated and inspected the area, spoke to the Contractor and found that works were still ongoing. Following a discussion with the Contractor staff inspected the completed works to ensure the area was left in a tidy manner.





# Creative Calm

**TOONSPEAK**

**Go Digital!**

**Creative Calm** is a response to the current lockdown and the high levels of anxiety many young people are experiencing. Young people (from age 10 - up to age 25) are paired with qualified music, art and drama therapists, who are skilled in using creativity to help promote improved mental health and resilience. The sessions advocate the principles of keeping calm, staying connected and getting creative.

You can watch our trailer here or check out [www.toonspeak.co.uk](http://www.toonspeak.co.uk) for more information on all of our projects.

[https://www.youtube.com/watch?v=npi\\_En6hbeo](https://www.youtube.com/watch?v=npi_En6hbeo)

**Who are Toonspeak and what do we do?**  
Toonspeak is an award winning arts organisation based in North Glasgow working with children, young people and their families across the city.

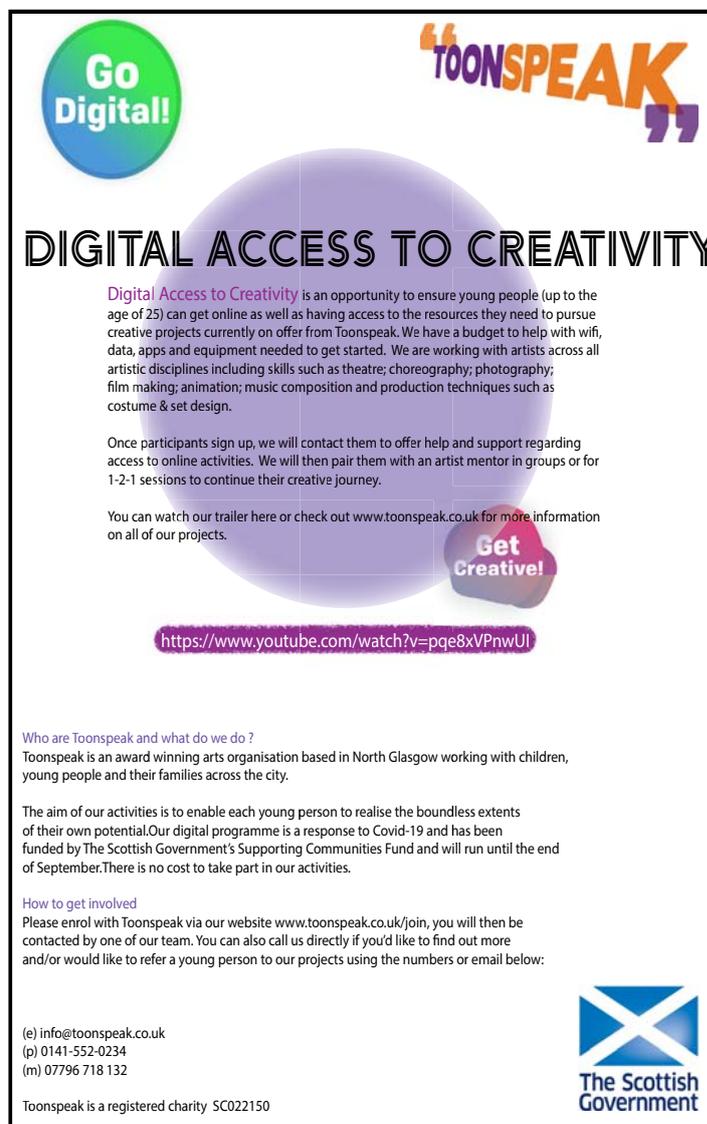
The aim of our activities is to enable each young person to realise the boundless extents of their own potential. Our digital programme is a response to Covid-19 and has been funded by The Scottish Government's Supporting Communities Fund and will run until the end of September. There is no cost to take part in our activities.

**How to get involved**  
Please enrol with Toonspeak via our website [www.toonspeak.co.uk/join](http://www.toonspeak.co.uk/join), you will then be contacted by one of our team. You can also call us directly if you'd like to find out more and/or would like to refer a young person to our projects using the numbers or email below:

(e) [info@toonspeak.co.uk](mailto:info@toonspeak.co.uk)  
(p) 0141-552-0234  
(m) 07796 718 132



Toonspeak is a registered charity SC022150



# DIGITAL ACCESS TO CREATIVITY

**TOONSPEAK**

**Go Digital!**

**Digital Access to Creativity** is an opportunity to ensure young people (up to the age of 25) can get online as well as having access to the resources they need to pursue creative projects currently on offer from Toonspeak. We have a budget to help with wifi, data, apps and equipment needed to get started. We are working with artists across all artistic disciplines including skills such as theatre; choreography; photography; film making; animation; music composition and production techniques such as costume & set design.

Once participants sign up, we will contact them to offer help and support regarding access to online activities. We will then pair them with an artist mentor in groups or for 1-2-1 sessions to continue their creative journey.

You can watch our trailer here or check out [www.toonspeak.co.uk](http://www.toonspeak.co.uk) for more information on all of our projects.

**Get Creative!**

<https://www.youtube.com/watch?v=pqe8xVPnwUI>

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(e) [info@toonspeak.co.uk](mailto:info@toonspeak.co.uk)  
(p) 0141-552-0234  
(m) 07796 718 132



Toonspeak is a registered charity SC022150

# Committee Recruitment - Join our Team

Have you ever fancied learning a new skill? Spire View Housing Association is currently recruiting and has space for two people to join our Management Committee. Full training will be provided and it will only take a couple of hours a month. Having experience in a Governance role looks great on your CV.

We pride ourselves in leading the way and are delighted to have been able to put technology to good use during these recent difficult times by carrying out Committee meetings via video conference calls to ensure we comply with social distancing and keeping our Committee Members safe. If you would like to find out more about this exciting opportunity, please contact **Gillian Spence** on **0141 559 5644**.



## 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

Angela Fraser Volunteer Co-ordinator  
Volunteer@spireview.org.uk  
0141 212 7386

# Bulk Uplift

One of the many services which have been affected by Covid-19 restrictions is the uplift of bulk waste by Glasgow City Council. This service is currently suspended and as yet we do not when the service will resume.

In response to this, the Association has been paying for a private contractor to drive around each Friday and uplift bulk to ensure that the area does not look unkempt or run-down.

As you will appreciate, this is a limited service; therefore, we would ask for your cooperation where possible. If you have bulk waste items and you are able to take to the dump yourself, please do so. Also, please do not put out any building materials or garden waste as this will not be uplifted and it will end up lying around the streets.

If you do have bulk items to put out and you live in a house, please keep items inside your garden/driveway until late Thursday night or early Friday morning when you should put items on the pavement **outside** your fence for uplift. Anything inside will not be uplifted.

If you live in a tenement flat, please place your bulk items in the usual uplift spots on the pavement, again either late Thursday night or early Friday morning.

Please only put out bulk items if it is absolutely necessary. Once Glasgow City Council has resumed this service, we will let you know.



## Grey Wheelie bins – Food Bin

Due to current circumstances with Covid-19 the Grey bin collection is also suspended.

We don't yet have a date when this service will resume. As soon as we have an update we will keep you informed. In the meantime, please collect food waste in a separate bag, tie up and place in your green wheelie bin.



## 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