

The Newsletter for Residents of Spire View Housing Association

Issue 87 • Autumn 2025

The Spire View

Spire View AGM 2025 – another successful event!

We were delighted to host another successful Annual General Meeting on 16th September 2025 at the Roystonhill Community Hub.

A huge thank you to the 47 members of the Association who joined us on the day, and to those who submitted proxy votes in advance of the meeting – your participation is greatly appreciated and vital to the continued success of the organisation.

As required by our rules, one-third of the Management Committee stood down at this year's AGM. We're pleased to report that all six members standing down expressed a wish to continue and were duly re-elected:

- Elizabeth Wedlock
- Alan Brown
- Alan Shute
- Geraldine McLaughlin
- Maureen Flynn
- Mary Gibson

No additional nominations were received this year, so all candidates were re-elected unopposed.

We're proud to announce your Spire View Management Committee for 2025-2026:

Charlie Lunn – *Chairperson*

Maureen Flynn – *Vice Chair*

Clare O'Donnell – *Secretary*

Alan Brown – *Treasurer*

Rachel Cooper Craig Allan

Geraldine McLaughlin Drew Collier

Rosemary Gallagher Florence Dioka

Osman Lamin Siquique Alan Shute

Elizabeth Wedlock Mary Gibson

We thank all Committee members for their commitment to Spire View and look forward to another successful year ahead!

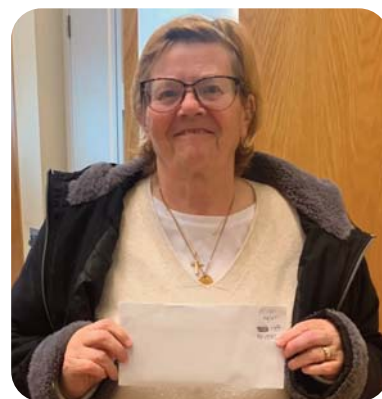
Prize Draw

As in previous years, we held a fantastic prize draw for all members who attended our Annual General Meeting.

We're delighted to announce the lucky winners:

- | | |
|------------------|---------------------------|
| 1st Prize | Rosemary Donald |
| 2nd Prize | Michelle McInulty |
| 3rd Prize | Ugochkwu Anthony Odimegwu |

*Congratulations to all our winners!
And a big thank you to everyone who came along and supported Spire View – your participation is always greatly appreciated.*



Inside this issue:
Spire View Annual Report 2024/2025
and Landlord Report Card 2025
See page 11

A huge Spire View welcome to...

We are absolutely delighted to introduce **Megan O'Donnell**, who has recently joined us in a permanent role as a **Maintenance Assistant** following a successful recruitment campaign.



Megan O'Donnell
Maintenance Assistant

Many of you may have already seen Megan out and about in the community or spoken with her as she's been getting to know the area — but if not, please don't hesitate to stop and say hello!

We're thrilled to have Megan on board and are confident she'll be a fantastic addition to the Spire View team.

Please join us in giving her the warmest of Spire View welcomes!

Hello!

Stage 3 – Medical Adaptations

Each year we receive requests from occupational therapists, nurses, doctors etc. for medical adaptations on behalf of our tenants to allow them to continue to live as independent lives as possible.

During 2024/25, we managed to secure and spend £39,629 to carry out the following medical adaptations:

- 1 x Closomat Toilet
- 3 x Overbath Shower
- 4 x Level Access Showers
- 6 x External handrails
- 4 x Internal handrails
- 2 x wet floor shower rooms
- 1 x Lever Taps
- 1 x External Ramp

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. We were very pleased with the results which are detailed in the table below and especially that the works carried out have met the needs of the tenants affected and allows them to remain and live independently in their homes:

How satisfied were you with:	Very Satisfied	Fairly Satisfied	Don't Know	Neither Satisfied or Dissatisfied
Helpfulness of Association staff	100%			
Appointment System	91%	9%		
Time taken	82%	5%		13%
Level of disturbance	100%			
Extent to which work met needs	100%			
Attitude of Tradesmen	100%			
Quality of Work	100%			

Window Safety Catches

We would like to issue a reminder to all tenants to regularly check the operation of your windows, including your window safety catches and to report any damage or issues you may be having with these.

This will help us to make sure your windows are kept secure at all times.

If you are unsure or need any further advice, please contact a member of the maintenance team who will be happy to assist.



What do ghosts do at sleepovers?
They tell scary human stories!

Progressing plans for 2025-2026

We are delighted to advise that we are continuing to meet our promise and deliver on our investment promises.

Year 2 of our 3-year investment programme is now underway and a summary of what is included is detailed below:

ITEM	ADDRESSES	NUMBER OF PROPERTIES
Bathrooms	80/90/100 Roystonhill, 70-86 Rhymer Street and 103-115 Roystonhill	50
	290 Royston Road, 288-272 Royston Road	31
Boilers	70-86 Rhymer Street	5
	60 Roystonhill	5
	272-284 Royston Road	2
Kitchens	275-295 Roystonhill	35
Windows	276-284 Royston Road	26

Window Replacements

Our Contractor C R Smith has been on site and completed a number of properties with high levels of tenant satisfaction being expressed with the finished works. They are due to complete all programmed works by the end of September 2025. For those tenants who were unable to provide access for surveys/works to be carried out, your property will now be moved into Year 3 works.

Kitchen/Boiler Replacements

The surveys for year 2 were due to commence in July 2025. However, our Contractor BRB Electrical hit a slight delay with the kitchen supplier's surveyor's availability at that time. Surveys are now ongoing, and we hope to be inviting tenants into the office to make their selections very soon. Once choices have been made, BRB will provide a programme of works and will be in touch with tenants individually to arrange access.

We are extremely grateful for tenants who have provided access for surveys so far and would encourage all others who are due to have works carried out to provide access for your survey when requested.

Bathroom Replacements

MCN Scotland Ltd were appointed to progress these works and have now completed works in most of our properties. For those tenants who were unable to provide access for surveys for this year's programme, your property will now be added to Year 3 works.

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. In addition, tenants must have established and maintained a repayment arrangement for 6 months continuously for any tenancy related debt on their account. If you think you are affected by this, please contact your Housing Officer to discuss. If you are affected by this and included in the forthcoming programme, you will receive a letter from us to advise you of this and advice on action you should take.

If you have any queries or current issues in relation to these works, please do not hesitate to contact a member of our maintenance team (details provided on the back page of this newsletter).

Estate Painterwork

Following the tender process, we are delighted to advise that JS McColl has been appointed to progress painterwork to our properties over the next 7 years.

They commenced works on site in early September and the programme of works is outlined below:

DATES	AREAS	WORKS BEING PROGRESSSED
8th August – 26th October 2025	276, 278, 280, 282 & 284 Royston Road	External Painting
	12-46 Gadshill Street	Internal Close Painting
27th October – 19th December 2025	259, 263, 267, 271, 275, 279, 283, 287, 291 & 295 Roystonhill	External and Internal Close Painting
5th January – 1st February 2026	288, 290 Royston Road, 2 & 4 Dunolly Street and 299 Roystonhill	External and Internal Close Painting
2nd February – 31st March 2026	103, 107, 111 & 115 Roystonhill, 70, 74, 78, 82, 86, 90, 94, 98, 102, 106 & 110 Rhymer Street	External and Internal Close Painting

External Grid Panelling Replacement

Tenants will probably have noticed that the external grid panelling to properties at 299 Roystonhill, 2 & 4 Dunolly Street, 288 and 290 Royston Road is in need of replacement. We are pleased to advise that these works were tendered and WH Kirkwood have been appointed to carry them out. They intend to start on site on 13th October 2025, and we will provide a programme once this has been made available to us.

Halloween Competition 2025

It's competition time! All you have to do is send us some of your fabulous Halloween photos for us to put up on our Facebook page. Best costume could win up to £30 love to shop vouchers!!! For your chance to win all you have to do is email us or post your photo on Facebook ensuring that you tag us in your post and include your name and age for your chance to win!!!

Alternatively join in our Halloween themed competition by posting a picture of your carved pumpkin to win a prize! All you have to do is mention us in your post!!!

The competition is open to all Spire View tenants. Deadline for entries is Monday 10th November at 3pm – any entries after this time will not be considered.

Good luck everyone!!!



What do you do if
you want to
learn more about
Dracula?

You join his
fang club.



What do you call
two spiders
that just got
married?

Newlywebbed!

Forthcoming Holidays

Spire View Housing Association and Roystonhill Community Hub will be closed on the following dates:

Christmas Holidays

Thursday 25th, Friday 26th and
Monday 29th December 2025

New Year Closure

Thursday 1st, Friday 2nd and
Monday 5th January 2026



Should you have a gas heating or hot water emergency during this period, please contact BRB Electrical Ltd on

07909 113 379.

For all other emergencies please contact City Building on **0800 595 595.**

Garden Competition Results 2025

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

The gardens look amazing. You certainly surpassed yourself with your achievements. We would like to give a massive thank you to all the residents who have brightened up the area and set the bar higher for next year's competition.

We would also like to thank Alana Park our new Housing Officer who was our judge this year.

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

1st Prize goes to Nixia MacKinnon

2nd Prize goes to Ruby McLaughlin

3rd Prize goes to James Henvey

We also have several runners up as follows:

1. Edward & Jaqueline Jones
2. Maureen McVey
3. Elizabeth Faulds
4. Alice Ann Black
5. Jacqueline Thomson
6. Karl Dennistoun – Communal Garden
7. Mary & James McHugh
8. John Dorey & Christine Noyes – Communal Garden
9. Stirling Wilson



Get involved with Spire View



Tenant Participation Strategy

We have recently carried out a review of the Association's Tenant Participation Strategy for 2024-2027. Our aim is to ensure tenants can participate with us in a variety of different ways and at different levels. We want to work in partnership with tenants to improve our services. The new strategy outlines how we will improve how we engage with tenants to ensure people can be involved in a way that suits them.

A copy is available on request, or you can download a copy from our website. We have also devised this summary of the revised Strategy.

If this is something you would be interested in, please contact Donna Richardson, Housing Services Manager, on **0141 559 6773** to find out more.

Help us improve your services...

It's important to us that the services we provide are the services you want. We can only improve with your help. It won't take up much of your time!

1 Surveys – from your armchair

If you do not like the idea of attending meetings but would still like to be involved, then why not provide your feedback through surveys from the comfort of your own home. The results are monitored and reported to better understand tenant satisfaction levels to help us improve our performance and will be used to form our Action Plan.

Time commitment required:



Format/Location: At home

2 Walkabouts

We will let you know when there is a walkabout in your area and invite you to come along to help improve the area.

Time commitment required:



Format/Location: Out on the estate

3 Pop in events in the Hub

We will hold informal coffee and cake events a couple of times a year to gather your views on your home and environment.

Time commitment required:



Format/Location: In person at the Hub

4 Public Meetings

We will hold public meetings if we intend to make significant changes to the way we deliver a service and to find out what you think of any changes.

Time commitment required:



Format/Location: In person/Hybrid

5 Complaints, Comments and Compliments

We take your views very seriously and want to learn from them. If you want to give a compliment, comment or make a complaint please phone the office or go to our website.

Time commitment required: 

Format/Location: In person/Phone/Online

6 Focus Groups

You can join the Tenant Focus Group, and actively discuss and scrutinise what we do and influence decisions. This group will monitor our Tenant Participation Strategy Action Plan.

Time commitment required:   

Format/Location: In person/Hybrid

7 Tenants and Residents Associations

We are keen to support tenants who wish to form a local group, we will support any group to set up with a grant and other support such as training and support. Groups can be informal or formal. We can give you information on how to become an RTO.

Time commitment required:   

Format/Location: In person/Hybrid

Why get involved?

- ✓ Help to improve your services and neighbourhood
- ✓ Work with us to arrange activities and events
- ✓ Develop new skills
- ✓ Meet new people

How do I get involved?

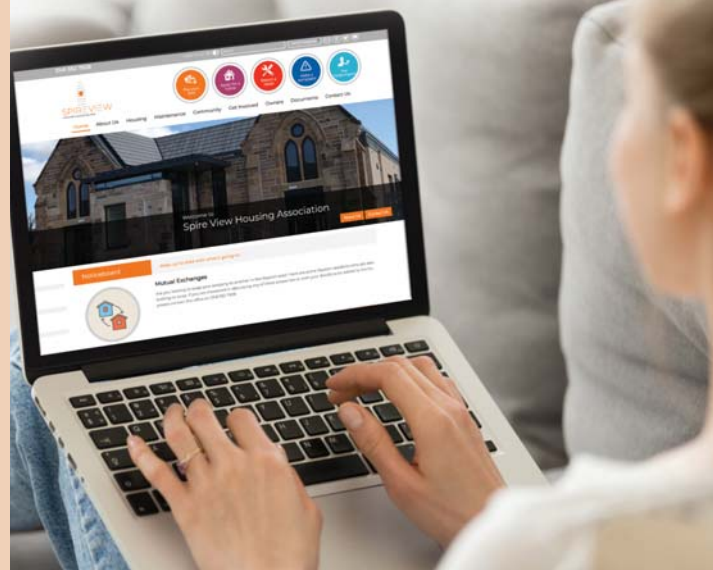
Please contact Donna Richardson, Housing Manager, email DonnaRichardson@spireview.org.uk or phone on **0141 552 7928**.

Mutual Exchange

Spire View has recently set up a web page for Royston residents who are looking to exchange their property.

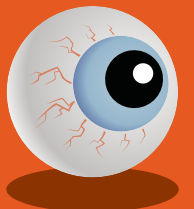
If this is something you would be interested in, you can visit the current list at www.spireview.org.uk under the Noticeboard section. If you want to add your name to the list, please send your name, phone number and a brief description of your current property and what kind of property you are looking for to

housingapplications@spireview.org.uk



What is a ghost's favourite party game?
Hide-and-shriek!

Why was the mummy so tense?
He was all wound up!



Why are vampires so easy to fool?
Because they're suckers.

Energy Project Update: Two Quarters Down, Full Steam Ahead!

**ROYSTON
COMMUNITY
ENERGY
PROJECT**

Guess what? We've officially wrapped up two fantastic quarters of the Energy Project and we're now rolling into the third one, just in time for the winter months. And trust us, we've got lots more in store for Royston! But first, here's a little look back at what we've achieved so far...

- We've supported 52 new households in Q2 and 175 households overall.
- Hosted 64 drop-in sessions since the project started.
- Held 4 energy workshops and events with many more to come.
- Provided energy vouchers via HACT and Fuel Bank Foundation to 92 households worth over £10,000.

Not bad, right? We're super proud of what we've achieved together and we're not slowing down. Every step helps us hit our targets while keeping our community's wellbeing at the heart of what we do.



What's New?

On 4th September, we hosted a Warm Home Discount info session, a big thank you to everyone who came along! Warm Home Discount applications open during the autumn months in Scotland, so if you'd like to know more (or get help applying), come speak to us.

And remember – we don't just stop there. We also offer:

- ✓ Help with fuel debt
- ✓ Setting up new energy accounts
- ✓ Switching suppliers
- ✓ Vouchers for residents
- ✓ Energy efficiency support and drop-in

Basically, if it's about energy, we've got your back! We will be hosting many such events around the year so keep an eye on our social media to stay updated.



Drop In details and booking appointments

Want to know more? Pop in to one of our drop-in sessions at the Roystonhill Community Hub:

Monday, Thursday & Friday – 10am – 12:30pm

Need a one-to-one? Easy!

Call us on **0141 212 7368** or **07968 397214**

Or scan the QR code to fill in our referral form.

1. **Scan**
2. **Fill in the form**
3. **Book an appointment**

RCEP Referral Form



Update from Rosemount Development Trust

It's been very busy here at Rosemount Development Trust lately and our small team have been hard at work to support our community in Royston. We take profits generated from the Rosemount Business Park and invest them directly into the community, most recently with our 35th Anniversary Celebration at the Roystonhill Community Hub.

We put £10,000 towards a Family Fun Day to celebrate our anniversary with the community, bringing in bouncy castles, teacups, a climbing wall, reptiles, apple pressing, face painting and free food, served by the lovely Pauline at The Hub on the Hill Café. It was a brilliant day, that even the rain didn't spoil. No amount of downpour stopped the kids from spinning on the teacups or scaling the climbing wall.

We hope to run another event like this in the future so watch this space!

On Friday the 22nd of August, through the Royston Strategy Group, arranged a Community Cleanup Day with all of our partners to give Royston a good and thorough scrub. We were joined by Spire View Housing Association, Royston Youth Action, Wheatley Homes, Rosemount Lifelong Learning, Scottish Prison Service, Keir Construction, Royston Nursery, St. Roch's Childcare, Royston Primary School, St. Roch's Primary School, North Glasgow Community Food Initiative, St. Roch's Lunch Club, councillor Anthony Carroll, Maureen Burke MP and members of Glasgow City Council. It was a smashing day, where the community came out in their droves and filled well over 100 bags of rubbish. We plan to bring this event back in the spring for another good tidy of Royston.

You might also have noticed quite the goings on at Provanhill Street, and that's because we're building a lovely community park named, by the community, Garngad Gardens.

Thanks to funding from the Vacant & Derelict Investment Programme, we were awarded £797,121 to transform this

space into a beautiful public space complete with learning and social space, bird boxes, diverse planting including cherry trees, a silver birch, wildflowers and a mix of bright hedges. We've chosen our plants and trees on how they will transform over the seasons with the vibrant pinks of the cherry blossoms in Spring, to beautiful reds and golds in the Autumn months. The majority of works are now done, and all we need is just a little bit of time to grow the grass and let our plants and trees take root. We're planning for an official opening of the park in the spring and can't wait to share it with you. We'd also like to say thank you to our other funders, The National Lottery Community Fund, The Mushroom Trust, the Parks 4 Life Community Fund, Wheatley Homes and Arnold Clark for supporting the development of a food growing scheme and the development and enhancement of our outdoor social and learning space.



Complaints Handling Policy

Did you know that the Association has a robust Complaints Handling Policy and Procedure?

Our Complaints Handling Procedure reflects Spire View Housing Association's commitment to valuing complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial and fair investigations of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

Our procedure aims to help us 'get it right first time'. We want quicker, simpler and more streamlined complaints handling with local, early responses by capable, well-trained staff.

Complaints give us valuable information we can use to improve service provision and customer satisfaction. Our Complaints Handling Procedure will enable us to address a customer's dissatisfaction and may help us prevent the same problem from happening again.

The Complaints Handling Procedure will help us do our job better, improve relationships with our customers and enhance public perception of Spire View Housing Association. It will help us keep the user at the heart of the process, while enabling us to better understand how to improve our services by learning from complaints.

A full copy of our Complaints Handling Policy and Procedure is available on our website and on request from our office.



You said, we did...

"I can smell a bad smell coming from my drain and Spire View said they would attend the same day. This did not happen."



Staff investigated this matter and advised the tenant that a works order had been raised and was due to be carried out the following day. Staff apologised that this was not clearly communicated to the tenant. Staff learned the importance of good communication and updating the tenant following on from raising a job line if the agreed course of action is not possible. There was no evidence to suggest that the staff provided incorrect information, but staff noted the importance of raising job lines in a timely fashion.



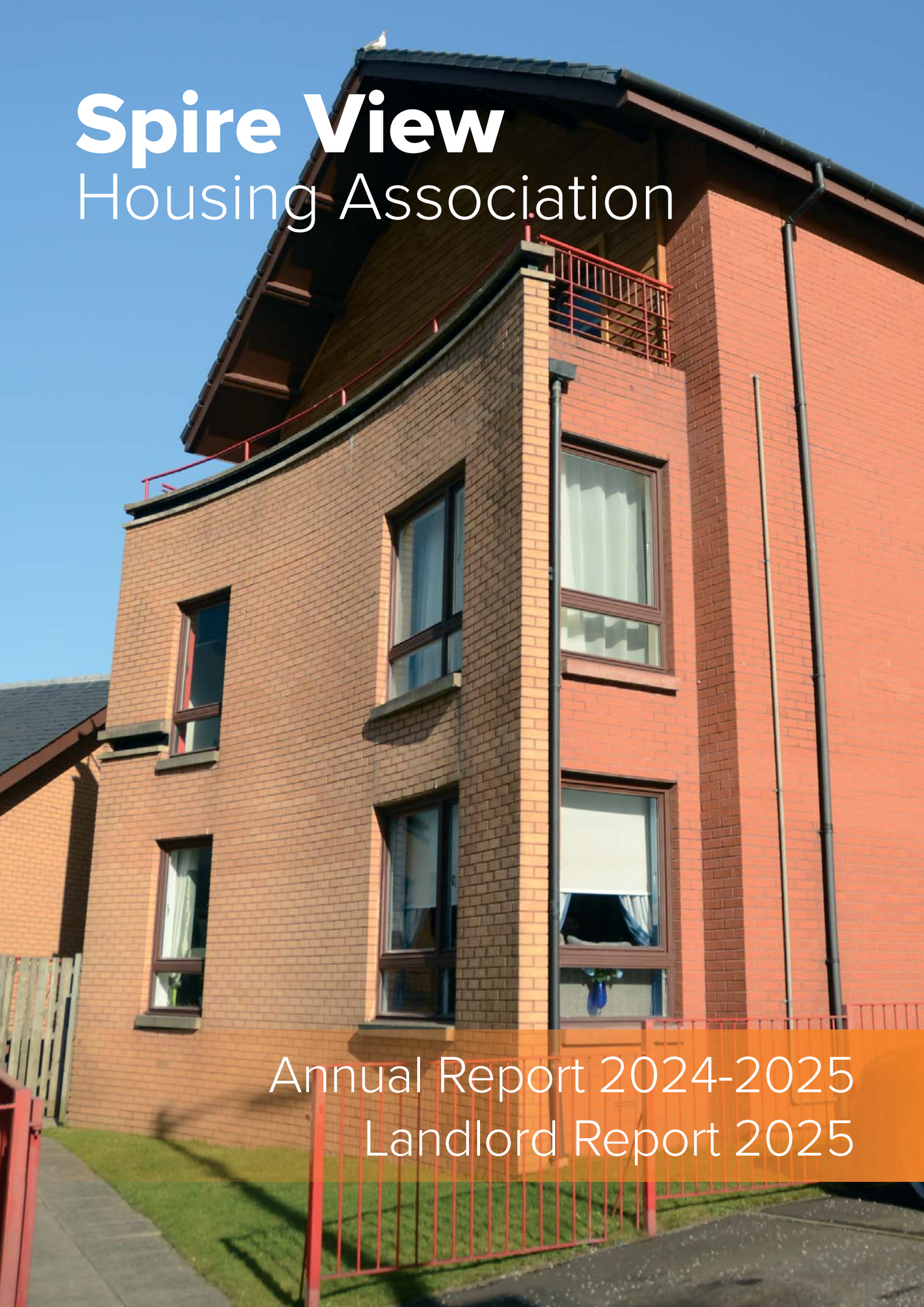
"My garden was missed from the grass cutting programme."



Staff investigated this matter and spoke to the contractor to find out why it had been missed. The Contractor apologised, the garden in question is tucked away and they missed it therefore returned and resolved. Since then, staff have carried out a walkabout with the contractor to ensure they know all the areas of responsibility. Staff are also having regular meetings including joint inspections with the contractor to ensure we see improvements in the works.



Number of complaints 1st April - 30th June 2025	1st Stage	2nd Stage
Total number of complaints received in the reporting year	5	0
Number of complaints carried forward from the previous reporting year	0	0
Total	5	0
Number of complaints responded to in full by the landlord	5	n/a
	100%	n/a
Total number of days taken to respond in full to complaints	2.4 days	n/a



Spire View

Housing Association

Annual Report 2024-2025
Landlord Report 2025

Chairperson's Report

It gives me great pleasure to present Spire View Housing Association's 2024/2025 Annual Report. This has been another incredibly busy and rewarding year for the Association, and this report highlights many of the key events and achievements over the past 12 months.



I am extremely proud of how far we have come since our establishment in 1989. Over the years, we have continued to evolve and enhance our services to meet the needs of our tenants and owners.

One of the most significant milestones this year has been the continued delivery of the **Transfer Promises** made to former Copperworks tenants following the **Transfer of Engagements from Copperworks Housing Association**. Spire View is now fully responsible for delivering the homes and services previously managed by Copperworks, and we remain committed to honouring every promise made during the transfer process.

As always, we recognise that the housing sector is constantly evolving. We remain focused on achieving organisational excellence and pride ourselves on being responsive and adaptable in the face of change. As in previous years, strong partnership working continues to be at the heart of what we do.

The **'Community and Partnership News'** section of this report showcases many of the excellent organisations we collaborate with. In addition to these, we are grateful to work alongside partners such as **North Glasgow Community Food Initiative, Greater Easterhouse Money Advice Project (GEMAP), The Simon Community, Rosemount Lifelong Learning, Rosemount Development Trust, local schools** and **SAMH**. These partnerships are essential to delivering the ambitious

and creative initiatives that support and enhance life in Royston – and we truly value them.

Through these partnerships, along with the hard work and dedication of our staff and committee, we have achieved everything we set out to do this year.

In consultation with our tenants, we also undertook significant policy updates. These included:

- **Standing Orders, Remits and Delegated Authorities**
- **Committee Recruitment Policy**
- **Risk Management Policy**
- **Prevention of Fraud & Anti-Bribery Policy**
- **Communication Tools Policy**
- **Tenant Participation Strategy**
- **Dignity at Work Policy**

...and many more.

We also published and distributed our **Landlord Report Card**, which continues to provide our tenants with valuable insight into the services we deliver. This remains a key communication tool, and we will continue to issue it annually in October each year.

Additionally, we completed a comprehensive review of our rent charges to ensure that our rents remain **affordable, comparable** and **financially sustainable** for the Association going forward.

As we reflect on 36 years of service, we remain grounded in our original values. Our tenants are at the heart of every decision we make, and we are committed to continuously improving the quality and standard of the services we provide.

I would like to express my sincere thanks to my fellow Management Committee members – several of whom have dedicated many years of service – for their time, commitment, and unwavering support.

Finally, a heartfelt thank you to the incredible staff team at Spire View. Their ongoing dedication and professionalism ensure that the Association continues to perform at the highest standards and that our tenants receive the very best service.

Charlie Lunn Chairperson

Allocations and Voids

During 2024/2025, Demand for our properties remains high and at 31st March 2025 we had a healthy waiting list with a total of 652 applicants.

We allocated 46 properties during 2024/2025, 21 of which were allocated to applicants on our waiting list. A further 15 properties were let to applicants on our internal transfer list and 10 properties were let to homeless referrals.



The 46 properties allocated varied in size and can be broken down as follows:



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



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.

We host 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 (Neighbourhoods, Regeneration and Sustainability), Police Scotland, local councillors and MSPs to help to keep our community environment a place for people to be proud to live in.

We have experienced another successful year with our close cleaning and grass cutting services in 2024/2025. These continue to prove to be very beneficial services for both our tenants and the Association.

Rent and Arrears

The Association continued to enjoy an extremely positive relationship with Glasgow City Council Financial Services over the past year and this was reflected in the low level of technical arrears (**0.84%**) recorded at 31st March 2025. The level of non-technical arrears at 31st March 2025 was **2.60%**.

The percentage of tenants claiming housing benefit remained low and at 31st March 2025, **27%** of tenants were in receipt of housing benefit, **22%** full and **5%** partial Housing Benefit.

We also had **16%** 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.

We have also been working in partnership with Gemap and the Simon Community to assist tenants who are struggling financially to maximise their income and reduce their debt.



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 2024/2025 we received a total of 85 Anti-Social Behaviour complaints. We were able to resolve all 85 of these through 'management actions', eg, advice, mediation and breach of tenancy letters. 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 for ourselves. We are delighted with how we have performed against our targets over the past year as outlined below:

Performance 2024/2025			
Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	550	4 hours	2.21 hours
Non-Emergencies	1,974		2.78 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 2024/25, **1,904** repairs were instructed which fall within the repair categories to which Right First Time applies. We are pleased to report that **1,879** of these were completed ‘right first time’ giving an overall performance rate of **98.69%**.

Gas Safety Checks

The Association is required to ensure that all properties with gas installations receive an annual service/safety check each year (and within the 12 month period following the last check). We are delighted to report that we were fully compliant with this requirement in 2024/25 and all properties that required a gas service, received one within the required timescales.



Stage 3 Medical Adaptations

Each year we receive requests from occupational therapists, nurses, doctors etc. for medical adaptations on behalf of our tenants to allow them to continue to live as independent lives as possible. During 2024/25, we managed to secure and spend **£39,629.00** to carry out the following medical adaptations:

- 1 x Closomat Toilet
- 3 x Overbath Shower
- 4 x Level Access Showers
- 6 x External handrails
- 4 x Internal handrails
- 2 x wet floor shower rooms
- 1 x Lever Taps
- 1 x External Ramp



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. We were very pleased with the results which are detailed in the table below and especially that the works carried out have met the needs of the tenants affected and allows them to remain and live independently in their homes:

How satisfied were you with:	Very Satisfied	Fairly Satisfied	Don't Know	Neither Satisfied or Dissatisfied
Helpfulness of Association staff	100%			
Appointment system	91%	9%		
Length of time taken	82%	5%		13%
Level of disturbance	100%			
Extent to which work met needs	100%			
Attitude of Tradesmen	100%			
Quality of Work	100%			

Cyclical and Planned Works

Since the Association was created, we have been committed to improving existing properties and enhancing the stock with new build projects. In this financial year, we carried out the following works:

	Kitchen Replacements	£208,000
	Boiler Replacements	£208,000
	Bathroom Replacements	£124,000
	Electrical Safety Checks	£29,645
	Total	£569,645

In addition to Planned Maintenance, the Association also has a cyclical works programme in place which includes services such as gas servicing and maintenance, grounds maintenance/grass cutting, close cleaning, gutter cleaning and testing of roof anchor bolts.

The costs for our Cyclical Maintenance programme for 2024/2025 are given below:

	Gas servicing and maintenance	£130,000
	Ground maintenance	£145,000
	Gutter Cleaning & Roof Anchor Bolt Testing	£32,000
	Close Cleaning	£49,000



The Association conducts a stock condition survey every 3 years and the information gained from this helps us to develop our future investment strategy. This information is used to develop our future investment plans and this information was published on our website and our social media pages and was as follows:

Financial Year	Addresses	Number of properties
2024/25		
Bathrooms	50/60 Roystonhill, 11 & 15 James Nisbet Street, 2 & 6 James Nisbet Street	29
	299 Roystonhill, 2 & 4 Dunolly Street	11
Kitchens	8-38B Tharsis Street, 106 Rhymer Street 2/2	19
	259-271 Roystonhill	31
Boilers	Gadshill Street & Hollybank Estate	65
	259-271 Roystonhill	7
	8-38B Tharsis Street	13
Windows	299 Roystonhill, 2&4 Dunolly Street, 290 & 288 Royston Road	31
	91-99 James Nisbet Street	45
2025/26		
Bathrooms	80/90/100 Roystonhill, 70-86 Rhymer Street and 103-115 Roystonhill	50
	290 Royston Road, 288-272 Royston Road	35
Boilers	70-86 Rhymer Street	12
	50/60 Roystonhill, 2 & 6 James Nisbet Street, 11 & 15 James Nisbet Street	6
	272-284 Royston Road	3
Kitchens	275-295 Roystonhill	36
	50/60 Roystonhill, 2 & 6 James Nisbet Street, 11 & 15 James Nisbet Street	43
Windows	272-284 Royston Road	26
	50/60 Roystonhill, 2 & 6 James Nisbet Street, 11 & 15 James Nisbet Street	44
2026/27		
Kitchens	299 Roystonhill, 2 & 4 Dunolly Street	19
	91-99 James Nisbet Street, 3 & 7 James Nisbet Street	40
Boilers	299 Roystonhill, 2 & 4 Dunolly Street	21
	91-99 James Nisbet Street, 3 & 7 James Nisbet Street	56
Bathrooms	270-264 Royston Road, 23-33 Tharsis Street	56
	90-110 Rhymer St, 90-96 James Nisbet Street, 101 & 103 James Nisbet Street	59
Windows	272-274 Royston Road	14
	80/90/100 Roystonhill (Front Elevation only)	24
	103-115 Roystonhill, 70-86 Rhymer Street	42

At times, this investment plan can be subject to change due to rising costs, unforeseen issues arising, or changes in legislation. This year, updated guidance in relation to fire regulations and increased tender costs resulted in us having to make some changes. We aim to keep tenants informed should this happen and publish an updated investment plan annually.

Other Maintenance News:

Tenant Satisfaction with Repairs Survey Results 2024/2025

Throughout the year, we survey all tenants who have had repairs carried out to their property. This survey asks tenants how satisfied overall tenants were with the service they received and is used to determine if our staff and Contractors are providing a high quality repairs service for our tenants.

We received feedback from 150 tenants who had repairs carried out during 2024/25 and were delighted with the overall results.

- 139 tenants (92.66%) told us that they were satisfied with the overall service
- 2 (1.33%) told us that they were neither satisfied or dissatisfied
- 5 tenants (3.33%) told us that they were fairly dissatisfied
- 4 tenants (2.66%) told us that they were very dissatisfied

Maintenance staff contacted tenants who had expressed dissatisfaction with the service and took steps to resolve the issues identified. This allows us to learn valuable lessons and how we can improve and we are always keen to hear from tenants on any improvements they feel can be made. So please let us know if you have any suggestions or ideas.



Our Spire View Team for 2024/2025

Staff Members

Fiona Murphy	Chief Executive Officer
Margaret Brownlie	Depute Chief Executive Officer
Donna Richardson	Housing Manager
Jordan Henderson	Finance Manager
Tracey Dargan	Housing Officer (part time)
Alana Park	Housing Officer (part time)
Sharon Mearns	Housing Officer (part time)
Adele McGarth	Housing Officer
Stephen Hughes	Housing Assistant
William Cassidy	Maintenance Officer
Paul Rocks	Maintenance Officer
Mary Dunsmore	Maintenance Admin Assistant (resigned 30/05/25)
Gillian Spence	Corporate Governance Manager
Margaret Gillespie	Finance Assistant
Emily Muir	Corporate Services Assistant
Angela Fraser	Volunteer Co-ordinator
Jolanta Dolewska	Energy Advisor (until 31/10/24)
Katie Clark	Energy Assistant (until 31/10/24)
Steven Miles	Energy Assistant (until 31/10/24)
Surbhi Sachdeva	Energy Assistant
Elena Mary Harris	Heritage Engagement Officer
Fiona McLean	Heritage Engagement Assistant

Committee Members

Charlie Lunn	Chairperson
Maureen Flynn	Vice Chairperson
Clare O'Donnell	Secretary
Alan Brown	Treasurer
Drew Collier	Committee Member
Angela Heaney	Committee Member (resigned 29/4/25)
Craig Allan	Committee Member
Allan Stewart	Committee Member (resigned 27/8/24)
Alan Shute	Committee Member
Geraldine McLaughlin	Committee Member
Rachel Cooper-Morris	Committee Member
Osman Lamin Sidique	Committee Member
Florence Dioka	Committee Member
Mary Gibson	Committee Member
Elizabeth Wedlock	Co-optee (joined 25/2/25)

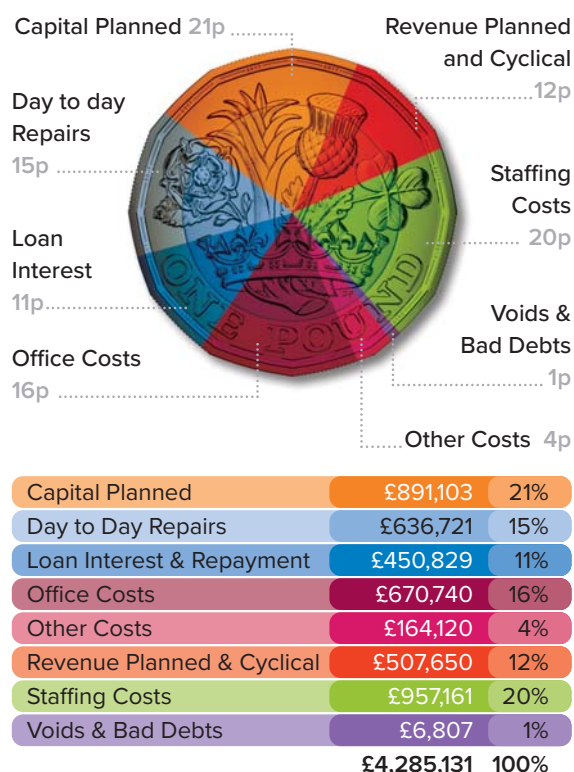
Consultants

CT Audit Limited	Auditors
TC Young & Son / Harper MacLeod	Solicitors
Maureen McGowan	Financial Capability Officer
Tracy Blair	Tenancy Support Officer
Matthew Horsley	Money Advisor

Statement of Comprehensive Income for the Year Ended 31st March 2025

Per Annual Accounts		
Turnover	4,300,529	Mostly Rental Income some sundry items
Less Operating Costs	(3,770,428)	Cost of Management and Maintenance of our properties
Operating Surplus/(Deficit)	530,101	
Interest Receivable and other similar income	30,187	Interest earned from money invested
Interest Payable and other similar charges	(170,157)	Interest paid on the loans taken out to finance the properties and pension deficit
Other Finance Charges	(24,000)	Net interest and expenses on defined benefit pension scheme
	(163,970)	
Surplus for the Year	366,131	Amount remaining after all expenses have been met
Actuarial loss in respect of pension scheme	61,000	Pension Adjustment
Total Comprehensive Income	427,131	
Reserves brought forward	16,147,340	Last year's balance brought forward
Reserves carried forward	£16,574,499	Total Revenue Reserves at the year end

How every pound is spent...



Statement of Financial position as at 31st March 2025

Non-Current Assets		
Housing Properties – depreciated cost	21,632,781	Net Book Value of all our housing stock (after Depreciation)
Other Fixed Assets	2,442,908	The office, office furniture & equipment and Community Hub Costs
Total Non-Current Assets	24,075,689	
Current Assets		
Debtors	336,067	Money owed to us
Cash at bank and in hand	1,016,869	Money in bank
Total Current Assets	1,352,936	
Current Liabilities		
Creditors: amounts falling due within one year	(576,864)	Money owed out within one year
Net Current Assets	776,072	Current Assets less Current Liabilities
Total Assets Less Current Liabilities	24,851,761	
Creditors: amounts falling due after more than one year: Housing Property Loans	(2,351,688)	Loans taken out to finance the newbuild and refurbished properties
Provisions for Liabilities		
Pension – defined benefit liability	(365,000)	Revised Pension Deficit Liability
Deferred Income		
Social Housing Grants	(2,412,146)	Deferred Social Housing Grant
Other Grants	(3,148,428)	Deferred Community HUB Grant and other social grants
Net Assets	16,574,499	Net Value of Spire View Housing Association
Equity		
Share Capital	300	Sum of the £1 membership fee
Revenue Reserve	16,574,199	Money built up from remaining surpluses
	£16,574,499	Net Funds of Spire View Housing Association

Community News and Partne



Roystonhill Community Hub

The Hub on the Hill

The Hub on the Hill continues to go from strength to strength, becoming a true centre of activity and connection within the Royston community. The Hub now plays host to a vibrant and diverse range of services and activities, including:

- Karate
- The Hub on the Hill Café
- Bingo
- Toon Speak Youth Drama
- Dance Classes
- Young & Heart 50+ Lunch Club
- Community Pantry
- Children's Birthday Parties and Community Events

In addition, essential support services are delivered from the Hub, including:

- Tenancy Support
- Money Advice
- Financial Capability Workshops
- Energy Advice
- Heritage Project



Funding and Support

The success of the Hub would not have been possible without the generous funding and support from the following organisations:

- Scottish Government 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**
- Glasgow City Council Area Partnership **£5,000**
- Hugh Fraser Foundation **£10,000**
- Rosemount Development Trust **£10,000**
- The Lottery Heritage Project **£78,584**
- Energy Redress Project **£95,977**

Despite the challenges posed in earlier years, particularly by the restrictions of the Coronavirus pandemic, we're proud that the Hub has emerged as a thriving, inclusive space with activities taking place daily.

Staffing and Volunteering at the Hub

Thanks to funding from the National Lottery Community Led Fund, we have been able to continue to employ a local staff member who plays a vital role in delivering a wide range of community services and supporting the ongoing success of the Hub.

Our Volunteer Co-ordinator has led a thriving volunteer programme, creating meaningful opportunities for local residents to build skills, contribute to their community, and progress into further education or employment.

In addition, our Energy Project and Heritage Project have delivered valuable activities that continue to build confidence and develop new skills across the community.

The combined efforts of our dedicated team ensure that the Hub remains a well-managed, welcoming, and accessible space. Their ongoing support for individuals, local groups, service providers, and external let holders has helped make the Hub on the Hill a true community asset for Royston.



Scottish Government
Riaghaltas na h-Alba
gov.scot



THE HUGH FRASER
FOUNDATION



Financial Capability and Money Advice

Working in partnership with three other Registered Social Landlords (RSLs), we successfully secured funding of £286,800 to continue delivering both Financial Capability and Money Advice services for a further three-year period.

These essential services are delivered by our trusted partners at the Greater Easterhouse Money Advice Project (GEMAP) and have continued to be both popular and highly effective among our tenants and the wider community.

This support enables residents to build financial confidence, manage debt, access entitlements, and make informed decisions about their money – contributing to greater financial stability and wellbeing across our communities.

Tenancy Support Services

Throughout the year, we continued to provide a free Tenancy Support service to our tenants, made possible through successful partnership working between Spire View and Cadder Housing Associations.

This vital service is delivered by our partners at Simon Community Scotland and remains highly valued and well used, offering practical, person-centred support to tenants who need it most.

The service plays a crucial role in helping individuals maintain their tenancies, access essential services, improve wellbeing, and build resilience – ensuring they have the tools and support necessary to thrive in their homes and community.

Energy Industry Voluntary Redress Scheme

We are delighted to report that a successful funding bid secured £95,977.00 over two years from the Energy Industry Voluntary Redress Scheme.

This funding has enabled us to recruit a full-time Energy Advisor, allowing us to deliver much-needed energy advice and practical support to our tenants during an extremely challenging period marked by the ongoing energy crisis and cost of living pressures.

The service has already had a meaningful impact, helping tenants better understand their energy usage, reduce bills where possible, access financial support, and implement energy-saving measures in their homes.

This project has been made possible through the collaboration and support of Spire View Housing Association, Energy Redress Fund and Roystonhill Community Hub and we are proud to continue delivering real, positive change for our community.

Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2024/25 we donated £2,000 to worthy causes including Glasgow Street Aid, St Rochs Secondary School, Royston Youth Action, Positive Action in Housing, Glasgow City Mission, and Royston Nursery to name just a few.



Our Partners:



Scottish Government
Riaghaltas na h-Alba
gov.scot



Other news...

Complaints Handling

During 2024-2025, we received a total of **29 complaints**, broken down as follows:

- **27 Stage 1 complaints**

- **2 Stage 2 complaints**

Of these, two Stage 1 and one Stage 2 complaints were responded to outwith the target timescales. All other complaints were handled within the required timescales.

Response Times (Average):

- **Stage 1 complaints:** 3 days

- **Stage 2 complaints:** 34 days

This Stage 2 complaint was outside the target of 20 days. This reflects a complex case where an extension was requested by the complainant. Therefore, we could not progress until complainant was available. There is no allowance within SPSO model to allow us to reduce the number of days in this situation and therefore we have reported in line with the requirements.

Resolution Overview:

- **26 out of 29 complaints were resolved within timescales**

- **15 of the 29 complaints were upheld (52%)**

Customer Satisfaction:

- **62%** of complainants were very or fairly satisfied with the **outcome** of their complaint

- **38%** were neither satisfied nor dissatisfied

- In terms of how complaints were **handled**,
 - 62% were satisfied
 - 38% were neither satisfied nor dissatisfied

We remain committed to learning from complaints and improving our services. We will continue to publish complaint statistics and any resulting actions in our quarterly newsletters and future annual reports.

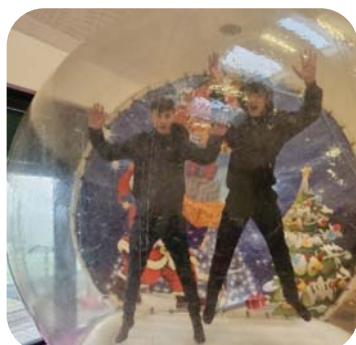
Website / Social Media

We continue to embrace technological advancements to enhance how we communicate with our tenants and the wider community. Throughout the year, we have made regular use of popular social media platforms including Facebook, Twitter (X), Snapchat, YouTube, and Instagram to share updates, promote services, and engage with our audience.

Our website and social media channels are updated frequently with:

- Local news and announcements
- Community events
- Photographs and videos
- Important service information
- And much more!

These platforms play a vital role in ensuring that our tenants stay informed, connected, and involved with what's happening at Spire View and in the wider Royston area.



Spire View Landlord Report Card 2025



In April 2012, the Scottish Government introduced The Scottish Social Housing Charter. The Charter contains a set of standards and outcomes which the Association aims to achieve. We are required to report each year to the Scottish Housing Regulator, our performance in achieving the outcomes and standards in the Charter. This is done through completion and submission of the Annual Return on the Charter (ARC). This is submitted to the Scottish Housing Regulator by 31st May each year.



Scottish Housing
Regulator



Scottish Government
Riaghaltas na h-Alba
gov.scot

In August each year, the Scottish Housing Regulator publishes the 'Landlord Report' detailing each landlord's reported Charter performance. You can view our report, and those of all other RSLs at www.scottishhousingregulator.gov.uk. This website also allows you to compare our performance with other landlords. Spire View is required to report performance in achieving our progressing towards the Charter outcomes and standards to our tenants and service users who use our services. This is the purpose of this report card, which we publish each year.

In 2024, as part of our Tenant Participation Strategy Review, we asked our tenants some specific questions in relation to how they wished to be involved in the scrutiny of our performance (if at all). Of those responding, 10% said they were interested in getting involved in measuring our performance. This is something we already do by inviting tenants to assist in the design and completion of Tenant Satisfaction Surveys. Furthermore, the most popular method of reporting Spire View's performance is through our quarterly newsletters which 84% of respondents favoured. We listened to what our tenants told us and have produced this report card in direct response to tenant requests and preferences.

As well as providing you with information on our performance, we have also provided the results for a number of other organisations to allow you to draw comparisons and better judge our performance. We believe we have chosen a good cross-section of organisations that many tenants will be familiar with; Cadder Housing Association (a similar sized local organisation), NG Homes (a larger local organisation) and Wheatley Homes Glasgow, (a larger City wide organisation). We have also included last year's performance figures to give a comparison and the Scottish Average figures to allow you to see exactly how Spire View compares at a national level.

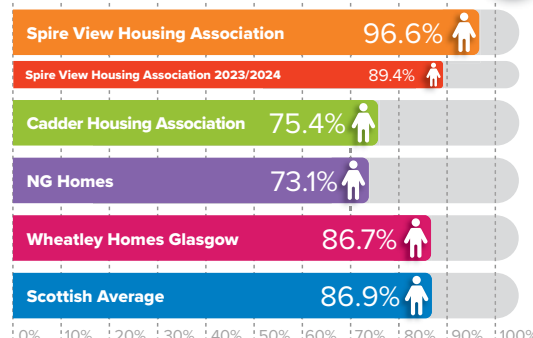


Average Weekly Rents

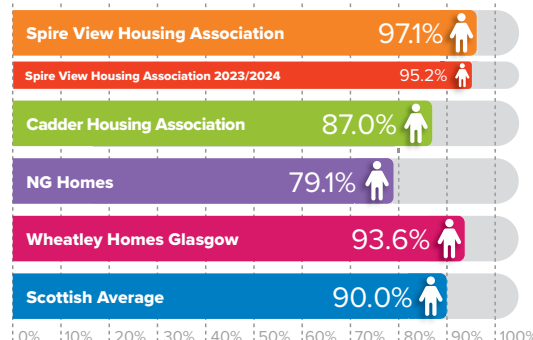
House Size	Spire View HA	Cadder HA	NG Homes	Wheatley Homes Glasgow	Scottish Average
2 apt	£71.45	£93.94	£99.85	£94.69	£93.27
3 apt	£83.69	£100.90	£108.04	£101.71	£96.00
4 apt	£94.42	£115.94	£118.42	£118.24	£104.51
5 apt	£95.75	£131.35	£130.79	£129.75	£115.58

Tenant Satisfaction...

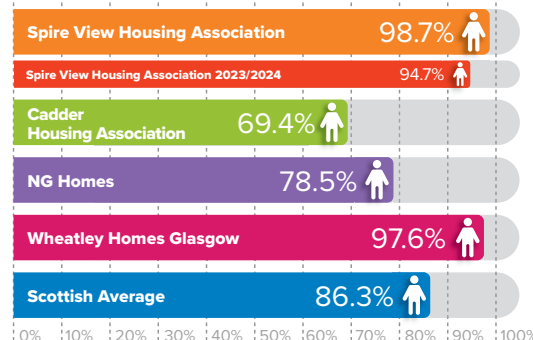
Percentage of tenants satisfied with the overall service provided



Percentage of tenants who felt that their landlord is good at keeping them informed about their services and outcomes

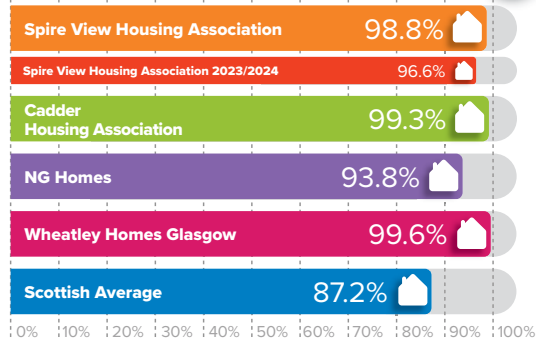


Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making

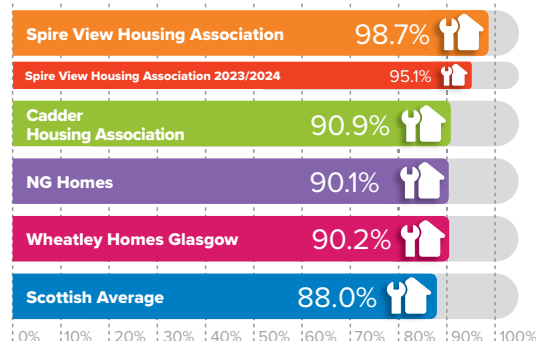


Quality and Maintenance of Homes...

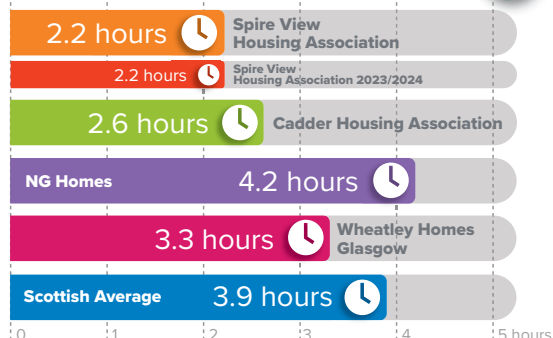
Percentage of homes meeting the Scottish Housing Quality Standard



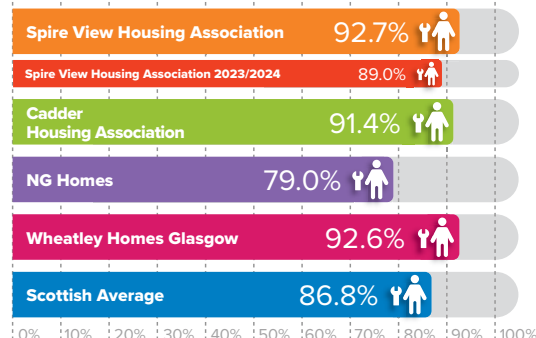
Percentage of reactive repairs carried out in the last year completed right first time



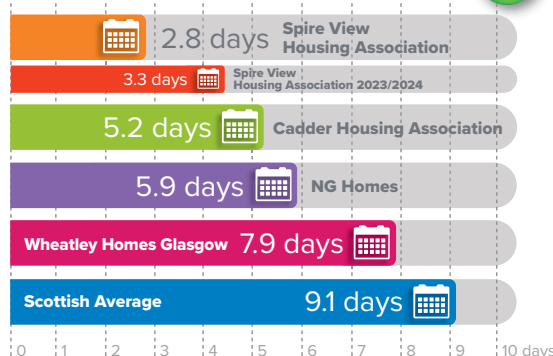
Average number of hours taken to complete emergency repairs



Percentage of tenants who have had repairs or maintenance carried out in the last 12 months who were satisfied with the repairs and maintenance service

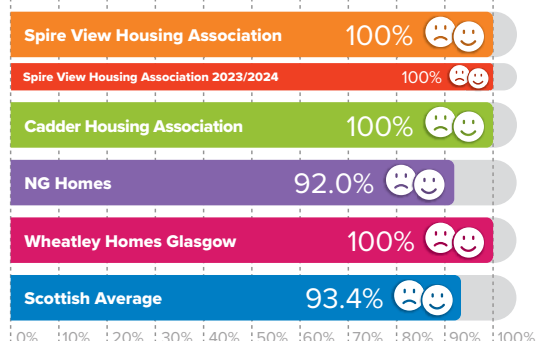


Average number of days taken to complete non-emergency repairs



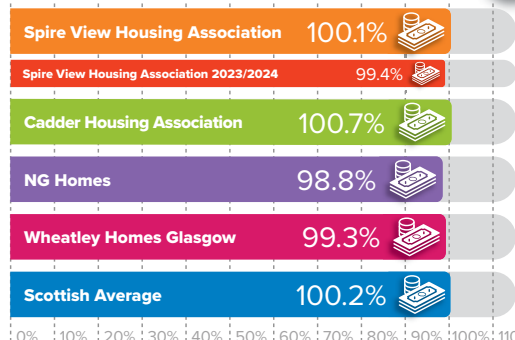
Neighbourhoods...

Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year

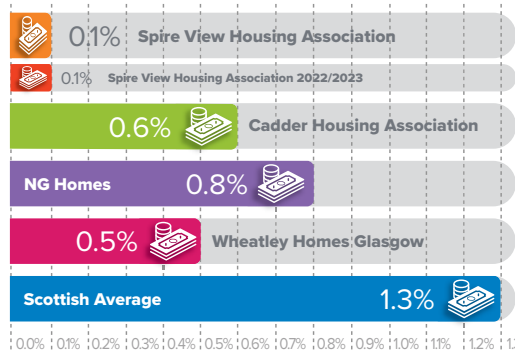


Value for money...

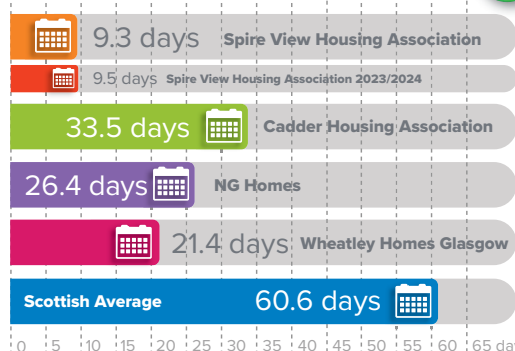
Percentage of total rent due collected in the previous year



Percentage of rent due not collected through homes being empty in the last year



Average length of time in days taken to re-let homes in the last year



As you can see, we are exceeding the Scottish average performance in every category. Furthermore, in many categories we match or exceed all the other RSL's that we have drawn comparisons with. We believe we have managed to provide an excellent service whilst keeping our rents extremely affordable. We are absolutely delighted with this performance. However, we are by no means complacent and firmly believe there is always room for improvement.

Please let us have your thoughts on how we can improve the service we provide to tenants and other service users. We genuinely want to hear what you have to say. Please feel free to become involved in any of our focus groups and please take time to complete our ongoing surveys. This is your housing organisation and your community, and we value your views, thoughts and comments.

Finally, what do you think of this report card? Is this the way you want this information provided? Does it meet your needs and expectations? Is there anything you think we should do differently in future? Please share your views with us by emailing our Chief Executive Officer fionamurphy@spireview.org.uk or telephone 0141 559 5648.

Roystonhill Community Hub

All things Hub on the Hill

**FOLLOW
US ON
SOCIAL
MEDIA**



Let's Get Connected for Our Latest News & Updates

on Twitter @RoystonhillCH

on Instagram @RoystonhillCommunityHub

on Facebook @RoystonhillCommunityHub



174 Roystonhill, G21 2LG • roystonhillcommunityhub.org.uk

**Do you want to
keep up with
everything going
on in your local
area?**

Follow Roystonhill Community Hub on Social Media! You can catch us on Facebook, Twitter and Instagram where we post about the different classes and services happening right here at The Hub, as well as any interesting events happening in and around Royston.

Here is our most recent 'What's On' at your Hub. We offer a wide range of activities however if there are any classes you would like to see and take part in at the hub, please let us know and we will do our best to achieve this.



**Roystonhill
Community Hub**

The Hub on the Hill



Hub Website

WHAT'S ON



FREE



PAID



MEMBERSHIP

AT ROYSTONHILL COMMUNITY HUB

MONDAY:

2pm - 5pm
7pm - 9pm
6.30pm - 8pm

Royston Community Pantry **M**
Karate 18+ **P**
Yoga with Amira **P**

TUESDAY:

9.30am - 12 noon
1pm - 3 pm
5pm - 9pm

Bridges Programme ESOL **F**
Crafts for Laffs **M**
Toonspeak **F**

WEDNESDAY:

9.30am - 12 noon Bridges Programme ESOL **F**
5.15pm - 7.30pm Toonspeak **F**
6pm - 7pm Karate (Kids) **P**
6.30pm - 7.30pm Yoga with Amira **P**

THURSDAY:

9.30am - 12 noon Bridges Programme ESOL **F**
9am - 3pm Young at Heart 50+ **M**
10am - 2pm SAMH Employability
4pm - 7pm Royston Community Pantry **M**
5.45pm - 8.45pm Dance Energy **P**
6.30pm - 7.30pm Guitar Lessons **F**
10am - 12pm RNID - Last Thursday
every 2nd month **F**



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

FRIDAY:

9.30am - 12 noon
Bridges Programme ESOL **F**
10am - 1pm
Royston Community Pantry **M**
5pm - 6pm
Karate (Kids) **P**
6.30pm - 8.30pm
Bingo **P**



0141 212 7386



174 Roystonhill, G21 2LG



@RoystonhillCommunityHub



communityhub@spireview.org.uk

Roystonhill Community Hub



We're excited to invite you to our Christmas Event on:



Tuesday 9th December  **12:30pm – 3:30pm**

Bring the whole family for an afternoon of festive fun!



Meet **Santa** and his **reindeers**



Enjoy Christmas activities and cheer!

Pop the date in your calendars – you won't want to miss it!

Another date for your diaries folks. If you have items to sell or just want to have a clear out before Christmas - the tabletop sale will be £20.00 per table to book your spot.

Help 4 The Homeless Community Shop, 98 James Nisbet Street, G21 2LH is open Monday and Tuesday from 12.00 - 6.00pm.

Their free community shop is open to everyone regardless of circumstances. They have a variety of pre-loved items ranging from clothing/shoes/household/children and baby items.

They will also be hosting a Halloween Party at 98 James Nisbet Street on Tuesday 28th October from 4.00 - 6.00pm - everyone is welcome to come along to this spooktastic event!



 Glasgow North East Carers Centre

Are You Looking After Someone?

Does someone in your family have an illness or disability, including mental health issues or substance misuse?

 **Adult Carer**

Would you benefit from services which support you in your caring role?

 **Young Carer**

Are there supports & services that could help you and your family?

We can provide the following:

 **Peer Support**

Carers coming together, providing support and sharing experiences.

 **Info & Advice**

Find the information that is right for you.

 **Money Matters**

Accessing benefits, grants and other financial supports.

 **Emotional Support**

The opportunity to talk over issues or difficulties you might be facing.

Find Us
Glasgow North East Carers Centre
51 Tronda Place,
Glasgow, G34 9AX

Call Us
0141 781 0728
Email Us
contact@gnecarerscentre.com

gnecarerscentre.com
SCAN ME 

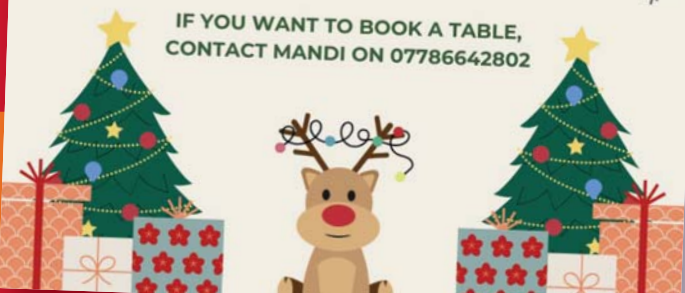
Glasgow North East Carers held a drop in at the hub on Tuesday 9th September. They are here to provide information and support to carers. You can contact them directly at contact@gnecarerscentre.com or **0141 781 0728** for more information.

 **H4TH**

HELP 4 THE HOMELESS PRESENTS JUST IN TIME FOR CHRISTMAS SALE

**SATURDAY
15TH NOVEMBER 2025
10AM - 5PM
IN
ROYSTONHILL COMMUNITY HUB**

**IF YOU WANT TO BOOK A TABLE,
CONTACT MANDI ON 07786642802**



Roystonhill Community Hub

Rosemount Development Trust 35th Anniversary Fun Day – a huge success!

We were delighted to host Rosemount Development Trust's 35th Anniversary celebrations at Roystonhill Community Hub and Spire Park. It was a fantastic day out for all who attended. The atmosphere was filled with excitement and laughter, with something for everyone to enjoy.

From climbing walls, bungee trampolines, a helter skelter, teacups, and bouncy castles, to stalls, a reptile zoo, and even a clown keeping the children entertained, the day was packed with activities for all ages.

It was wonderful to see so many families and friends come together and make the most of the day. Thank you to everyone who attended on the day and helped make the event such a memorable success!



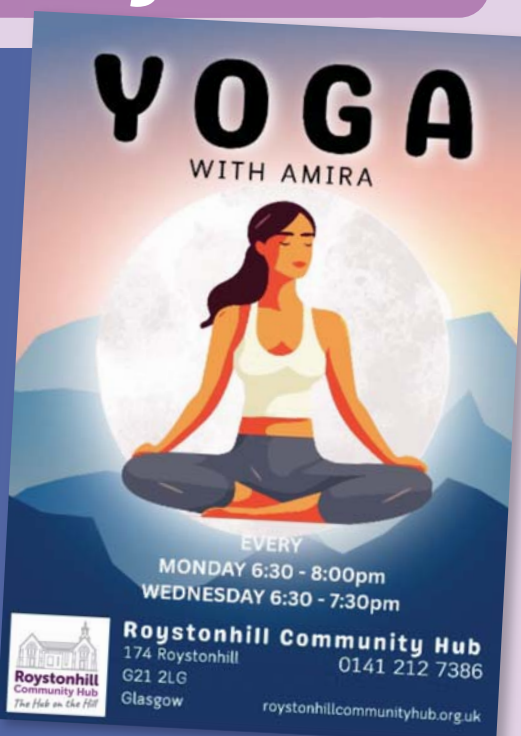
Roystonhill Community Hub



Yoga

Join Yoga with Amira at Roystonhill Community Hub and discover the benefits of relaxation, flexibility, and mindfulness in a welcoming space.

Classes run every Monday from 6.30-8pm and Wednesday from 6.30-7.30pm, offering the perfect opportunity to unwind, stretch, and strengthen both body and mind. Whether you're a beginner or experienced, why not come along and experience the benefits of yoga? Prices are as follows:

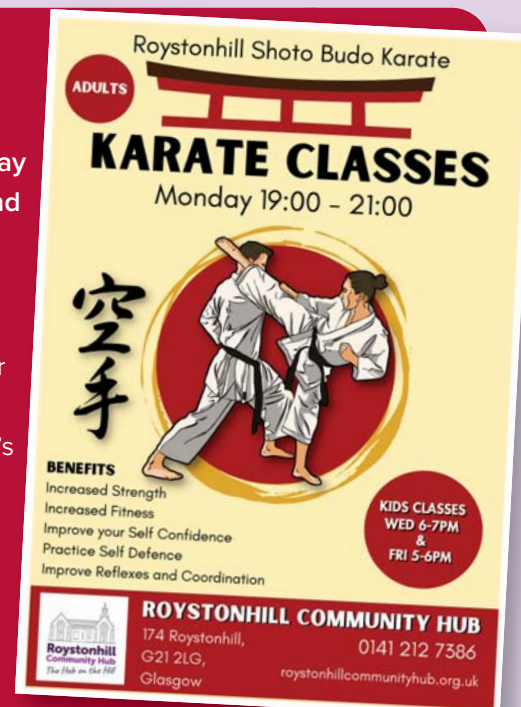


Mondays	£10.00 for 1.5 hours
Wednesdays	£6.00 for 1 hour

Karate

Karate classes at Roystonhill Community Hub are a great way to build confidence, fitness, and self-discipline in a friendly and supportive environment.

Alistair runs an adult's class on Mondays from 7-9pm, perfect for beginners and experienced martial artists alike, and children's classes on Wednesdays (6-7pm) and Fridays (5-6pm), giving young learners the chance to develop skills, focus, and teamwork while having fun. All are welcome to come along and get involved! Prices are follows:



ADULTS	£20.00 per month or £5.00 per session
CHILDREN	£20.00 per month for 2 sessions per week
	£12.00 per month for 1 session per week
	£3.50 per session



2019-2020
2020-2021
2021-2022
2022-2023
2023-2024

2019-2020
2020-2021
2021-2022
2022-2023
2023-2024

2019-2020
2020-2021
2021-2022
2022-2023
2023-2024



Так случилось, что мое любимое место
"Распятие Христа" Сальвадора Дали, находится
в Глазго, в районе Келвингоу.



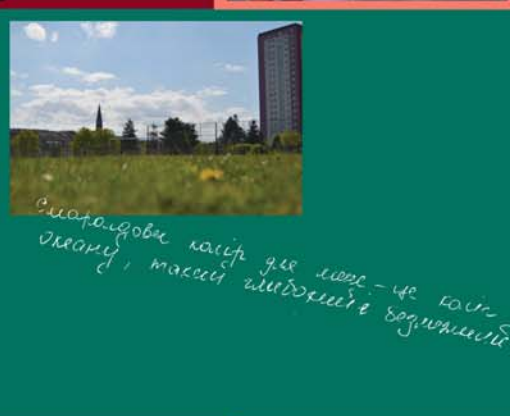
المشور! الكفاق



Розовый цвет придает энергии,
который я испытываю, когда
случилось опоздание и слышен звук
голосов людей, что меня ассоциирует
с музыкой, когда я слышу звук
голосов людей.



Розовый цвет ассоциируется у меня
с хорошим настроением, весельем
и друзьями, а также розовые
ногти и красивые ногти в ванильном
краске.



Смешанные цвета для меня - не мои
цвета, так как смешанные цвета ассоциируются



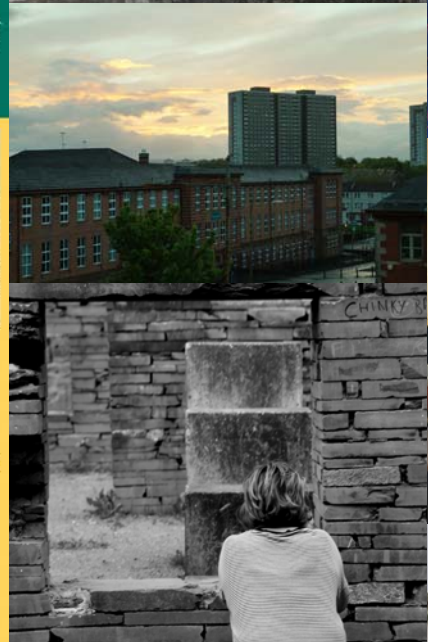
Синий и салатовый цвет,
это цвета, которые ассоциируются
с моими друзьями и друзьями.
Мои друзья бабушка, когда
мне был 1 год.



Мой цвет - синий, как бутылка
Библиотека и синий цвет бутылки
потому что бутылка синяя, поэтому вода



عطران البوت القديمة



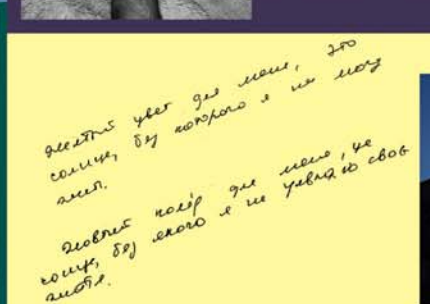
Эти цвета ассоциируются у меня с детства
с музыкальной группой Битлз



Soil/land
of family
heritage



Color of clothes
I loved/I wore as a
teenager



Синий цвет для меня, это
синий, который я не люблю
люблю.



Made possible with



Heritage
Fund

ROYSTON CREATIVE HERITAGE PROJECT

HELLO!

We are now in our second year of our Royston Creative Heritage Project. The first year was a whirlwind of building community connections, creating amazing artworks with community members across Royston and collecting material for our archive. As we head into the second year, we will be focusing on bringing together all these aspects into an online platform that can be accessed by our community for years after the project.

Because of this, we will soon be finishing up collecting photos from the community. However, there's still a little time for you to add your own photos to the archive! If you'd like to add anything or you have any thoughts on how our archive website should look, please just get in touch with Elena at heritage@spireview.org.uk, give us a call on 0141 212 7386 or drop into the hub for a chat!

CREATIVE WORKSHOPS

This quarter we have ran the last workshop for our Mobile Heritage Exhibition series, now with 12 different artworks on display up at the hub and across the community. Our final artwork has been made in collaboration with the P3 and P6 classes at St Mungo's Primary. We had a fabulous session exploring the story of St Mungo through stained glass painting and we can't wait to show you the beautiful work the children have created. We have also visited the folks up at the Little Sister's of the Poor care home, having chats about old Glasgow and the Garngad and creating over 40m of bunting for our Doors Open Day event!

ROYSTON COMIC BOOK

In this newsletter issue, you can read the next episode of the Royston Comic book! This story explores how the industry changed the landscape of the Garngad. Big thanks to Royston Youth Action and Magic Torch Comics, and look out for our next episode in the Spire View Housing Association's winter newsletter.

PHOTO SPOTLIGHT

The artwork pictured on the far left has been created by groups from Rosemount Lifelong Learning alongside photos they've donated to the archive.





CHARLES TENNANT WAS A SOCIAL REFORMER WHO HAD A HUGE INFLUENCE ON THE GARNGAD.

HIS FAMILY WERE LABOURERS, AND CHARLES WORKED IN THE TEXTILE INDUSTRY FROM AN EARLY AGE.

HE PATENTED A NEW METHOD OF BLEACHING USING CHLORIDE LIME AND OPENED THE ST ROLLOX CHEMICAL WORKS.

IT BECAME THE LARGEST CHEMICAL PROCESSING PLANT IN THE WORLD.

HE ALSO HELPED BRING THE RAILWAY TO THE AREA AND TO PASS THE 1832 REFORM BILL, GIVING MIDDLE CLASS MEN THE VOTE.



THE FACTORY CREATED LOTS OF EMPLOYMENT IN THE AREA BUT CAUSED A HUGE AMOUNT OF POLLUTION.

A BUSY, NOISY, CLAM'ROUS SPOT WHERE TREES, NOR FLOWERS
NOR FIELDS ARE SEEN WHERE MEN BY DAY AND NIGHT ARE
WROUGHT AND HOLY CALM HATH RARELY BEEN.

WHEN THE FACTORY FIRST OPENED, THE GARNGAD WAS A MIX OF
FARMLAND, ORCHARDS AND SOME TENEMENTS.

THE POLLUTION MEANT THAT THE FARMERS LEFT, LEAVING ROOM
FOR MORE FACTORIES TO BE BUILT.

WHEN WINDS BLOW SOUTH, A CLOUD BY DAY IT MAY AT ONCE BE SEEN AND FELT
FOR SMARTING EYES THEN OWN ITS SWAY THROUGH MUFFLED NOISES THEN 'TIS SMELT.

WITHIN 35 YEARS THE WHOLE LANDSCAPE OF THE AREA HAD
CHANGED, AND NOT FOR THE BETTER.

THERE VULCAN'S STROKES WOULD FAIL TO MATCH
THE GLASGOW IRONWORKS POLKA BLOWS
HIS LURID FIRES WOULD PACE AND DIN
'FORE TENNANTS COUNTLESS FURNACE GLOWS.

- 'HUGH AITKEN DOW'

Staff Contact Details

Fiona Murphy Chief Executive Officer
fionamurphy@spireview.org.uk 0141 559 5648

Margaret Brownlie Depute Chief Executive Officer
margaretbrownlie@spireview.org.uk 0141 559 5643

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

Jordan Henderson Finance Manager
jordanhenderson@spireview.org.uk 0141 559 6771

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

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

Sharon Mearns Housing Officer (part time)
SharonMearns@spireview.org.uk 0141 559 6776

Tracey Dargan Housing Officer (part time)
traceydargan@spireview.org.uk 0141 559 6779

Alana Park Housing Officer (part time)
alanapark@spireview.org.uk 0141 559 5645

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

Billy Cassidy Maintenance Officer
bilycassidy@spireview.org.uk 0141 559 5640

Megan O'Donnell Maintenance Assistant
MeganODonnell@spireview.org.uk 0141 559 6770

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

Yvonne Maworera Housing Assistant
YvonneMaworera@spireview.org.uk 0141 552 7477

Margaret Gillespie Finance Assistant
margaretgillespie@spireview.org.uk 0141 559 5641

Emily Muir Corporate Services Assistant
emilymuir@spireview.org.uk 0141 552 7928

David Manners Estate Caretaker
DavidManners@spireview.org.uk 0141 552 7477

Angela Fraser Volunteer Co-ordinator
Volunteer@spireview.org.uk 0141 552 7478

Elena Mary Harris Heritage Engagement Officer
heritage@spireview.org.uk 0141 726 0272

Fiona McLean Heritage Engagement Assistant
heritageassist@spireview.org.uk 0141 726 0255

Surbhi Sachdeva Energy Advisor
surbhisachdeva@spireview.org.uk 0141 726 0264

Have you followed us yet??

Do you want to keep up with everything happening in your local area?

Follow us on Social Media! You can catch us on Facebook, Twitter and Instagram where we post about the different classes and services happening at The Hub, as well as any interesting events happening in and around Royston.

Currently we have over 1500 followers across Facebook, Twitter and Instagram and we would love to keep growing our community

– don't miss out on anything happening right here in Royston ever again!



Facebook



Twitter



Website



Spire View Housing Association continues to sponsor the Dolly Parton Imagination Library.

This is a 60 volume set of books for children aged 0-5 and the good news is it's absolutely free.

If you have a child or children of this age and haven't yet registered please contact Stephen Hughes or Yvonne Maworera at the office (contact numbers to the left of this page) and we will register your child / children. 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.

We recently received some positive feedback from one of the tenants who has registered their child for the free books and this is what they said:

"My children are both registered for the Imagination Library and they love getting their book delivered."

"What a great way to get my kids to read!"



CONTACT DETAILS

Tel 0141 552 7928
Email info@spireview.org.uk
Website www.spireview.org.uk

EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water 07909 113 379
All Other Emergency Repairs 0800 595 595