Inside this issue... Tenant Participation Strategy • Garden Competition Results • Hub on the Hill Activities

The Newsletter for Residents of Spire View Housing Association
Issue 91 • Autumn 2026

The Spire View

Spire View AGM 2026 – another successful event!

We were delighted to welcome members to our Annual General Meeting (AGM) on 15th September 2026 at the Roystonhill Community Hub.

A huge thank you to the 50 members who attended on the day, as well as everyone who submitted a proxy vote in advance. Your participation and support is invaluable and plays an important role in helping shape the future of Spire View.

Management Committee Elections

In line with our Constitution, one-third of the Management Committee stood down at this year's AGM. We are pleased to report that all five members seeking re-election (listed on the right) were successfully returned to the Committee.

Two additional nominations were received this year, from Rosemary Gallagher and Fiona McLean. As spaces remained available on the Committee, all candidates were elected unopposed.

- Katelyn McGregor
- Rachel Cooper
- Florence Dioka
- Osman Lamin Sidique
- Drew Collier

Your Management Committee for 2026-2027

We're proud to announce your Spire View Management Committee for 2026-2027:

Maureen Flynn – *Chairperson*	
Charlie Lunn – *Vice Chairperson*	
Alan Brown – *Secretary*	
Drew Collier – *Treasurer*	
Rachel Cooper	Clare O'Donnell
Florence Dioka	Alan Shute
Osman Lamin Sidique	Mary Gibson
Elizabeth Wedlock	Katelyn McGregor
Rosemary Gallagher	Fiona McLean

We would like to thank all our Committee members, both returning and newly elected, for their commitment to Spire View. We look forward to working together over the coming year and continuing to make a positive difference in our community.

Prize Draw

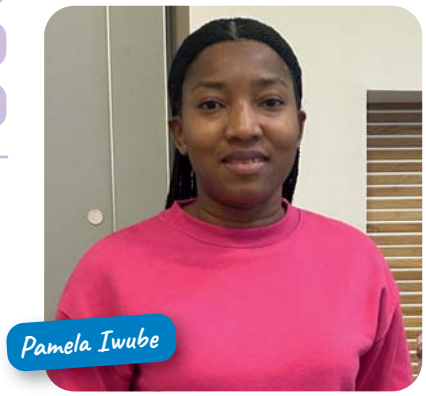
As always, our AGM concluded with a popular prize draw for members who attended the meeting.

Congratulations to our lucky winners:

1st Prize	Williams Joshua
2nd Prize	Pamela Iwube
3rd Prize	Maureen Flynn

Well done to all our winners, and thank you once again to everyone who attended and supported this year's AGM. We greatly value your involvement and look forward to seeing you at future Spire View events.







Inside this issue:
Spire View Annual Report 2025/26
and Landlord Report Card 2026
See page 13



Repairs Satisfaction

In our spring newsletter, we advised that we had a new repairs satisfaction survey process where every tenant who has had a repair completed will receive a text survey seeking your views on the service you received.

It is really worth responding to this text as everyone who provides their view is entered into a draw for a £20 Love to Shop Voucher.

Congratulations to our recent winners detailed below:

February:	William Munro
March:	Linda Mulvey
April:	Unity Simpson
May:	Caroline Montague
June:	Brian Hughes
July:	Elizabeth Edgar
August:	Alan Brown
September:	James Elvin

Stage 3 Adaptations – survey results 2025-26

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 2025/26, we managed to secure and spend £39,584.00 to carry out the following medical adaptations:

- 1 x Overbath Shower
- 2 x Bathroom Alterations
- 1 x Internal handrail
- 1 x Specialist Tap
- 1 x Stairlift
- 4 x Level Access Showers
- 1 x External handrail
- 2 x Wet Floor Shower Rooms
- 3 x Thermostatic Mixing Valves
- 1 x Hard of Hearing Kit and Doorbell
- 1 x Fence/Gate Alteration for Mobility Scooter Access
- 1 x External Electric Socket for Mobility Scooter

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	Fairly Dissatisfied	Very Dissatisfied
Helpfulness of Association staff	100%					
Appointment System	92%	8%				
Time taken	84%	8%		8%		
Level of disturbance	100%					
Extent to which work met needs	92%	8%				
Attitude of Tradesmen	100%					
Quality of Work	92%	8%				

Backlands Improvements

We reported in our last edition that we had been successful in securing funding of £33,140.62 from the FCC Communities Foundation Ltd and £33,141 from the SUEZ Communities Fund to carry out some much needed improvement works to some of the pods in our backlands area.

The project involved upgrading the pods to create a sustainable and useable space for the community and we hope in future to include some artwork / images within the pod areas which reflect the heritage of Royston.

Works commenced on site in August and were completed late September. We will share some photos of the finished pods and would encourage all tenants and residents to make use of the improved spaces.

FCC Communities Foundation

communities fund SUEZ

Scottish Landfill Communities Fund

Investment Update

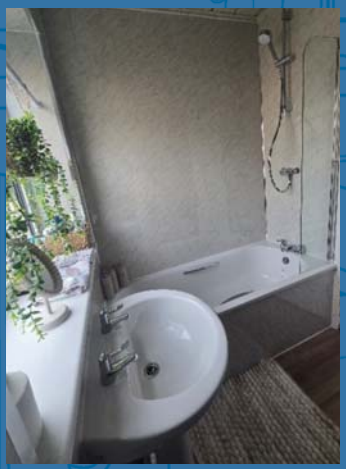
The Association is delighted to have embarked on year 3 of our published investment programme. The programme this financial year is as detailed below:

ITEM	ADDRESSES	NUMBER OF PROPERTIES
Kitchens	299 Roystonhill	6
	2 & 4 Dunolly Street	15
	91-99 James Nisbet Street	40
Boilers	299 Roystonhill	6
	91-99 James Nisbet Street	44
Bathrooms	270-264 Royston Road	25
	23-33 Tharsis Street	31
Windows	272-274 Royston Road	14

Kitchen/Boiler Replacements

Our contractor, BRB Electrical, is currently carrying out surveys to all properties included in this year's programme and you should have been provided with a survey date by now. You should also have been invited into the office to make your selections. Works have commenced on site and our Contractor will contact you with your installation date. If you have not been contacted or completed your choices, please contact a member of the Maintenance team who will be happy to assist.

Bathroom Replacements



Surveys for these works are also ongoing and our contractor MCN Scotland Ltd has written to all tenants due to have replacement works progressed with their survey dates. The contractor has advised they intend to commence installations during November.

Window Replacements

All properties included in this year's programme have been surveyed and installations were commenced on 7th September 2026. By the time you read this newsletter, all programmed works should have been completed.

We are also continuing to work on proposals for window replacements at 2&6 and 11 & 15 James Nisbet Street and 50/60 Roystonhill. As previously reported, we have had to revisit the plans for these phases due to new fire legislation and guidance. Our design team are working on this and further information will be published 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. 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 may be affected by this, please contact your Housing Officer to discuss.

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

Estate Painterwork

Year 1 of this contract is now almost complete. Delays were experienced due to weather and staff illness issues which is unfortunately unavoidable. Further information on Year 2 works will be provided in the near future.

Year 1 works include:	
12-46 Gadshill Street	Interior only
267 – 284 Royston Road	Exterior only
288 & 290 Royston Road, 2 & 4 Dunolly Street and 299 Roystonhill	Interior and Exterior
259-295 Roystonhill	Interior and Exterior
70-110 Rhymer Street	Interior and Exterior
103-115 Roystonhill	Interior and Exterior

Tenant Portal

Have you signed up to our Tenant Portal yet?

On the portal you can:

- Check your account balance and make payments anytime
- Report, track and view repair history online
- Update your contact details quickly
- View your current household details

Available 24/7 from your computer, tablet or phone - at a time that suits you.

So far, we have very close to 150 tenants signed up and our lucky 150th sign up will win a **£30 voucher**!

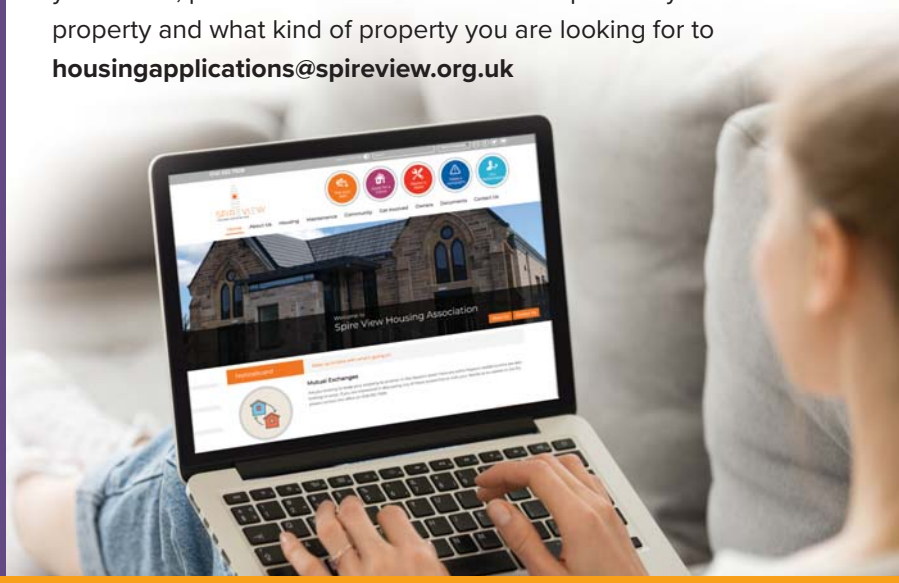
Need a hand?

Pop into the Spire View Office – our staff will be happy to help you register. Or call our office on **0141 552 7928** and we'll guide you through.

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**



Pumpkin Carving Competition

Get creative this Halloween and show us your pumpkin carving skills!

Simply carve your pumpkin, take a photo, and post it in the comments of our Pumpkin Competition Facebook post by Halloween, 31st October!

Prizes for the most creative carvings

Enter by sharing your photo on Facebook

Open to all ages

We can't wait to see your spooky, funny, and fantastic creations!

Good luck everyone!!!

Garden Competition Results 2026



Once again, we were overwhelmed by the enthusiasm, creativity, and hard work shown by the many talented gardeners who took part in this year's Garden Competition.

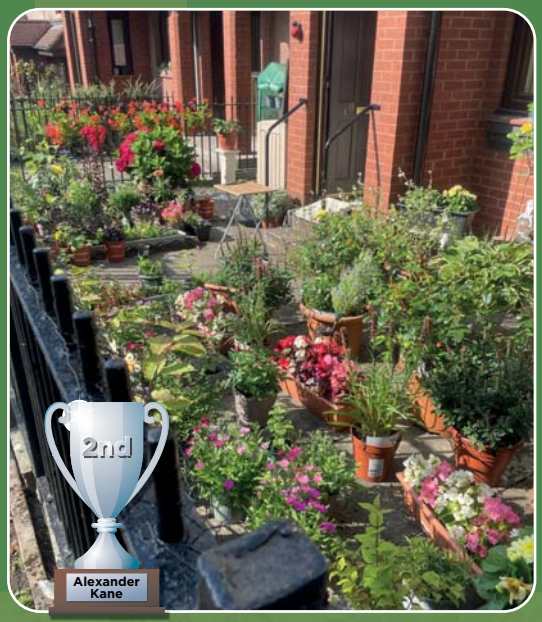
Across our community, gardens were transformed into vibrant displays of colourful flowers, decorative ornaments, water features, and thriving vegetable patches. The effort and dedication demonstrated by all participants has helped create an attractive, welcoming neighbourhood for everyone to enjoy.

The standard this year was exceptionally high, and each garden showcased its own unique character and charm. We would like to extend our sincere thanks to all residents who took part and contributed to brightening up the area. Your commitment has certainly raised the bar for next year's competition.

We would also like to thank **Sue from the North Glasgow Community Food Initiative**, who kindly volunteered her time and expertise to judge the competition this year.

Congratulations to all of our winners and participants! Your hard work and passion for gardening have made a real difference to our community.

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



1st Prize goes to **Karen Healy**

2nd Prize goes to **Alexander Kane**

3rd Prize goes to **George MacMahon**



We also have several runners up as follows:

- Alan Brown
- Mary Paton
- Walter McFarlane
- Joseph Devlin
- Michelle Morris & Alan Dorrian
- Stirling Wilson
- Ruby McLaughlin
- Sarah Bowers
- Alice Ann Black
- Nixia MacKinnon
- James Henvey
- Mary Curran
- Florence Dioka
- Maureen McVey
- Mary & James McHugh
- Edward & Jaqueline Jones
- Denis Gorman
- Moira Ann Martin





Get involved with Spire View

SPIRE VIEW
HOUSING ASSOCIATION

Tenant Participation Strategy

We carried out a review of the Association's Tenant Participation Strategy for 2024-2027. Following this, we devised a Tenant Participation action plan which is currently in place and staff continue to work through this to ensure all service users are able to influence our decision making process.
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 on how we engage with tenants to ensure people can be involved in a way that suits them.

A full copy of this Strategy is available 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 though 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 Tenant or Resident Association, we will support any group to set up with a grant and other support such as training. 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**.







Complaints Handling Policy

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

Our procedure reflects Spire View Housing Association's commitment to valuing complaints.

It aims to:

- Resolve dissatisfaction as close as possible to the point of service delivery
- Conduct thorough, impartial and fair investigations
- Make evidence–based decisions
- Improve our services by learning from complaints
- Provide quicker, simpler and more streamlined handling by well–trained staff

Complaints offer valuable insight and help us prevent problems from recurring. Our approach keeps tenants at the heart of the process and ensures we continually improve.

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

Number of complaints: 1st April 2026 to 30th June 2026	1st Stage	2nd Stage
Total number of complaints received in the reporting year	7	0
Number of complaints carried forward from the previous reporting year	1	0
Total	**8**	**0**
Number of complaints responded to in full by the landlord	7	-
	87.5%	-
Total average number of days taken to respond in full to complaints	4 days	-



You said, we did...

You said...

"I am not happy regarding the service I received following a leak. I feel that my concerns were not taken seriously with regard to extensive damage that occurred."

What we did...

Staff investigated this matter and noted that there had been a miscommunication with regards to the next steps due to be taken. Staff learned that we must communicate properly with tenants and confirm they understand what next steps will be taken in relation to any repair works to be progressed.

You said...

"A Contractor not turning up for a prearranged appointment."

What we did...

Staff investigated this matter and noted that although the Contractor advised they had attended, they failed to leave a card or provide photographic evidence of attendance. Therefore this complaint was upheld in favour of the tenant.

Staff learned the importance of ensuring Contractors attend at the agreed date and time and if the tenant is not at home, then the contractor should ensure they provide evidence of this.

Forthcoming Holidays

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

Christmas Holidays

Friday 25th, Monday 28th and Tuesday 29th December 2026

New Year Closures

Friday 1st, Monday 4th and Tuesday 5th January 2027





Stay Connected with us on social media!

Have you followed us yet?



Stay up to date with everything happening in your local area — follow us on Facebook, X, and Instagram.

We share updates on classes, services, and exciting events at **The Hub** and **Spire View**, plus what's happening in and around **Royston**.

Join our growing community of over 1,500 followers and never miss out on local news and events again!

Scan the QR codes below to follow us instantly!

Facebook **X** **Instagram**

Help is on hand at Spire View

Roystonhill Community Hub is host to some great services that are there for you, our tenants, to use.

Financial Capability Officer

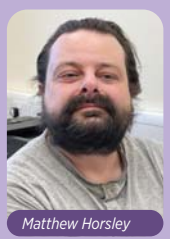

Maureen McGowan

Maureen McGowan from Greater Easterhouse Money Advice Project (GEMAP) is available to provide information and support on all sorts of topics from budgeting, bank accounts and benefits advice to credit.

If you would like to make an appointment with Maureen please contact our office on **0141 552 7928**.

gemap
Enable | Inspire | Transform

Money Advice Service


Matthew Horsley

Roystonhill Community Hub is host to our fabulous Money Advisor, Matthew Horsley, who can assist you with benefit enquiries. If you need some help and would like to meet with one of our money advisors please give our office a call on **0141 552 7928** to make an appointment.



Tenancy Support Officer


Tracey Blair

Another great service based at Roystonhill Community Hub is our Tenancy Support Officer, Tracey Blair, from Simon Community Scotland. She provides you with vital support that can assist in sustaining your tenancy.

Simon Community Scotland

If you are in need of some practical support and would like to be referred to Tracey please contact our office on **0141 552 7928**.

Policy Review – Have Your Say

At Spire View, we regularly review our policies to ensure they remain effective, relevant, and reflect the needs of our customers and communities. We are currently reviewing a number of important policies and would welcome your views, opinions, and feedback.

Privacy Policy

This policy sets out our responsibilities in handling data and explains the procedures we follow to ensure information is managed securely and appropriately.

Value for Money Policy

Value for Money means different things to different organisations. At Spire View, delivering Value for Money means ensuring we use our resources effectively while continuing to provide high-quality services for our tenants and service users.

Our key objectives are to:

- Deliver maximum value to customers while minimising costs.
- Provide effective, high-quality services that meet the needs and expectations of our tenants in an efficient and cost-effective way.
- Make the best use of available resources.
- Understand the relationship between our costs and the services we deliver.

Get Involved

We are keen to hear directly from our customers and are looking to establish a small focus group to discuss these policies in more detail.

If you would be willing to give a couple of hours of your time to share your views and help shape future policy development, we would be delighted to hear from you. Your contribution would be greatly valued and will help ensure our policies continue to meet the needs of our community.

Interested?

Please contact **Gill Spence** on **0141 559 5644** or email **GillianSpence@spireview.org.uk** for more information or to register your interest.

Your voice matters, and we look forward to hearing from you.



GARNGAD GARDENS

A NEW PARK FOR ROYSTON

GREENSPACE IN THE HEART OF THE COMMUNITY

Garngad Gardens officially opened in spring 2026. After a summer of bedding in, the park has bloomed and is now starting to take on beautiful shades of Autumn. The park was named Garngad Gardens by the community in honour of our heritage, taking Royston's original name back from the depths of history.

Rosemount Development Trust still have a lot of plans for this space. From stopping up the street to create a playzone, to tackling the graffiti on the back wall by creating a mural depicting our area's heritage. We also want to take on the land behind the Spar as it's terribly overgrown, but cannot currently due to legal issues between the council and the owner of the Spar.





FOOD FOR THOUGHT

With funding from the National Lottery Community Fund, and a lot of help from the amazing people at The Conservation Volunteers, we developed this food growing space for our local schools and nurseries. They'll start growing food early September, and year on year use this as a teaching spot for local children. If you would be interested in taking on a planter and helping the school's efforts, send an e-mail over to Rosemount Development Trust's Community Development Officer, Andy at Andy@rosemounttrust.co.uk

FUNDED BY:

ROSEMOUNT DEVELOPMENT TRUST

Glasgow CITY COUNCIL

Scottish Government
Riaghaltas na h-Alba
gov.scot

The Mushroom Trust

SPIREVIEW HOUSING ASSOCIATION

COMMUNITY FUND

Wheatley Group

greenspace scotland
Parks4Life

Watt's up, Royston?

ROYSTON COMMUNITY ENERGY PROJECT

What are we up to?

It has been another busy few months for the Royston Community Energy Project, and we are delighted to share some of the things we have been working on with residents across our community.

From community events and drop-in sessions to one-to-one energy advice appointments, our Energy Advisor has been busy supporting local households with practical advice, help with energy costs and access to available support.

Community Engagement

We have continued to host a range of community events and information sessions, giving residents the opportunity to learn more about energy, ask questions and meet others in the community.

Our recent Energy Hub Quiz was a particular highlight! It was a great opportunity to learn more about energy in a fun and relaxed way, while also enjoying some friendly competition. The winners were especially delighted with their prizes! Events like this are a fantastic way to bring people together while sharing useful information.

We also recently hosted a Fuel Debt Information Session in partnership with GEMAP Scotland, which was a great success. Residents had the opportunity to learn more about fuel debt, the support available and where to get help if they are struggling with their energy bills.

We also organised a drop-in Warm Home Discount Information Session. The session gave residents the opportunity to find out more about the Warm Home Discount scheme, who may be eligible and what support could be available towards their energy cost.

What's coming up?

There is plenty more planned for the months ahead, and we cannot wait to share it with you!

Plans include:

- Another Energy Hub Quiz with exciting prizes
- Christmas community events
- Energy efficiency information sessions
- More drop-in sessions and one-to-one energy advice
- Further advice and support around energy costs, fuel debt and available funding

To make sure you do not miss out, follow Spire View Housing Association and Roystonhill Community Hub on social media for the latest updates, event dates and information.

Winter Warm Packs are coming back!

Following the success of last year's Winter Warm Packs, we are delighted to be bringing them back again this year. This has been made possible with the £500 community fund from Rosemount Development Trust.

The packs will provide practical support to some of the most vulnerable households in our community as we head into the colder months. Please note, you don't need to apply for this, referrals will be made by the housing officers based on eligibility criteria and you will be contacted by the energy advisor if you have been referred.





Small measures, big impact

Our **small measures programme** has also been a huge success. We are incredibly grateful to the **Energy Industry Voluntary Redress Scheme** for funding that has allowed us to provide practical energy-efficiency improvements to households in our community.

Small changes can make a real difference. We have been able to support tenants with measures such as:

- Slow cookers
- Electric blankets
- Radiator reflector panels
- Draught excluders
- Other practical energy-saving measures

These may seem like small improvements, but they can have a meaningful impact on energy use, comfort and household budgets.

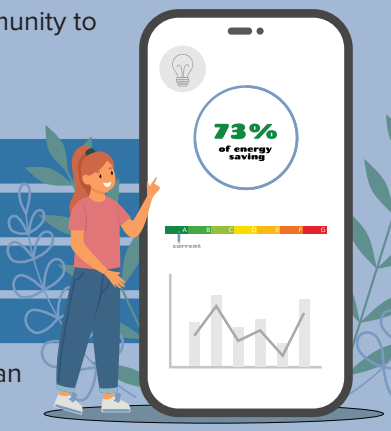
Looking back at what we have achieved

We are now entering the final six months of the Royston Community Energy Project (continuation subject to funding), and we are incredibly proud of everything that has been achieved so far.

The project has supported hundreds of households, provided energy advice and practical assistance, connected residents with wider support and created opportunities for the community to come together and learn.

Key statistics so far:

- **Distinct households supported: 372**
- **Events hosted: 13**
- **1-1 appointments delivered: 706**
- **Energy vouchers issued: 270**



These figures represent much more than numbers. Behind every appointment, referral, voucher, grant application and energy-efficiency measure is a household that has received support when they needed it.

As we move into the final stages of the project, we are looking forward to building on this work, reaching even more residents and making sure people know where they can turn for help.

Need help with your energy?

If you are struggling with your **gas or electricity bills**, looking for **energy vouchers**, need help with **fuel debt**, or would like to find out whether you could benefit from small energy-efficiency measures, we are here to help.

Scan the QR code, complete the referral form or call 0141 212 7386 to speak to our Energy Advisor.

Whether you need a quick bit of advice or more detailed support, please get in touch. **You do not have to struggle with your energy costs alone.**

We look forward to seeing you at our upcoming events and continuing to support the Royston community!

RCEP Referral Form

Autumn Puzzles

Fun puzzles to exercise your brain, whatever age you are!

Spot the 10 differences

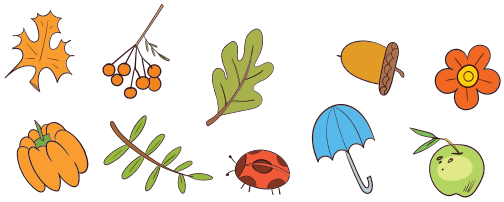


FIND FOREST DWELLERS



FIND 10 HIDDEN OBJECTS

These are tricky! The objects below are in the picture, but their colours have been changed, so they are hiding!



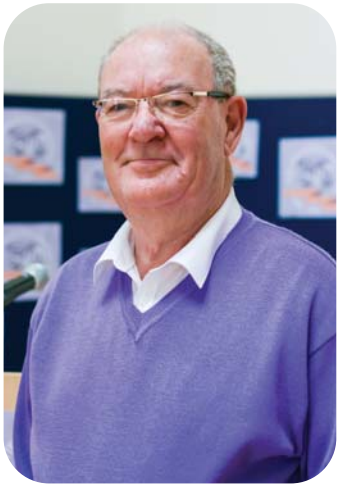




Spire View
Housing Association

Annual Report 2025-2026
Landlord Report 2026

Chairperson's Report



It gives me great pleasure to present Spire View Housing Association's 2025/2026 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 to Spire View Housing Association. We are delighted that significant progress continues to be made in delivering promises and all commitments remain on track for completion.

Spire View is now fully responsible for managing 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, 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, Royston Youth Action** and **local schools**. These partnerships are essential to delivering the ambitious and innovative initiatives that support and enhance life in Royston, and we truly value the contribution of each organisation.

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

In consultation with our tenants, we also undertook significant policy reviews and updates; These included:

- **Committee Succession Plan**
- **Whistleblowing Policy**
- **Service Standards Policy**
- **Business Continuity & Disaster Recovery Policy**
- **Rechargeable Repairs Policy**
- **Damp & Mould 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 each October.

In addition, we completed a comprehensive review of our rent charges to ensure that our rents remain **affordable, comparable,** and **financially sustainable**, supporting the long-term viability of the Association while providing value for money for tenants.

As we reflect on 37 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 to the Association. I am grateful 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

Housing Management

Allocations and Voids

During 2025/2026, Demand for our properties remains high and at 31st March 2026 we had a healthy waiting list with a total of 524 applicants.

We allocated 34 properties. during 2025/26, 13 of which were allocated to applicants on our waiting list. A further 14 properties were let to applicants on our internal transfer list and 7 properties were let to homeless referrals.



The 34 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 Financial Services over the past year and this was reflected in the low level of technical arrears **(0.96%)** recorded at 31st March 2026. The level of nontechnical arrears at 31st March 2026 was **1.89%**.

The percentage of tenants claiming housing benefit remained low at **23%** of tenants in receipt of housing benefit, **11%** full and **12%** partial.

We also had **23%** 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.

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 2025/2026. These continue to prove to be very beneficial services for both our tenants and the Association.

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 2025/2026 we received a total of 56 Anti-Social Behaviour complaints. We were able to resolve all 56 of these through 'management actions', through management actions, for example, 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 2025/2026

Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	564	4 hours	1.82 hours
Non-Emergencies	2,267	5 days	3.86 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 2025/26, **2,267** instructed repairs fell within the Right First Time category. We are pleased to report that all of these were completed 'right first time' giving an overall performance rate of **100%**.

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 2025/26 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 2025/26, we managed to secure and spend **£39,584.00** to carry out the following medical adaptations:

- 1 x Overbath Shower
- 4 x Level Access Showers
- 2 x Bathroom Alterations
- 1 x External handrail
- 1 x Internal handrail
- 2 x Wet Floor Shower Rooms
- 1 x Specialist Tap



- 3 x Thermostatic Mixing Valves
- 1 x Stairlift
- 1 x Hard of Hearing Kit and Doorbell
- 1 x Fence/Gate Alteration for Mobility Scooter Access
- 1 x External Electric Socket for Mobility Scooter

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	Fairly Dissatisfied	Very Dissatisfied
Helpfulness of Association staff	100%					
Appointment system	92%	8%				
Length of time taken	84%	8%		8%		
Level of disturbance	100%					
Extent to which work met needs	92%	8%				
Attitude of Tradesmen	100%					
Quality of Work	92%	8%				

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 **£146,000**
- Boiler Replacements **£91,000**
- Bathroom Replacements **£313,000**
- Electrical Safety Checks **£33,000**
- Window Replacements **£154,000**
- **Total £737,000**

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

The costs for our Cyclical Maintenance programme for 2025/2026 are given below:

- **Gas servicing and maintenance £136,000**
- **Ground maintenance £155,000**
- **Gutter Cleaning & Roof Anchor Bolt Testing £26,000**
- **Close Cleaning £67,000**
- **Painterwork £81,000**

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 informs our Investment Plan which is published on our website, social media and is outlined below;

Component	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

Other Maintenance News:

Tenant Satisfaction with Repairs Survey Results 2025/2026

Throughout the year, we survey all tenants who have had repairs carried out to their property. This survey asks tenants how satisfied they 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 170 tenants during 2025/26 and were delighted with the overall results.

- **151 tenants (88.82%)** told us that they were satisfied with the overall service
- **8 (4.71%)** told us that they were neither satisfied or dissatisfied
- **1 tenant (0.59%)** told us that they were fairly dissatisfied
- **10 tenants (5.88%)** 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 on 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 People

Our Spire View Team for 2025/2026

Committee Members

Charlie Lunn	*Chairperson*
Maureen Flynn	*Vice Chairperson*
Clare O'Donnell	*Secretary*
Drew Collier	*Treasurer*
Craig Allan	*Committee Member (resigned 28/04/26)*
Alan Shute	*Committee Member*
Geraldine McLaughlin	*Committee Member*
Rosemary Gallagher	*Committee Member*
Rachel Cooper	*Committee Member*
Osman Lamin Sidique	*Committee Member*
Florence Dioka	*Committee Member*
Mary Gibson	*Committee Member*
Elizabeth Wedlock	*Committee Member (joined 25/02/25)*
Katelyn McGregor	*Co-optee (joined 02/12/25)*

Consultants

CT Audit Limited	*Auditors*
TC Young & Son / Harper MacLeod	*Solicitors*

Staff Members

Fiona Murphy	*Chief Executive Officer*
Margaret Brownlie	*Depute Chief Executive Officer*
Gillian Spence	*Corporate Governance Manager*
Donna Richardson	*Housing Manager*
Jordan Henderson	*Finance Manager*
Tracey Dargan	*Housing Officer (part time) (retired 29/04/26)*
Sharon Mearns	*Housing Officer (part time)*
Alana Park	*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)*
Megan O'Donnell	*Maintenance Assistant*
Margaret Gillespie	*Finance Assistant*
Emily Muir	*Corporate Services Assistant*
Angela Fraser	*Volunteer Co-ordinator*
Surbhi Sachdeva	*Energy Advisor*
Elena Mary Harris	*Heritage Engagement Officer (until 31/07/26)*
Fiona McLean	*Heritage Engagement Assistant (until 30/01/26)*

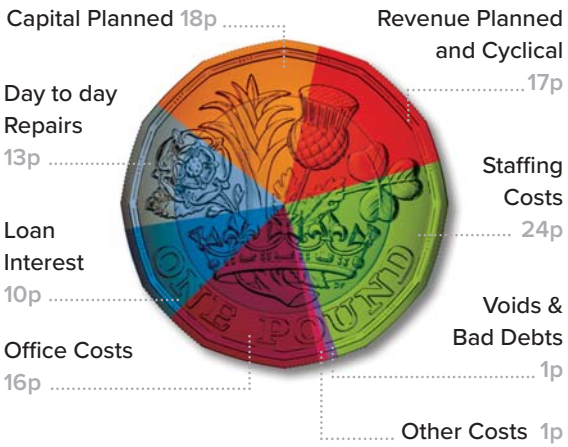


Finance

Statement of Comprehensive Income for the Year Ended 31st March 2026

Per Annual Accounts		
Turnover	4,239,184	*Mostly Rental Income some sundry items*
Less Operating Costs	(3,829,425)	*Cost of Management and Maintenance of our properties*
Operating Surplus	**409,759**	
Interest Receivable and other similar income	17,862	*Interest earned from money invested*
Interest Payable and other similar charges	(130,246)	*Interest paid on the loans taken out to finance the properties and pension deficit*
Other Finance Charges	(26,000)	*Net interest and expenses on defined benefit pension scheme*
	(138,384)	
Surplus for the Year	**271,375**	*Amount remaining after all expenses have been met*
Actuarial loss in respect of pension scheme	70,000	*Pension Adjustment*
Total Comprehensive Income	**341,375**	
Reserves brought forward	16,574,199	*Last year's balance brought forward*
Reserves carried forward	**£16,915,574**	*Total Revenue Reserves at the year end*

How every pound is spent...



Capital Planned	£715,929	18%
Day to Day Repairs	£526,828	13%
Loan Interest & Repayment	£423,168	10%
Office Costs	£649,305	16%
Other Costs	£33,681	1%
Revenue Planned & Cyclical	£703,216	17%
Staffing Costs	£987,016	24%
Voids & Bad Debts	£19,785	1%
	£4,058,928	**100%**

Statement of Financial position as at 31st March 2026

Non-Current Assets		
Housing Properties – depreciated cost	21,695,785	*Net Book Value of all our housing stock (after Depreciation)*
Other Fixed Assets	2,403,600	*The office, office furniture & equipment and Community Hub Costs*
Total Non-Current Assets	**24,099,385**	
Current Assets		
Debtors	264,831	*Money owed to us*
Cash at bank and in hand	1,162,936	*Money in bank*
Total Current Assets	**1,427,767**	
Current Liabilities		
Creditors: amounts falling due within one year	(765,319)	*Money owed out within one year*
Net Current Assets	662,448	*Current Assets less Current Liabilities*
Total Assets Less Current Liabilities	**24,761,833**	
Creditors: amounts falling due after more than one year: Housing Property Loans	(2,054,019)	*Loans taken out to finance the newbuild and refurbished properties*
Provisions for Liabilities		
Pension – defined benefit liability	(316,000)	*Revised Pension Deficit Liability*
Deferred Income		
Social Housing Grants	(2,369,812)	*Deferred Social Housing Grant*
Other Grants	(3,106,118)	*Deferred Community HUB Grant and other social grants*
Net Assets	**16,915,884**	*Net Value of Spire View Housing Association*
Equity		
Share Capital	310	*Sum of the £1 membership fee*
Revenue Reserve	**16,915,574**	*Money built up from remaining surpluses*
	£16,915,884	*Net Funds of Spire View Housing Association*

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
- Guitar classes
- Cognitive Behavioural Therapy
- Gymnastics Classes

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

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

Funding and Support

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

The National Lottery

Glasgow City Council

Energy Industry Voluntary Redress Scheme

to name just a few. We would like to thank all our funders for their continued support.

Staffing and Volunteering at the Hub

Thanks to funding from the **National Lottery Community Action Fund** and **Glasgow Communities 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 Community Projects Co-ordinator has led a thriving 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 built confidence and developed 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.

COMMUNITY FUND
Scottish Government Riaghaltas na h-Alba gov.scot
Scottish Land Fund Ionmhas Fearainn Na H-Alba
THE CLOTHWORKERS' FOUNDATION
ROSEMOUNT DEVELOPMENT TRUST
THE HUGH FRASER FOUNDATION
Glasgow CITY COUNCIL
COPPERWORKS Housing Association











Financial Capability and Money Advice

Working in partnership with three other Registered Social Landlords (RSLs), we successfully secured funding of £358,800 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 were delighted to report that a successful funding bid secured £95,977.00 over two years from the Energy Industry Voluntary Redress Scheme.

This funding 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 made 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 2025/26 we donated £2,730 to worthy causes including St Roch Lunch Club, Young @ Heart, Help 4 Homeless, Rosemount Lifelong Learning to name just a few.



Our Partners:

Scottish Government
Riaghaltas na h-Alba
gov.scot

Blochairn housing association Limited

cadder HOUSING ASSOCIATION

gemap Enable | Inspire | Transform

Royston Youth Action

Simon Community Scotland

North Glasgow Community food Initiative

sfha Scottish Federation of Housing Associations



Other news...

Complaints Handling

During 2025-2026, we received a total of **32 complaints**, broken down as follows:

- **26 Stage 1 complaints**
- **6 Stage 2 complaints**

Of these, 2 x Stage 1 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:** 13 days

Resolution Overview:

- **30 out of 32 complaints were resolved within timescales**
- **16 of the 32 complaints were upheld (50%)**

Customer Satisfaction:

- **31.5%** of complainants were **very or fairly satisfied** with the **outcome** of their complaint
- **31.5%** were **neither satisfied nor dissatisfied**
- In terms of **how complaints were handled**,
  - **31.5%** were satisfied
  - **31.5**% 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.











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Spire View Landlord Report Card 2026

SPIRE VIEW HOUSING ASSOCIATION

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.

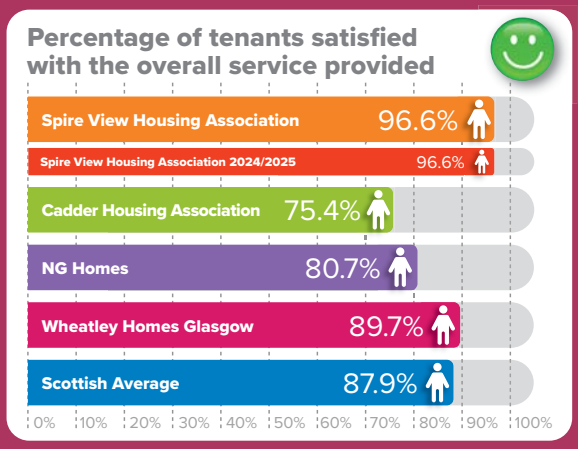
As well as providing you with information on our performance, we have also provided the results for a number of other organisations to allow you to draw comparisons and better judge our performance. We believe we have chosen a good cross-section of organisations that many tenants will be familiar with; 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.

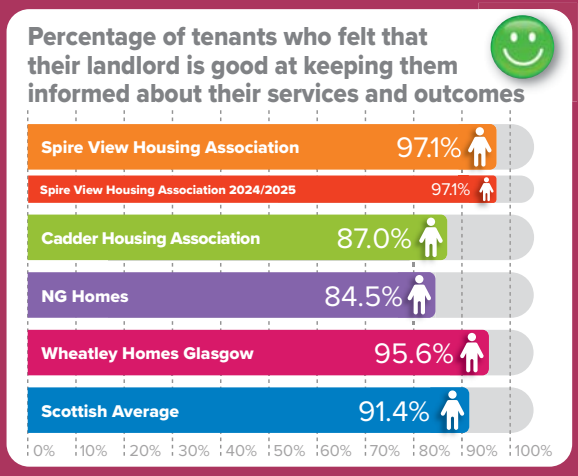
- **Better than the Scottish Average**
- **Similar to the Scottish Average**
- **Worse than the Scottish Average**

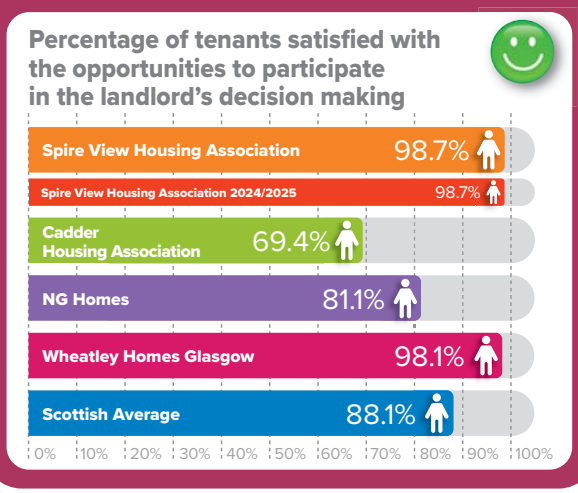
Average Weekly Rents

House Size	Spire View HA	Cadder HA	NG Homes	Wheatley Homes Glasgow	Scottish Average
2 apt	£73.60	£97.38	£103.98	£101.10	£98.61
3 apt	£86.17	£104.57	£112.49	£108.65	£101.42
4 apt	£97.17	£120.08	£122.92	£126.34	£110.33
5 apt	£98.77	£136.02	£136.01	£138.31	£121.71

Tenant Satisfaction...







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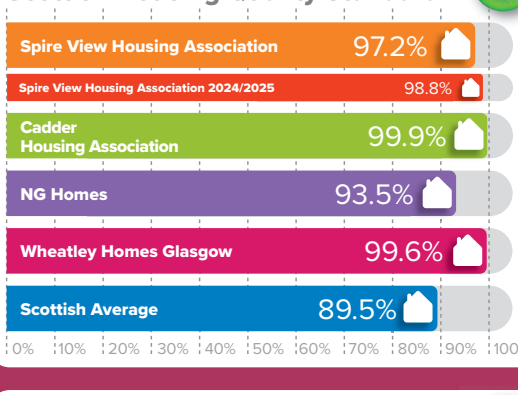
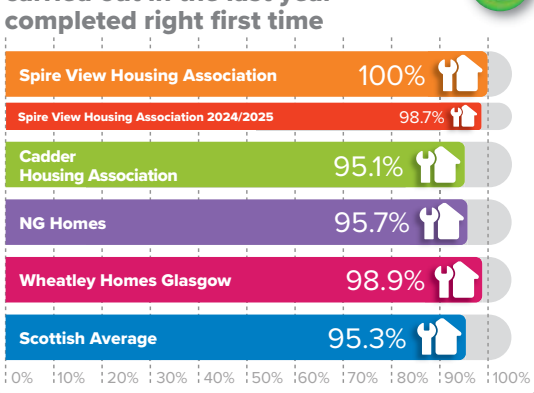
Quality and Maintenance of Homes...

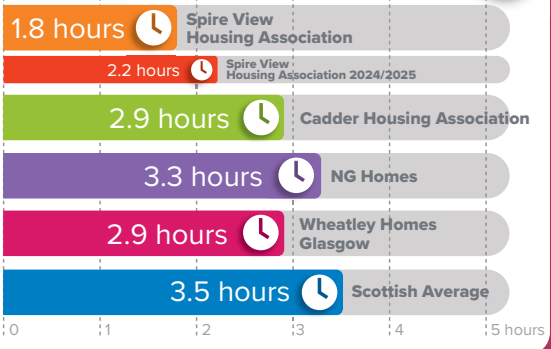
Percentage of homes meeting the Scottish Housing Quality Standard



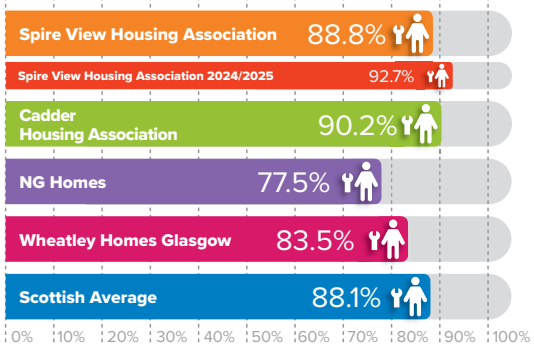
Percentage of reactive repairs carried out in the last year completed right first time



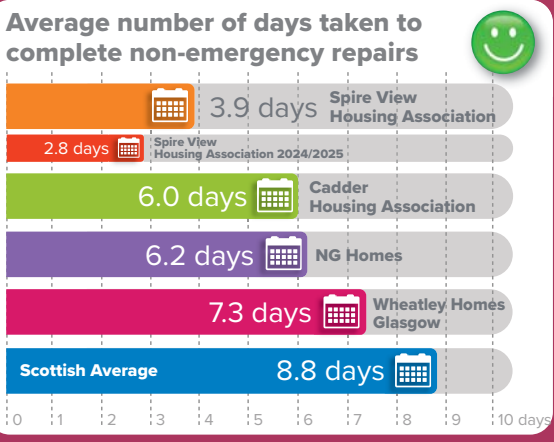
Average number of hours taken to complete emergency repairs



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



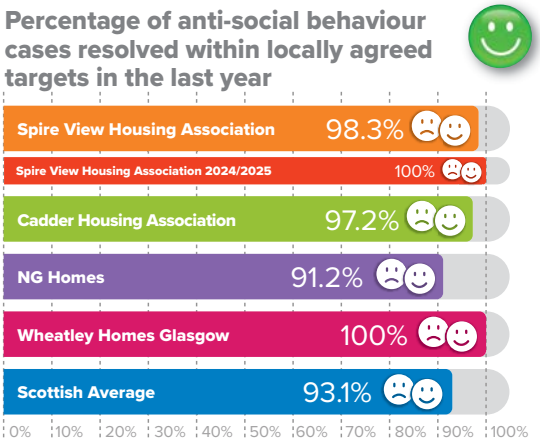
Average number of days taken to complete non-emergency repairs





Neighbourhoods...

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



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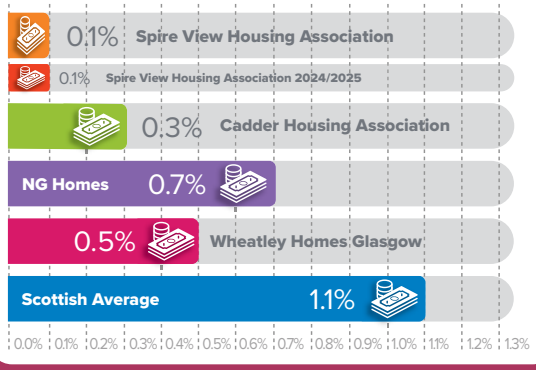
Value for money...

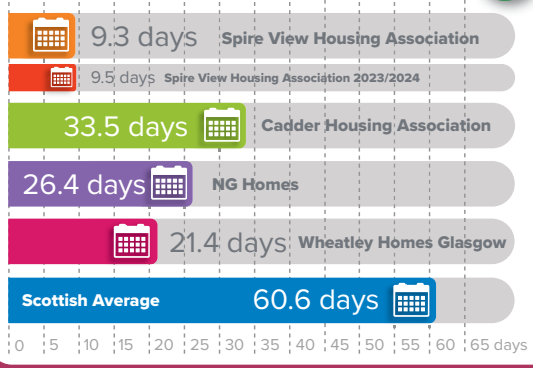
Percentage of total rent due collected in the previous year



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 almost 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, thought 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

Welcome to this quarter's edition of the Hub Newsletter.

Roystonhill Community Hub
The Hub on the Hill

We've had a very busy couple of months over the summer!

Thanks to funding from The National Lottery Community Action Fund, we were delighted to partner with Royston Youth Action to bring a fantastic holiday programme to the hub.

Over the summer weeks, around 45 children attended each day, enjoying a wide range of fun activities, along with some very tasty food supplied by Pauline at Hub on The Hill Café.

The children took part in lots of activities, including arts and crafts, a Commonwealth Games Day, a cinema day, yoga and a disco. It was fantastic to see the hub so busy, with the children having fun, making new friends and creating lots of happy memories.

We look forward to working with Royston Youth Action again during the October holidays and welcoming the children back to the hub for more fun and activities.

This funding will also allow us to work in partnership with North Glasgow Community Food Initiative to bring back Community Meals. Community Meals are a free 3 course meal which is open to everyone in the community to attend every Monday in the Hub from 12-1pm. Everyone welcome. Please come along and enjoy the tasty food on offer, meet up with friends or make new friends.















Roystonhill Community Hub

We also partnered with Rosemount Lifelong Learning in August to host a fantastic Commonwealth Carnival Day. Around 400 people attended, making it a brilliant day filled with fun, games and activities for everyone to enjoy.

It was wonderful to see so many local people come together, get involved and enjoy the day. There was a fantastic atmosphere throughout, and it was a great example of what can be achieved when community organisations work together.

Rather than tell you all about it, we will let the pictures show you some of the fun that was had on the day.











Now that the summer is over, we are delighted to welcome back our classes – see our What's On more information on whats on offer at the Hub.





Our annual **Christmas Fayre** will be back again this year on Wednesday 9th December from 12.30pm - 3.30pm. Get the date in your diary for what is always a fabulous day.

Roystonhill Community Hub

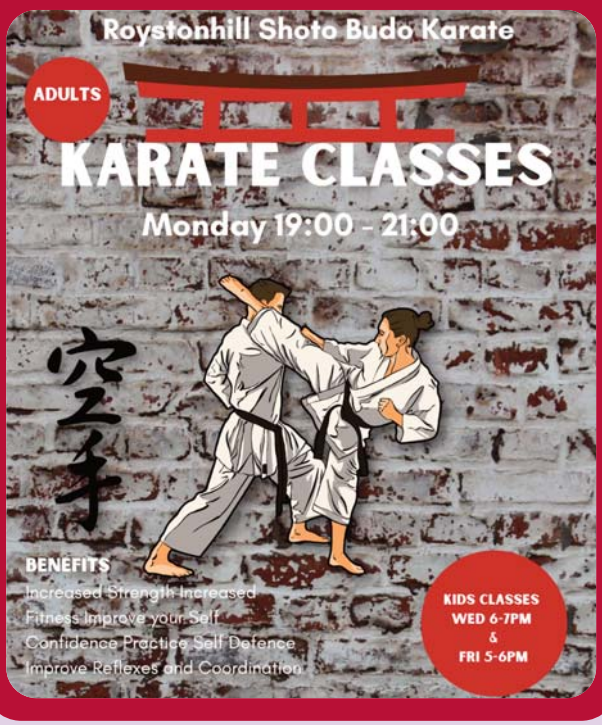
Looking to improve your fitness, confidence, and self-defence skills?

Adults Karate Class takes place every Monday from 7-9pm at The Hub. Children's classes run every Wednesday from 6-7pm and every Friday from 5-6pm.

All abilities welcome • Friendly and supportive environment • Great for fitness & self-defence

Interested?

First class FREE! Contact Alistair on **07510 620796**



We are delighted to report that **SambaYaBamba** are continuing in the hub and classes started back on 16th September.



Looking for the perfect venue? Hire a Space at Roystonhill Community Hub!

Whether you're planning a birthday party, community event, fitness class, meeting, or special celebration, **Roystonhill Community Hub (Hub on the Hill)** offers a welcoming and flexible space right in the heart of the community.

With modern facilities, spacious rooms, a beautiful garden area, and stunning views across the city, the Hub provides the perfect setting for a wide range of events. It's a safe, accessible venue that's ideal for both private functions and regular group activities.

Here's what one happy customer had to say...

"I always hire this venue for parties! It's the perfect location and easy for everyone to travel to. The building is modern and even has a café inside. The outdoor scenery is beautiful, and it's very secure for children running around.

The hall is always clean and tidy, and the staff are absolutely superb. A special thank you to the caretaker for all his amazing help at my daughter's 6th birthday party.

The halls are very spacious and easily accommodated two bouncy castles, table setups, a buffet, a sweet area and lots and lots of children!

We'll definitely be back again next year 😊*"*

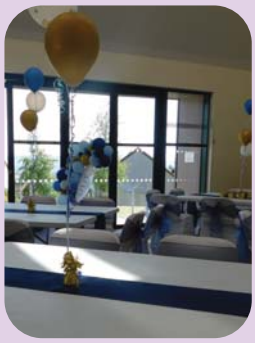
Interested in booking?

If you're looking for a friendly, affordable, and versatile venue, we'd love to hear from you.

Call us on **0141 212 7386** to find out more about hiring a space at Roystonhill Community Hub and discuss your booking requirements.

We look forward to welcoming you to the Hub!









Roystonhill Community Hub

Sam, our lovely volunteer Guitar tutor is in the hub every Thursday from 6.30-7.30pm. Sam's classes are free and everyone is welcome to come along. If you have your own guitar bring it with you but Sam has a couple of extra guitars which can be used for the lessons.



Dance Energy are on at the Hub every Thursday from 5.45-8.45pm. Contact Karen on **07954 078848** or **@danceenergy** on Instagram if you are interested in going along to the classes.



Can you see you in this space?

Toonspeak Young People's Theatre Group started back on Tuesday 22nd September. If you are aged 11-25 and are interested in joining, please contact their office on **0141 552 0234**



RNID will be back at the Hub on Thursday 26th November from 10.00am - 12.00pm.

We are delighted to be able to partner with RNID to host a hearing clinic. Pop along for help with maintaining your hearing aids, getting parts and batteries or even if you feel you need a hearing test.



Staff Contact Details

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Laura Cuthbertson Housing Officer (part time)
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Surbhi Sachdeva Energy Advisor
surbhisachdeva@spireview.org.uk **0141 726 0264**



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 details on the left of this page) and we will register your child. 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 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!"

SPIREVIEW
HOUSING ASSOCIATION

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**