

## The Newsletter for Residents of Spire View Housing Association

Issue 85 • Spring 2025

# The Spire View

## Glorious Gardens

Spring is upon us and with it comes the growing season... so if you have a garden, we encourage you to maintain it along with the surrounding areas throughout the growing season which lasts from April to October.

The area looks lovely when people take the time to look after their gardens and keep all paths/driveways free of litter and weeds.

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

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

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

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

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

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

*Last year's  
prize winning  
gardens...*

















# Promises made, promises kept!















In our Autumn 2024 edition, we provided an update on the promises that we made to Copperworks tenants as part of the Transfer of Engagements. This demonstrated our commitment to delivering on these promises and detailed the significant progress made in the first year after the Transfer of Engagements.

We are delighted to provide a further update on progress made below...

What we promised...	Progress made...
<p>To provide at least 6 places on our Management Committee for Copperworks Committee members.</p> 	<ul style="list-style-type: none"> <li>7 Copperworks members transferred to Spire View Management Committee in August 2023.</li> <li>Since then, we are delighted to say that all 7 of the original Copperworks members retained places on the MC following re-election at Annual General Meetings where our members confirm the election of the Management Committee for the forthcoming year.</li> </ul> 
<p>To provide a new £1 Share in Spire View for all Copperworks shareholding members.</p> 	<ul style="list-style-type: none"> <li>New Share certificates were issued to all Copperworks shareholding members in August 2023.</li> </ul> 
<p>To commit to a name change within 12 months of transfer, if that's what tenants want.</p> 	<ul style="list-style-type: none"> <li>An extensive consultation exercise was conducted with our tenants and we are delighted to report that the majority of tenants voted for the name of the Association to remain the same.</li> </ul> 
<p>To retain the local office and staff.</p> 	<ul style="list-style-type: none"> <li>The local office remains open 5 days per week and all staff have been retained.</li> </ul> 
<p>To provide a quality factoring service that demonstrates value for money.</p> 	<ul style="list-style-type: none"> <li>Statements of Services were issued to all factored owners.</li> <li>Satisfaction levels with the factoring service is very positive as indicated in our recent Satisfaction Survey results.</li> <li>VAT deregistration completed in June 2024. Therefore as promised, we no longer charge VAT on factored owners' management fees.</li> </ul> 
<p>To deliver improved service delivery performance levels acceptable to tenants.</p> 	<ul style="list-style-type: none"> <li>We have been investigating an updated IT system which would include the provision of an interactive portal for tenants and owners. Our new IT system is now in place and we are working with our provider to have the tenant portal up and running in the very near future.</li> </ul> 
<p>To protect what tenants most value in current services.</p> 	<ul style="list-style-type: none"> <li>We retained the Tenant Bonus Scheme and also extended this to all Spire View tenants from December 2023.</li> </ul> 



What we promised...	Progress made...
 <p><b>To lower rent rises over the longer term.</b></p>	<ul style="list-style-type: none"> <li>We revised rent payment dates for Copperworks tenants to align with those of Spire View, thus generating a saving for Copperworks tenants.</li> <li>We applied rent increases for 2024/25 and 2025/26 in line with the promise we made to tenants and will continue to work to apply lower rent rises over the longer term.</li> </ul> 
 <p><b>To improve our financial position.</b></p>	<ul style="list-style-type: none"> <li>We revised our 30 year projections and aim to deliver £119m worth of cost savings across the next 30 years.</li> </ul> 
 <p><b>To carry out improvements to properties quicker.</b></p>	<ul style="list-style-type: none"> <li>We revised our investment plans to include an additional £300,000 over the period 2024/25 to 2026/27 which will allow us to carry out planned improvements to our properties sooner than previously planned.</li> <li>Year 1 of kitchen/boiler, bathroom and window replacement works are complete and Year 2 works have been instructed.</li> </ul> 
 <p><b>To continue and enhance the range of wider support services we deliver to help support tenants to improve life opportunities and to meet their own and their community's changing needs.</b></p>	<ul style="list-style-type: none"> <li>The transfer has allowed the capacity for senior staff to consider and progress opportunities as they arise. This has allowed us to continue to provide much-needed services such as Money Advice, Financial Capability and Tenancy Sustainment as well as achieving resounding success with our Energy Project.</li> <li>We have been successful in gaining funding for a Heritage Project and are making great progress on creating a resource that profiles Royston's great history and heritage.</li> </ul> 
 <p><b>To continue and enhance local partnerships to create opportunities to provide additional services within the community.</b></p>	<ul style="list-style-type: none"> <li>We continue to take a lead role in the Royston Strategy Group and the delivery of priorities identified by the group e.g. community hub, triangle site and other environmental type projects. We also provide support to other members of the group to progress their priorities for the benefit of the local community.</li> <li>We continue our partnership working with all local groups and schools.</li> </ul> 
 <p><b>To investigate the potential for a Local Estates Team, creation of local employment opportunities and ensuring the local environment is a pleasant one for all residents.</b></p>	<ul style="list-style-type: none"> <li>We continue to investigate this and hope to have some updated news very soon.</li> </ul> 

We hope that all tenants are delighted with the progress made to date and would like to thank all of our tenants for their ongoing support to help us achieve our objectives.

# Planned Investment *Update*

## Planned Works – Financial Year 2024-2025

In our December newsletter, we updated you with progress made on our planned maintenance programme for financial year 2024/25 which included the following:

Elements	Addresses
Windows	91-99 James Nisbet Street, 2&4 Dunolly Street, 288 & 290 Royston Road and 299 Roystonhill
Kitchens & Boilers	8-38B Tharsis Street, 259-271 Roystonhill, Gadshill Street and Hollybank Estate
Bathrooms	50 & 60 Roystonhill, 11 & 15 James Nisbet Street, 2 & 6 James Nisbet Street, 299 Roystonhill and 2 & 4 Dunolly Street

We are pleased to advise that all works for this financial year with the exception of a few kitchen and boiler replacements have been completed.

If your property was included in the programme for this year and you did not provide access, your installation will now be carried forward into year 2. If this affects you and you wish more information, please do not hesitate to contact a member of the maintenance team who will be happy to provide further information.

## Planned Works – Financial Year 2025-2026

### Window Replacements

We reported in our last newsletter we were working on our plan for investment for financial year 2025-26 and advised that tender returns received were higher than anticipated, thus presenting some challenges to our original plans. In addition, due to updated fire guidance and cladding regulations, we had to revisit our specification for works at 2 & 6 James Nisbet Street, 11 & 15 James Nisbet Street and 50 & 60 Roystonhill. Therefore, works planned for these properties have been postponed at the current time. We are working with our Consultants and Contractor to resolve the issues and hope to be in a position to update tenants affected once we have agreed a solution and updated specification.

As a result, works for financial year 2025-2026 for window replacements will take place in the properties at 276, 278, 280, 282 and 284 Royston Road.

### Kitchen/Boiler Replacements

Following a review of the tender costs for kitchen and boiler replacements, the programme for financial year 2025/2026 will take place in properties that are due for replacement at 275, 279, 283, 291 and 295 Roystonhill. There are also a few ad-hoc boiler replacements that will be progressed as part of this programme.

### Bathroom Replacements

Following a review of the tender costs, we are pleased to advise that bathroom replacements will take place where due at the following addresses:

- 80, 90 & 100 Roystonhill
- 70-86 Rhymer Street
- 103-115 Roystonhill
- 272, 274, 276, 278, 280, 282, 284, 288 and 290 Royston Road



The full revised investment plan for financial year 2025/26 is set out in the table 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	272-284 Royston Road	26

### Estate Painterwork

At the time of writing this article, we are applying the finishing touches to our tender document and hopefully by the time of print, this will have been issued. We will keep you updated on progress. Meantime, contact us if you have any specific issues.



# Rent Consultation Update

We recently asked our tenants whether they agreed or disagreed with our proposed rent increase, to be applied from 1st April 2025. We would like to extend a huge thank you to everyone who took the time to participate in this consultation exercise.

Spire View tenants were consulted on a proposed rent increase of 3.3% and we were delighted to receive 156 responses, representing a response rate of 23%. 45% of respondents agreed with the proposed increase, 52% disagreed and 2% neither agreed or disagreed.

Our former Copperworks tenants were consulted on a proposed rent increase of 2.3% and we were delighted to receive 81 responses, representing a response rate of 26%. 60% of respondents agreed with the proposed increase and 40% disagreed.

All tenants who highlighted concerns within their responses should now have been contacted by our Housing Management and / or Maintenance staff and hopefully matters have been resolved to your satisfaction.

The winners of the prize draw for this consultation were Amanda Barton and Ajarata Darboe, who both won a £50 Love to Shop Voucher. Congratulations 😊

Following on from the consultation exercise, the Management Committee met on 30th January 2025 to consider the responses, alongside the requirements of our Business Plan and Asset Management Strategy. Once everything had been considered, it was agreed to implement the proposed increases for 2025/2026.

We appreciate that any increase is unfortunate however, it is necessary to enable the association to maintain your property to a high standard by carrying out planned maintenance works like new bathrooms, new kitchens and new boilers. If you have any difficulty in paying your rent, please be aware of our Money Advice Service and Tenancy Sustainment Service that you can find out more about on page 11.

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



## Significant Performance Failures

Did you know... If you are a tenant of a registered social landlord (RSL), such as a housing association or co-operative, you can report a significant performance failure (SPF) to the Scottish Housing Regulator.

A group of tenants or an individual acting on behalf of tenants, such as a representative of a registered tenants' organisation (RTO) can also report a Significant Performance Failure to the Scottish Housing Regulator. Spire View has a factsheet on our website that explains all this and more. Just head over to [www.spireview.org.uk](http://www.spireview.org.uk). You will find this information on the 'Our Performance' sections.



## YOUR DOG YOUR MESS?



Dispose of your dog mess  
or you could be fined £80.

[www.glasgow.gov.uk/dogfouling](http://www.glasgow.gov.uk/dogfouling)



## BAG IT! BIN IT!



Once again we would like to thank all our tenants who very kindly took the time to complete our satisfaction surveys.

We love to hear from you as it's a great opportunity to have your say on our maintenance service.

We send the surveys out by text messaging service; however, you can of course call Mary Dunsmore, Maintenance Assistant on **0141 559 6770** to participate.

The feedback we receive is greatly appreciated as it allows us to monitor the quality of our maintenance service and the performance of our contractors, and to continue to provide the high level of service you expect to receive.

All who complete our surveys are entered into a quarterly prize draw. You have to be in it to win it. So remember to respond to the text message when you receive it.

Our most recent winner is: **Kathleen McAlear**



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

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

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

### What information can I receive?

We must give you a Scottish Secure Tenancy agreement and information about our Complaints Handling Procedure.

If you ask we must also give you information on:

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

### What should you be consulted on?

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

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



# Consultation Register



It is important that tenants understand and are able to be a part of the processes involved in delivering Spire View's services

Did you know that Spire View has a Consultation Register that allows us, as tenants, to be consulted on Association business that we express an interest in. This could be anything from reading information, participating in focus or strategy groups, or helping out at the many fun days and events the Association organises.

There are many policies in place and the Association are always open to hear more opinions from tenants. This could come from tenants that have already expressed an interest, already been involved or maybe you didn't know this service existed. I have been involved in a couple of focus groups, and they are informal but very informative. They give you a wee bit of a sense of what goes on behind the scenes in Spire View.

Why don't you contact Gillian Spence, our Corporate Governance Manager who will get you registered. And who knows, your input could make a difference to our community. *Written by Lizzy Wedlock*



# Tenant Scrutiny Panel

A Tenant Scrutiny Panel (TSP) helps Associations measure how well our services meet the standards and outcomes detailed in the Scottish Social Housing Charter (the Charter). The Charter sets the outcomes which we are measured against by the Scottish Housing Regulator.

A Scrutiny Panel is another way tenants can get involved and review our performance, through a partnership approach, and identify areas of improvements.

The Panel would scrutinise performance quarterly and choose the performance priorities they wish to focus on.

**For example:**

- Anti-social behaviour
- Repairs timescales and satisfaction
- Complaints timescales
- Lettable houses that become void, average days to re-let, and tenancy sustainment

If you feel you are able to give up a couple of hours a month we would welcome your input. Any contribution you could make would be very worthwhile and appreciated. If you are interested in forming a Scrutiny Group please contact Donna Richardson on **0141 552 7928**.

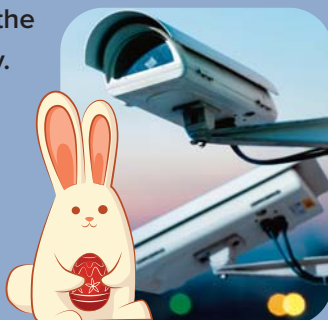
# Anti-Social Behaviour Policy



We have recently carried out a review of the Association's Anti Social Behaviour Policy.

This policy outlines how we will deal with Anti Social Behaviour and what action the Association will take.

A copy is available on request or you can download a copy from our website.





# Service Standards



The Association is about to review our policy on Service Standards. The policy outlines the standards of service that you, our tenants and service users expect. We will be looking at the following :

- Who are our service users?
- What are service standards?
- Key service standards
- Customer service
- Housing Management & Maintenance Service

Changes to this policy could have an impact on you and other tenants and we therefore want you to become involved. All we ask is you provide us with an hour of your time to help review the policy.

If you are interested in helping review this policy, please contact Gillian at the office.

## Do you follow Spire View on social media?

Keep up to date with everything happening with your Housing Association by following us on Facebook, Instagram or X (Twitter)!

We have just under 2000 followers across Facebook and Twitter who never miss out on anything happening in their local area and we would love for you to join them!

Facebook @SpireViewHousing Association, Instagram and X (Twitter) @SpireViewHA or you can scan the QR codes to be taken directly to our pages.

We also have a website where you can find out anything you need to know about the Association.



Facebook



Twitter



Instagram



Website



## FOLLOW US ON SOCIAL MEDIA

Let's Get Connected for Our Latest News & Updates

on Twitter @RoystonhillICH

on Instagram @RoystonhillCommunityHub

on Facebook @RoystonhillCommunityHub



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

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

Follow Roystonhill Community Hub on Social Media? You can also find 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.

Currently, Roystonhill Community Hub has over 1000 followers across Facebook, Twitter and Instagram and we would love to keep growing our community – don't miss out on anything happening at the Hub ever again!

### Hub Website

Have you ever visited the Roystonhill Community Hub website? We have tons of information about all of our classes and services, and you can find out more about booking the halls by checking out our prices and filling out our enquiry form. Scan the QR code to be taken straight to our website.



Hub Website

# Children's Competition

We would like to say a massive thank you to everyone who took part in our previous competitions. We are always astounded by the volume of entries we receive.

The fun never ends here at Spire View and we are giving you all another chance of a win. All you have to do is tell us how many Easter Eggs are hiding on the pages of our newsletter. For your chance to win £30 Love to Shop vouchers text your answers with your name, address and phone number to **07800 000 159** or return the slip below to our office. Good Luck!! 😊



*How many Easter eggs did you find in this newsletter?*

Remember to include the ones the wee bunnies are holding or have in their baskets!

Number of eggs found:

Name:

Address:

Mobile Number/Email:

Age:

## Easter

### WORD SEARCH

CHICK  
EASTER  
BASKET  
SUNDAY  
EGG  
LAMB  
FEAST  
CHOCOLATE  
SPRING  
BUNNY  
FAMILY  
DECORATE

C	H	I	C	K	E	A	F	C	I	E	D
K	F	L	O	R	A	G	B	H	L	J	E
N	E	M	T	P	S	U	N	D	A	Y	C
B	A	S	K	E	T	S	U	V	M	Y	O
R	S	T	U	W	E	G	G	P	B	Q	R
Y	T	Z	S	P	R	I	N	G	X	B	A
A	G	H	J	M	N	Y	A	Z	T	X	T
E	C	I	L	K	B	U	N	N	Y	C	E
D	F	F	A	M	I	L	Y	O	S	P	U
C	H	O	C	O	L	A	T	E	R	T	V



# 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.

Number of complaints 1st April - 31st December 2024	1st Stage	2nd Stage
Total number of complaints received in the reporting year	26	2
Number of complaints carried forward from the previous reporting year	0	0
<b>Total</b>	<b>26</b>	<b>2</b>
Number of complaints responded to in full by the landlord	26 100%	2 100%
Total number of days taken to respond in full to complaints	4 days	16 days



## You said, we did...

*"A number of outstanding repairs in my property have not been completed."*



Staff investigated and a house visit was carried out by the Depute Director to discuss this matter and to inspect the repairs that were raised. Following investigation, staff noted that some repairs were partially completed but not followed up to post inspect and complete. Staff also noted that due to a fault with the housing management system, some job lines raised never reached the Contractors. Staff apologised for this matter and ensured all works were carried out. Staff learned that they must follow up on issues reported back to us by the Contractors for follow on works and that they must ensure outstanding jobs are chased up timeously.



*"I'd made a complaint following a repair to my boiler. I was originally advised that the boiler needed a part and that it would be fixed later on the same day. However, the part didn't become available until the following morning."*



Staff investigated this matter and spoke to the contractor. The Contractor apologised and advised that this had been a mix up. They reattended the following morning and completed the repair. Staff learning the importance of using clear concise and accurate information when advising tenants. Staff also raised this matter with the Contractor to prevent this from happening again.





# Gardening for Wellbeing at Royston Food Hub

The day of our weekly Gardening for Wellbeing session (previously called Therapeutic Gardening) which takes place on our plot in Germiston Allotments has changed to **Wednesdays from 10am-2pm**. This is open to all adults and is aimed at improving mental health and wellbeing by spending time outdoors.

If you are interested in learning how to grow and maintain a garden, or looking to enjoy some active time outdoors, meet new people and try something new, now is a great time to start with Spring around the corner and a full growing season ahead of us. All experience and ability levels welcome.

A free lunch of homemade soup & rolls is included.

Please contact our Community Gardener if you'd like to come along - Gráinne - [roystongardener@ngcfi.org.uk](mailto:roystongardener@ngcfi.org.uk)



## 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 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.

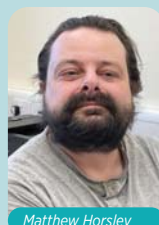


Maureen McGowan



### Money Advice Service

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.



Matthew Horsley



### Tenancy Support Officer

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.

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.



Tracey Blair





# Roystonhill Community Hub

## *All things Hub on the Hill*

**We are starting this update with all things Christmas. I know its March, but we couldn't not tell you about our fantastic day which we held on 10th December.**

We had Santa and his reindeers visiting and gave out 200 selection boxes on the day. We had Christmas Carols from St Mungo's Primary and lots of stalls from our partner organisations – Rosemount Development Trust, Rosemount Lifelong Learning, Royston Youth Action, RCA Trust (formerly known as the Renfrew Council on Alcohol), Glasgow Council on Alcohol, North Glasgow Community Food Initiative, Jobs & Business Glasgow, SAMH, North Glasgow Healthy Living Community and of course our Heritage team and the lovely ladies from Craft 4 Laffs. A big thank you to everyone for taking part every year and helping the day go as well as it did and we'll see you all next year. Here's some pictures of the day for you to enjoy:



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





# Roystonhill Community Hub

## Exciting news!

Royston Community Energy Project is back and our new Advisor, Surbhi, is available Monday to Friday at the Hub for any energy related queries and support. Check out the schedule for drop ins at the hub or phone to book a 1-1 appointment with the adviser. You can also scan the QR code below to make a referral. Stay tuned for more updates on the project!

**ROYSTON  
COMMUNITY  
ENERGY  
PROJECT**



RCEP Referral Form



## WHAT'S ON

● FREE ● PAID ● MEMBERSHIP

AT ROYSTONHILL COMMUNITY HUB



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

### MONDAY:

2pm - 5pm Royston Community Pantry **M**  
7pm - 9pm Karate 18+ **P**

### TUESDAY:

1pm - 4pm Crafts for Laffs **M**  
5.30pm - 7.30pm Toonspeak **F**

### WEDNESDAY:

2pm - 3pm CBT Sessions **F**  
6pm - 7pm Karate (kids) **P**  
6.30pm - 7.30pm Yoga with Amira **P**

### THURSDAY:

9am - 3pm Young At Heart 50+ **M**  
10am-2pm SAMH Employability **F**  
4pm - 7pm Royston Community Pantry **M**  
5.45pm - 8.45pm Dance Energy **P**  
6.30pm - 7.30pm Guitar Lessons **F**  
10am-12pm RNID Last Thur every month **F**

### FRIDAY:

10am - 1pm Royston Community Pantry **M**  
5pm - 6pm Karate (Kids) **P**  
6.30pm - 8.30pm Bingo **P**

If you are interested in joining any of our groups, just come along when they are on and speak to the class tutor or if there are any classes you would like to see, just let us know and we will do our best to bring them to the Hub.



0141 212 7386



174 Roystonhill, G21 2LG



@RoystonhillCommunityHub



communityhub@spireview.org.uk



# Roystonhill Community Hub

## Royston's Got Talent 2025



Back by popular demand, and to celebrate Spire View turning 35 years old we recently hosted Royston Got Talent 2025. We were delighted that so many of our lovely tenants and residents came out to take part and support our event. We were completely overwhelmed by the level of talent in Royston and this year it was no different.

The event started at 12 noon, with lots of fun activities for the kids, which included a bouncy castle, archery, beat the goalie, 50 ft assault course, axe throwing, ten pin bowling, giant jenga and drama workshops provided by Toonspeak to name just a few.

The main event of the day was Royston's Got Talent 2025. We were inundated with audition forms from the local community. We finally had to whittle it down to 24 local people performing a wide variety of acts, including singing, dancing and playing musical instruments.

Our guest judging panel included a Tik Tok influencer Nicola Smith (Nikki and wee Drew) Evans Khumalo, Actor/Model, our third judge was Sonia MacKay owner of All Talent Agency not only came along but also scouted some of our acts and signed them on to her agency there and then! Presiding over the proceedings was our lovely guest compere Jenifer Winters, who helped keep the crowds entertained with her fabulous bubbly personality and wit. Spire View Housing Association would very much like to thank Pauline Frati from Hub on the Hill Café and her team of volunteers, who catered the event. They provided a delicious spread with plenty for everyone. We would also like to thank our judges and compere for helping make the day so successful. A huge thanks also goes to Royston Youth Action, Spire View's Heritage Project and Energy Project, Rosemount Development Trust,

Rosemount Lifelong Learning, North Glasgow Community Food Initiative, Toonspeak and SAMH. Thank you all so much for your support and for helping make our day a huge success.

We had a great time and hope you did too. Please keep an eye on our social media pages for details of our next event.



**1st Prize Winner:**  
**Marcus Mosley**



**2nd Prize Winner:**  
**William Dowling**



**3rd Prize Winner:**  
**Chenaia Dunnigan**



**Runner-up:**  
**Masie McGovern**



**Runners-up:**  
**Ethan & Alissa**





# Roystonhill Community Hub

# SAMH

Scottish Action for Mental Health

SAMH are here in the hub every Thursday, contact Aga at [aga.mccusker@samh.org.uk](mailto:aga.mccusker@samh.org.uk) and see what help is available.

Step Up Glasgow is an employability service that helps you learn new skills, build confidence and support your wellbeing, while working towards work, education, training or volunteering.

## Step Up Glasgow

For more information or to enrol in Step Up Glasgow please contact:

**Emma Reyes,**  
Employment Service Manager  
on 07791 711 371 or email  
[NETreferrals@samh.org.uk](mailto:NETreferrals@samh.org.uk)

## SAMH Information Service

Got a question about mental health or wellbeing?  
We can help. Contact us Monday to Friday from 9am to 6pm

0344 800 0550

[info@samh.org.uk](mailto:info@samh.org.uk)

[www.samh.org.uk/information-service](http://www.samh.org.uk/information-service)

all in glasgow SAMH  
Scottish Action for Mental Health

Funded by UK Government  
Scottish Government  
Responsible for the future

## Step Up Glasgow

Individual and group employability support in Glasgow



## About the SAMH Step Up Service



### Who

We are SAMH (Scottish Action for Mental Health). We have a wealth of experience supporting people with mental health conditions



### What

Developed by SAMH, Step Up helps you focus on learning new skills and improving your wellbeing. The service gives you access to one-to-one and group work sessions with a trained mental health employability professional.



### Why

Our goal is to help you secure a positive career outcome. You can discuss this with your Step Up Specialist and plan a suitable goal for you, whether that's:

- finding a new job
- securing a training position
- moving into a volunteer role or further education.

Step Up sessions will help you build confidence and invaluable employability skills, while providing wellbeing support and the opportunity to engage with peers.



### When

Our Step Up Specialists are trained to deliver weekly sessions, tailored to your own individual needs.



### Where

Throughout Glasgow. We can meet you for individual, tailored sessions in your local area.



## What can I expect?

- One-to-one support
- Optional group work sessions one day a week for six weeks
- Upskill with an aim to progress towards work, education, training or volunteering
- Support with personal development, life skills and goal setting
- Weekly employability support
- Topical-based workshops
- Snacks and travel expenses provided
- One-to-one after care support

SAMH is Scottish Action for Mental Health. Scottish Charity No. SC008897.  
Registered Office: Brunswick House 51 Wilson Street, Glasgow G1 1UZ.  
SAMH is a company limited by guarantee registered in Scotland No 82340.



The Hub on the Hill Café is back open Tuesday - Saturday each week from 10am - 2pm. For additional opening hours, please check our Facebook page for updates.

## Hub on the Hill Café

07455216504 | [www.facebook.com/HubontheHillCafe](https://www.facebook.com/HubontheHillCafe)

### Breakfast

Served all day

Scottish Breakfast	£6.40
<small>Squash, Tattie Scone, Black Pudding, Egg, Bacon, Beans, Toast and Tea or Coffee</small>	
Omelette and Cheese	£4.50
<small>Additional Filling (Ham, mushroom, tomato, spinach, onion)</small>	

### Mains

Served with a side salad and chips

Fish Tea	£6.50
Steak Baguette	£5.90
<small>Served plain or with mushrooms and onions</small>	
Salt & Chilli Chicken	£5.90
<small>Served with sauce (Curry, Sweet Chilli)</small>	
Salt & Pepper Chicken	£5.90
<small>Served with sauce (Curry, Southern Fried)</small>	
Spicy Chicken Wrap	£5.90
BBQ Chicken Wrap	£5.90
Baked Potato & Cheese	£4.50
Additional Filling (Coleslaw, Tuna Mayo, Spicy Chicken)	£0.50
Cheese Burger	£5.90
Chicken Burger	£5.90

### Mains

Served with a side salad and chips

Pie and beans	£4.20
Mac & Cheese	£5.90
<small>Additional Filling (Bacon bits, mushroom)</small>	

### Hot filled rolls

Roll & Square	£2.00
Roll & Tattie Scone	£2.00
Roll & Black Pudding	£2.00
Roll & Egg	£2.00
Roll & Links	£2.10
Roll & Bacon	£2.10
Doublar	£2.90
Tripler	£3.70

### Snacks

Served with a side salad

Chips	£2.50
Additional Toppings (Curry, Gravy, Cheese)	£1.20
Roll & Chips	£2.70

## Hub on the Hill Café

07455216504 | [www.facebook.com/HubontheHillCafe](https://www.facebook.com/HubontheHillCafe)

### Snacks

Served with a side salad

Panini's	£3.40
<small>Tuna Mayo, Cheese &amp; Ham, Chicken &amp; Cheese, Cheese &amp; Onion</small>	
Toasties	£3.40
<small>Tuna Mayo, Cheese &amp; Ham, Chicken &amp; Cheese, Cheese &amp; Onion</small>	
Salad Rolls	£2.50
<small>Tuna Mayo, Cheese &amp; Ham, Chicken &amp; Cheese, Cheese &amp; Onion</small>	
Soup & a sandwich	£5.50
Soup of the day	£2.90
<small>Served with bread &amp; butter</small>	

### Drinks

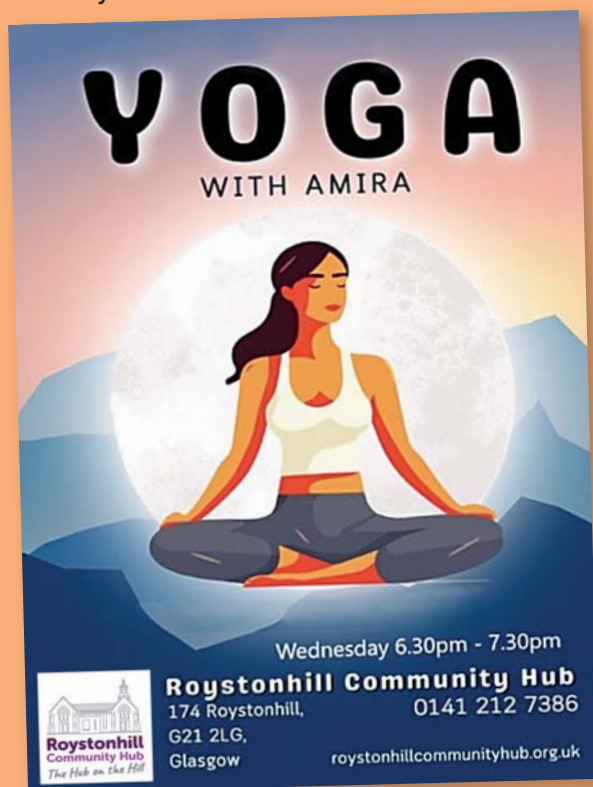
Can of juice	£1.20
Bottle of juice	£1.60
Bottle of water	£1.00
Tea	£1.20
Coffee	£1.40

Kids menu available on request



# Roystonhill Community Hub

Yoga classes with Amira are every Wednesday from 6.30 - 7.30pm. Why not come along and experience the benefits of yoga, including better mental health and wellbeing, increased flexibility and improved sleep. All welcome, just wear loose, comfortable clothing and bring a bottle of water. If you have a yoga mat, please bring it along, but there may be some available to use if not.



Are you looking for a fresh and unique space, with a beautiful back garden and views of the city, to host your next party? Or maybe a purpose built local venue to host your next class?

## Why not try Roystonhill Community Hub?

Don't just take our word for it here's what others had to say:



We currently have a Monday and a Wednesday night between 5-9pm available. If you are interested, please get in touch on 0141 212 7386 to book or to find out more information.

## Crafts4Laffs

Come along to our Crafts 4 Laffs group, learn new skills and make new friends.

The group meet every Tuesday from 1-3pm.





# Roystonhill Community Hub

## Young @ Heart

Are you over the age of 50 and looking to meet new people and get out of the house for some day trips? Then join the Young at Heart over 50s club, held right here at Roystonhill Community Hub every Thursday from 10am to 3pm. You can enjoy breakfast, lunch, bingo, raffles and just a good blether, as well as the occasional day trip! Come along to Roystonhill Community Hub on a Thursday to meet the group and find out how to become a member!



## Royston Community Pantry



Owned and managed by North Glasgow Community Food Initiative, Royston Community Pantry is based at Roystonhill Community Hub and open three days a week. Anyone can join the pantry; it costs £3.50 to become a member (this is an annual fee) and members get access to the pantry once a week to get around £30 worth of shopping for just £3.50.

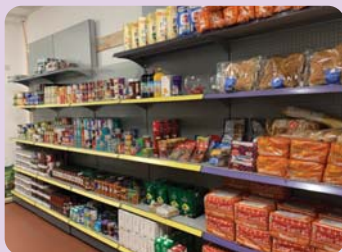
To become a member all you have to do is come to the pantry when they are open and pick up and fill out a form, you must have some form of ID to become a member, however if this is not possible then speak to the staff who can make arrangements for you.

The pantry is open:

Monday 2pm - 5pm

Thursday 4pm - 7pm

Friday 10am - 1pm



RNLI  
I.D. Supporting people who are deaf, have hearing loss or tinnitus

## GET SUPPORT WITH NHS HEARING AIDS OR A FREE HEARING CHECK

Visit our free drop-in service - no appointment needed. Our friendly volunteers can support you with:



Information on hearing loss and tinnitus



How to do a hearing check



Hearing aids, including basic repairs and maintenance of NHS hearing aids



How to access support and services in your area



**Roystonhill Community Hub**

May 29th, July 31st,  
Sept 25th and Nov 27th

10am - 12pm

We will be starting a new support group at the hub, running for 6 weeks, early April 2025. In the group we will explore coping mechanisms for menopausal mood swings, anxiety & stress management. If interested in joining, please call us on **0141 212 7386** to be added to our list.

**Do you need some help with symptoms of Menopause?**

New 6 week group will be starting soon in the Hub  
Call 0141-212-7386 to register your interest

Signs & Symptoms of

## Menopause

As you approach midlife, you may notice several changes. Some may be related to aging, but others may be related to menopause. Here's what to look out for:

### STRESS & ANXIETY

You may feel easily stressed with everyday things that didn't bother you before

### INCONTINENCE OR INCREASED BLADDER INFECTIONS

You may experience a sudden urge to urinate or leakage during activities like laughing or exercising.

### HOT FLASHES

These are feelings of intense heat, often accompanied by sweating and redness, lasting from a few seconds to several minutes.

### NIGHT SWEATS

Hot flashes can occur during sleep, leading to heavy sweating and disruption of rest.

### MOOD SWINGS

Fluctuating hormones can result in mood swings, irritability, and even depression.



**OUR PSYCHOEDUCATION GROUP WILL BE HELD EVERY TUESDAY FROM 5.30 - 7.30PM**









# ROYSTON CREATIVE HERITAGE PROJECT

## HELLO!

We have had a very busy few months here at the Royston Creative Heritage project, working with loads of groups and individuals across Royston. It has been amazing to hear so many stories and ideas from all ages of people across the community. Thank you so much everyone for your ongoing support!

## GARNGAD PHOTO LAB & ORAL HISTORIES

Our Garngad Photo Lab continues to run weekly on Tuesday mornings from 11am-1pm for you to drop in, chat to our volunteers and get your old photos digitised. We have also started on the oral history side of our project, training our staff and volunteers to use recording equipment. If you have a story to tell, just get in touch with Elena on 0141 212 7386 or email at [heritage@spireview.org.uk](mailto:heritage@spireview.org.uk) as we would absolutely love to hear from you.

## CREATIVE WORKSHOPS

Since our last newsletter, we have been working with many different groups and organisations in the area including the Charles Street Lunch Club, Young at Heart, Crafts for Laffs, North Glasgow Community Food Initiative and Rosemount Lifelong Learning. Using printmaking, drawing, digital art, recipe collection and more, we have loved documenting the diverse heritage of the Royston Community. We will continue to run these sessions and build partnerships over the next few months, so watch this space!

## MOBILE HERITAGE EXHIBITION

If you've been up to the hub, the library or Royston Primary over the past few months, you may have noticed the large fabric artworks on display. Supported by the Area Partnership Budget we are creating 10 of these different artworks to represent the diverse experiences of Royston's heritage. We are also keen to display these in other venues across the area. If you have any ideas of spaces that may host an artwork, please just let us know via email at [heritage@spireview.org.uk](mailto:heritage@spireview.org.uk)

## PHOTO SPOTLIGHT

For this newsletter, we have a selection of photos from Lawrence Monaghan who has kindly donated this photo collection from the Garngad in 1984/87.

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<b>Elena Mary Harris</b> heritage@spireview.org.uk	Heritage Engagement Officer <b>0141 726 0272</b>
<b>Fiona McLean</b> heritageassist@spireview.org.uk	Heritage Engagement Assistant <b>0141 726 0255</b>
<b>Surbhi Sachdeva</b> surbhisachdeva@spireview.org.uk	Energy Advisor <b>0141 726 0264</b>

# Public Holidays



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

**Friday 18th & Monday 21st April 2025**

**Monday 5th May 2025**

**Friday 23rd & Monday 26th May 2025**

**Friday 18th & Monday 21st July 2025**

**Friday 26th & Monday 29th September 2025**

In the event of a heating or hot water emergency please contact BRB Electrical on **07909 113 379**. For all other emergencies please contact City Building on **0800 595 595**.

## 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 at the office and we will get your child / children registered. After you register, your child should receive their first book 6-8 weeks later and these will continue each month until the children turn 5 or you move out 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**