

The Newsletter for Residents of Spire View Housing Association

Issue 84 • Winter 2024

The Spire View



*Wishing everyone
a wonderful festive
season and a happy
and healthy 2025!*

A huge Spire View welcome to...

Following a recent recruitment campaign, we are delighted to introduce our new permanent team members:



Billy Cassidy
Maintenance Officer



Alana Park
Housing Officer (Part time)



Margaret Gillespie
Finance Assistant



Emily Muir
Corporate Services
Assistant



Tenant Bonus Scheme 2024

Last year we were delighted to introduce the Tenant Bonus Scheme to Spire View tenants. This is a £50 or £25 (if you are a new tenant within the previous 6 months) "Love 2 Shop" Gift card as a reward for keeping to the terms of your tenancy agreement with Spire View. This year a massive 91.4% of tenants qualified for this reward which is fantastic. A huge well done to you all.

For those who did not qualify this year, below is a reminder of what you need to do to ensure you receive this reward next year:

- Pay rent on time and maintain arrangement to pay any arrears.
- Pay rechargeable repairs, legal expenses and any arrangement to pay outstanding amounts.
- Allow the association access to carry out your gas service and electrical checks.
- Be respectful of your neighbours and not act in any way that causes offence or disturbance to your neighbours.
- Respond to all correspondence, where necessary, issued by the association.

Let's see if we can increase the numbers receiving vouchers next year.

The results are in...

...we will remain Spire View Housing Association



Following the Transfer of Engagements in 2023, Spire View gave a 'promise' to former Copperworks tenants to undertake a name change if this was what tenants wanted.

We therefore started a comprehensive consultation process back in March 2024. We kicked off the consultation by running a 'Name Change Competition' with the local children from St Roch's Primary, Royston Primary and St Mungo's Primary schools and Royston Youth Action.

We were delighted to receive over 100 entries from these young people, many of which were very entertaining and creative and we thanked every young person for taking part by donating Easter Eggs to each school and Royston Youth Action so as to ensure that every child received a small token of our appreciation. Whilst we couldn't consult the community on every suggestion made, our Senior Management Team got to work on the very difficult task of reducing the options to 30 for consideration by the Management Committee. The Committee considered all the options carefully and agreed to consult with tenants on 4 different potential names.

We then asked you our tenants to decide which option you preferred. In typical Spire View style you cast your votes in the hundreds. Of the 324 votes received, 224 (69%) of tenants preferred to remain as Spire View Housing Association, whilst 31% preferred Royston Housing Association. We reported these results to the Management Committee who made the final decision to go with the majority and we will therefore retain our Spire View name.

As promised at the start of the consultation process, everyone who took part was entered into our fabulous prize draw and we are delighted to announce that Mary Gibson won Spire View's 'Name Change Competition'. But the prizes didn't stop there, we have also donated £200 each to the 3 local Primary Schools and Royston Youth Action for their hard work and support in launching this competition.

We would like to thank all our partners and tenants for your unwavering support and participation in this venture.

Bulk Uplifts – arrangements for Christmas and New Year Pick Ups

Our Contractor will carry out bulk uplifts during the Christmas break on the following dates:

**Monday 23rd, Friday 27th and
Monday 30th December 2024
and Friday 3rd January 2025**

Please place all items for uplift on the pavements the night before to ensure all your items are uplifted.

Thank you.

Pensioner Christmas voucher

Merry Christmas to all our pensioners. Look out for your £10 Christmas gift card which will be delivered during December 2024.

We would like to take this opportunity to ask all tenants to be mindful of your elderly neighbours and, if you can, call them from time to time to make sure they are keeping well - especially during bouts of bad weather.

On behalf of all staff and Committee members at Spire View we would like to wish everyone a very Merry Christmas and peaceful New Year.





Progress with Planned Investment

Since our last edition, we have continued to make progress with our Planned Maintenance programme. An update on each of the contracts is provided below:

Kitchen and Boiler Renewal

A number of new kitchen and boiler installations have been completed and for the most part, these have gone well with high levels of tenant satisfaction.

As we said in previous editions, we had some supply issues with the kitchen supplier which resulted in some delays. Our Contractor is confident that these issues have now been overcome and are completing installations as programmed.

Our Contractor will contact all tenants to advise of their install dates approximately 2 weeks prior to the installation to allow tenants time to prepare. If the date provided by our Contractor causes you any difficulty, please contact a member of the maintenance team to discuss.

Window Renewal

Our Contractor, CR Smith commenced on site in July 2024 and has now completed all installs, with the exception of a few properties where they have been unable to gain access. We will continue to pursue these tenants but unfortunately, this means that these installs may not be progressed until the Contractor returns to site to commence Year 2 works.

We are also delighted that a few owners have taken advantage of this contract being on site and participated in the ongoing programme.

We are really pleased with how smoothly the installation process went and the overall quality of the works completed. Those who have had their new windows installed have also indicated that they are very happy, and we hope that they will feel the benefit as the weather has started to turn colder.

Bathroom Renewal

Our appointed Contractor, MCN (Scotland Ltd) have been on site since mid-September and have completed all programmed works except for those properties where we have been unable to gain access. We continue to work with our Contractor in pursuing access and hope to confirm that all programmed works have been completed in the near future.

Again, we are really pleased with the way in which works have been conducted and the quality of works completed to date.

We are now busy working on our planning of investment for Year 2 but given that the tender returns received for planned works were higher than we anticipated, this is giving us some challenges. We will confirm our planned investment programme for 2025/2026 once we have considered all the information and costs.

We would also like to take this opportunity to remind tenants that planned maintenance works will not be progressed for those tenants that have any tenancy debt (arrears, legal costs or recharges) of £300 or more.

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

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

Estate Painterwork

In our last newsletter, we told you we were working on a tender for estate painterwork and we are likely to issue tender documentation for this early in 2025. We will keep you updated on progress. Meantime, please contact us if you have any specific issues.

Winter Warning!

Yes, it is that time of year again! Daylight hours are getting shorter, and the cold weather and winter chills are creeping up on us.

Every year we issue a winter warning in our Christmas edition of the newsletter and this year is no different!

We know that this year is going to be particularly hard as we all continue to experience higher energy costs. Now is a good time to think about how to keep your home warm over the winter months and to make some small changes which have the potential to have a real positive, lasting effect.

If your boiler has a time function/programmer, it is worth taking some time to get the hang of it – with the clever use of your timer, you can make sure you always wake up warm and come home on those dark nights into a warm environment without having to leave your heating on 24/7. If you need any advice on how to use your timer, please contact our office on **0141 552 7928** for assistance, we are happy to help!

Keep your radiators clear

Keeping your radiators clear by moving furniture away from direct contact will allow the hot air to circulate more freely and warm up the room more effectively. Also, if possible, do not dry lots of washing using your radiators.

Stay in touch

Make sure you know how to contact your neighbours by phone – it's easy to lose touch in the winter months when people aren't out and about as much. If you know of an elderly neighbour near you, call in from time to time to make sure all is well. You should also continue to go to your social activities with friends, at the Roystonhill Community Hub or other local venues. If you can't get out for any reason, give them a call to let them know!



Please don't be a drag on our drains!

Every year, we issue a reminder to raise awareness in relation to the dangers of what we put down our drains and the nasty consequences this can have.

We would like to remind tenants and residents that we need to be careful of the type of things we put down our drains - oil, fat, rice amongst other things can result in blockages and inconvenience.

Over the last year, the Association has had a number of issues relating to blocked drains with the main culprit in all of this being disposal of baby wipes or "flushable" wipes down toilets.

As you will see from the pictures, the impact of this can be quite significant. These photos show our Contractor mid-clearance with two bags already full of waste.

We are sure those of you who have witnessed the result of a blocked drain (overflowing sewage into back court areas etc) will agree that this is not pleasant for anyone.

As well as the unpleasant result of a blocked drain, the clearance exercise can often be very disruptive and expensive and all costs must be met from the Association's budget and therefore ultimately, tenants' rents.

We are asking all tenants and residents to kindly refrain from flushing anything other than toilet paper down your loos and to take care of what you put down your sink.

Thank you for your co-operation!



Equality and Human Rights Strategy

Did you know that the Association has an Equality and Human Rights Strategy and action plan? We firmly believe that providing equality of opportunity for all is fundamental to the Association's values. It is not just a legal or regulatory requirement, but simply, equality of opportunity is morally the right thing to do. This belief is a key driver behind this Strategy and its supporting Equality & Human Rights Action Plan.

The Association is committed to promoting an environment of respect and understanding, where diversity is encouraged, and discrimination avoided. This commitment covers all areas of our work both as an employer of staff and a landlord/provider of services. It is also important to note that equality is not about treating everyone in the same way but recognises that people's needs are met in a variety of ways.

We have published this strategy and action plan on our website however if you would like a hard copy, please contact Gillian Spence on **0141 559 5644** and she will be happy to assist you.



Would you like a say on what works should be carried out to improve the common areas of your community.

Estate Walkabout with a senior manager

Can you spare an hour of your time to walk around the area with a senior manager and point out things you are happy with or that you feel could be improved upon?

We will look at:

- Backcourts
- Closes
- Common areas
- Car Parking Areas
- Common Walls and Fencing

To find out more, or register your interest in taking part, please contact Gillian Spence on 0141 559 5644 or email GillianSpence@spireview.org.uk

Money Matters...

We are having a Money Matters Event on the 30th January 2025 at the Roystonhill Community Hub, 1.30pm - 3.00pm and we would like to hear what's important to you.

We hope you will come along and have a chat with us after Christmas and have a cup of tea and a sweet treat.

You will also have an opportunity at this event to feedback on our proposed upcoming Business Plan review.

If you feel you are able to give up a few minutes of your time to help and have some discussion on these matters, we would welcome your comments.

Any contribution you could make would be very worthwhile and appreciated.

Hope to see you all on the 30th January 2025!

Repairs Satisfaction

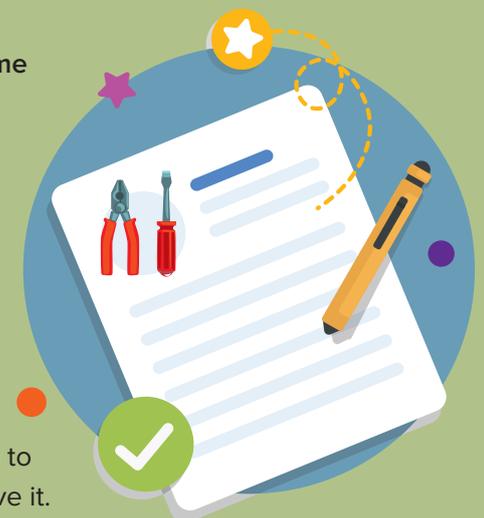
Once again we would like to thank all our tenants who very kindly took the time to complete our satisfaction surveys. We love to hear from you as it's a great opportunity to have your say on our maintenance service.

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: John Dorey



Royston Community Energy Project closure

After two years of supporting the Royston community by providing energy advice and advocacy, we are sad to announce that the project came to an end in October 2024. We pulled out all the stops to secure further funding but unfortunately, we have been unsuccessful.

Since the project began in November 2022, our energy team has been working very hard, firstly to establish and then develop a service which responded to and met our community's needs. We ran weekly drop-in sessions in three different locations in Royston, supported people through arranged office meetings as well as home visits, phone calls and emails. We carried out home energy efficiency audits and small measures installs, delivered energy awareness workshops to children and young people at St Roch's Primary and Deaf School and Royston Community Action, and we participated in many community events. Through our energy volunteer scheme, we worked with the Bridges Programme to recruit some of our volunteers. We trained four exceptional individuals who gained their City & Guild qualifications as well as work experience. In financial terms, the total gains - from refunds, goodwill payments, guaranteed standards payments, debt write offs, energy grants and crisis payments – of £126,000 benefited Royston households because of the energy advice and advocacy provided by the project.

Going forward, we would advise anyone who needs support with energy-related issues to contact their supplier first but

if this proves ineffective or getting through to them impossible, contact **EnergyAdvice.Scot** who provides free, practical advice and information on energy-related matters to the citizens of Scotland (enquiries relating to your supplier no matter how complex, understanding your energy supplier's complaints process, experiencing any problems with your energy bills.) They can be contacted on **0808 196 8660** (Monday to Friday 9am to 5pm) or online <https://www.energyadvice.scot/>

In addition, Home Energy Scotland offers free and impartial energy efficiency advice to householders across Scotland. Advisors can direct you to grants and other support that you might be eligible for and can provide advice on being energy efficient. Their phone line is **0808 808 2282** (Monday to Friday 8am to 8pm, Saturdays and bank holidays 9am to 5pm) or online <https://www.homeenergyscotland.org/contact-us>

With this in mind we would also like to advise that we still have our amazing Money Advisor Matthew Horsley and Financial Capability Officer Maureen McGowan who are both based at the Hub and ready to assist you with all money related matters. To make an appointment please call **0141 552 7928**.

Jola, Energy Advisor and project lead



**HOME
ENERGY
SCOTLAND**



**ROYSTON
COMMUNITY
ENERGY PROJECT**

Complaints Handling Policy

Did you know that the Association recently approved a new 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.

This revised 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 that we can use to improve service provision and customer satisfaction. It will enable us to address a customer's dissatisfaction and may help us prevent the same problem from happening again. It will help us do our job better, improve relationships with our customers and enhance public perception of Spire View Housing Association while keeping our customers at the heart of everything we do and allowing us to better understand how to improve our services and learn from complaints.

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



You said, we did...

"You removed a section of my garden fence without my prior knowledge."



Staff investigated this matter and issued an apology. These works were reported and instructed for the tenants next door neighbour, they shared the fence but they were not informed that the works would be taking place.



Staff worked with both tenants to ensure the fence was reinstated to a high standard and all debris removed. Staff learned the importance of good communication and the importance of sharing information with all affected parties to ensure tenants satisfaction.

"I feel like the ground maintenance contractor failed to carry out works to common areas to a high standard and left behind a mess."



Staff investigated this matter and raised this matter with the contractor. Staff arranged for the Contractor to reattended and make sure all mess was tidied up. Staff advised that they are aware of teething issues with gardening contracts and are working to improve these. The issues were primarily due to the Contractor being new to the area and getting used to the site.



Number of complaints 1st April - 30th September 2024	1st Stage	2nd Stage
Total number of complaints received in the reporting year	18	2
Number of complaints carried forward from the previous reporting year	0	0
Total	18	2
Number of complaints responded to in full by the landlord	14	1
	77.8%	50%
Total number of days taken to respond in full to complaints	4 days	19 days

Anti-Social Behaviour

The Association is currently reviewing its Anti-Social Behaviour Policy, and would very much like to hear your views, opinions, thoughts or any comments you may have.

This policy outlines how we aim to handle Anti-Social Behaviour.

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

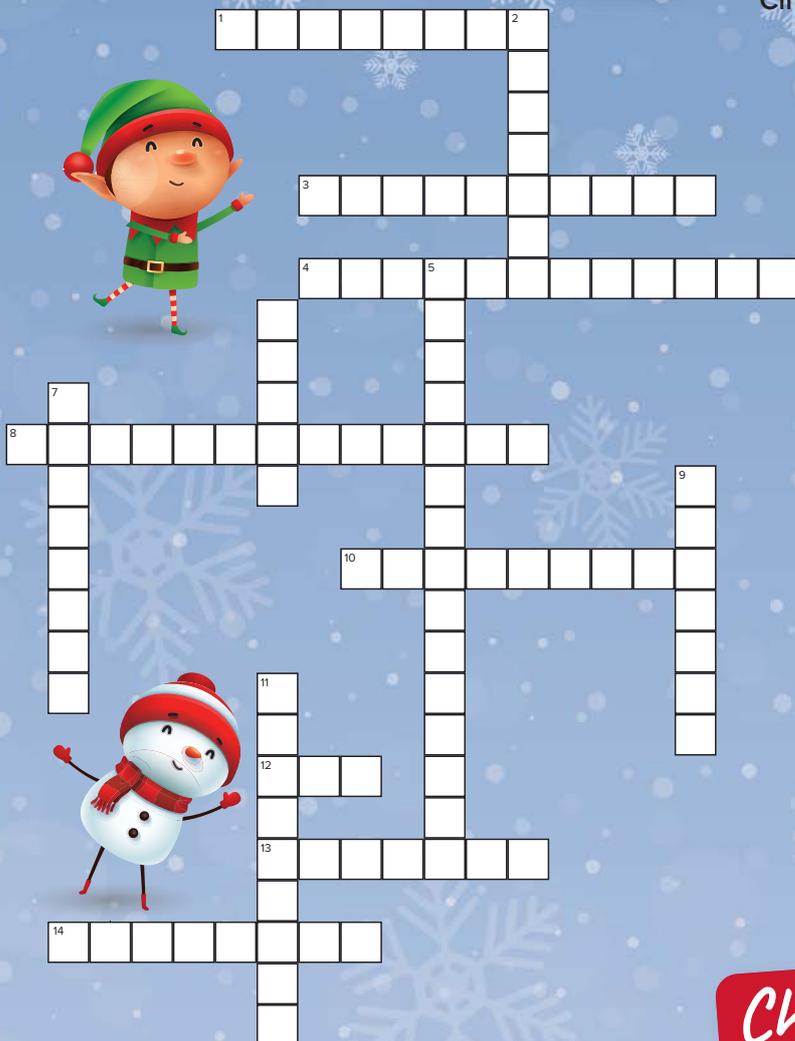
If you are interested in becoming involved in the review of this policy, please contact Donna on **0141 559 6773** or donnarichardson@spireview.org.uk.



Puzzle Page

Some fun puzzles to exercise your brain, whatever age you are!

Crossword



Across

- This non-traditional Christmas movie warns not to feed your pet after midnight and avoid water. (8)
- This timeless classic was given a new lease of life when Iron Bru adapted it for a Christmas advert. (3,7)
- In this animated film, a young boy embarks on a magical adventure to the North Pole, via a train by this name. (5,7)
- A very important criteria on Santa's list, have you been.....? (7,2,4)
- In this holiday movie, the "Wet Bandits" burgled homes. (4,5)
- An American Christmas comedy film about a human raised by Santa's elves who travels to New York to meet his biological father. (3)
- Santa's most famous reindeer. (7)
- The name of the Angel that helps George Bailey realize that "It's a Wonderful life"(8)

Down

- This grumpy Christmas character is visited by three ghosts. (7)
- Charles Dickens enduring Christmas story. (1,9,5)
- In this movie, a nice old man claiming to be Santa Claus is taken to court, what famous department store serves as his employer? (5)
- A miserable conman and his partner pose as Santa and his Little Helper to rob department stores on Christmas Eve. But they run into problems when the conman befriends a troubled kid. (3,5)
- This peculiar choice for a "Christmas" movie takes place at Nakatomi Plaza in L.A. (3,4)
- This character's heart grew "3 sizes" (3,6)

All answers can be found at the bottom of page 11 >>>>

Spot the differences

Can you spot the 10 differences between the 2 pictures? Circle them on the bottom picture to prove it!



Words can be horizontal, vertical or diagonal and might even be backwards or upside down!

Christmas Wordsearch

TINSEL
SACK
LIGHTS
RUDOLPH
GLITTER
ANGEL
STOCKING
PRESENTS
SANTA
TREE
SLEIGH
CHRISTMAS
TWINKLE
STAR

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



Digibite Programme

Three decades ago, most people didn't know what a computer was, let alone encounter one every day in their working lives.

Two decades ago, most mobile phones had the most advanced game in the world... 'Snake' (Nokia 3210).

One decade ago, the concept of Uber and booking a flight online was just new and a very unorthodox concept to arranging your every day travel.

However not everyone has adapted and it's so easy to be behind the curve, particularly as the pace picks up.

Two things spring to mind when reading these insightful facts in contemporary history: firstly, how rapid the pace of developing new technology is our world, and secondly how we have adapted and embraced tech in our everyday lives.

To many of us, new technology can seem overwhelming, out of reach, and easy to ignore. The reality is, either we embrace technology or be left behind and disconnected from others.

Taking the seriousness out of it, Rosemount came up with 'Digibite'; a space where people can explore, create, practice and play with new types of technology.

Come and join us each week on *Wednesdays at 3:30pm* to play with 3D printers, AI software, digital cameras, drones and grab some dinner.

Digibite is free and is open to families with children 8 years and over.

There is no need to have any experience of any sort of technology.

Just come and play.

ROSEMOUNT LIFELONG LEARNING

102 Royston Road, Glasgow G21 2NU

www.rosemount.ac.uk • 0141 553 0808



Puzzle Answers:

- Down:
 1. GREMILINS
 2. SCROOGE
 3. A CHRISTMAS
 4. POLAR EXPRESS
 5. NAUGHTY OR NICE
 6. MACYS
 7. BAD SANTA
 8. DIE HARD
 9. THE GRINCH
 10. HOME ALONE
 11. ELF
 12. RUDOLPH
 13. CLARENCE

- Across:
 1. RIBBON ON HAT CHANGED FROM RED TO BLUE, (FIRST SNOWMAN ON LEFT)
 2. 3 BUTTONS ON FIRST SNOWMAN MISSING
 3. BIG TREE BEHIND SNOWMAN, (LEFT) MISSING
 4. GREEN BUBBLE MISSING ON CENTER SNOWMAN, RIGHT ARM
 5. SMILE MISSING FROM CENTER SNOWMAN
 6. POM POM MISSING FROM HAT CENTER SNOWMAN
 7. WINDOW MISSING ON RIGHT HAND SIDE OF HOUSE, ABOVE MIDDLE SNOWMAN
 8. STEPS MISSING FROM FRONT OF HOUSE
 9. NOSE FACING WRONG WAY ON LAST SNOWMAN TO RIGHT
 10. FALLING SNOW MISSING FROM SECOND PICTURE

Spot the difference answers:

C	H	R	I	S	T	M	A	S	
T	O	S	D	R	E	E	U	T	
W	L	A	M	A	A	S	V	L	O
N	E	C	A	L	A	N	T	H	I
K	N	A	S	A	E	I	H	I	
L	A	I	N	S	S	E	T	N	
E	G	U	S	I	O	E	L	S	
Z	S	R	S	T	E	R	S	M	
L	L	P	H	L	L	L	L	L	

Roystonhill Community Hub

All things Hub on the Hill

The Hub has been busy as ever, and we couldn't be more thrilled. With the nights growing longer, we want to remind you that there's always something happening at the Hub. So, check out what's available and join us to make new friends, have a good old natter and learn some new skills.

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

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

Currently we have over 1500 followers across Facebook, Twitter and Instagram and we would love to keep growing our community – don't miss out on anything happening right here in Royston ever again!



Roystonhill Community Hub

The Hub on the Hill

FOLLOW US ON SOCIAL MEDIA



Let's Get Connected for Our Latest News & Updates

on Twitter @RoystonhillCH

on Instagram @RoystonhillCommunityHub

on Facebook @RoystonhillCommunityHub

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

Hub on the Hill Café

We are delighted to welcome back Pauline from Hub on the Hill Café following her recent bout of ill health.

Pauline has advised that she plans a phased return and the Café will now be open on a Tuesday, Thursday and Saturday. Pop in for a cuppa and a catch up!



WHAT'S ON

AT ROYSTONHILL COMMUNITY HUB



● FREE ● PAID ● MEMBERSHIP

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

TUESDAY: 1pm - 4pm Crafts for Laffs **M**
4pm - 9pm 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**

📞 0141 212 7386

📍 174 Roystonhill, G21 2LG

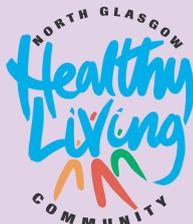
📱 @RoystonhillCommunityHub

✉ communityhub@spireview.org.uk

Roystonhill Community Hub

Young @ Heart

The Young @ Heart group have just completed a range of sessions with North Glasgow Healthy Living Community where they took part in Cake Decorating/Canvas Printing/ Herb Planting and Mocktail making. The group loved the sessions and look forward to working with NGHLC again soon. If this is something that would interest you, please come along any Thursday and speak to us about joining.



Crafts4Laffs



Are you looking for a creative outlet to express yourself, unwind, and learn something new? Join our **Crafts4Laffs** Class and embark on a journey of creativity and fun! From knitting and crochet to card making or weaving. All levels welcome: whether you are a seasoned crafter or just starting out, there is something for everyone. Connect with fellow craft enthusiasts, share ideas, and make

new friends or just come along for a chat and a cup of tea.



Release your creativity at Crafts for Laffs held every Tuesday from 1pm until 3pm in Roystonhill Community Hub's meeting room! Learn how to knit, crochet, loom, sew, make cards and decoupage plus much much more...

SIT BACK, RELAX AND ENJOY TEA, BISCUITS AND GETTING TO KNOW OTHERS IN AND AROUND YOUR LOCAL AREA!



COVER THE BASICS FOR ALL THESE DIFFERENT SKILLS AND MOVE AT YOUR OWN PACE! ALL SKILL LEVELS WELCOME



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.



Maureen McGowan

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



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 in order 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.



Tracey Blair



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.

Roystonhill Community Hub

Karate

Alisdair continues to run three karate classes at the hub, for both adults and kids.

Shed off those Christmas pounds and improve not only your mental health but self-confidence and general well-being.

Roystonhill Shoto Budo Karate

ADULTS

KARATE CLASSES

Monday 19:00 - 21:00



空手

BENEFITS
Increased Strength
Increased Fitness
Improve your Self Confidence

£5 PER CLASS FIRST IS FREE!

Roystonhill Shoto Budo Karate

5+

KARATE CLASSES

Wednesday 18:00 - 19:00
Friday 17:00 - 18:00



空手

BENEFITS
Increased Strength
Increased Fitness
Improve your Self Confidence
Practice Self Defence
Improve Reflexes and Coordination

£2.50 PER CLASS FIRST IS FREE!

ROYSTONHILL COMMUNITY HUB
174 Roystonhill, 0141 212 7386
G21 2LG, roystonhillcommunityhub.org.uk
Glasgow

ADULTS: Monday: 7pm – 9pm (18+)

KIDS: Wednesday: 6pm – 7pm

Friday: 5pm – 6pm

Admission: £5 per class.

Come along to find out more.



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:

I always hire this venue for parties! Perfect location as it is easy for everyone to travel too. It is very modern and even has a cafe inside. The outdoor scenery is beautiful to look at. It's very secure for kids running around.

The hall is always clean & tidy and the staff are absolutely superb! Thank you to the caretaker for all his amazing help for my daughters 6th Birthday.

The halls are very spacious and big enough for 2 bouncy castles, table sets up, buffet & sweet area as well lots and lots of kids!!!

See you all again next year 😊



If you are interested, please get in touch on 0141 212 7386 to find out more about booking Roystonhill Community Hub.

Roystonhill Community Hub

Tea Dance

even treated the ladies to a wee song. Have a wee look through the pics we took on the day and we will see you all in May for the next one.

Last month we had the pleasure of, once again, hosting our Tea Dance with the wonderful Donnie Findley. The ladies all had a brilliant time with lots of singing and dancing going on. Our Billy



ROYSTON FOOD HUB

2024

NORTH GLASGOW COMMUNITY food Initiative

ROYSTON COMMUNITY PANTRY Roystonhill Community Hub, G21 2LG

MONDAYS 2PM-5PM

THURSDAYS 4PM-7PM

FRIDAYS 10AM-1PM

ANNUAL MEMBERSHIP FEE £3.50

£3.50 PER SHOP

ROYSTONPANTRY@NGCFI.ORG.UK

VOLUNTEER WITH US!

GARDENING SESSIONS
Germiston Allotments, G21 2DJ

TEENY GREENIES	YOUNG PLANTERS	THERAPEUTIC GARDENING
THURSDAYS 12PM - 2PM	THURSDAYS 3.30PM - 5.30PM	FRIDAYS 10AM-12PM & 1PM-3PM
PRE SCHOOL AGE	PRIMARY SCHOOL AGE	ADULTS

THURSDAY COOKING CLUB
Royston Primary School, 102 Royston Road, G21 2NU

THURSDAYS 10AM - 2PM

MORE INFO: ROYSTONFOODHUB@NGCFI.ORG.UK
WWW.NGCFI.ORG.UK

OFFICIAL



November 2024

HMP Glasgow Advanced Works Phase 2

An update on the project we are delivering in and for your local community

We have now entered the next phase works on site and feel that this is a great time to provide you all with an update on the project.

Since late summer we have begun to ramp up activities on site as we move from the demolition / enabling phase of works undertaken in Advanced Works 1 to the commencement of construction works in Advanced Works 2.

The initial phase of this section of works involved the establishment of a secondary compound and parking before commencing our initial bulk earthworks cut and fill along the western & southern boundaries of the site.

Following this cut & fill the project will commence with the first piling and permanent retention along the western boundary and Front of House building which faces onto Royston Road.

If you are a local organisation and would like to engage with us or are looking for support, please feel free to contact our Corporate Social Responsibility Team csrscotland@kier.co.uk

Get in touch

If you have any questions or concerns then please get in touch with Scott Falconer: Email: scott.falconer@kier.co.uk
Telephone: 07549 213 206



www.kier.co.uk

[@kiergroup](https://twitter.com/kiergroup)

Kier Group

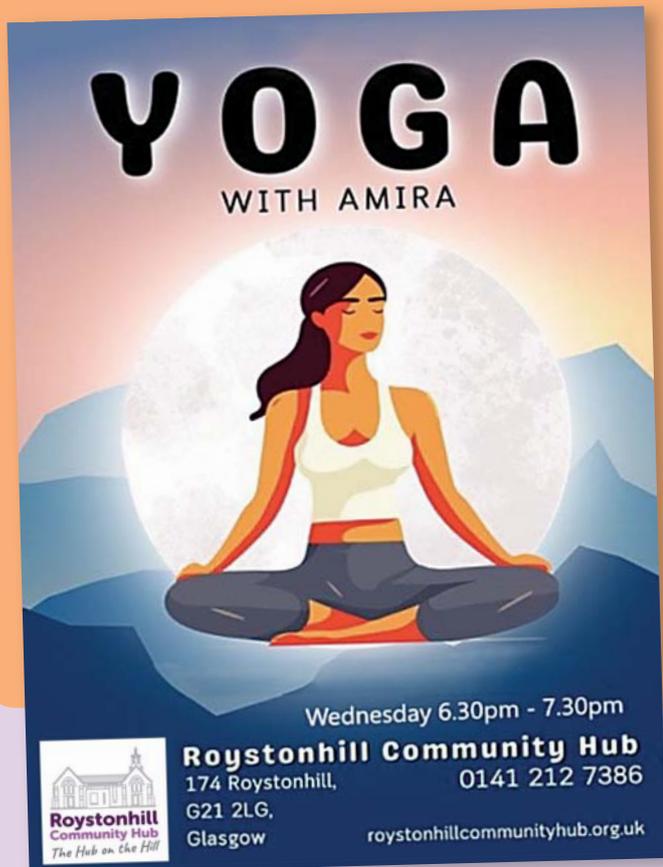
Roystonhill Community Hub

Yoga Class update

Join Amira for Yoga every Wednesday evening from 6:30pm to 7:30pm.

Experience the wonderful benefits of yoga, including better mental health and wellbeing, increased flexibility, and improved sleep.

Everyone is welcome! Just wear loose, comfortable clothing and bring a bottle of water. We have some yoga mats available, but feel free to bring your own if you have one.



Scottish Action for Mental Health (SAMH) - Step Up Glasgow

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.

Based in the hub every Thursday from 10am – 2pm

If you think this service could benefit you, please visit the Hub or call us at 0141 212 7386, and we'll connect you with a support worker Aga.

SAMH

Scottish Action for Mental Health

TOONSPEAK

Join our free theatre-based workshops for ages 0-25!

Play fun and silly games. Meet new friends.

Try your hand at acting. Write your own script.

Plan a grand public performance. Discover your voice. Show the world who you are.

Come and be a part of something amazing!

Core Workshops at Toonspeak

TUESDAYS	WEDNESDAYS	THURSDAYS	
THEATRE MAKERS JUNIORS 9-12 4PM - 6PM ROYSTONHILL COMMUNITY HUB	PHOENIX GROUP 14-21 YEARS 4:30PM - 6PM BARMULLOCH RESIDENTS CENTRE	DRAMA TOONIES BARMULLOCH STAGE 2 13-14 3:30PM - 4:30PM BARMULLOCH RESIDENTS CENTRE	DRAMA TOONIES TOWNHEAD STAGE 1 11-12 3:30PM - 4:15PM TOWNHEAD VILLAGE HALL
THEATRE MAKERS INTERMEDIATES 13-17 YEARS 6:15PM - 8:15PM ROYSTONHILL COMMUNITY HUB	WRITING FOR PERFORMANCE 14 UPWARDS 6PM - 8PM TOWNHEAD VILLAGE HALL	DRAMA TOONIES BARMULLOCH STAGE 1 11-12 4:45PM - 5:30PM BARMULLOCH RESIDENTS CENTRE	DRAMA TOONIES TOWNHEAD STAGE 2 13-14 4:30PM - 5:15PM TOWNHEAD VILLAGE HALL
YOUNG COMPANY 18-25 YEARS 6:15PM - 9:15PM ROYSTONHILL COMMUNITY HUB		DRAMA TOONIES BARMULLOCH STAGE 3 15-17 5:45PM - 7PM BARMULLOCH RESIDENTS CENTRE	DRAMA TOONIES TOWNHEAD STAGE 3 15-17 5:30PM - 6:30PM TOWNHEAD VILLAGE HALL

Sim Cards

Keep in touch with your loved ones this festive period with a sim card courtesy of Spire View Housing association who successfully received funding from **Vodafone Charities.Connected.**



The Sims have 40gb data and unlimited calls and texts free for six months. If you would like a sim card, please get in touch on 0141 212 7386 or call in to Roystonhill Community Hub at 174 Roystonhill G21 2LG to pick one up.

TOONSPEAK
YOUNG PEOPLE'S THEATRE

Roystonhill Community Hub

Guitar Lessons

Come along every Thursday and join Sam for some guitar strumming and tunes! A free guitar could be provided. For more information, contact Sam on 07934 226907.

Free guitar classes at Roystonhill Community Hub every Thursday!

Whether you are a beginner, intermediate or advanced we have a fantastic tutor on hand to help you elevate your skills!

6.30 pm - 7.30 pm

Classes open to anyone of any age so don't miss out!

If you have a guitar please bring it along otherwise you can contact the class coordinator to find out about organizing an instrument for you to use.



CLASS COORDINATOR: Sam Vaughn
CONTACT: 07934226907



RN I:D Supporting people who are deaf, have hearing loss or tinnitus

GET SUPPORT WITH NHS HEARING AIDS

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 (G21 2LG)

Session Time 10am - 12pm

Last Thurs of the month

*Please note there is no Dec drop-in.

Royston Community Pantry

To access the food pantry, members pay a £3.50 joining fee and £3.50 per visit for groceries. Alternatively, members can choose to pay a solidarity price of £4.50 per visit to support subsidised memberships.



Opening Hours: Monday 2pm - 5pm
Thursday 4pm - 7pm • Friday 10am - 1pm

Visit us to pick up fresh fruit, frozen and tinned goods, as well as essentials like milk and bread. The more people who use the Pantry, the more funds it generates to keep its shelves stocked. This is a fantastic resource for our community and everyone is welcome to come and check it out.



ROYSTON CREATIVE HERITAGE PROJECT



HELLO!

We can't believe it's already been 4 months since we've started the heritage project at Roystonhill Community Hub. We've got a few updates for you but first we'd just like to say a huge thank you to everyone who has taken part, donating to our archive and sharing stories with us!

GARNGAD PHOTO LAB

Our Garngad Photo Lab has hit the ground running and we'll be continuing to open every Tuesday between 11am - 1pm for a FREE photo digitisation service. We've added over 150 photos to our archive so far, and we'd love to add yours to that list. Drop in with your old photos to get them scanned and put onto a USB stick, as well as adding them to our Royston Community Heritage Archive.

CREATIVE WORKSHOPS

Over the past few months, we have had a great time in Royston Primary School and St Roch's Primary School running creative workshops and getting young people excited about our area's heritage. We have also started up a series of comic book workshops with Royston Youth Action and can't wait to see what they create. If you know a community group that might be interested in getting involved in our project, just get in touch by email to heritage@spireview.org.uk or by phone at the hub on 0141 212 7386 - We'd love to hear from you!

MOBILE HERITAGE EXHIBITION

We are designing 10 large fabric printed artworks, to tour around community venues across Royston. These are being created in collaboration with different community groups and organisations including the primary schools, RYA, Rosemount Lifelong Learning, Young at Heart and more! Our first two (pictures left!) are already on display at the Hub, Royston Library and Royston Primary School and keep your eyes peeled for more popping up soon!

PHOTO SPOTLIGHT

For this newsletter, we have a selection of photos from our very own Spire View Housing Association, Heritage Assistant Fiona McLean and Hub Volunteer Coordinator Angie Fraser. Big thanks to everybody who has donated photos to the archive so far!

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heritageassist@spireview.org.uk 0141 726 0255



Public Holidays

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

Wednesday 25th, Thursday 26th and Friday 27th December 2024 and Wednesday 1st, Thursday 2nd and Friday 3rd January 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**.

We hope all our tenants and service users have a wonderful Christmas and a very Happy New Year.

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 can be found on the left of this page) 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 books 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**