

The Newsletter for Residents of Spire View Housing Association

Issue 88 • Winter 2025

# The Spire View

## Merry Christmas AND HAPPY NEW YEAR



### Public Holidays

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

**Thursday 25th, Friday 26th and Monday 29th of December 2025.**

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








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.**

# Promises continue to be delivered!

Following the Transfer of Engagements from Copperworks, we published our 'Promises Action Plan' which outlined the promises we made as part of the transfer process and the action we were going to take to deliver these. We provided an update on progress in our Spring 2025 edition and we are delighted to report that we have continued to deliver on our promises.

What we promised...	Progress made...
 <b>To provide at least 6 places on our Management Committee for Copperworks Committee members.</b>	<ul style="list-style-type: none"><li>• 7 Copperworks members transferred to Spire View Management Committee in August 2023.</li><li>• We are pleased to say the 7 members who transferred remain on our Committee at this time.</li></ul>
 <b>To provide a new £1 Share in Spire View for all Copperworks shareholding members.</b>	<ul style="list-style-type: none"><li>• New Share certificates were issued to all Copperworks shareholding members in August 2023.</li></ul>
 <b>To commit to a name change within 12 months of transfer, if that's what tenants want.</b>	<ul style="list-style-type: none"><li>• An extensive consultation exercise was conducted with our tenants and following this, we are delighted to say that the majority of tenants voted for the name of the Association to remain the same.</li></ul>
 <b>To retain the local office and staff.</b>	<ul style="list-style-type: none"><li>• The local office remains open 5 days per week and all staff have been retained.</li></ul>
 <b>To provide a quality factoring service that demonstrates value for money.</b>	<ul style="list-style-type: none"><li>• Revised Written Statements of Services were issued to all factored owners.</li><li>• Satisfaction levels with the factoring service remains very positive as indicated in our recent Satisfaction Survey results.</li><li>• VAT deregistration was completed in June 2024. Therefore, as promised, we are no longer required to charge VAT on factored owners' management fees.</li></ul>
 <b>To deliver improved service delivery performance levels acceptable to tenants.</b>	<ul style="list-style-type: none"><li>• Our IT system was updated by April 2025 and we were delighted to launch our tenant portal in October 2025. This will allow tenants to interact with the Association in a manner that suits their needs</li></ul>
 <b>To protect what tenants most value in current services.</b>	<ul style="list-style-type: none"><li>• We retained the Tenant Bonus Scheme and also extended this to all Spire View tenants by 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 is ongoing.</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 were successful in gaining funding to continue to provide Energy Advice and support.</li> <li>• We secured funding for a Heritage Project which has been a roaring success. All of the project outcomes to date have been met and we look forward to 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>• This was incorporated into the revised, combined Business Plan for Spire View that was effective from 1st April 2024. Initial review during 2024/2025 as agreed concluded that an incremental approach would be more appropriate for the Association. The intention was to trial the implementation of an in-house close cleaning service during the first quarter of 2025/2026. Unfortunately, due to performance issues with the then existing close cleaning contractor we had to prioritise termination of the contract and the appointment of an alternative contractor. An alternative contractor has now been appointed and being monitored. Further consideration of in-house estates team ongoing.</li> </ul>

We hope that all tenants are delighted with the progress we have made to date and we will continue to make over the coming months and years, and once again would like to thank all of our tenants for their ongoing support to help us achieve our objectives.

# Investment Update for 2025-2026

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

Year 2 of our 3-year investment programme is now well underway with bathroom installations and window installations complete with a few minor issues still outstanding.

We are disappointed that we are not yet on site with our kitchen programme. This was because of information awaited from the kitchen supplier which we have now received. Therefore, our contractor is now in the process of arranging delivery of materials and will be in touch with tenants who are due to receive a new kitchen soon.

Meanwhile, if you are included in this year's programme and you have not yet made your selections, please contact a member of the Maintenance team who will be happy to help.

The Investment programme for this year is as set out below:

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

We continue to see high levels of tenant satisfaction being expressed with the finished works and would like to thank all tenants for their co-operation in providing access when requested. It certainly makes life easier for all involved.

For those tenants who were unable to provide access for surveys/works to be carried out, your property has now been moved into next year's programme.

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 this.

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

## Estate Painterwork

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

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

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

Despite slight delays as a result of inclement weather, good progress has been made overall.

Over the past couple of weeks, our staff have also been out in each close where internal painterwork is being progressed to provide tenants/owners with the opportunity to select their preferred colour scheme and we would like to thank everyone who provided their views.

## External Grid Panelling Replacement

As previously reported, we will also be replacing the external grid panelling to properties at 299 Roystonhill, 2 & 4 Dunolly Street, 288 and 290 Royston Road. The start date was delayed due to a request for clarification over the specification from the appointed contractor, WH Kirkwood. We are awaiting an updated start date from our contractor and hope to start early in the New Year.



# 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 newsletter, and this year is no different!

We know that this year is going to be particularly hard as we all continue to experience rising 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/programme, 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!



# Don't let damp get you down!

At this time of year, when it is getting colder, we like to remind tenants that you may experience issues with damp, mould and condensation and would urge you to report any issues to us as soon as possible to allow us to take appropriate action.

The information below also sets out how to prevent issues of condensation occurring and hopefully this guidance will be of assistance.

## What is condensation?

Condensation is a form of dampness which occurs when moist air comes into contact with a cool surface and water droplets form.

An example of this is when your bathroom mirror steams up after a shower or a bath or when the glass on your window mists up and drops of water run down the window onto your sill.

Another example is when water forms on your toilet cistern and this can often be confused with a leak especially if this moisture drips onto the floor. You can check this by drying the moisture off the cistern and then monitoring this to see if any water continues to drip.

If moisture attaches itself to a wall or another surface such as window cills, and it is left untreated, this can result in **MOULD** growing.

Years ago, our buildings had natural ventilation through chimneys, for example. There were often draughts at doors and windows. The homes that we are building now are more insulated, they are better sealed and draught proofed. Therefore, we need to do something to let the moisture out!!

## Where does it come from?

- **From you** – when you breathe or perspire – This is more noticeable when you do exercise and overheat
- **From what you do:**
  - Bathing
  - Showering
  - Drying clothes indoors or in unvented tumble driers
  - Cooking
  - Ironing

The list goes on but you probably get the idea!!

## Where it can happen

Condensation happens in areas where there is a lack of air movement. A change in temperature and ventilation is often all a home needs to protect it from condensation.

### Condensation can appear on:

Walls - particularly in corners near the skirting and on the ceiling. The side walls are often affected as they can be even colder.

Areas with poor ventilation will get condensation. This could be behind furniture, particularly wardrobes and beds if they have been placed against an outside wall.

Double glazed windows are unlikely to have surface condensation except temporarily. If it is on the window you must wipe it up. Condensation settling where the glass meets a timber window frame can cause the timber and seals to **ROT**.

Moisture can also be found on tiled surfaces. To prevent **MOULD**, open windows and wipe the tiles down.

Moisture can form on the cistern and on the walls behind in bathrooms so make sure you dry and clean this to prevent **MOULD**.







## How to remove mould

**MOULD** can be easy to remove. You can normally wipe it off with a disposable cloth, using some household cleaner. There is no need to use strong chemicals. Wipe over the area again every few days using diluted household cleaner to stop the mould growing back. **This should become part of your regular cleaning routine.**

## How can you prevent condensation in your home?

### Heat and ventilation are key:

- ✓ Keep a window open when drying clothes indoors.
- ✓ Don't dry clothes over warm radiators.
- ✓ Keep the kitchen door closed when cooking.
- ✓ Keep lids on pots and pans when cooking.
- ✓ Keep the bathroom door closed when running a bath and bathing.
- ✓ Don't overfill cupboards and wardrobes - make sure air can circulate.
- ✓ Make sure you use the extractor fan in the kitchen and bathroom.
- ✓ Don't keep furniture and beds pressed hard against walls – air has to circulate.

- ✓ Keep your heating on low throughout the day in cold weather.
- ✓ Set the time clock on your central heating so that you heat your home at least part of the day. By using the timer, your house can be warm for you getting up in the morning or getting home from work.
- ✓ Don't use gas or paraffin heaters - they produce a lot of moisture.
- ✓ Make sure you properly heat and ventilate rooms at risk.
- ✓ Make sure the tumble dryer hose is put out the window or door.
- ✓ Don't trap heat – don't put furniture in front of a radiator.
- ✓ Keep curtains above radiators.
- ✓ Thick curtains stop heat escaping – remember to close them at dusk.
- ✓ Keep curtains open on sunny days to help warm rooms.
- ✓ Keep doors open in sunny rooms. Let warm air circulate in your home.

## What to do next

If you continue to find condensation and problems with **mould** contact the Association. We will visit to discuss this with you.

If you are experiencing any issues with being able to heat your home, please also remember that we have our Energy advisor, Surbhi on hand who will be more than happy to assist. Just call the office on **0141 552 7928** or the Community Hub on **0141 212 7386** and we will be happy to make you an appointment.

# 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!



## Business Plan Review – have your say

The Association is currently reviewing our **Business Plan**, which sets out our **strategic objectives** for the coming year, and we'd love to hear your views!

We're looking to set up a **focus group** to discuss the review. If you can spare a couple of hours to share your thoughts, your contribution would be very worthwhile and appreciated.

**Interested?** Please contact Gillian Spence, Corporate Governance Manager.

(Contact details on the back page.)

## Repairs Satisfaction

Over the past few months, you might have noticed a change in the way that we issue repair satisfaction surveys. We have recently moved to a new **Housing Management** system, and this automatically issues a survey to all tenants once a repair has been completed to your home.

This is now done monthly, and we have been getting to grips with this but are pleased to announce the winners of our £20 Love to Shop Vouchers.

June's winner: Miss Rosemary Anderson

July's winner: Ms Geraldine Bain

August's winner: Miss Karen Martin

September's winner: Mr El Sayed Mohamed El Sabbagh

October's winner: Mrs Isabel Heeps

November's winner: Miss Laura Roebuck

It really is worth answering these surveys when you get them as a few short questions can get you a £20 prize. So, keep an eye out for these messages and respond if you can. It is very much appreciated and allows us to continually work on improving the service we deliver to you. If we don't have a current mobile number for you, please make sure you give us a ring to update this so that you don't miss out.

Look out for more winners in our next edition.





## Garngad Gardens – Nominated for Award

Rosemount Development Trust's new park at Provanhill Street has been nominated for the Green Champion Award at the Glasgow Times' Awards!

Funded by the Vacant and Derelict Land Improvement Programme and supported by Glasgow City Council, Garngad Gardens was designed with input from residents, councillors, schools, local businesses and our third sector organisations, and features diverse planting, a central social space and outdoor learning space.

Local resident and member of Rosemount Development Trust's Board of Directors Clare O'Donnell said:

*"It will be lovely – it's so peaceful. We stayed here when it was tenements and closes, and you all slept in one room, with icicles coming in the window."*

The park was named Garngad Gardens to reflect our heritage and to celebrate our community. The name Royston isn't even 100 years old and was changed due to the negative associations with the Garngad back in 1942. The name Garngad Gardens is a way to reclaim that narrative, to remind people that this has always been a community who supported each other, whether that was during strike action in the 1850s or the redevelopments in the 80s and 90s. Whether it's Royston or the Garngad, this is a community that has always stood up for itself, and we at Rosemount Development Trust hope this park captures that story.

Thank you to our funders, The Scottish Government, Glasgow City Council, The National Lottery Community Fund, The Mushroom Trust, the Parks 4 Life Community Fund, Spire View Housing Association, Wheatley Homes and Arnold Clark for their support in bringing this park to life.

## 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 22nd and Monday 29th December 2025 and Monday 5th January 2026**

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

*Thank you.*

## Pensioner Christmas voucher 2025

Merry Christmas to all our pensioners. Look out for your £10 Christmas gift card which will be delivered by our staff throughout December 2025.

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.



# Complaints Handling Policy

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

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

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

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

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

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



## You said, we did...

### You said...

*"I'm not happy about the lack of attention to weed spraying within Bright Street."*



### What we did...

Staff investigated this matter noted that this area had been missed from the grounds maintenance planned route. This was discussed with the Contractor and works carried out.



### What we learned...

Staff learned the importance of issuing clear instructions for Contractors and post inspecting to ensure works are carried out.

### You said...

*"I'm not very happy that my garden was missed from being cut in the grass cutting programme."*



### What we did...

Staff investigated this matter and spoke to the contractor to find out why it had been missed. The Contractor apologised that they missed it, therefore returned and resolved.



### What we learned...

Staff are aware of issues with the Grounds Maintenance contract, therefore they are having regular meetings, including joint inspections with the contractor to ensure we see improvements in the works.

Number of complaints 1st July - 30th September 2025	1st Stage	2nd Stage
Total number of complaints received in the reporting year	9	1
Number of complaints carried forward from the previous reporting year	0	0
<b>Total</b>	<b>0</b>	<b>0</b>
Number of complaints responded to in full by the landlord	9 100%	1 100%
Total number of days taken to respond in full to complaints	3 days	14 days



# Spire View Christmas Lights Competition

At Spire View, we love seeing all your beautiful Christmas lights and decorations during the festive season. This year, we're making it even more exciting with our Christmas Lights Competition!

**How to Enter:** Simply make sure your lights are switched on at 4:00pm on Monday, 22nd December. Our team will be out and about to pick the winner!

**Prize:** The lucky winner will receive a **£50 Love2Shop Voucher** – perfect for treating yourself after the holidays!

Let's light up Spire View and spread some festive cheer!

## Festive Giveaway! Win £100 towards your Christmas feast!

We're spreading festive cheer with an exciting Christmas Competition! You could win a £100 voucher to make your Christmas dinner extra special.

**How to Enter:**

- Option 1: Return the tear-off slip included below to our office.
- Option 2: Like our **Facebook page** *and* our 'Win your Christmas Dinner' competition post – it's that simple!

Don't miss out on this chance to make your holiday season even more magical.

The winner will be announced on Friday 19th December 2025.



## Festive Giveaway – Entry Form

Name:

Address:

Contact Number:

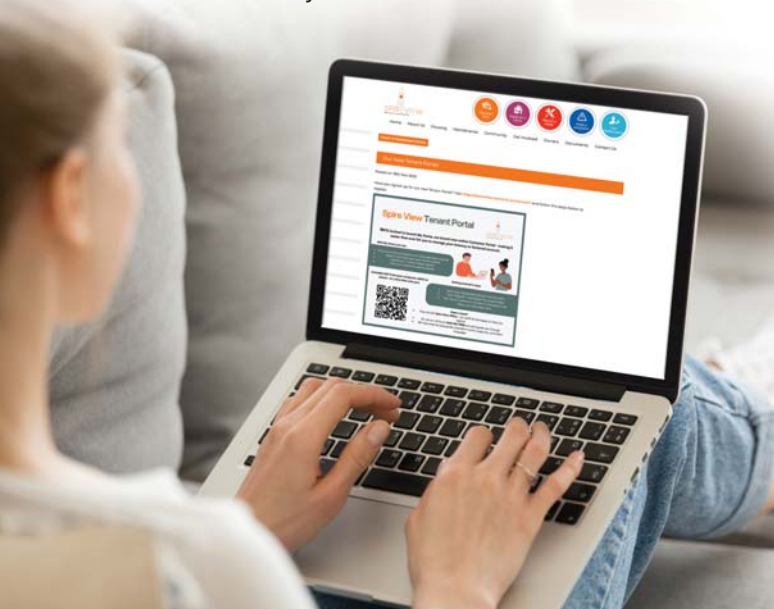
# Introducing My Home – your new Tenant Portal!

Manage your tenancy anytime, anywhere – quickly and easily.

## What can you do with My Home?

- Check your account balance & make payments
- Report, track and view repair history
- Update your contact details instantly
- View your household details

Available 24/7 on your computer, tablet or phone – whenever it suits you!



## Getting started is easy

- 1 Visit: <https://spireview.myhomeportal.com>
- 2 Click “**Register**” and follow the steps
- 3 Use your **tenant reference number**

Start exploring your account today!

## Need Help?

- **Pop into the Spire View Office** – our team will assist you
- **Call us: 0141 552 7928** – we’ll guide you through
- **Join our Drop-In Session:**  
**7th January 2026 • 4:00 PM – 6:30 PM**

Step-by-step guides available in print, large text, and other languages – just ask!

## Sign Up & Win!

Register by **31st January 2026** for a chance to **WIN £100** in our prize draw!

**Important:** My Home is **optional** – all our usual contact methods (phone, letter, text, in person) remain available. This is simply one more way to stay connected.

**We’d love your feedback!** Once you’ve tried the portal, let us know what you think – your views help us improve.

# Tenant Bonus Scheme 2025

We’re delighted to announce the continuation of our **Tenant Bonus Scheme** for all 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 being a good tenant. Look out for your letter and vouchers in the post, which will be delivered by our staff throughout December.

Congratulations to all of you who will be receiving the Bonus and for keeping to your tenancy conditions. For those of you who did not qualify this year, below is a reminder of what you need to do to ensure you receive it 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.



# Here to help!

## Financial Capability Officer

Maureen McGowan from Greater Easterhouse Money Advice Project (GEMAP) is here to help with:

- Budgeting
- Bank accounts
- Benefits advice
- Credit and more

To book an appointment, call  
**0141 552 7928**.

## Tenancy Support Officer

Tracey Blair from Simon Community Scotland provides vital support to help you sustain your tenancy.

If you'd like to be referred to Tracey, contact us on **0141 552 7928**.

## Money Advice Service

Our Money Advisor, Matthew Horsley, can assist with benefit enquiries and related advice.

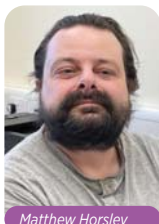
To arrange an appointment, call  
**0141 552 7928**.



Maureen McGowan



Tracey Blair



Matthew Horsley

## ROYSTON LOTTERY

EVERY PENNY INVESTED BACK INTO FREE COMMUNITY SERVICES!

### HOW TO JOIN:



SCAN THE QR CODE



IN PERSON

Direct Debit  
1<sup>st</sup> of every month

OR  
One-off payment

Pay by cash at our office



PRIZE POT:  
**£5,000**  
CASH

\*when 1000 numbers sold, will vary if less

PLEASE GAMBLE RESPONSIBLY



## COMMUNITY SHOP

LOW COST BARGAINS EVERY WEEK!

**WEDNESDAYS 11 AM - 3 PM**  
OR RESERVE & PICK-UP

Follow

**FACEBOOK**

Rosemount Lifelong Learning  
102 Royston Road, G21 2NU



## Equality & Human Rights Policy – Our Commitment

Did you know that the Association has an Equality and Human Rights Policy and an accompanying Action Plan?

We firmly believe that providing equality of opportunity for all is fundamental to our values. It's not just a legal or regulatory requirement – it's the right thing to do. This belief drives our Policy and its supporting Action Plan.

### Our Commitment

- Promoting an environment of respect and understanding
- Encouraging diversity and avoiding discrimination
- Ensuring equality across all areas of our work – as an employer and as a landlord/service provider

Equality doesn't mean treating everyone the same; it means recognising and meeting people's needs in different ways.

A copy of the Policy and Action Plan is available on our website.

If you would like a hard copy, please contact **Gillian Spence** on **0141 559 5644**, and she will be happy to assist you.

# Policies – Domestic Abuse and Factoring Debt Recovery

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

## Domestic Abuse Policy

This policy outlines how we aim to assist tenants, residents and service users experiencing domestic abuse.

## Factoring Debt Recovery Policy

How the Association will deal with owner occupiers in arrears, prevention and early intervention.

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 these subjects.

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

If you are interested in becoming involved in the review of these policies please contact Donna on

**0141 559 6773** or

**donnarichardson@spireview.org.uk**

# Contents Insurance

As you will be aware, the Association has its own buildings insurance cover for all 852 properties that we own and manage, but we do not hold individual contents insurance for each tenants home.

**So, let us ask you ..... what would you do if you were flooded from the flat above?**

How would you replace your individual belongings if they were water damaged?

There are many individual contents insurance providers that offer very affordable contents insurance rates, some for as little as £2.50 per week. Whilst it is not

mandatory that you have contents insurance, we strongly recommended that tenants consider purchasing contents insurance in case the worst should happen.

We would recommend that you shop around and gain a few quotes, just like you would with your car insurance before you take the plunge.



Martin Lewis' **MoneySavingExpert.com**



**THIS**  
TENANTS CONTENTS

There are superfast search engines out there that can find you lots of quotes with minimum effort on your part. Why not try Money Saving Expert, This Contents Insurance or Go Compare for a free, no obligation quote.



## Rosemount Early Years & Childcare

*Learning That Inspires Success*



**DISCOUNTED RATES**

0141 552 3090  
Forrestfield Street (Royston)  
Glasgow, G21 2HJ

## Our Approach

Rosemount offers a warm, inviting, nurturing, environment where staff work tirelessly to meet the individual needs of children.

## Programmes we offer

- We accommodate children ages 6 months to 5 years
- **FUNDING AVAILABLE FOR 3/5 YEARS** (via government funding)
- **ELIGIBLE 2S FUNDING AVAILABLE** (criteria applies)

**ASK THE NURSERY FOR INFORMATION ABOUT DISCOUNTED RATES!**

## Contact us

- 📍 Forrestfield Street, Royston Glasgow, G21 2HJ
- 📞 0141 552 3090
- ✉ admin@rosemount.ac.uk





# Roystonhill Community Hub

## Welcome to this quarter's edition of the Hub Newsletter!

*All things Hub on the Hill*

We've been busy at the Hub over the autumn months with events, including hosting our very first Community Cinema. We hope to bring you a few more cinema events over the winter months, so keep an eye on our social media pages for updates!!

The Hub is also buzzing with children's parties on the weekends throughout the year.

If you would like us to showcase any of your pictures from these events, please send them to [volunteer@spireview.org.uk](mailto:volunteer@spireview.org.uk), and we can include them in the next edition of the newsletter.

Help4The Homeless held a Christmas Fayre on 15th November, and it was a great success!

Last but not least, we will be holding our Christmas Fayre on **Tuesday 9th December**.

Further updates from this amazing event will be provided in our next edition.

Here's **What's On** at your Hub December 2025 - February 2026. If there are any classes you would like to see at the hub, please let us know and we will do our best to accommodate.



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



## WHAT'S ON

AT ROYSTONHILL COMMUNITY HUB

● FREE ● PAID ● MEMBERSHIP



### Monday:

2pm - 5pm Royston Community Pantry **M**  
GEMAP - 9am - 5pm  
7pm - 9pm Karate 18+ **P**  
6.30-8pm Yoga with Amira **P**

### Tuesday:

GEMAP 9am - 5pm  
1pm - 3pm Crafts for Laffs **M**  
5.30pm - 7.30pm Toonspeak **F**

### Wednesday:

GEMAP 9am - 5pm  
4.30pm - 6pm Toonspeak **F**  
6pm - 7pm Karate (Kids) **P**  
6.30 - 7.30 Yoga with Amira **P**

### Thursday:

GEMAP 9am - 5pm  
10am - 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 Thurs every 2nd month **F**

### Friday:

GEMAP - 9am - 5pm  
10am - 1pm Royston Community Pantry **M**  
5pm - 6pm Karate (Kids) **P**  
6.30pm - 8.30pm Bingo **P**

## Have you followed us yet?

### 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 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!



Hub Facebook



Hub Website

☎ 0141 212 7386  
📍 174 Roystonhill, G21 2LG

📧 @RoystonhillCommunityHub  
communityhub@spireview.org.uk

# Roystonhill Community Hub



Glasgow North East Carers Centre

## Are You Looking After Someone?

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



### Adult Carer

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



### Young Carer

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

### We can provide the following:



### Peer Support

Carers coming together, providing support and sharing experiences.



### Info & Advice

Find the information that is right for you.



### Money Matters

Accessing benefits, grants and other financial supports.



### Emotional Support

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

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

**Call Us**  
0141 781 0728  
**Email Us**  
contact@gneccarerscentre.com

gneccarerscentre.com

SCAN ME



## Glasgow North East Carers Centre

Glasgow North East Carers will be holding drop-ins at the hub every 6-8 weeks. We will update the times on our Facebook page. They are here to provide information and support to carers. You can contact them directly at [contact@gneccarerscentre.com](mailto:contact@gneccarerscentre.com) or **0141 781 0728** for more information.

## Yoga

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

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

Prices are:

<b>Mondays</b>	<b>£10.00 for 1.5 hours</b>
<b>Wednesdays</b>	<b>£6.00 for 1 hour</b>

## FORREST YOGA

*At Roystonhill  
Community Centre*



**Monday Evenings**  
**18:30-20:00**

**Wednesday Evenings**  
**18:30-19:30**





# Roystonhill Community Hub

## Toonspeak Young People's Theatre

Toonspeak are in the Hub every Tuesday with their Junior & Senior Theatre Makers groups from 5.30 - 7.30pm and every Wednesday with their Phoenix Drama group from 4.30 - 6.00pm. If you are interested in joining any of the classes, please contact Toonspeak at 0141 552 0234.

### Toonspeak are excited to announce their 2025 festive, winter production: **The Gingerbread Kid!**

Join the Gingerbread Kid on an adventure through the iconic landscapes of North, East, South, and West Glasgow, weaving together the four seasons in a festive celebration of place, imagination, and community.

Live at The Boardwalk, Merchant City, Glasgow

18th December - 19:00

19th December - 19:00

20th December - 15:00 & 19:00

**Tickets available from Toonspeak**

*Supported by Inspiring Scotland Creative Communities Glasgow*



## Help 4 The Homeless

The Help 4 The Homeless Christmas Fayre was held on Saturday 15th November and there were lots of bargains to be had. Did you get along and share in the Christmas cheer? If not, you can always visit the Help 4 The Homeless Community Shop, 98 James Nisbet Street, G21 2LH - it is open Monday and Tuesday from 12.00 - 6.00pm. Their free community shop is open to everyone regardless of circumstances. They have a variety of pre-loved items ranging from clothing/shoes/household/children and baby items.



Our **Young @ Heart 50+ club** is on every Thursday at the Hub.

If you are interested in joining, please come along any Thursday and speak to Roseann. The club costs £3.00 per week and an additional £1.00 gets tea/coffee all day.

If you want to play bingo the cost is £4.00

**Young @ Heart 50+ Club**

Every Thursday .  
10am - 3pm  
in

Roystonhill Community Hub



Join us for bingo, lunch & activities!



# Roystonhill Community Hub

## Watts Up! Energy Project updates

It's been a busy few months! With October's price cap changes, we've been helping residents understand their bills, find the best tariffs and apply for the Warm Home Discount.

Our workshops and drop-ins have been a big success, covering everything from managing energy accounts online to simple ways to save money and stay warm. So far, the Royston Community Energy Project has supported an impressive 217 households with practical advice, saving money, grants and vouchers and building confidence in managing energy use. We've got some exciting new things coming this winter, stay tuned on our social media channels for updates and events.

### We're here to help!

Find us Monday to Friday at Roystonhill Community Hub for one-to-one support with any energy-related issues, from bills and meters to grants and discounts.

**Call 07968 397214 to book an appointment or scan the QR code below.**



Scan the QR code to fill in our referral form.

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

RCEP Referral Form



**ROYSTON  
COMMUNITY  
ENERGY  
PROJECT**



**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

## Community Cinema



We held our first Community Cinema event on Saturday 25th October – we were delighted to screen Hocus Pocus just in time for Halloween. Lots of you came along and joined us for what was a fun filled evening! We plan to host as many community cinema events as we can so watch this space!



**Jobs & Business  
Glasgow**

Improving Skills, Promoting Enterprise

Are you aged between 16 and 24 years old and looking for support to find training and or employment?

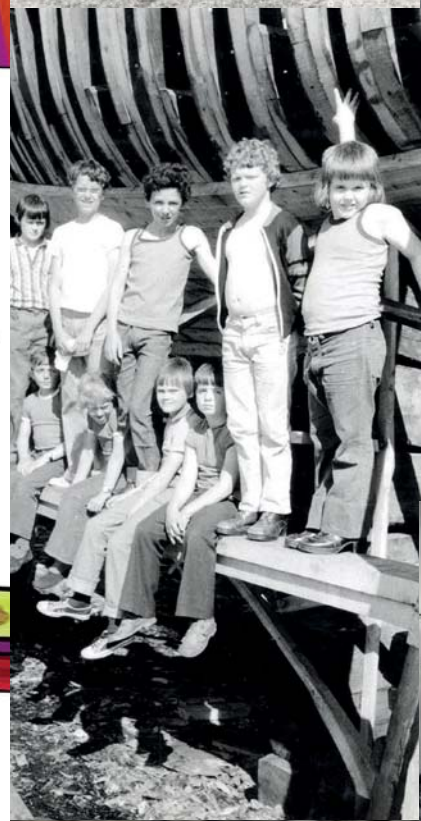
Lorraine Wilson, from Jobs & Business Glasgow can support you. Lorraine can meet with you at the Roystonhill Community Hub.

She can help you with:

- Creating and improving your CV
- Job searching and completing applications
- Interview preparation and confidence-building
- Access to training courses through our network of city-wide training providers
- Accredited, professional qualifications that help you move into work

To find out more or arrange an appointment please call or text Lorraine on T: **07917 591 741** or email [lorraine.wilson@jbg.org.uk](mailto:lorraine.wilson@jbg.org.uk)









# ROYSTON CREATIVE HERITAGE PROJECT

## HELLO!

It's been a busy few months in the Royston Creative Heritage Project, with community events, new creative workshops and final community artworks being created! We have collected over 450 photos and 20 oral histories from the community and can't wait to be able to show you them on our Royston Archive website. We're hoping to launch this in Spring/Summer 2026, so watch this space. We will also be running training for people to get involved in helping to run our archive website so if you would be interested, just get in touch at [heritage@spireview.org.uk](mailto:heritage@spireview.org.uk) or call the hub at 0141 212 7386.

## CREATIVE WORKSHOPS

We have been working with Toonspeak Juniors throughout their Autumn term to film and edit short films inspired by the oral histories collected in from the Royston community. We would like to say a huge thanks to Toonspeak and the young people involved for all their energy and creativity in this project.

## DOORS OPEN DAY 2025

On September 21st 2025, we held the main event of our Royston Creative Heritage Project at the Roystonhill Community Hub, in partnership with Rosemount Development Trust. We were astounded by the turnout for this event from the community with over 180 people attending on the day. Activities included exhibitions, workshops, a community lunch inspired by our Royston Recipes project in partnership with NGCFI, launch of our comic book and design your archive sessions. We had a fabulous afternoon and can't thank our partner organisations and the wider community enough for making this event such a success.

## ROYSTON HERITAGE CALENDAR

The Royston Creative Heritage project has its own calendar. You should have by now already received a copy, but if you would like another just pop into the Hub and pick one up!

## PHOTO SPOTLIGHT

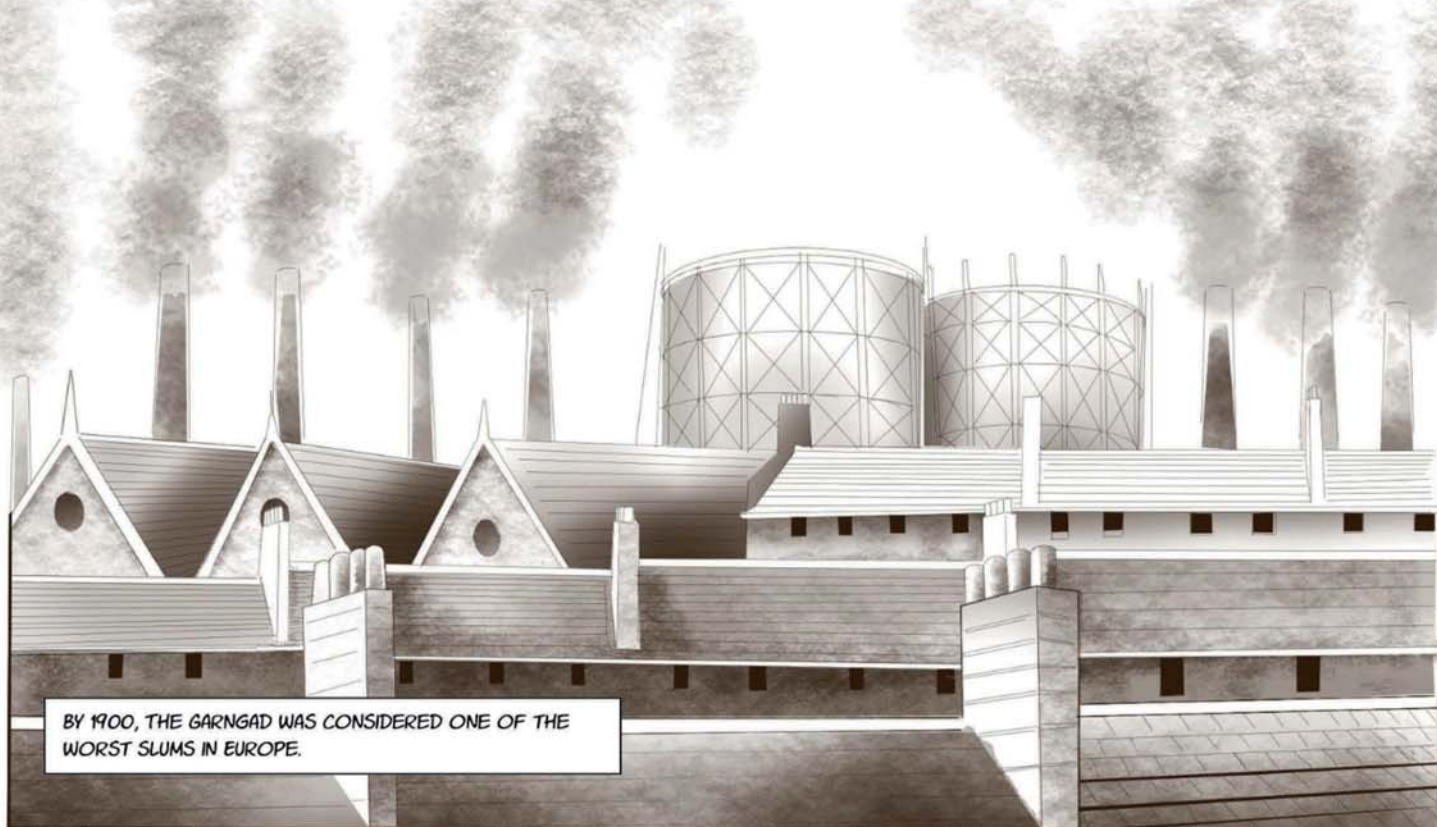
The artwork pictured has been created in collaboration with Royston Nursery alongside photos donated by the Glasgow Foundry Boys.

Made possible with



**Heritage  
Fund**





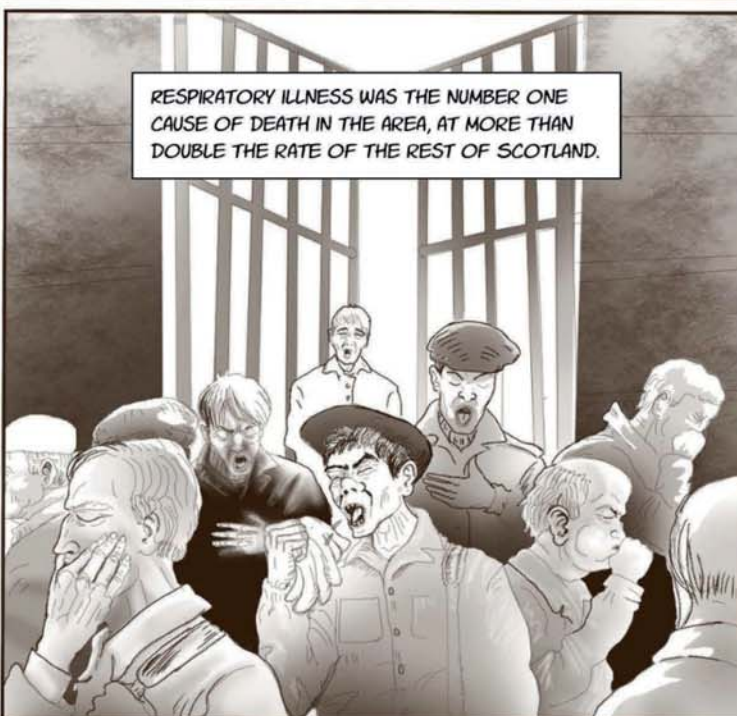
BY 1900, THE GARNGAD WAS CONSIDERED ONE OF THE WORST SLUMS IN EUROPE.



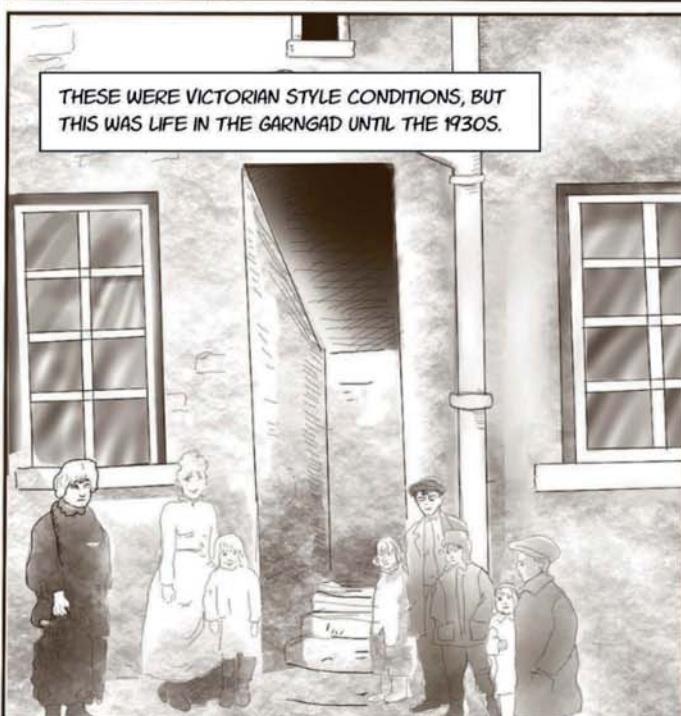
CHEMICAL WORKS, SULFUR WORKS, GAS WORKS... ALL WERE POLLUTING THE AIR.



RUN OFF FROM THE FACTORIES MIXED WITH THE WATER IN THE AREA THAT PEOPLE USED FOR COOKING AND WASHING.

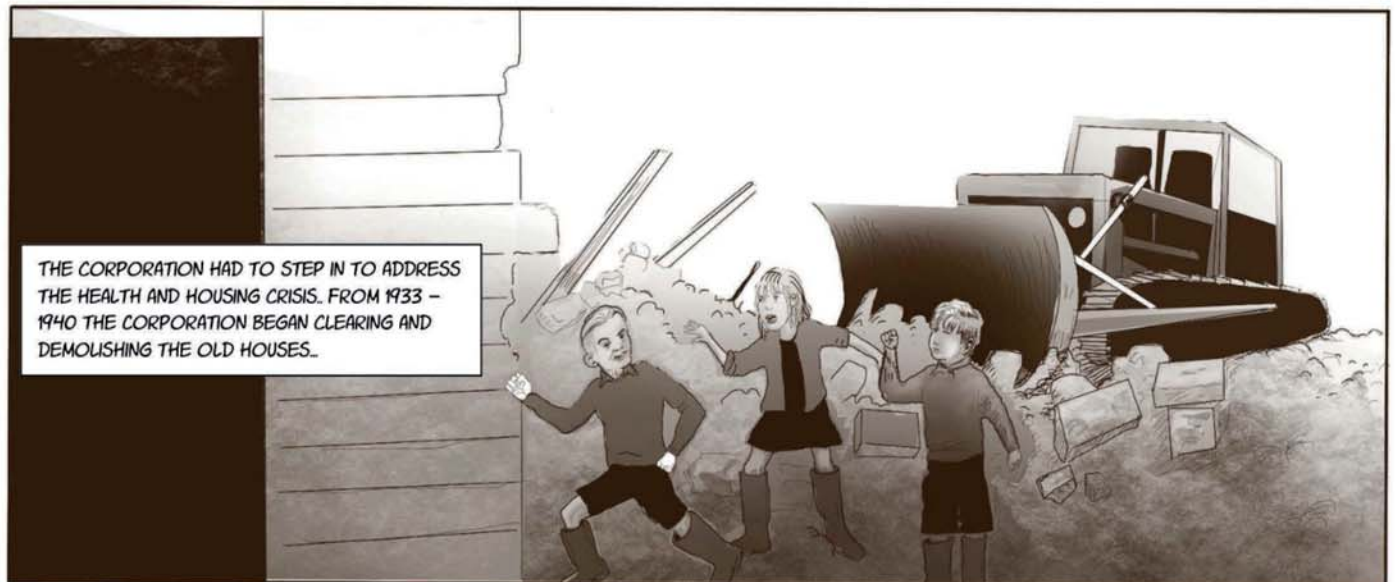


RESPIRATORY ILLNESS WAS THE NUMBER ONE CAUSE OF DEATH IN THE AREA, AT MORE THAN DOUBLE THE RATE OF THE REST OF SCOTLAND.



THESE WERE VICTORIAN STYLE CONDITIONS, BUT THIS WAS LIFE IN THE GARNGAD UNTIL THE 1930S.





# Staff Contact Details

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**Jordan Henderson** Finance Manager  
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**Gillian Spence** Corporate Governance Manager  
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**Adele McGarth** Housing Officer  
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**Alana Park** Housing Officer (part time)  
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**Paul Rocks** Maintenance Officer  
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**Yvonne Maworera** Housing Assistant  
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**Surbhi Sachdeva** Energy Advisor  
surbhisachdeva@spireview.org.uk 0141 726 0264

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

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



Facebook



Twitter



Website



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

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

If you have a child or children of this age and haven't yet registered please contact Stephen Hughes or Yvonne Maworera at the office (contact numbers to the left of this page) and we will register your child / children. After you register, your child should receive their first book 6-8 weeks later and these will continue each month until the children turn 5 or you move out of the area.

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

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

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



## CONTACT DETAILS

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

## EMERGENCY REPAIR NUMBERS

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