

The Newsletter for Residents of Spire View Housing Association

Issue 71 • Autumn 2021

The Spire View

Spire View AGM 2021

The Association held our first post COVID AGM on 16th September 2021 at Roystonhill Community Hub.

We were delighted to be able to do this in person and welcome along 28 members of the Association. It was very nice to see those members face to face again. As always we had our fantastic prize draw and were happy to present the following winners with a well-deserved prize.

1st prize Ellen Watson
2nd prize Williams Joshua
3rd prize Hugh Grant

As is required each year, 1/3 of our management committee members stood down at the AGM, most of whom expressed a wish to continue and were duly re-elected.

Our Management Committee for the coming year is as follows:

Charlie Lunn <i>Chairperson</i>	Rachel Cooper	Clare O'Donnell
Lynda Mulholland	Caitlin Heaney	Ross Love
Allan Stewart	Andy White	Andrew Wilkie
Craig Allan	Alan Brown	

This means we still have a great opportunity for 4 more people to join our Committee.

It really is a great way to get involved in decision making in your own community and to make a difference. You would also be eligible for fantastic training opportunities, which would make a difference to your own CV.

Our Committee are a friendly bunch who would love to welcome you along...

So if you are interested in this opportunity, please call Gillian on **0141 559 5644** for further information and an informal chat.



Ellen Watson



Williams Joshua



Hugh Grant

Inside this issue:
Annual Report 2020/2021 and
Landlord Report Card 2021
See central section

Our office is now open!

We are delighted to announce that we have now opened the office doors and look forward to welcoming you back. To ensure that you can be seen, we would still recommend that you make an appointment in advance by calling us on 0141 552 7477.

However, you can still attend the office on a drop in basis also. Given that COVID restrictions are still in place, we would like to draw your attention to the following and ask for your co-operation in complying:

- On entering our office, it may look slightly different. There will be social distancing markers on the floor which we would ask you to adhere to.
- There will be hand sanitiser provided when you come through the front door and we would ask that you apply this when you enter.
- The maximum number of people allowed in reception at one time is 3 and therefore, if busy, you may require to wait outside until you can be seen.
- You **MUST** wear a mask when entering and moving about the office building, unless you are exempt.
- We have put up a soft barrier which is placed at least 2m from our reception desk and we would kindly ask you to observe this distance when engaging with our staff at reception.
- The interview room has a maximum occupancy of 3 people, including our staff member so only 2 visitors will be able to attend. A perspex screen will also be in place to ensure your safety and the safety of our staff.



FEVER

Please DO NOT come to our office if you are displaying any symptoms of COVID such as:

- A high temperature – you feel hot to the touch on your back or chest.
- You develop a persistent cough – this means that you have started to cough repeatedly.
- A loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.



COUGH



LOSS OF TASTE AND SMELL

Contact us if you have an appointment and develop any of these symptoms and we will be happy to re-arrange or carry out by other means if possible.

Forthcoming Holidays



Please note that our office will be closed on the following dates:

Christmas Holidays

**Monday 27th, Tuesday 28th and Wednesday 29th
December 2021**

New Year Closure

**Monday 3rd, Tuesday 4th and Wednesday 5th
January 2022**

Should you have a gas heating or hot water emergency during this period, please contact Gas Sure on **01294 468 113**. For all other emergencies please contact City Building on **0800 595 595**

Glenbarr Street – the end is in sight!

Great progress continues to be made on our Glenbarr Street Development. The photos show some of the internal finishes within the properties.

This view from Rhymer Street shows the dramatic change that has taken place on the streetscape.

Our Housing Management Team are working on the allocation process and will be moving this forward in the near future. If you require any further information, please do not hesitate to contact us.

Originally, the works were scheduled for completion in January 2021. However, COVID had other ideas and it is now estimated that all works will be complete by late October/early November 2021.

Some delays have been experienced recently with the utility installations being delayed which was out with our control.

However, we hope to get this moving and back on track soon.

We also appreciate all of the patience and understanding shown by residents over the inconvenience caused by road closures and temporary displacement of bus stops which were required as part of the works.

The project will create 24 new flats, comprising:

21 x 3 apartment, 4 person flats

2 x 3 apartment, 3 person wheelchair adaptable flats

1 x 4 apartment, 5 person flat

If you have any questions regarding the development, please do not hesitate to call the office and a member of staff will be only too happy to assist.

Electrical Safety Checks

Every 5 years, the Association is required to carry out an electrical inspection of the fixed wiring within our properties.

These checks, similar to gas checks, are to ensure the safety of your household and other households around you. For those tenants who have a check programmed to take place, our contractor, Consilium Contract Services will write to you advising of the date that they require access.

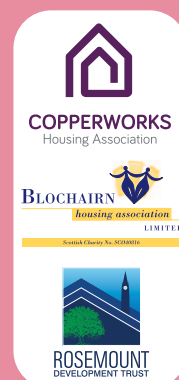
Your co-operation in providing access when requested will be much appreciated and will allow us to continue to ensure your safety and the safety of those around you.



Roystonhill Masterplan

Our colleagues at Copperworks Housing Association, Blochairn Housing Association and Rosemount Development Trust continue to liaise with Glasgow City Council in relation to the potential masterplan for the sites at the Millburn Centre, the old tennis courts and the land surrounding the Roystonhill Recreation Centre (Blue Roof).

As soon as we hear any updates, we will let you know.



Maintenance Marching On!

The Association is delighted to be back in the driving seat again in relation to our planned investment programme. A lot of work is going on across the estate at the moment and an update on this is given below:

Kitchen/Boiler Renewal

We are delighted that our kitchen and boiler replacement programme is back underway and at the time that this article went to press, we have completed 22 kitchen and 17 boiler installations.

The current programme involves kitchen and boiler replacement in the following phases:

- 121-185 Roystonhill
- 223-257 Roystonhill
- 112-140 Rhymer Street
- 42 Tharsis Street
- Roystonhill Place

We are very pleased with progress made to date and hope that those tenants who have had installs completed are pleased with the end result and making good use of their new facilities.



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 and have not established and maintained a repayment arrangement for 6 months continuously. If you think you are affected by this, please contact your Housing Officer to discuss. If you are affected, you may also receive a letter from us to advise you of this, if you are included in the forthcoming planned programme. 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).

Window and Render Repairs/ Replacement Works – 73-85 James Nisbet Street

This contract is well underway with the majority of window replacements now complete.

Our Contractor is now moving forward with the required render repairs/replacement works. We have uncovered some unforeseen issues when we have started to remove the render and open up areas and this has unfortunately resulted in a revised estimated completion for all works of early January 2022. However, our Contractor is making every effort to have all scaffolding down prior to Christmas.

Meantime, we apologise for any inconvenience this causes and would encourage you to keep your contents insurer up to date with progress so that they are aware that scaffolding remains in place.



We hope that you will appreciate the work being undertaken once this has been completed and that it relieves some of the issues that tenants have been experiencing over recent times.

If you have any current issues or wish any further information, please do not hesitate to contact a member of our maintenance team (details provided on the back page of this newsletter).

Upgrade of Smoke Detector Systems



The Association is continuing with the ongoing programme to upgrade the smoke and heat detections systems in all of our properties.

These upgrade works are required as a result of new legislation and involve the installation of:

- one smoke alarm in the room most frequently used for general daytime living purposes (normally the living room/lounge);
- one smoke alarm in every circulation space on each storey, such as hallways and landings;
- one heat alarm in every kitchen;

All smoke and heat alarms **MUST** be ceiling mounted **AND** they **MUST** be interlinked i.e. if one is activated, all others are too.

As part of the upgrade, we will also install Carbon Monoxide detectors, if you do not have one currently installed.

James Frew (Gas Sure), our appointed contractor continue to work through the replacement programme and is carrying out works at the same time as the Annual Gas Safety Checks. We are making good progress with this and are on schedule to complete all works by the required deadline of February 2022.

The systems being installed are for your (and your neighbours) safety and therefore your co-operation in providing access when requested will be greatly appreciated.

We would also like to remind tenants that although we carry out annual checks to your detectors, you should also test these yourself weekly and report any issues to us as soon as possible.



2021 Garden Competition

We would like to say a massive thank you to all the tenants who have taken pride in their garden/ backcourts and participated in this year's garden competition by turning them into a sanctuary of colourful flowers, water features, vegetable patches and ornaments.

It has been fantastic to see an increase in colourful gardens this year and it certainly brightens up the area. It has been a tough competition this year as there has been so many lovely gardens to choose from. You certainly surpassed yourselves with your achievements.

Due to government guidelines, sourcing a judge has proved difficult this year. Therefore, the competition was judged by a panel of staff who have been very impressed by the standard of work. We would like to congratulate all those who participated.

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

1st Prize goes to **John Byrne**

2nd Prize goes to **Joe Devlin**

3rd Prize goes to **Backcourt at 3 James Nisbet Street**

Runners up

Stirling Wilson, Tracy Reid, Deborah Johnstone, Alice Black, Robert Berrie, Sharon Weir, Karen Healy, Janette Sneddon, Elaine Johnstone, Sadie O'Connor, Mary Paton.

SPIRE VIEW HOUSING ASSOCIATION

2021 Tenant Satisfaction Survey Results

227
INTERVIEWS

JULY

AUG

6 → 16

What did we do?

We spoke to 227 Spire View Housing Association tenants to find out how satisfied they were with their landlord and the services provided. This is done to report back to the Scottish Housing Regulator and allows Spire View Housing Association to improve their services for customers.

What did you tell us?

95%

↔ 96%
in 2018



satisfied with participation
opportunities

95%

↔ 95%
in 2018



satisfied with being kept
informed

94%

↔ 94%
in 2018



satisfied with the repairs
service

89%

↓ 94%
in 2018



satisfied with overall
service provided

88%

↓ 94%
in 2018



satisfied with the quality of
the home

93%

↓ 96%
in 2018



satisfied with Spire
View's contribution to the
management
of neighbourhood

92%

↓ 96%
in 2018



said rent was good value
for money

Key: 2018-2021 comparisons

↑ significant increase ↗ slight increase ↔ no change ↘ slight decrease ↓ significant decrease

Information and tenant participation



97%

preferred to use newsletters to obtain information about Spire View and its services.



91%

were aware of at least one tenant participation opportunity provided by the Association.



26%

would be interested in getting involved in the Association's decision making.

Contact with your landlord

93%

were satisfied with the quality of customer care when contacting a member of Spire View.

97%

said they find it easy to get to the Association's new offices if they need to get there.

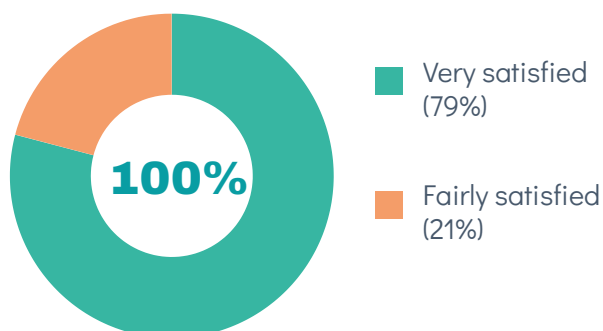
92%

were satisfied that Spire View treats them fairly.

COVID-19 crisis

During the Pandemic, the Association have supported, funded or directly provided a number of support services. All who received support were either very or fairly satisfied.

Satisfaction with support or advice received during the pandemic



Tenant priorities

From a list of landlord activities and services, tenants were asked to state their top three priorities. The top three were identified as being:

1

Providing an effective repairs service (88%)

2

Modernising tenants homes to keep them a reasonable standard (74%)

3

Keeping rents and charges affordable (49%)

Thank you for taking part in the survey. If you have any questions regarding the tenant satisfaction survey please contact **Research Resource** on **0141 641 6410**

Royston Road Mural

Look at the fantastic mural we now have on Royston Road.

You may have seen the Glasgow Evening Times Article on 5th August 2021,^s but if you didn't here's an extract from the article which explains the background to the piece of art and the meaning that lies behind it:

"The artwork, brought by Scotland's own Banksy, the Rebel Bear, can be spotted on Royston Road.

It depicts the creative heart of Glaswegians who have a vision for a future that they determine for themselves.

Images of city buildings that are owned and run by local communities can be admired while children are painted on top of bins, creating a new world for themselves.

The Rebel Bear worked with Community Land Scotland and Copperworks Housing Association to co-create the colourful artwork.

Hub Manager Carey Doyle said:

"There is a lot of interest in community ownership in Glasgow, building on the long history of community activism here. With the changes of land reform, communities are buying land and buildings held by all sorts of different landowners. We've helped more than 40 groups with community ownership since we launched earlier this year and more than three-quarters of those are interested in



land held privately. Communities are leading on the changes they want and delivering these benefits long term through ownership. We wanted to celebrate the increase in urban community buyouts by creating a piece of art which adds to the beautiful city of Glasgow.

In the mural, you can see Roystonhill Community Hub - known locally as 'The Hub on the Hill' - which is owned by Copperworks' neighbours and partners Spire View Housing Association.

The Community Hub is located next to Roystonhill Spire, a landmark on the Glasgow skyline, is a landmark historic building that is supported and maintained for the community by Rosemount Development Trust.

Further along Roystonhill lies the Millburn Triangle Site, now known as The Park on the Hill. This large area of derelict land was a blight on the local community for many years until Copperworks took the lead to purchase it and bring it back into community ownership."

We are firmly of the view that this piece of art depicts the positive improvements that have been made across the community.

This is just the beginning though and Copperworks are also working with colleagues at Rosemount Development Trust with a view to developing further mural/artwork ideas on the wall which will enhance the identity of the Royston community.

Gadshill Street Refurbishment Works

Our neighbours at Copperworks are rolling on with the refurbishment works to their properties in Gadshill Street.

The works being undertaken involve external render repairs to the rear of the building; various stonework and other repairs to the front elevation; roof work and potentially internal insulation to the closes.

Originally, these works were estimated to be complete by September 2021. However, some additional issues have come to light as works have progressed. This has resulted in additional works being required to ensure the future sustainability of the building and as such, the estimated completion date has been revised to March 2022.

Scaffolding will therefore remain in place until works are completed.

Meantime, if you have any questions, please contact us at the office and we will put forward queries on your behalf.



Spire View Housing Association

Annual Report 2020-2021
Landlord Report 2021

Chairperson's Report



It gives me great pleasure to present Spire View Housing Association's 2020/2021 Annual Report.

I am very proud of the tremendous amount that the Association has achieved since it was established in 1989 and despite facing tremendous difficulties this year due to COVID-19.



I am pleased to say that this past year has been another year of great success. It is important to us to deliver the services that our tenants tell us are most important to them and we continue to work in partnership with our community to ensure that we do this.

Our sector is continually changing and this brings new challenges every year. The Association remains committed to organisational excellence and we pride ourselves in being prepared to encounter change and deal with this effectively. As we have said in previous years, close partnership working with a variety of committed professional organisations is fundamental to achieving our aims. The 'Community and Partnership News' section of this report recognises many of these organisations. However, there are a number of other partners who offer support and assistance, allowing the Association to deliver ambitious and creative initiatives for the enhancement of Royston. These organisations include North Glasgow Community Food Initiative, local schools, Greater Easterhouse Money Advice Project (GEMAP), The Simon Community, Rosemount Lifelong Learning, Royston Youth Action and Rosemount Development Trust. We genuinely value these partnerships tremendously.

Through positive partnerships along with sheer hard work and determination, we have accomplished everything we set out to do this past year.

I am delighted to report that our new build development is nearing completion and we hope to allocate these properties in the coming months.

During the year, and in consultation with our customers, we updated a range of policies and procedures including our Equality & Diversity Policy, Value for Money Policy and Rent Policy to name just a few. Furthermore, we once again published and distributed our Landlord Report Card. This document provides valuable information for our tenants and we will continue to issue this each year. We also concluded a comprehensive review of our rent charges to ensure we continue to charge affordable, comparable rents, which allow also the Association to remain financially sustainable.

During 2020/2021, Scotland and the UK as a whole was placed in 'lockdown' as a result of the COVID-19 global pandemic. The Association was instrumental in the formation of the Royston Covid Response Group and the response delivered in the local community. I am exceptionally proud of the part we played in this partnership and the support delivered to our local community.

We have come a long way in 32 years but we have never forgotten our roots and priorities. We place tenants at the centre of our decision making processes and strive to continuously improve the standard and quality of our services.

I would like to sincerely thank my colleagues on the Management Committee some of whom have given many years of service, giving up their time to provide unconditional support. I would also like to take this opportunity to thank the team at Spire View who continue to ensure that the Association performs to the highest standards and that tenants receive the best possible service.

Charlie Lunn Chairperson

Housing Management



Allocations and Voids

During 2020/21, we continued our close working relationship with Copperworks Housing Association and we hope that by using our joint housing application form and literature, the process of applying for housing is simpler for applicants.

Demand for our properties remains high and at 31st March 2021 we had healthy waiting lists with a total of 197 applicants.

We allocated 40 properties during 2020/21, 25 of which were allocated to applicants on our waiting list. A further 12 properties were let to applicants on our internal transfer list and 3 properties were let to homeless referrals.

The 40 properties allocated varied in size and can be broken down as follows:



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



Estate Management

It is very important to the residents and staff of the Association to keep our environment clean and tidy and to a very high standard. We all work together to ensure this happens and staff actively encourage residents to take pride in their environment, particularly their gardens by carrying out regular inspections and rewarding tenants for all their hard work and effort with prizes in our annual garden competition.

In previous years regular clean up campaigns with tenants, local schools and Glasgow City Council (Neighbourhoods and Sustainability) to clear out litter and debris from all grassed areas and common paths etc. This was not possible in 2020 /2021 due to Covid, however, we plan to organise such events again in the near future.

We are delighted to work alongside partner agencies such as, Glasgow City Council (Neighbourhoods and Sustainability) Police Scotland, local councillors and MSPs to help to keep our community environment a place for people to be proud to live in.

Following our full comprehensive review of our approach to estate management in consultation with the local community we implemented a close cleaning and grass cutting service in 2020/2021. This has been a success for both our tenants and the Association.

Anti-Social Behaviour

The Association continues to operate a zero tolerance approach to anti-social behaviour. A robust policy is in place that allows us to continue to work with our partnering agencies to provide effective and efficient solutions to anti-social behaviour issues that arise.

In 2020/21 we received a total of 62 Anti-Social Behaviour complaints. We were able to resolve 31 of these through 'management actions', for example advice, mediation etc. A further 21 were resolved through serving breach of tenancy letters and 4 received a notice of proceedings. We believe this is a positive reflection of the trusting and open relationship that our housing management staff enjoy with our tenants.

Rent and Arrears

The Association continued to enjoy an extremely positive relationship with Glasgow City Council Housing Benefit Department over the past year and this was reflected in the low level of technical arrears (**0.50%**) recorded at 31st March 2021. The level of non-technical arrears at 31st March 2021 was **1.64%**.

The percentage of tenants claiming housing benefit remained low and at 31st March 2021, **33.3%** of tenants were in receipt of housing benefit, **29%** full and **4%** partial Housing Benefit. We also had **20.1%** of tenants in receipt of Universal Credit. Once again, we were very busy collecting more cash from tenants than in previous years and still managed to keep arrears very low.



Repairs, Maintenance & Impro

Day to Day Repairs

The Association believes that our tenants deserve the highest level of service for repairs and this is reflected in the stringent timescales that we set for ourselves.

We are delighted with how we have performed against our targets especially given the difficult year we have all experienced.

We realise that, due to COVID restrictions, it was difficult at times to provide the standard of service that we pride ourselves on and that tenants have come to expect. However, the table below demonstrates that we continued to strive to provide the best service possible and this is reflected in the fact that tenant satisfaction with the overall repairs service remains high.

Performance 2020/21

Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	337	4 hours	2.14 hours
Non-Emergencies			
Urgent	65	1 working day	1 day
Routine	1,237	5 working days	2.2 days
Right to Repair 1	9	1 working day	1 day
Specialist	41	30 working days	9.9 days
On Order	45	20 working days	8.7 days
Totals	1,397		2.6 days

Gas Safety Checks

The Association is required to ensure that all properties with gas installations receive an annual service/safety check each year (and within the 12 month period following the last check). We are disappointed to have to report that during 2020/2021, we recorded 31 failures in this legal duty. However, these failures occurred due to situations out-with our control. Initially, when the first COVID lockdown began, our Contractor ceased to provide the service whilst seeking clarification on whether they could continue under the restrictions. In addition, many tenants were reluctant to provide access. However, I am glad to say that once assurances had been given, we were able to proceed with all necessary precautions in place and as at 31st March 2021, all properties had a current safety certificate in place.



Right First Time



All Registered Social Landlords are required to report on the number of reactive repairs that were deemed as completed "Right First Time". During 2020/21, 1374 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1365 of these were completed 'right first time' giving an overall performance rate of 99.34%.

Stage 3 Medical Adaptation

Each year we receive requests from occupational therapists, nurses, doctors etc. for medical adaptations on behalf of our tenants to allow them to continue to live as independent lives as possible. During 2020/21, we managed to secure £57,675 to carry out the following medical adaptations:

- 1 x Overbath Shower
- 12 x Level Access Showers
- 1 x Internal handrail
- 1 x External handrail
- 3 x Wet floor shower rooms
- 1 x External driveway modification
- 1 x WC adaptation
- 1 x Bath replacement

Surveys were issued to all tenants who received an adaptation to gauge their satisfaction with the processes involved and the way in which works were conducted and completed.

The results are listed below:

How satisfied were you with:	Very Satisfied
Helpfulness of Association staff	100%
Appointment system	100%
Length of time taken	100%
Attitude of Tradesmen	100%
Quality of Work	100%
Level of Disturbance	100%
Extent to which work met needs	100%



Cyclical and Planned Works

Since the Association was created, we have been committed to improving existing properties and enhancing the stock with new build projects.

We have a comprehensive planned maintenance programme in place to ensure that the properties are maintained to the highest standard.

Unfortunately, the COVID restrictions placed on the type of repair works that could be carried out during financial year 2020/21, impacted upon The Association's ability to deliver our planned investment programme for the year. As a result, no planned maintenance works were progressed in 2020/21. We appreciate this was disappointing for tenants, but we will carry these works forward into the next financial year and look forward to being able to deliver these replacements as soon as we are permitted to do so.

The revised investment plan as a result of this is detailed below:

Planned Investment Works April 2021 - March 2022	Total Anticipated Spend	Locations
Kitchen Replacements (including Extract Fans)	£228,750.00	121-185 Roystonhill; 112-140 Rhymer St, 42 Tharsis St & Roystonhill Place
Boiler Replacements	£137,500.00	
Kitchen Replacements (including Extract Fans)	£71,250.00	223-257 Roystonhill
Boiler Replacements	£55,000.00	
Smoke Detector upgrades	£63,600.00	All properties
Partial Render Repair/Replacement & Window Replacement	£946,700.00	73-85 James Nisbet Street
Total Planned Investment	£1,502,800.00	

In addition to Planned Maintenance, The Association also has a cyclical works programme in place which includes services such as gas servicing and maintenance, grounds maintenance/ grass cutting and close cleaning.

As with other services, our ability to provide this full service at times was impacted upon by COVID. However, we made every effort to ensure that services were continued wherever possible.

The costs for our Cyclical Maintenance programme for 2020/2021 are given below:



Gas servicing and maintenance

£54,007.40



Grounds maintenance and grass cutting

£46,378.00



Close Cleaning

£20,128.76





Other Maintenance News:

Tenant Satisfaction with Repairs Survey Results 2020/2021

Each month we contact a percentage of our tenants to assess how satisfied they are with our repairs service. We aim to survey a minimum of 10% of all repairs to ascertain if contractors and Spire View staff are providing the best possible repairs service.

We surveyed 197 tenants who had repairs carried out during 2020/21 and asked overall how satisfied were they with the repairs service provided by the Association. We were delighted to note that all of those surveyed were very satisfied with the overall repairs service provided.

Development

Just as we were beginning to see some real progress on site, we were plunged into lockdown and unfortunately the site had to close down. We were delighted when restrictions on construction sites were lifted in June 2020 and our Contractor was able to return to progress works. Since then, works have been going well and we are anticipating overall completion by October 2021.



Our Spire View Team for 2019/2020

Committee Members

Charlie Lunn	<i>Chairperson</i>
Alan Brown	<i>Vice Chairperson</i>
Clare O'Donnell	<i>Secretary</i>
Lynda Mulholland	<i>Treasurer</i>
Allan Stewart	<i>Committee Member</i>
Caitlin Heaney	<i>Committee Member</i>
Ross Love	<i>Committee Member</i>
Mark Shannon	<i>Committee Member</i>
Rachel Cooper	<i>Committee Member</i>
Andy White	<i>Committee Member</i>
Andrew Wilkie	<i>Committee Member</i>
Susan Costly	<i>Committee Member (resigned 29/03/21)</i>

Staff Members

Fiona Murphy	<i>Director</i>
Margaret Brownlie	<i>Depute Director</i>
Donna Richardson	<i>Housing Manager</i>
Lesley Burrows	<i>Housing Officer (part time)</i>
Margaret Clowes	<i>Housing Officer (part time)</i>
Adele McGarth	<i>Housing Officer</i>
Stephen Hughes	<i>Housing Assistant</i>
Jacqueline Paterson	<i>Maintenance Officer</i>
Paul Rocks	<i>Maintenance Officer</i>
Mary Dunsmore	<i>Maintenance Admin Assistant</i>
Gillian Spence	<i>Corporate Governance Officer</i>
Alistair MacPhee	<i>Finance Assistant</i>
Roddy Forrest	<i>Corporate Services Assistant</i>
Angela Fraser	<i>Volunteer Co-ordinator</i>
Catriona Donald	<i>Volunteer Assistant</i>
Fiona McLean	<i>Digital Engagement Officer</i>

Consultants

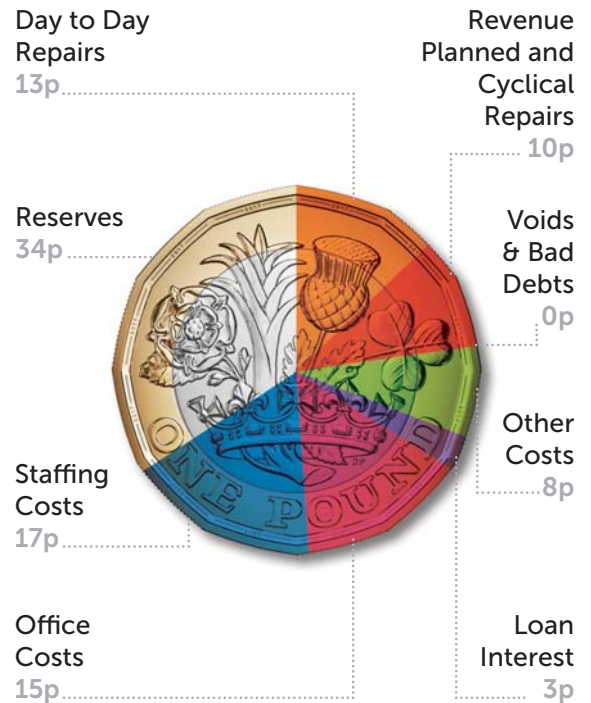
AC Davidson & Co	<i>Finance Agent</i>
French Duncan	<i>Auditors</i>
TC Young & Son / BTO	<i>Solicitors</i>
Maureen McGowan	<i>Financial Capability Officer</i>
Geraldine Burgess	<i>Tenancy Support Officer</i>
Patrick Hannon	<i>Money Advisor</i>
Frank Devaney	<i>Money Advisor</i>



Statement of Comprehensive Income for the Year Ended 31 March 2021

Per Annual Accounts		
Turnover	2,599,874	Mostly Rental Income some sundry items
Less Operating Costs	(2,004,375)	Cost of Management and Maintenance of our properties
Operating Surplus/(Deficit)	595,499	
Loss on Disposal of Housing	(3,436)	Technical loss on Component Replacement
Add Interest Receivable	7,029	Interest earned from money invested
Less Interest Payable	(37,783)	Interest paid on the loans taken out to finance the properties
Other Finance Charges	(3,000)	
Surplus/(Deficit) for the Year	558,309	Amount remaining after all expenses have been met
Pensions Deficit Remeasurement	(435,000)	Pension Adjustment
Total Comprehensive Income	123,309	
Reserves brought forward	9669,350	Last year's balance brought forward
Reserves carried forward	£9,792,6590	Total Revenue Reserves at the year end

How every pound is spent...



Statement of Financial position as at 31st March 2021

Tangible Fixed Assets		
Housing Properties Less Depreciation	12,056,858	Net Book Value of all our housing stock (after Depreciation)
Other Fixed Assets	2,483,204	The office, office furniture & equipment & CCTV system and Community Hub Costs
Total Fixed Assets	14,540,062	
Current Assets		
Debtors	323,543	Money owed to us
Cash at bank and in hand	3,450,268	Money in bank
Total Current Assets	3,773,811	
Current Liabilities		
Creditors due within one year	(1,115,769)	Money we owe in the near future
Net Current Assets	2,658,042	Current Assets less Current Liabilities
Total Assets Less Current Liabilities	17,198,104	
Creditors due after more than one year	(2,810,286)	The loans taken out to finance the newbuild, refurbished properties and Pension Deficit
Pension defined benefit liability	(355,000)	
Deferred Capital Grant / Grant for Community Hub and other social housing grant	(4,239,974)	
Net Assets	£9,792,844	Net Value of Spire View Housing Association
Capital and Reserves		
Share Capital	185	This is the sum of the £1 membership fee
Revenue Reserves	9,792,659	Money built up from remaining surpluses
Total Capital and Reserves	£9,792,844	Net Funds of Spire View Housing Association

Community News and Partners

We value our partnership work with various agencies tremendously and recognise that this helps us to achieve many of our objectives at Spire View. Detailed below is just some of what we achieved in 2020/2021.

Roystonhill Community Hub (Hub on the Hill)



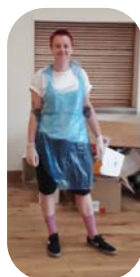
Roystonhill Community Hub
The Hub on the Hill

This new community facility has quickly become a hub of activity for local groups offering activities including Kickboxing, Karate, The Hub on the Hill Café, , Bingo, Youth Drama, Dance, Keep Fit, Health and Wellbeing, 50+ Lunch Club and Digital Skills Classes. Other services on offer include Tenancy Support, Money Advice and Financial Capability.

The Hub project would not have been possible without the funding support received from the Scottish

Government's Regeneration Capital Grant Fund (£575,000), Big Lottery Fund (£1,183,848), The Clothworkers Foundation (£85,000), Copperworks Housing Association (£60,000), Glasgow Housing Association (£5,000), Area Partnership (£5,000), Hugh Fraser (£10,000) and Rosemount Development Trust (£10,000). Making a success of the Hub has not been without challenge, including the introduction of the restrictions associated with the Coronavirus pandemic. As activities were

suspended, a very swift change of direction was required and the Roystonhill Community Hub became a focal point from which support was offered to the entire Royston Community. Thanks to additional funding support of £63,040 from The National Lottery Communities Fund, the Association was able to lead and support the Royston Covid Response ensuring delivery of thousands of food parcels and hot meals to vulnerable residents across Royston and beyond.



Funders:





Aspire Digital Space

Working in partnership with Power Up through the Good Things Foundation and with funding from JP Morgan, the Association was awarded over £75,000 funding to deliver digital skills workshops in the local community from November 2019 until June 2021.

The project aims to provide digital learning within the Roystonhill Community Hub, to enhance digital provision. Delivery includes a digital learning programme to enable local community members to get online, improve their digital skills and confidence, access economic benefits and improve employability through peer mentoring, upskilling of staff and local advisory group to embed the project within the locality.

The Aspire Digital Space project is being delivered in partnership with Rosemount Lifelong Learning who provide Digital Engagement Officer services and Access Technology Scotland who deliver classes each week.

Good progress was made in the early stages of the project during 2019/2020 and whilst Coronavirus restrictions have impacted on delivery, the pandemic has emphasised the importance of digital engagement within our community.

Financial Capability and Tenancy Support Services

During the year working in partnership with 4 other RSL's, we received funding of £26,000 to allow us to continue to provide a Financial Capability Officer (Maureen McGowan) and a Tenancy Support Officer (Geraldine Burgess). These services are very well used and provide excellent outcomes for our customers.

Money Advice Service

Throughout the year we continued to offer a free Money Advice service to our tenants and the local community, working in partnership with Greater Easterhouse Money Advice Project. This service is available from the Roystonhill Community Hub 3 days per week and is very much in demand. This has resulted in some great outcomes for our tenants and residents.

Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2020/2021 we donated £700.00 to worthy causes including CHAS, Ashfield's 2009's Football Club, Shelter and Positive Action in housing to name just a few.

Other news... Complaints Handling

During 2020/2021 we received a total of 23 complaints, 20 of which were resolved at stage 1. We had 2 cases that escalated to stage 2 as we required more information and had to investigate the matter further.

All complaints were resolved within the appropriate timescale and 74% of complainants were very / fairly satisfied with the outcome of the complaint. The remaining 26% of complainants indicated that they were neither satisfied nor dissatisfied with the outcome of the complaint.

In relation to how the complaints were handled, 74% of complainants were satisfied with the way the complaint was handled and 26% (6 complainants) were neither satisfied nor dissatisfied.

We will continue to publish statistics relating to complaints received and what action has been necessary to resolve them in our quarterly newsletter, and future annual reports.

Website / Social Media

We continued to take full advantage of advances in technology and regularly use Facebook, Twitter and Snapchat to communicate with our tenants and other customers. We continue to frequently update our website and Social Media sites. This contains local news, community events, photos and much more.

Our Partners:



Scottish Government
Riaghaltas na h-Alba
gov.scot



J.P.Morgan



Good Things
Foundation



Spire View publishes 8th Landlord Report Card



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



Scottish Housing
Regulator



Scottish Government
Riaghaltas na h-Alba
gov.scot

In August each year (November in 2020 due to COVID-19) the Scottish Housing Regulator publishes the 'Landlord Report' detailing each landlord's reported Charter performance. You can view our report, and those of all other RSL's at www.scottishhousingregulator.gov.uk.

This website also allows you to compare our performance with other landlords. Spire View is required to report performance in achieving our progressing towards the Charter outcomes and standards to our tenants and service users who use our services. This is the purpose of this report card, which we publish each year.

In 2020, as part of our Tenant Participation Strategy Review, we asked our tenants some specific questions in relation to how they wished to be involved in the scrutiny of our performance (if at all). Of those responding, 10% said they were interested in getting involved in measuring our performance. This is something we already do by inviting tenants to assist in the design and completion of Tenant Satisfaction Surveys. Furthermore, the most popular method of reporting Spire View's performance is through our quarterly newsletters which 86% of respondents favoured. We listened to what our tenants told us and have produced this report card in direct response to tenant requests and preferences.

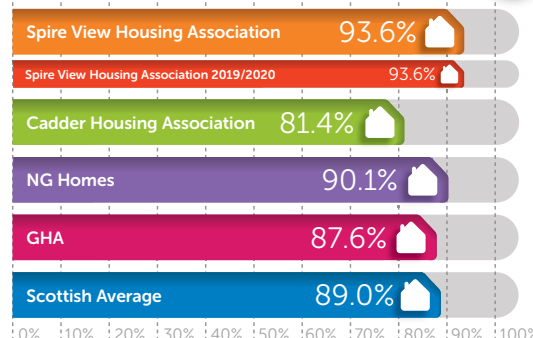
As well as providing you with information on our performance, we have also provided the results for a number of other organisations to allow you to draw comparisons and better judge our performance. We believe we have chosen a good cross-section of organisations that many tenants will be familiar with;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



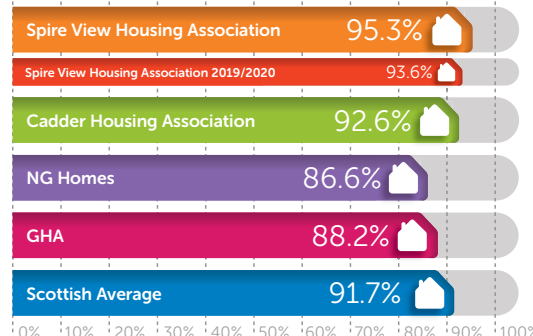
House Size	Spire View HA	Cadder HA	NG Homes	GHA	Scottish Average
2 apt	£59.88	£82.91	£82.22	£81.95	£79.48
3 apt	£66.92	£89.03	£89.29	£87.41	£82.60
4 apt	£78.99	£102.29	£98.69	£102.20	£89.81
5 apt	£80.13	£115.96	£109.38	£112.01	£99.97

Tenant Satisfaction...

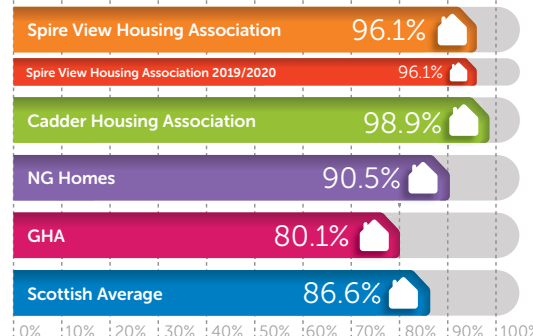
Percentage of tenants satisfied with the overall service provided



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

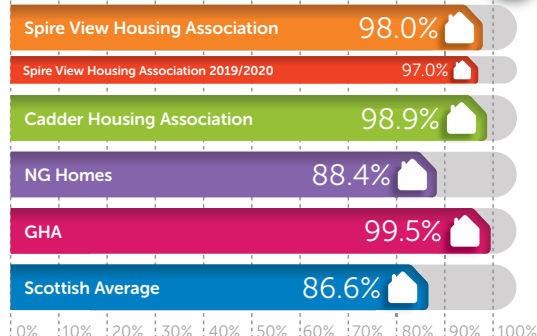


Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making

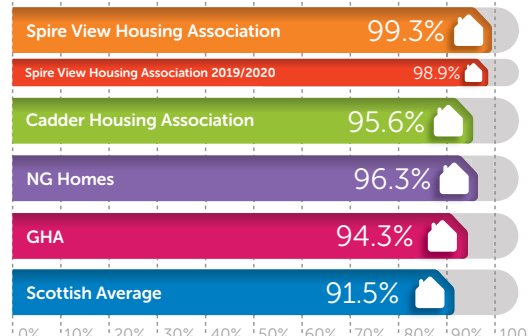


Quality and Maintenance of Homes...

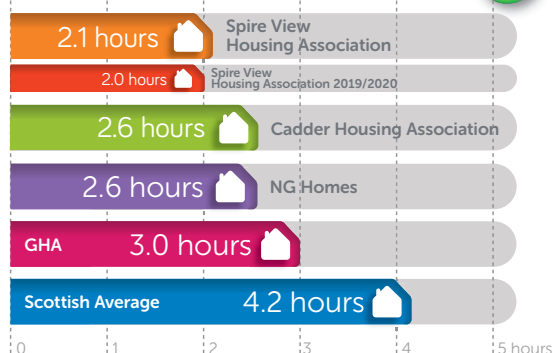
Percentage of homes meeting the Scottish Housing Quality Standard



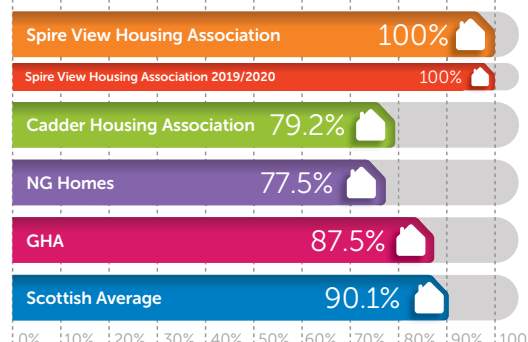
Percentage of reactive repairs carried out in the last year completed right first time



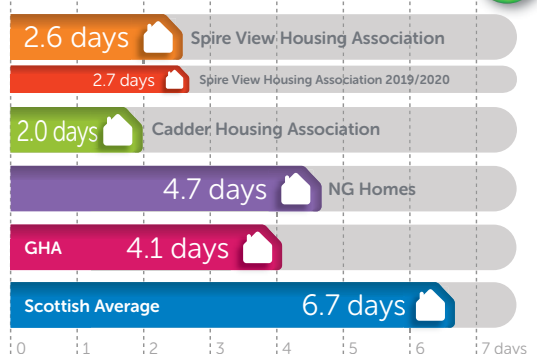
Average number of hours taken to complete emergency repairs



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

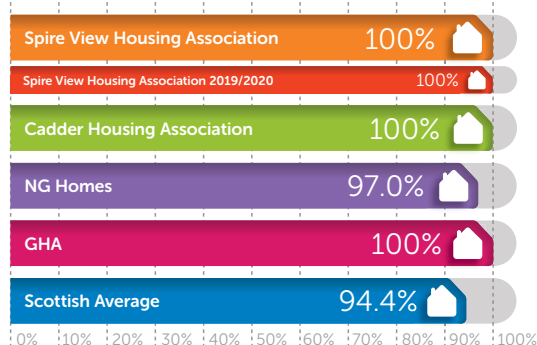


Average number of days taken to complete non-emergency repairs



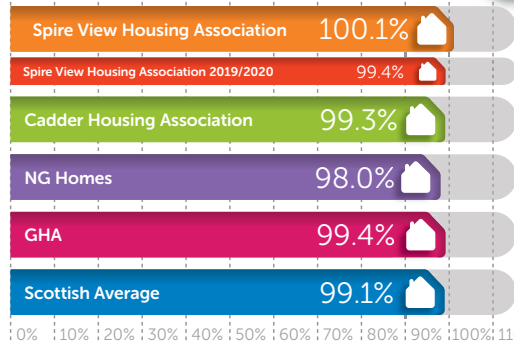
Neighbourhoods...

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

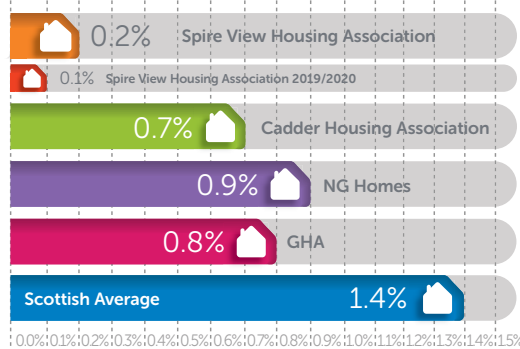


Value for money...

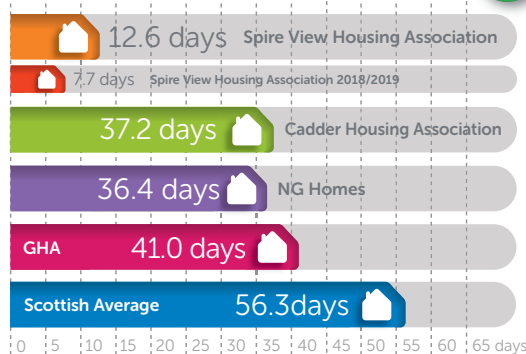
Percentage of total rent due collected in the previous year



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



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



As you can see, we are exceeding the Scottish average performance in every category (where available).

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

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

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

Bulk Uplifts

Following on from our last newsletter we have been working hard to try to introduce a service for bulk uplifts given that Glasgow City Council are no longer providing this service free of charge.

As we aim to provide an excellent service within our community and take pride in having the estate look at its best, the Association has arranged a bulk up lift every Monday. **PLEASE ASSIST BY PUTTING YOUR ITEMS OUT FOR COLLECTION ON A SUNDAY EVENING.**

We are extremely pleased that we have been able to appoint a new Contractor for this and we have been delighted with the quality of service so far. We hope you will agree with us that the estate is certainly looking a lot tidier as a result.

You also have the option, if you have a car, to dispose of bulk at your local Recycling Centres at Dawsholm and/or Queenslie. These centres allow access to all residential vehicles below 1.8metres in height and they are open from 8am to 6pm, with last entry at 5.45pm.

Let's work together and keep our streets clean and tidy!



Heat Wise – Gas and Electric Funding

Spire View and Copperworks were recently successful in securing some funding to assist our tenants with help with fuel costs. We are delighted to be working in partnership with Heat Wise who are assisting us with the processing of the applications and payments, and they can also provide free fuel advice and assistance.

Many of our tenants have already been successful and grants have been awarded. Up to £49.00 may be credited on your meters for your gas and the same for your electricity. If you pay your bills by direct debit, then Heat Wise will liaise with your fuel provider and arrange for the funds to be paid direct to them.

If you wish to apply for this grant please contact your housing officer, contact details can be found on the back page, or contact the office on **0141 552 7928** and we will take a few details and pass these to Heat Wise who will contact you direct.

Repairs Satisfaction

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

We are currently carrying out surveys by post. So, if you have had a repair carried out recently keep an eye on your mail. Alternatively, you can call Mary Dunsmore, Maintenance Assistant on 0141 559 6770 to participate in our monthly survey.

The feedback we receive is greatly appreciated as it allows us to monitor both 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 of those who complete a survey are entered into the monthly prize draw.

You have to be in it to win it though, so remember to fill out the surveys and return them to the office.

Our winner for July was **Caroline McKearney** and for August it was **Walter McFarlane**. Congratulations!



Complaints

The Association values feedback from our customers, both positive and negative. Customer feedback helps ensure that we are meeting the needs of our tenants and other customers.

We recognise that from time to time things can go wrong and customers may wish to complain about our service. If you are unhappy about any aspect of our service please get in touch with a member of staff who would be happy to assist. During April – June 2021 we received the following feedback:

What you said...

'I'm not happy that my repair appointment was cancelled by the Contractor'

What we did...

Staff carried out investigation on the failed appointment and noted that sourcing materials was an issue for the Contractor however staff liaised with all parties until the repair was carried out at a convenient time for the tenant. Staff learned the importance of good communication and providing up to date accurate information when making appointments.

What you said...

'Your Contractor damaged my property while carrying out works'

What we did...

Staff investigated this matter with both the Contractor and the tenant and agreed that the Contractors insurers should be claimed on this occasion. Staff supported the tenant to carry out this claim.

Staff learned the importance of seeking external support when faced with complicated matter such as these by asking insurers to carry out a full investigation.

Number of complaints	1st Stage	2nd Stage
Total number of complaints received in the reporting year	10	2
Number of complaints carried forward from the previous reporting year	1	1
Total	11	3
Number of complaints responded to in full by the landlord	11	2
	100%	66.7%
Total number of days taken to respond in full to complaints	28	70
	3 days	35 days



MENS GROUP

FRIDAY 1230 - 230PM


102 Royston Road

Come along and meet other men in the community, take part in activities and learn new skills. All ages welcome - Refreshments provided

For more info - christinet@rosemount.ac.uk 07546126244



Learning & Event Space 102 Royston Road • Glasgow G21 2NU 0141 553 0808
Nursery 221 Millburn Street • Glasgow G21 2HL 0141 552 3090
www.rosemount.ac.uk Charity No: SC 028909 • Company No: SC 190521



WHATS ON AT

MONDAY
After School Club – P6/7 3pm – 4.30pm

TUESDAY
Tots & Carers 10.30am – 11.30am
After School Club P4/5 3pm – 4.30pm
Wee Youty Primary P6/7 5pm – 6pm

WEDNESDAY
Little Rainbows Club P1/2 3.30pm- 4.30pm
P3 5pm - 6pm

THURSDAY
Funky Thursday Club P4/5 3pm – 4.30pm

FRIDAY
Girls Health Group P5/6 & 7 3.15pm - 4.15pm
Youthy Garden Disco P1/2/3 and under 4.30pm - 5.30pm
P4/5/6 & 7 5.30pm – 6.30pm

SATURDAY
Big Adventure Club P6&7 All Day

Clubs include a snack
For more info call 0141 572 0984 or
Pop in and see the Children's Work Team!

Roystonhill Community Hub



Volunteer Event

We are delighted to report that now Covid-19 restrictions have officially been lifted, things at Roystonhill Community Hub are finally back at full swing.

After a long 18 months we were very excited to finally get the chance to thank all of our amazing volunteers and digital participants by holding a fantastic event on Saturday 21st of August just to say thanks.

The volunteers and digital participants received a lovely fish tea, courtesy of The Hub on the Hill Café, before receiving a wonderful performance from two local musicians. Heather Donald (18) and Eilidh Donald (15) who both gave a fantastic performance for the awardees.

At the end of the event, everyone was presented with a lovely certificate of thanks for all of their hard work.

We would like to thank the following people who helped to make this event a huge success, LBS Design & Wedding Planners, Hub on the Hill Café and Power Up.



WHAT'S ON

AT ROYSTONHILL
COMMUNITY HUB



MON

2:00pm - 4:00pm Digital Skills Class
2:00pm - 5:00pm Royston Community Pantry
4:00pm - 5:00pm Kickboxing with Kieran
5:00pm - 9:00pm MM Dance
7:00pm - 9:00pm Karate

TUE

10:00am - 4:00pm Hub on The Hill Café
1:00pm - 4:30pm Crafts Class
4:00pm - 5:00pm Kickboxing with Kieran
5:30pm - 7:30pm Dance generation

WED

11:00am - 4:00pm Hub on The Hill Café
10:30am - 12:00pm Mindfulness Meditation Class
1:30pm - 4:30pm Literacy and Numeracy Support
5:00pm - 9:00pm MM Dance
6:00pm - 7:00pm Karate

THU

10:00am - 3:00pm Young at heart
10:00am - 12:00pm Digital Drop-in
10:00am - 2:00pm People Plus (Employment Advice)
10:00am - 4:00pm Hub on The Hill Café
11:00am - 12:00pm Resistance Fitness
1:00pm - 4:00pm Royston Community Pantry
5:45pm - 8:45pm Dance Energy

FRI

9:30am - 12:30pm Mental Wellbeing with Andrew McCann
10:00am - 01:00pm Royston Community Pantry
5:00pm - 6:00pm Kids Karate
6:30pm - 8:30pm Bingo
10:00am - 4:00pm Hub on The Hill Café

SAT

10:00am - 4:00pm Hub on The Hill Café

SUN

10:00am - 4:00pm Hub on The Hill Café

Personal Safety Course

Following on from the volunteer event, just a week later we hosted a Personal Safety class for local women, run by the Scottish Centre for Personal Safety.

We had 18 women from the area come along and learn all about how to keep themselves and others safe, as well as picking up some brilliant self-defence moves and tips.

This is something we would absolutely love to run again, so if you are interested please give us a call on 0141 212 7386 to show your interest and let us know your availability.

Visit us
Roystonhill Community Hub
174 Roystonhill, G21 2LG

Contact us
Call us on 0141 212 7386
Email volunteer@spireview.org.uk

People Plus

We have also started working with PeoplePlus Scotland at the Roystonhill Community Hub. In their own words:

"Employability is at the heart of everything we do at PeoplePlus. We are the consistent top performer in supporting government programmes providing back-to-work education and support services for the unemployed."

They run their employability programme, Fair Start Scotland at The Hub every Thursday from 10am until 2pm, they offer a tailored course which matches your skills, wants and needs with different training and employment positions. If you are interested and would like to find out more come up to The Hub on Thursdays to meet Tracy Bain who an Engagement Key Worker and can help you get into employment.



Resistance Fitness

Due to COVID-19 restrictions being lifted by the Scottish Government we have been able to take in a number of new groups and lets and we now have a new fitness class 'Resistance Fitness' being held here every Thursday from 11am until 12pm. Contact us for more details if you are interested.

RESISTANCE FITNESS

EVERY THURSDAY 11AM - 12PM

£5 PER CLASS

GET FIT AND HAVE FUN

BENEFITS OF RESISTANCE BANDS:
Focus your control
Works your muscles
Great alternative to machines
Lightweight

Roystonhill Community Hub
174 Roystonhill, G21 2LG
07482416153

Royston Community Pantry/ North Glasgow Community Food Initiative



Community Meals is now officially back at The Hub every Monday from 11.45am until 1pm. Get a delicious three course meal and don't worry about money, you can pay how you feel. This is a fantastic service provided by North Glasgow Community Food Initiative. If you would like to find out more please give them a call on 0141 552 4011 or email roystonfoodhub@ngcfi.org.uk

Improve your mental wellbeing



If you struggle with overthinking and relaxing after a long week then come to The Hub and meet Andrew who can teach you all the tools you need to improve your mental wellbeing and health.

Learn relaxation techniques and get loads of free resources for free that will help you manage your worries and stress.

You could learn:

- Breathing Exercises
- Coping Mechanisms
- Dealing with Overthinking
- Switching Off

Held every Friday from 9.30am until 12.30pm to book yourself in or find out more give us a call on 0141 212 7386, alternatively you can email us at volunteer@spireview.org.uk or volunteerassist@spireview.org.uk
You can also give us a message on our Facebook page.



Rosemount Lifelong Learning Literacy and Numeracy

Roystonhill Community Hub is now host to a literacy and numeracy service which is run by Rosemount Lifelong Learning. Every Wednesday from 1.30pm until 4.30pm, Lorraine from RLL is based at The Hub to give you any support with your literacy and numeracy skills. If you would like to find out more you can call Lorraine on 07984 539448 or email LorraineS@rosemount.ac.uk

Digital Engagement – classes and Connecting Scotland

We continue to run our Digital Skills classes every Monday from 2pm until 4pm and every Thursday from 10am until 12pm. If you or someone you know struggles with their digital skills, whether it be setting up an email account, using services like paypal or online shopping, come up to The Hub and meet our Digital Engagement Officer Fiona Mclean, who can help.

We have also recently gained 15 new devices from Connecting Scotland. If you are trying to get back into employment or education and could use a new device please get in touch on 0141 212 7386 and we can get you access to a new Chromebook.

Digital Engagement – college course with SQA qualification

From the 1st of November 2021, we are going to be working with New College Lanarkshire to offer a digital skills course at SCQF Level 3. This will run once a week for around 12 weeks and participants will have access to all Microsoft programmes and support from the college, before gaining an SQA Qualification at the end. If you are interested in the course and/ or want to find out more please give us a call on 0141 212 7386 or you can email our Digital Engagement Officer on digital@spireview.org.uk

Young @ Heart

Now that restrictions have been lifted, the Young at Heart club is back at full swing. The members took a day trip to Irvine where they all had an absolute blast and have now begun planning for their Christmas night out.

The Young at Heart group is now open to accepting new members. If you are over 50 and would like to meet some new people, then come up to The Hub on Thursday between 10am and 12pm to meet the Young at Heart club and find out how to join.



Money Advice/Financial Capability Advice

Our Money Advice and Financial Capability continue to support local people due to restrictions easing we are delighted to be able to offer face to face appointments once again in Roystonhill Community Hub.

Financial Capability Officer

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

Under the current restrictions Maureen can meet with you face to face however, if you would feel more comfortable with a phone appointment this can also be arranged.

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



Tenancy Support Officer

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

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






Money Advice Service

Roystonhill Community Hub is host to two Money advisors Frank Devaney and Matthew Horsley who can assist you with benefit enquiries. Currently our Money Advisors are meeting people face to face at the hub,


however if you would be more comfortable with a phone appointment this is something that can be arranged.

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.



 ROYSTON YOUTH ACTION
  @ryayouthproject
  @RYA_YOUTHCLUB

WHATS ON AT



 BUILDING FOR THE FUTURE

MONDAY
Outdoor Play sessions P7 & S1 plus 6pm-7pm Boys Health Group 6pm-7.30pm

TUESDAY
Homework Club/Study Group 3pm - 4pm Crafting Club P6/7 & S1 3.30pm - 4.30pm Primal Circuit Training 4.45pm - 6pm Cold Water Therapy Group P6+ 6.30pm - 7.30pm

WEDNESDAY
Boxing Club P7 & S1 plus 4.15pm - 5pm Girls Health Group 6.30pm-8pm Female Walk 'n' Talk Group S3 plus 6pm - 7pm

THURSDAY
Crafting Club S2 plus 5pm - 6pm Youthy Garden Boxing Club 5pm - 6pm Workshop Night 6.30pm to 8.30pm

FRIDAY
Inclusive and Equality Group 4.30pm to 5.30pm S1 plus Youth Club 6.30pm till 10pm Diversiory Football Sessions 6.30pm - 8.30pm

SATURDAY
Quality Time trips Acts of Kindness project activities Youth Forum Activities

1st Year Plus

For more info call 0141 572 0984 or pop in and see the youth work team!
One to one chats available at any time, we are always here for you.



Parents Autism Support Group

Parents will empower each other through education and support.

Share experience, vital information and offer reassurance to those caring for children with autism.

Campaign for better services.

Mondays 930 - 1130am
Starts 23rd August
102 Royston Road
Refreshments provided

Contact: roystonparentsautismgroup@gmail.com
Christine : 07546126244

Learning & Event Space 102 Royston Road • Glasgow G21 2NU 0141 553 0808
 Nursery 221 Millburn Street • Glasgow G21 2HL 0141 552 3090
 www.rosemount.ac.uk

Charity No: SC 028909 • Company No: SC 190621

Policy Review – have your say

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.

Rent Setting Policy - This policy outlines the association's aims, principles and framework on which our rent setting is based and how we will consult with our residents on these charges.

Equality and Diversity Policy – Equality and diversity is a broad term but it basically means promoting an environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all. This is not a new concept but as inequalities still exist in our modern world, we must continue to strive to tackle these issues.

The Association would like to target 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

Spire View brings you Social Media

Our social media pages are buzzing with activity and, if you haven't already done so, make sure you are following us on Facebook @SpireViewHousingAssociation and Twitter @SpireViewHA



We post everything from updates about our office hours and maintenance plans, to all of the events happening at The Hub and all of the wonderful things going on around our local community. Give our pages a like and a follow – there is nothing you will want to miss.

Our Money Advice and Financial Capability continue to support local people and due to restrictions easing we are delighted to be able to offer face to face appointments once again in the Roystonhill Community Hub.



Games page...

Complete our fun activities, then send your page into our office for the chance to win a £25 voucher prize! Closing date 12th November 2021.

Name:

Telephone:

Age:

Address:

Can you help the astronaut find his spaceship?



Animal Wordsearch

ANTELOPE • BUFFALO • CAMEL • COW • CROCODILE
ELEPHANT • GIRAFFE • GNU • HIPPOPOTAMUS •
HORSE • KANGAROO • LION • RHINOCEROS • SHEEP
TIGER • ZEBRA – Answers may run horizontally,
vertically or diagonally, and may even be backwards!

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

Can you Sudoku?

Everyone's doing them – all you have to do is fill in the grid so that each row, each column and each 3x3 box contains just one of each number from 1 to 9.

7	1				5			6
		9	2	6			3	4
		2	9			8		
5				4		6	2	
1			7		3			9
	8	3		5				7
		5			8	3		
4	3			7	2	9		
9			4				5	1

Spot 10 Differences!





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 Donna Richardson on **0141 552 7478** or email **donnarichardson@spireview.org.uk**

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 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 books delivered"

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



Staff Contact Details

Fiona Murphy Director
fionamurphy@spireview.org.uk 0141 559 5648

Margaret Brownlie Depute Director
margaretbrownlie@spireview.org.uk 0141 559 5643

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

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

Jacqueline Paterson Maintenance Officer
jacquelinepaterson@spireview.org.uk 0141 559 5640

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

Mary Dunsmore Maintenance/Admin Assistant
marydunsmore@spireview.org.uk 0141 559 6770

Lesley Burrows Housing Officer
lesleyburrows@spireview.org.uk 0141 559 5646

Margaret Clowes Housing Officer
margaretclowes@spireview.org.uk 0141 559 5645

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

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

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

Roddy Forrest Customer Services Assistant
roddyforrest@spireview.org.uk 0141 552 7928

Angela Fraser Volunteer Co-ordinator
Volunteer@spireview.org.uk 0141 212 7386

Catriona Donald Volunteer Assistant
Volunteerassist@spireview.org.uk 0141 212 7386

Fiona McLean Digital Engagement Officer
Digital@spireview.org.uk 0141 212 7386

Elaine Bannerman Corporate Service Assistant
elainebannerman@spireview.org.uk 0141 552 7928



CONTACT DETAILS

Tel 0141 552 7928

Fax 0141 552 0086

Email info@spireview.org.uk

Website www.spireview.org.uk

EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water 01294 468113

All Other Emergency Repairs 0800 595 595

