

The Newsletter for Residents of Spire View Housing Association

Issue 72 • Winter 2021

# The Spire View

We wish you a Merry Christmas!



## Christmas Gifts

In time honoured tradition, our staff have been out braving the weather to deliver a small Christmas gift to all of our tenants and owners aged 65 and older. 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.

## Forthcoming Holidays

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

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

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

Should you have a gas heating or hot water emergency during this holiday period, please contact

**Gas Sure** on **01294 468 113**. For all other emergencies please contact **City Building** on **0800 595 595**.

# Maintenance Update

## Kitchen & Boiler Replacements

We are delighted to report that our most recent phase of kitchen and boiler replacements is complete with the exception of a few minor outstanding issues.

The Association replaced 68 kitchens and 47 boilers as part of the recent programme in the following phases:

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

We hope that those tenants who have had installations completed are pleased with the end result and making good use of their new facilities and apologise for any disruption caused during the works.

Your co-operation in providing access and your patience was very much appreciated.



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



This contract is well underway with all window replacements now complete and as you will see from the photos below, the Contractor has commenced the process of removing the scaffolding from the blocks.

We hope you will agree that the difference in the blocks is amazing. The Contractor is on course to have all scaffolding removed before Christmas and we are sure that this will be welcome news for tenants who live there and we are confident that the works carried out will relieve the issues that tenants have been experiencing over recent times.

We would like to apologise for any inconvenience this causes and thank you for your continued patience and understanding whilst works were being carried out.



Following the scaffolding being dropped, the Contractor will be carrying out finishing works and a general tidy up of the area and is still aiming to be off site in January 2022.

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 continues 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.

# 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.

We are in the process of working through all properties

that currently require this 5 year check prior to the end of March 2022.

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.



# Gadshill Street Refurbishment Works

The works being progressed by our neighbours at Copperworks to the blocks in Gadshill Street are making good progress. This involves external render repairs to the rear of the building, various stonework and other repairs to the front elevation and roof repairs.

The estimated completion dates for works is March 2022. Scaffolding will therefore remain in place until works are completed. We apologise for any ongoing inconvenience caused to neighbouring residents as a result of these works and thank you for your continued patience and understanding.

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



# Heat Wise – Gas and Electric Funding

Spire View and Copperworks were recently successful in securing some funding to assist our tenants with help with your 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. If successful 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 staff will assist you.



## Rent Increase Consultation

The rent consultation exercise for 2022 - 2023 is now underway. You should have received our special edition 'Rent Consultation Newsletter' already, but if not, please contact any member of our Housing Management team who will be able to help you.

Everyone who completes and returns the survey will be entered into a prize draw for a chance to win £50 in Love to Shop Vouchers 😊

# Bulk Uplifts

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 community look at

**CleanScene**  
More than just cleaning est. 1998

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 area is certainly looking a lot tidier as a result.

**If you are disposing of fridge freezers please ensure there is no food left inside as our contractor will not be able to uplift and dispose of these due to conditions imposed by Glasgow City Council.**

You also have the option, if you have a car, to dispose of bulk items 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!**



## Bulk Uplifts – Arrangements for Christmas and New Year Pick Ups

Our Contractor will uplift bulk during the Christmas break on the following dates:

**Tuesday 28th December 2021 and**

**Tuesday 4th January 2022**

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

Thank you 😊



# Glenbarr Street – the end is in sight

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

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 outwith 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.



# Winter Warning!

## Yes, the dark nights are here again and winter chill is slowly creeping in!

Around this time every year, we include an article in our Newsletter with some winter advice and this year we are continuing with this tradition.

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 effect.

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

## Keep your radiators clear...

If you are able to, move furniture away from direct contact and this 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 with others...

We know COVID makes physical contact and visiting others in their homes difficult in these times so it is even more important this year to know how to reach people by phone, including your neighbours. Also, if you know of an elderly neighbour near you, maybe call them from time to time to make sure all is well. If you are particularly concerned about anyone, let us know too as we may be able to be of assistance.

**REMEMBER.... We are more than just a landlord, we are here for our community and will be happy to assist in any way we can!**



# Win your Christmas Dinner

## How do you fancy winning your Christmas Dinner?

Spire View would like to invite you to take part in a free raffle to win a £100 love to shop voucher which you can use to buy this year's Christmas dinner. All you have to do is complete the tear off slip below and return it to our office by Wednesday 22nd December at 5pm.

Alternatively, you can enter on our Facebook page by liking our page and Christmas competition post.

The draw will take place on Thursday 23rd December and we will deliver the vouchers to our lucky winner on Friday 24th December. **Good luck!**



## Win your Christmas Dinner – Entry Form

Name:

Address:

Contact Number:

# Drains and the downfalls!!

We are using this edition to issue another reminder in relation to the dangers of what we put down our drains and the nasty consequences this can have.

We would like to take this opportunity to remind you 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 couple of years, 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.

Therefore, we are asking all tenants and residents to kindly refrain from flushing anything other than toilet paper down your loos and to take care also of what you put down your sink!

Thank you for your co-operation with this!



## Facebook & Twitter



Spire View HA has 687 followers on Facebook and our posts regularly reach around 1000 people.

We also have 930 followers on Twitter!!

We have used these pages regularly to engage with our community, get word out quickly on how we planned to manage our services. It also allows us to share anything that we think may be of interest to you. There are plenty of interesting posts to have a wee nosey at.

Come on over and check us out!



Facebook @SpireViewHousingAssociation  
Twitter @SpireViewHA

## Committee Recruitment - Join our Team!

Have you ever fancied learning a new skill, or acting as a voice for your community? If so, we have the perfect opportunity for you!

By joining Spire View Housing Association Management Committee, you can connect with members of your community while learning new skills such as business and governance – which look fantastic on your CV!



Being a member only requires a couple of hours a month, with full training provided and no experience required. Our Committee meetings are now being held virtually and in-person, so how you attend is up to you, the choice is yours!

Keen to get involved, or looking to find out more? Contact Gillian Spence on 0141 559 5644 or email [gillianspence@spireview.org.uk](mailto:gillianspence@spireview.org.uk) for your chance to become a member now!

# Condensation

## 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
  - Cooking
  - Drying clothes indoors or in unvented tumble driers
  - 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. 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** please contact the Association and one of our staff will be happy to assist you.

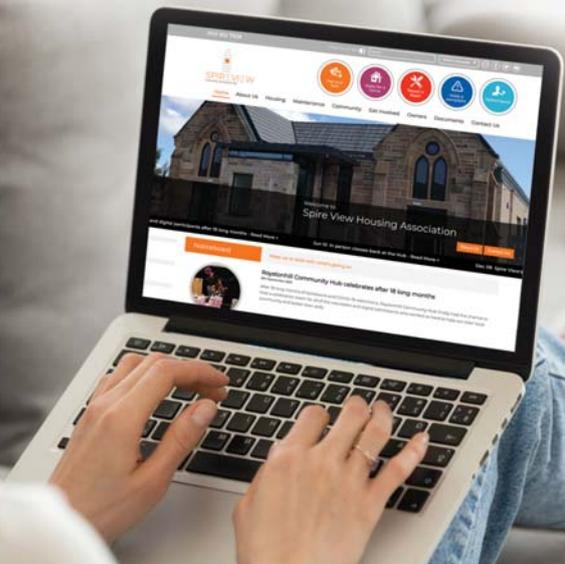
# Spire View Housing Association has a new website!!!

**We've got a new website!! Here at Spire View we believe that our website is a vital and important tool that helps us communicate with our tenants, other customers and beyond!**

It has been a few years now since we last updated the website and we decided that it was time for a much needed makeover. In true Spire View style, we listened to our tenants and customers feedback and have tried to make the new website more interactive.

Lots of the content has been re-written – we are trying to take out the jargon and use plain English. The font is bigger, and the pages less cluttered and we now have an housing application that can be completed and submitted online. You should be able to find what you're looking for more easily.

The new website went 'live' on Monday 8th November 2021 and this is just the beginning of the journey, not the end. We will continue to build on the information currently contained over the coming months and regularly updating the "noticeboard" section with lots of interesting local information so pop on over and have a look at [www.spireview.org.uk](http://www.spireview.org.uk)



## 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 we could be sending you out a survey, 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 we 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 winners are for September are **Elizabeth Edgar**, and for October **Walter McFarlane**. Congratulations!

## Service Standards

The Association is about to review our policy on Service Standards.

The policy outlines the standards of service that you, our tenants and service users expect. We will be looking at the following:

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

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

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

# 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 June – August 2021 we received the following feedback:

## What you said...

*"I'm not happy with the standard of finish on a medical adaptation."*

## What we did...

Staff and the tenant discussed the issues raised and agreed that an inspection should have been carried out however in this instance this was not the case. This failed to happen due to current restrictions, however staff learned the importance of using technology to carry out inspections when this is not possible in person and learned the importance of keeping tenants informed/updated on what they can expect from our Contractors while carrying out planned works.

## What you said...

*"I received inaccurate information from a Contractor regarding the use of weed killer in my garden."*

## What we did...

Staff carried out an investigation and were able to provide the correct information to put the tenant's mind at ease. They also met with the Contractor to ensure that this information was passed on to all operatives. Staff learned that ensuring you have the correct information and knowledge before passing on information is vital. As a result of this the Contractor will carry out staff training with their operatives.

	1st Stage	2nd Stage
Number of complaints		
Total number of complaints received in the reporting year	27	2
Number of complaints carried forward from the previous reporting year	1	1
<b>Total</b>	<b>28</b>	<b>3</b>
Number of complaints responded to in full by the landlord	27	3
	96.4%	100%
Total number of days taken to respond in full to complaints	3 days	26 days

# Contents Insurance

Although we are hopeful that this winter will be incident free, accidents can happen and therefore we encourage you to have adequate contents insurance in place. This way, you will be able to be reassured that in the event of any incident occurring, your possessions are protected. If you want more information on how you can be insured cheaply and easily please contact the office and pick up an information leaflet and application form.

# Get the cover you need this Winter!

Did you know that the Thistle Tenant Risk Homes Contents Insurance Scheme offers cover for fire, theft, water damage, floods and much more.

In fact, over the festive period or other religious festival, the Crystal Scheme automatically increases the contents sum insured by **£1,500** or **15%** of the sum insured (whichever is greater), for loss or damage to gifts bought, for one month before and one month after each special occasion.

The holidays could see more accidents, such as risks of spillages, breakages and general mishaps.

Optional extensions are available, subject to an additional premium, such as extended accidental damage.

A £50 excess may apply, full details are available on request.

Terms & conditions apply to all sections. A full policy wording or Insurance Product Information Document is available on request.

To find out more about the Thistle home contents insurance scheme contact:

- » Crystal on **0345 450 7286**
- » Request an application pack from your local housing office
- » Visit **www.thistletenants-scotland.co.uk**, where you can also request someone to call you back!



Thistle Tenant Risks is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FCA 310419. Registered in England under No. 00338945. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the FNB Group. Our Data Protection Privacy Policy is online at <https://www.thistleinsurance.co.uk/Privacy-Policy>



## Plan ahead this Christmas

Becoming a member of **Glasgow Credit Union** is free and provides you with exclusive access to our savings and loans.

The festive period is fast approaching so now is the perfect time to think about your budget. To help you spread the cost of the festive season, we have some excellent options available for you:

- ✓ **Christmas Savings Account** - open an account at any time throughout the year. Any amount saved will come in handy when Christmas comes around, even small amounts saved throughout the year soon add up.
- ✓ If you're thinking about borrowing over the festive season, take a look at our low-cost **Advantage Loan** on the table below. Loans are available from £500 and applying for funds is quick and easy.

Loan amount	APR	Term	Monthly repayment	Total interest charged	Total amount repayable
£500	<b>12.9%</b>	12 months	£44.48	£33.76	£533.76
£1,000	<b>12.9%</b>	12 months	£88.95	£67.30	£1,067.30

Loans available to members 18+ and are subject to status & eligibility. Terms & conditions apply.

**Find out more and join online at [glasgowcu.com](http://glasgowcu.com)**



**Rosemount Lifelong Learning** is a charity based in Royston in North East Glasgow. Rosemount aims to support local people to improve their own lives by providing high quality childcare and learning opportunities including IT, Literacy, English Language, Employability and Family Support.

We deliver our services from our Learning and Event space – a purpose built community learning centre in Royston Road and at various locations in the North East.

If you are looking to improve your skills, get a qualification, look for work, a child care place or some family support we would love to hear from you.

### Contact us...

The Learning and Event Space  
102 Royston Road | Royston | Glasgow G21 2NU  
0141 553 0808 • [admin@rosemount.ac.uk](mailto:admin@rosemount.ac.uk)

Rosemount lifelong learning  
 @RosemountGLA

[www.rosemount.ac.uk](http://www.rosemount.ac.uk)

For more information about our childcare service please contact [lorna.carlyle@rosemount.ac.uk](mailto:lorna.carlyle@rosemount.ac.uk)

## 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  
6:00pm - 6:30pm Metafit  
7:00pm - 9:00pm Karate

### TUE

12:30pm - 1:30pm Book Bugs  
1:00pm - 4:30pm Crafts Class  
5:30pm - 7:30pm Dance generation  
6:00pm - 6:30pm Metafit

### WED

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)  
4:00pm - 7:00pm Royston Community Pantry  
5:45pm - 8:45pm Dance Energy  
6:00pm - 6:30pm Metafit  
6:30pm - 8:30pm Free Guitar Lessons

### FRI

9:30am - 12:30pm Mental Wellbeing with Andrew McCann  
10:00am - 1:00pm Royston Community Pantry  
3:45pm - 4:45pm Kickboxing with Kieran  
5:00pm - 6:00pm Kids Karate  
6:30pm - 8:30pm Bingo

The Hub on the Hill Cafe is open Tuesday to Sunday from 10am until 3pm

Visit us  
Roystonhill Community Hub  
174 Roystonhill, G21 2LG

Contact us  
Call us on 0141 212 7386  
Email [volunteer@spireview.org.uk](mailto:volunteer@spireview.org.uk)

# Roystonhill Community Hub

*All things Hub on the Hill*

The year is coming to a close and what a year it has been. From intermittent lockdowns, a taste of freedom and then back to the clutches of the COVID-19 pandemic, and finally back to normal, 2021 has been interesting and Roystonhill Community Hub has been up and running throughout it all.

2020 saw The Hub become the centre for everyone in Royston, food parcels and deliveries were made around the area before things started easing up later in the

year, we had Royston

Community Pantry finally open

its doors and we saw a number of new services and classes start for Royston and the surrounding community – however that is nothing compared to 2021.

Take a peek inside this special edition dedicated just to Roystonhill Community Hub and find out everything we got up to over the past year...



**Roystonhill  
Community Hub**

*The Hub on the Hill*



## Volunteering

Since Roystonhill Community Hub opened volunteers has been at the forefront of everything we do. It was volunteers who supported the community during the hardest parts of the COVID-19 pandemic, it is volunteers who give up their time and run different classes for our community and it is volunteers who shape how we operate as a community hub.

Since we opened back in 2019 we have supported and also received support from over 25 different volunteers most who have moved on to different levels of employment and education after working with Roystonhill Community Hub. Currently we support 9 volunteers some of whom are gaining experience in the catering and hospitality industry. Some volunteers have managed to gain catering experience with Pauline in the café, some are improving their admin and confidence at our reception and others give up their time every week to share their skills and knowledge with the community.

We have the following classes run by volunteer each week; Crafts class every Tuesday afternoon, a mindfulness meditation class every Wednesday morning, a free guitar class every Thursday evening and Mental Wellbeing sessions which are offered from one of our volunteers who is an experience and qualified CBT Therapist.

We have loads of great opportunities and are always looking for new people to share their skills and join our team. If you are interested in volunteering or running a class for the community please get in touch by emailing our Volunteer Coordinator Angie Fraser on [volunteer@spireview.org.uk](mailto:volunteer@spireview.org.uk) or our Volunteer Assistant Catriona Donald on [volunteerassist@spireview.org.uk](mailto:volunteerassist@spireview.org.uk). Alternatively you can give us a call on **0141 212 7386** or even pop up to The Hub for a chat!



*Tracy from People Plus with Angie Fraser*



*Volunteer at Young @ Heart Club*

# Roystonhill Community Hub

## Digital



Back in 2019 Spire View received funding from Power Up to run Digital Classes right here at Roystonhill Community Hub. These classes have proved to be a huge hit with local people and the feedback we have received has been phenomenal.

Our Digital Engagement Officer Fiona Mclean is based at The Hub three days a week and she provides vital digital support for everyone in and around the community. 2021 saw us start our own lending library which was a massive success, we were delighted to be able to support local children and parents, who were all working remotely, by providing a device and, in some cases, we provided data to allow them to get connected to the digital world.

In the past couple of months, we received 15 brand new Chromebooks from Connecting Scotland which will allow us to distribute these to members of our community. Priority will be given to those unemployed and struggling to get themselves connected to job and education offers.

Digital classes take place every Monday from 2pm until 4pm and every Thursday from 10am until 12pm, people can learn anything from setting up an email account, using online banking, shopping online and staying safe and secure from scammers online. Every Monday, Andy from Access Technology Scotland comes into The Hub and offers vital support and knowledge and every

Thursday Fiona takes the drop-in herself and works one-to-one with our participants to problem solve and make sure they are getting the support they need.

Recently we started working the New College Lanarkshire to offer an SQA certificated course. We have had a great uptake and now that the class has been running for a couple of weeks everyone is beginning to 'gel together' and learn some exciting new things. In the words of our Digital Engagement Officer:

*"Digital inclusion and wellbeing is at the forefront of the world right now and Roystonhill Community Hub in partnership with New College Lanarkshire are forging ahead to make sure everyone in our community has the chance to improve their digital skills and receive up to date training in all things online."*

If you are interested in learning new things and finding solutions to digital problems you may have come along to our digital drop-in classes, we can help! There's no need to book just come along between 2-4 on a Monday and 10-12 on a Thursday. If you have questions before you come, you can email our Digital Engagement Officer, Fiona Mclean, on [digital@spireview.org.uk](mailto:digital@spireview.org.uk) or you can give The Hub a call on 0141 212 7386.



# Roystonhill Community Hub

## Pantry

Royston Community Pantry opened officially in November 2020 offering quality food for minimal prices. Over a year on they are continuing to do this and are now open three days a week. The start of 2021 saw Royston Community Pantry undergo a full refurbishment.

North Glasgow Community Food Initiative have worked hard to create a sustainable and affordable shop for everyone in the G21 area, if you haven't already pop into the pantry at 174 Roystonhill and pick up a membership form.



North Glasgow Community Food Initiative also hosts weekly Community Meals, right here at Roystonhill Community Hub every Monday afternoon from 11am until 1pm. They offer a delicious three course meal and there is no expected payment, all you have to do is bring yourself along and pay what you feel, they accept donations, no matter how small. However if you are struggling there is no expectation to donate.

Make sure to check out our Facebook page for any updates regarding Community Meals and The Pantry.

**PAY AS YOU FEEL  
COMMUNITY  
MEAL**

**EVERY MONDAY**

**ROYSTONHILL  
COMMUNITY  
HUB**

**GREAT FOOD,  
GREAT COMPANY**

**11.45AM TEA AND COFFEE  
12-1PM 3 COURSE LUNCH**

**WE WILL BE RE-OPENING  
FOR 2022 ON 17TH JANUARY**



Right now, North Glasgow Community Food Initiative are looking for gardeners, if anyone wants to learn how to grow fruit and veg and then they have a great opportunity for you: *"Come along and get some fresh air at our weekly gardening sessions where we will be growing vegetables for Royston Community Pantry. You will have the opportunity to learn about gardening tips and tricks, do some physical activity outside such as weeding, digging, sowing seeds and of course rest and have a cuppa with other local volunteers."*

The pantry is open every Monday from 2pm until 5pm, every Thursday from 4pm until 7pm and every Friday from 10am until 1pm.

# Roystonhill Community Hub

## Classes

2021 has been a big year for Roystonhill Community Hub and we have hosted a number of different events over the past year. In June we ran an online campaign for Volunteers week, thanking a different volunteer everyday just to highlight the great work they do here every single day.

In August we hosted a volunteer and digital celebration night where our volunteers and digital participants received thanks for all of the hard work they have put in over the past couple of years.

August also saw us host a Personal Safety course for local women where they were taught how to defend themselves from would be attackers as well as how to practice proper personal safety. It was an absolutely fantastic day that was enjoyed by all and we hope to host more events like this in the future.

We have also facilitated a free first aid training course for our volunteers and in 2022 we are planning on sourcing much more training sessions for the people in the community.

Our sewing group started this year and very quickly turned into a crafts group where the participants work on crochet, sewing and knitting among other things. This is run solely by volunteers and is a free class that is open to anyone of any age and ability.



# Roystonhill Community Hub



**FREE**  
**GUITAR**  
**LESSONS**

ALL AGES AND ABILITIES WELCOME

Every Thursday  
6.30pm - 8.30pm

174 Roystonhill, G21 2LG

Sam Vaughan  
07934226907

Roystonhill Community Hub  
@RoystonhillCommunityHub




In the second half of the year we offered free guitar classes to anyone of any ability and skill, and we can even provide guitars for those who want to learn by may not have access to an instrument.

We continue to host dance classes every Monday, Tuesday, Wednesday and Thursday. Bingo is back every Friday, we have Karate every Monday, Wednesday and Friday, Metafit classes every Monday, Tuesday and Thursday and Kickboxing is on every Monday and Friday. We also have Book Bugs with Rosemount Lifelong Learning every Tuesday afternoon and mindfulness meditation on a Friday morning.

Our halls are available for hire if you have an event or a party coming up and are looking for a venue why not try Roystonhill Community Hub? We have two large halls available for hire with a maximum capacity of 92 people and a fantastic view of the Glasgow City skyline. We work closely with Pauline at The Hub on The Hill Café and she can provide you with hot & cold buffet prices if you are looking for catering.

To book or find out more all you have to do is give us a call on **0141 212 7386**, message us on our Facebook page or email [communityhub@spireview.org.uk](mailto:communityhub@spireview.org.uk).

Scottish Book Trust

**Bookbug Sessions**

Free story, song and rhyme sessions for babies, toddlers, pre-school children and their families

Every Tuesday  
From 12:30pm - 1:30pm

At  
Roystonhill Community Hub  
G21 2LN

With some toys/play time after session

Bookbug Sessions are fully inclusive and open to all families, regardless of age, disability, race, gender identity, class, religion or belief or sexual orientation. A warm welcome awaits you!

To find details of your nearest Bookbug Session, please visit [scottishbooktrust.com/bookbug](http://scottishbooktrust.com/bookbug)




Roystonhill Community Hub

## VENUE HIRE

Activity Area

**BIRTHDAY PARTY PRICES:**

	3 hours	4 hours
Hall 1	£65	£80
Hall 2	£80	£100
Hall 1 & 2	£100	£120

**EVENTS\***  
**FUNCTIONS\***  
**STAFF TRAINING**  
**MEETING SPACE**  
**OFFICE SPACE**  
**CHILDRENS BIRTHDAY PARTIES**

\*STRICTLY NO ALCOHOL

CALL US ON 0141 212 7386 TO FIND OUT MORE

Roystonhill Community Hub | 174 Roystonhill, G21 2LG  
@RoystonhillCommunityHub | [volunteer@spireview.org.uk](mailto:volunteer@spireview.org.uk)




# Roystonhill Community Hub

## Christmas Fun Day

After such a long two year of COVID restrictions we were absolutely delighted to host the Spire View and Copperworks Christmas Fun Day on Wednesday the 15th of December. We hosted real life reindeer and Santa, Santa's grotto with Mrs. Claus and all of the kids who came along received a free selection box.

We had lots of stalls from People Plus, Solar bear, Copperworks, Rosemount Lifelong Learning and New College Lanarkshire so they could advertise their services throughout the community.

We also set up craft stalls and a letter to Santa booth for the children, and Pauline from The Hub on The Hill Café provided a free hot and cold buffet for everyone in attendance.

Our favourite stall however, was our sewing class who showcased all of the designs they have been working on throughout the year. They have worked hard to learn some amazing new skills and we are delighted to continue hosting them at Roystonhill Community Hub. If you are interested in learning how to use a sewing machine, how to knit or how to crochet come along to our free sewing class every Tuesday from 1pm until 4pm. We have tea, coffee, biscuits and great chat available for everyone who comes along.

If you would like to see the pictures from our Christmas event check out our Facebook (@RoystonhillCommunityHub) and Instagram (@RoystonhillCommunityHub) pages.



## Services at the Hub

Here at The Hub we have loads of great services on offer,

Tenancy Support Officer

Geraldine Burgess is based

here every Wednesday and

Thursday and Frank, Matthew and Maureen are based here Monday to Friday offering financial support and advice. If you think you would benefit from accessing these services, please contact us on **0141 552 7928** to book an appointment.



Geraldine Burgess



Frank Devaney



Matthew Horsley



Maureen McGowan

## Roystonhill Community Hub

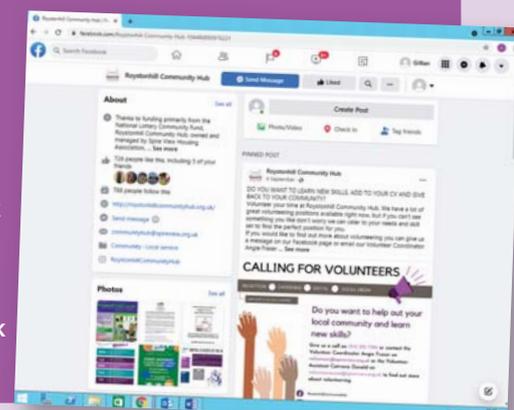
We love hearing from you and keeping you updated with everything that is happening at Roystonhill Community Hub so make sure you check out our Facebook

(@RoystonhillCommunityHub) page where we post all about the classes that are on every day, our volunteering opportunities and any surveys we may be running.

You can also check out our Instagram (@RoystonhillCommunityHub) page where we try and keep our story updated with the day to day running of the hub and the different events that may be coming up.

If you would like to find out more in depth detail about the history of Roystonhill

Community Hub make sure you check out our website [roystonhillcommunityhub.org.uk](http://roystonhillcommunityhub.org.uk) where we have all of our services and funders listed.



# Games page...

For your chance to win a prize simply complete the tear off slip below and return to the office by Thursday 23rd December 2021.

## Festive Wordsearch

CANDY CANE • CAROLS • CHRISTMAS • DECEMBER • ELVES  
 GINGERBREAD • HOLLY • JINGLE • LIGHTS • MERRY  
 NORTH POLE • ORNAMENTS • PRESENTS • REINDEER  
 SANTA • SLEIGH • STOCKING • WINTER • WREATH



## How many Santas?

Can you count our crowd of Santas?  
 How many are there?

How many?



### How many of each?

- =
- =
- =
- =
- =
- =

Name:

Telephone:

Address:

Age:

# Staff Contact Details

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

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



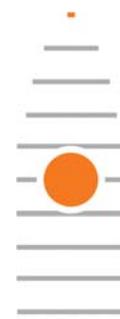
Spire View Housing Association continues to sponsor the Dolly Parton Imagination Library. This is a 60 volume set of books for children aged 0-5 and the good news is it's absolutely free.

If you have a child or children of this age and haven't yet registered please contact Donna Richardson on **0141 559 6773** or email [donnarichardson@spireview.org.uk](mailto: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!"*



**SPIREVIEW**  
HOUSING ASSOCIATION

## CONTACT DETAILS

Tel 0141 552 7928

Fax 0141 552 0086

Email [info@spireview.org.uk](mailto:info@spireview.org.uk)

Website [www.spireview.org.uk](http://www.spireview.org.uk)

## EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water **01294 468113**

All Other Emergency Repairs **0800 595 595**