

The Newsletter for Residents of Spire View Housing Association

Issue 81 • Spring 2024

The Spire View



*Happy
Easter...*

...to all of our residents from
all Spire View staff and
Management Committee

Public Holidays

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

Friday 29th March and Monday 1st April 2024

Monday 6th May 2024

Friday 24th and Monday 27th May 2024

In the event of a heating or hot water emergency please contact **Gas Sure** on **01294 468 113**.

For all other emergencies please contact **City Building** on **0800 595 595**.



Planned Maintenance – Ploughing Ahead!

We reported in the last edition that we had commenced the process to progress planned maintenance works as per our Investment Plan detailed below:



Combined Investment Plan 2024-2027

Financial Year	Addresses	Number of Properties
2024/25		
Bathrooms	50/60 Roystonhill, 11 & 15 James Nisbet Street, 2 & 6 James Nisbet Street	29
	299 Roystonhill, 2 & 4 Dunolly Street	11
Kitchens	8-38B Tharsis Street, 106 Rhymer Street 2/2	19
	259-271 Roystonhill	31
Boilers	Gadshill Street & Hollybank Estate	65
	259-271 Roystonhill	7
	8-38B Tharsis Street	13
Windows	299 Roystonhill, 2 & 4 Dunolly Street, 290 & 288 Royston Road	31
	91-99 James Nisbet Street	45
2025/26		
Bathrooms	80/90/100 Roystonhill, 70-86 Rhymer Street and 103-115 Roystonhill	50
	290 Royston Road, 288-272 Royston Road	35
Kitchens	275-295 Roystonhill	36
	50/60 Roystonhill, 11 & 15 James Nisbet Street, 2 & 6 James Nisbet Street	43
Boilers	70-86 Rhymer Street	12
	50/60 Roystonhill, 11 & 15 James Nisbet Street, 2 & 6 James Nisbet Street	6
	272-284 Royston Road	3
Windows	272-284 Royston Road	26
	50/60 Roystonhill, 11 & 15 James Nisbet Street, 2 & 6 James Nisbet Street	44
2026/27		
Bathrooms	270-264 Royston Road, 23-33 Tharsis Street	56
	90-110 Rhymer Street, 90-96 James Nisbet Street, 101 & 103 James Nisbet Street	59
Kitchens	299 Roystonhill, 2&4 Dunolly Street	19
	91-99 James Nisbet Street, 3 & 7 James Nisbet Street	40
Boilers	299 Roystonhill, 2 & 4 Dunolly Street	21
	91-99 James Nisbet Street, 3 & 7 James Nisbet Street	56
Windows	272-274 Royston Road	14
	80/90/100 Roystonhill (Front Elevation only)	24
	103-115 Roystonhill, 70-86 Rhymer Street	42

We are pleased to advise that we are making good progress.

Kitchen and Boiler Renewal

Following a tender process, we recently appointed BRB Electrical Ltd to progress these works and we are currently working on the programme for year 1 (2024/2025).

It is hoped that surveys for these works will commence in April/May and a programme for installations will be developed thereafter.

We are delighted to be restarting our planned investment works and to continue to deliver on our promises made to Copperworks tenants as part of the transfer of engagements.

Window Renewal

The tenders for these works were received in March 2024 and are currently being reviewed and checked. Thereafter, these will be considered by the Management Committee with a view to appointing a successful contractor to progress works.

Bathroom Renewal

The tenders for these are due to be returned in April 2024. They will then be reviewed and checked. Thereafter, these will be considered by the Management Committee with a view to appointing a successful contractor to commence these works.

It should be noted that this can be subject to change, but we will be working hard to ensure that we meet these timescales.

We will provide updated information as we receive it.

Please also keep an eye out for updates on our social media pages and website.



We would also 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 will 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).

Gas Central Heating Issues

We would like to make tenants aware of some new processes being undertaken by our Gas Contractor, Gas Sure.

When you call to report a fault directly to Gas Sure, similar to when you call us, they will ask a series of questions to try to determine what the fault could be. They may also ask if you have gas and electricity supply as you need BOTH to ensure that your central heating system works.

In addition, they may offer to connect via Video link to have a look at the issue.

These processes are aimed at providing you with the best service and restoring your central heating to good working order as soon as possible and are not intended to be offensive or to pry into your personal information.

However, if you are uncomfortable with any of these processes, just let the Contractor know and they will be happy to dispatch an Engineer.

We are reviewing our maintenance policies – do you want to help?

Our Maintenance policies are due for review in April 2024 and we would like to invite tenants who may be interested in participating in a focus group to help us conduct this review. This will give tenants the opportunity to have a say in how the policies are developed and updated.

If you are interested, please let us know by contacting the office on **0141 552 7928** or emailing info@spireview.org.uk.

Why does the Easter Bunny have such a good complexion?

He eggs-foliates!



ROYSTON COMMUNITY ENERGY PROJECT



In January 2024, Royston Community Energy Project developed and delivered a pilot Energy Awareness workshop to 26 pupils from St Roch's Primary and Deaf School. The workshop allowed the participants to engage with energy topics through different methods – discussions, observation and participation in experiments and drawing. We talked with pupils about the significance of learning about energy. We used bespoke built interactive contraptions powered by hand crank generators to demonstrate the difference between efficient and inefficient devices. We engaged pupils in drawing different home electrical appliances and finding out their electricity consumption and costs of using them.

Here is some feedback given by the pupils:



“enjoyed drawing different parts of the house”

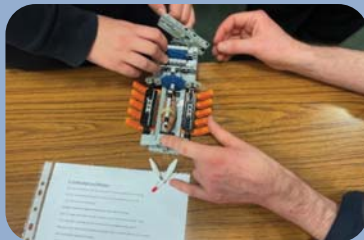
“enjoyed powering up a machine to turn on the light”

“learned about safety (not charging up devices overnight as the charger will get too hot and it is dangerous)”

“learned about wasting money and energy (leaving on lights during the day) and liked learning about the cost of running different things”

“enjoyed looking at where electricity is used the most in the house”

In the next six months, we will be delivering more workshops for the community.



Between December 2023 and February 2024, Royston Community Energy Project delivered 345 energy support sessions - face-to-face appointments, drop-ins, home visits, telephone calls and emails - to 175 distinct households. We have secured financial gains (refunds, good will payments, guaranteed standards payments, debt write offs, energy grants, crisis payments) of £23,335 which directly benefited households because of the energy advice and advocacy provided by the project.

Royston Community Energy Project provides independent, impartial advice and support with energy bills, prepayment meters, complaints, fuel debt, switching suppliers and taking meter readings.

If you require help or support with your energy accounts please contact the Energy team on 0141 212 7386 or email energyproject@spireview.org.uk

Invitation

We are delighted to announce we will finally be hosting another fantastic Tea Dance on Wednesday 29th of May 2024. We are so excited to have the wonderful Donnie Findlay to entertain us this time, so get the glad rags and the dancing shoes prepared!

If you are interested in coming along, please contact the Spire View office on 0141 552 7928 to book your tickets which are £5.00 per person ...remember, book as soon as possible to avoid disappointment!

Please note that we will serve the teas/coffees and sandwiches from 1pm so you will have lots more time on the dancefloor!

Date for diary - **Wednesday 29th of May 2024 1.30 pm – 4pm** in the Roystonhill Community Hub (doors open at 1pm)

So come on, get your dancing shoes on and join us for an afternoon of fun, music, dancing and a wee game of bingo!



Millburn Street Development

In our last edition, we gave you an update on the “Roystonhill Masterplan”.

We have decided to rename this project as the Millburn Street Development as it mainly relates to the potential for housing development on the Millburn Street School site and the site next to the Blue Roof.

We are continuing to work on the project with the Developer who has been selected as the preferred bidder for the Millburn School Site. We have also been discussing the project with our colleagues at Glasgow City Council Neighbourhood and Regeneration Services in relation to potential funding for the project.

There has been positive feedback to date but no formal decision taken to proceed as yet. We will keep you updated as things progress.

Are you following us on Social Media?

Do you follow Spire View on social media? Keep up to date with everything happening with your Housing Association by following us on Facebook or X (Twitter)!

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

Facebook @[SpireViewHousing Association](#) and X (Twitter)

@[SpireViewHA](#) or you

can scan the QR codes to be taken directly to our pages.

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



Facebook



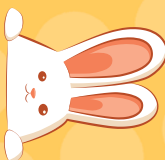
Twitter



Website



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



What sport are eggs the best at?
Running!

What comes at the end of Easter? ?
The letter "r"



What do you need if your chocolate eggs mysteriously disappear?
An eggsplanation!

The Park on the Hill

We are delighted to announce that we have received additional funding of over £390,00 from the Vacant and Derelict Land Fund, Innovative Greening Fund and Hugh Fraser Foundation to commence Phase 2 of works to the Park on The Hill.

This will include connecting pathways, feature lighting, a flat kick-about/play space, an event space and planting and shrubbery.

The site start date will be 8th April 2024 and the site will be out of use for approximately 16 weeks for construction works and a period of time thereafter to allow any seeding to bed in.

We are excited about this work and look forward to improving the space further to allow enhanced use by everyone in the local community.



Scottish Government
Riaghaltas na h-Alba
gov.scot

THE HUGH FRASER
FOUNDATION



Proposed Landscape Plan
1:500



One Easter, a father was teaching his son to drive when out of nowhere a rabbit jumped on the road. Slamming on the brakes, the son said, "I nearly ruined Easter! I almost ran over the Easter Bunny." His father replied, "It's okay son—you missed it by a hare."

Glorious Gardens

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

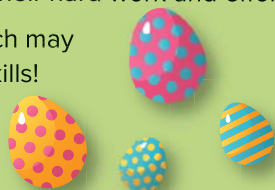
The area looks lovely when people take the time to look after their gardens and keep all paths/driveways free of litter and weeds.

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

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

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

- www.gardenresources.co.uk
- www.KidsGardening.org
- www.gardenguides.com



Festive competition - the results are in!



We would like to say a massive thank you to everyone who took part in our festive competition. We were astounded by the volume of entries and delighted to be able to award a £100 voucher to Daniel Smith who won the festive dinner competition! Well done Daniel! For our Easter 2024 issue we have not one, but two chances to win.

The fun never ends here at Spire View and we are giving you all another chance to win again... All you have to do is tell us how many Easter eggs are hiding on the pages of this newsletter for your chance to win £30 Love to Shop vouchers (remember to include the ones on our front page picture!). Please text your answers with your name, address, phone number to **07800 000 159** or return the slip below to our office. Good luck!

Easter Wordsearch

BASKET • CARROTS • EASTER • FLOWERS • HIDDEN • JELLYBEANS • SPRING • BUNNY • CHICK • DECORATE EGGS • HOP • CHOCOLATE • PARADE • SUNDAY • CANDY FUN • FIND • GRASS • HUNT • PEEPS • TREATS

Answers may run horizontally, vertically or diagonally, and may even be backwards!

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

Name & Address:

Telephone:

Age:

How many Easter Eggs did you find throughout our newsletter?

Name:

Telephone:

Address:

Age: **How many EasterEggs?**

Consultation Register

Have you heard of our Consultation Register? Spire View Housing Association holds a register of tenants who would like to be included or consulted on all aspects of the work we do here. We would love to hear your thoughts and views.

You can get involved in loads of different ways from participating on steering groups to helping out at fun days or events.

We are delighted that some of you have already put your names forward to be consulted on various works that we carry out within the Association that may affect you.

However, we want more people to come on board... Maybe you are a new tenant who was unaware that this register existed, or an existing tenant who maybe hadn't given much thought that you could be consulted on reviewing the many policies we have in place or alternatively have your say on the ones that appeal to you. The Association is keen to give you the opportunity to do so, so why not contact our Corporate Governance Officer, Gillian Spence, at the office to register your name and we will add it to the Consultation Register and you could help make a difference for the good of your community. Gillian's contact details are on the back page.

Rats...



All over the city there have been increased reports of vermin, and in particular rats. Unfortunately, we are no different here in Royston with increased reporting recently.

As Royston is in an urban environment it is almost impossible to completely eradicate the nuisance of rats however **there are steps everyone can take to minimise the risk** of them overrunning the area.

We use an excellent pest control company to assist in eradicating rats when we receive reports, and rely on their expertise to advise us how best to minimise the problem.

In order to see what we can do to minimise rats its important to know what they like. Rats like people look for somewhere nice to live with a handy water and food source. Rats also like to move about unseen if they can.

They like easy to get food sources.

So we ask everyone to do their bit to deter rats from setting up home in and around your home.



What can you do...

- Ensure that any rubbish is placed inside your bins and the lids closed tightly. Leaving rubbish lying outside the bins only encourages vermin, this includes rubbish left in plastic bags. Any contaminated bins that have not been uplifted by the council should be reported as these provide an ideal home for rats, as they have both a food and water supply inside the bin.
- Keep Royston tidy!!! Take your rubbish home or put it in a bin when you are out and about.
- Dog mess! Responsible dog owners clean up after their dogs. Allowing your dog to foul in your garden or in the street and not picking this up and disposing of it in a bin contributes to the increased rat problem. Rats are attracted to dog foul as they see it as a food source.
- Feed the birds!!!! **Please don't!** You might think throwing your stale bread or food scraps out feeds the birds or foxes, but it's attracting rats. Be a good neighbour and dont feed the birds or foxes.
- Report sightings to the office so we can tackle the problem.

Simply put, be a responsible neighbour and dispose of rubbish responsibly.

How can you make Easter shopping go faster?

Use the eggs-press lane!

How do dinosaurs celebrate Easter?

They don't. They're eggs-tinct



Why was the little kid sad after the egg hunt?

Because an egg beater.



Repairs Satisfaction Update



We would like to thank all our tenants who very kindly took time to respond to our text surveys.

We love to hear from you as its a great opportunity for us to understand how the maintenance team is working and what can be improved!

We have recently changed to a text messaging survey, and this has proved popular, and we have seen an increase in responses. However, if you wish to discuss any repairs you can of course still call Mary Dunsmore, Maintenance Assistant on **0141 559 6770** to participate.

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

All who participate in the surveys are entered into a prize draw.

So to be in with a chance, remember to respond to the text.

Our most recent winner is: **Bernadette French**



Rent Consultation Update

We recently asked our tenants whether they agreed or disagreed with our proposed rent increase, to be applied from 1st April 2024. We would like to extend a huge thank you to everyone who took the time to participate in this consultation exercise.

Spire View Tenants were consulted on a 4.6% rise and we are delighted we received 252 responses from tenants which represents a response rate of 37.7%. Of the 252 responses received, 38.1% agreed with the proposed increase and 61.9% disagreed.

Our Former Copperworks Tenants were consulted on a 3.6% rise and we received a total of 107 responses from tenants, representing a response rate of 34.2%. Of the 107 responses received, 54.2% agreed with the proposed increase, and 45.8% disagreed.

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

The winners of the prize draw for this consultation were Patrica Isiekwe and Geraldine McLaughlin who both won a £50 Love to Shop Voucher. Well done 😊

Following on from the consultation exercise, the Management Committee met on 30th January 2024 to

consider the responses, alongside the requirements of our Business Plan and Asset Management Strategy. Once everything had been considered, it was agreed to implement the proposed increases for 2024/2025.

We appreciate that any increase is unfortunate however, it is necessary to enable the association to maintain your property to a high standard by carrying out planned maintenance works like new bathrooms, new kitchens, and new boilers.

A rent increase is the last thing anyone wants to be doing right now and if you have concerns please get in touch with your housing officer.

If you are struggling right now, please be aware of our Money Advice Service and Tenancy Sustainment Service that you can find out more about on page 15.

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



Allocation Policy Update

We have recently carried out a review of Allocations Policy and this can be downloaded from our website, or a copy can be provided on request. If you would like a copy of the policy sent out, please contact the office.



Scottish Housing Fuel Support Fund

We are delighted to announce we received £ 23,055.00 funding from the Scottish Housing Fuel Support Fund.



This enabled us to purchase electrical goods such as air fryers, slow cookers, and microwaves. We also purchased fleece blankets, electric blankets, quilts, duvets, bedding and rugs. Many of our tenants have already had assistance and have been contacted by the Housing Officers or our Energy Team and been provided with at least one Electrical Item. We are still able to provide some assistance so if you have not already received any of the above. Please contact your Housing Officer for assistance.



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 within this age group and haven't yet registered, please contact Stephen Hughes at the office on 0141 552 7928 or email Stephenhughes@spireview.org.uk and we will register your child. After you register, your child should receive their first book 6-8 weeks later and these will continue each month until the children turn 5 or you move out the area.

We recently received some positive feedback from one of the tenants who has registered their child for the free books:

"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!"

Complaints Handling Policy



Did you know that the Association recently approved a new Complaints Handling Policy and Procedure?

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

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

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

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

You said, we did...

"I'm not happy that a Contractor did not attend an emergency repair within the 4 hour timescale."



Staff contacted the contractor and carried out an investigation. The Contractor did attend, but unfortunately this was 1 hour 45 minutes outwith target, due to a recent bout of bad weather. The Contractor issued the tenant with an apology.



"I'm very angry that I was sent a letter from the Association regarding forced access for gas servicing when I had phoned the week before and booked an appointment in for this to take place."



Staff apologised for this error which was due to lack of clear communication within the staff team. Staff learned the importance of good communication and ensuring that an update is provided on return to the office following leave.



Number of complaints 2023/24	1st Stage	2nd Stage
Total number of complaints received in the reporting year	28	0
Number of complaints carried forward from the previous reporting year	0	1
Total	28	1
Number of complaints responded to in full by the landlord	28	1
	100%	100%
Total number of days taken to respond in full to complaints	3 days	11 days

Energy Advice Drop-In



Are you struggling to pay your energy bills?
 Could you benefit from an Energy Efficiency Survey?
 Need some help taking Meter Readings?
 Come along to the Royston Community Energy Project Drop-In held at Roystonhill Community Hub every Monday from 10am to 12.30am and every Tuesday in the Spire View office from 10am to 12.30pm.
 Our energy advisors are here to help!

STRUGGLING WITH YOUR ENERGY BILLS?

Want to know how you can be more energy efficient?
 Need some help with Meter Readings?

COME TO OUR ENERGY ADVICE DROP-IN!

Mondays @ Roystonhill Community Hub, 174 Roystonhill, G21 2LG
 10am - 12.30pm

Tuesdays @ Spire View Housing Association, 43 Thoris Street, G21 2JF
 10am - 12.30pm

Roystonhill Community Hub

All things Hub on the Hill

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



Roystonhill Community Hub
The Hub on the Hill

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

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

FOLLOW US ON SOCIAL MEDIA

Let's Get Connected for Our Latest News & Updates

on Twitter @RoystonhillICH

on Instagram @RoystonhillCommunityHub

on Facebook @RoystonhillCommunityHub

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



Hub Website

Hub Website

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

Scan the QR code to be taken straight to our website.



Sim Cards

We are delighted to tell you that Spire View was successful



in another application to **Vodafone Charities.Connected** Scheme where they managed to secure another 300 Sim cards for distribution to our community. The sims have 40GB data and unlimited calls and texts free for six months.

If you would like a sim card, please get in touch on 0141 212

7386 or call in to

Roystonhill

Community Hub at

174 Roystonhill G21

2LG to pick one up.



Kickboxing Class

Kieran is a professional fighter and a local lad who runs these classes for children every Monday and Thursday from 4-5pm. If you want to get your kids into a fun and dynamic class that will boost both their fitness levels and confidence, then come along to the hub and sign them up.

KICKBOXING WITH KEIRAN

For kids 5+

£5 per class

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

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

WHEN?
Monday: 4pm - 5pm
Thursday: 4pm - 5pm

Roystonhill Community Hub

International Women's Day

We want to say a massive thank you to everyone who came along and helped us celebrate International Women's Day on Friday 8th March.

There were around 200 who attended on the day. The event is something we look forward to every year and wouldn't be possible if not for all the other organisations who work with us to put on this event for the community.

So thanks again to Rosemount Development Trust, Royston Youth Action, North Glasgow Healthy Living Community, Rosemount Lifelong Learning, ATS Digital, RCA Trust, Hub on the Hill Café for the lovely buffet and of course our lovely ladies who provided hand massages and henna tattoos on the day. See you all next year, same time, same place.



Have you been to the Hub on the Hill Café yet?

Well, there's no time like the present, come along and enjoy a tasty lunch, meet your friends and enjoy the free Wi-Fi at The Hub on The Hill Café, 174 Roystonhill G21 2LG.

Are you planning a party and need some hassle-free food and refreshments to go with it? Why not try The Hub on The Hill Café? Pauline has buffet packages available to suit your all your needs, just give her a call on **07455 216504** to find out more!



Roystonhill Community Hub


Volunteer Opportunities

Are you looking to gain new skills and increase your work experience? We are always looking for new volunteers to join our team, whether you are looking to gain experience in admin, social media, caretaking, gardening, hosting events or even looking to start your own class on a voluntary basis – get in touch on **0141 212 7386** to find out more or you can email volunteer@spireview.org.uk

Yoga Class

We now have Yoga classes on Tuesday and Friday mornings from 10-11am.

Habiba will work with you to explore various breathing techniques designed to quiet the mind, calm the body, and awaken the spirit. With each inhale, invite fresh energy and vitality into your being, and with each exhale, release any tension or stress that no longer serves you.



£5.00 per class

YOGA CLASSES

Roystonhill Community Hub
174 Roystonhill
Every Tuesday & Friday
from 10.00 - 11.00am

CONTACT
Habiba 07562385590

JOIN NOW

WHAT'S ON

AT ROYSTONHILL COMMUNITY HUB

● FREE ● PAID ● MEMBERSHIP



MONDAY:

10am - 12.30pm Energy Advice Drop-In **F**
2pm - 5pm Royston Community Pantry **M**
4pm - 5pm Kickboxing **P**
5pm - 9pm MM Dance **P**
7pm - 9pm Karate 18+ **P**

TUESDAY:

10am 11am Yoga **P**
1pm - 4pm Crafts for Laffs **M**
4pm - 8pm Toonspeak **P**
10.30 - 11.00am Book Club monthly **F**

WEDNESDAY:

10am - 11am Health & Social Work Drop-In **F**
12.30pm - 2.15pm Bully's Wee Classes **P**
2pm - 3pm CBT Sessions **F**
6pm - 7pm Karate (kids) **P**
6pm - 7pm Health & Social Work Drop-In **F**
7pm - 8pm Yoga with Amira **F**

THURSDAY:

9am - 3pm Young At Heart 50+ **M**
4pm - 7pm Royston Community Pantry **M**
4pm - 5pm Kickboxing with Kieran **P**
5.45pm - 8.45pm Dance Energy **P**
6.30pm - 7.30pm Guitar Lessons **F**

FRIDAY:

10am - 1pm Royston Community Pantry **M**
10am - 11am Yoga **P**
5pm - 6pm Karate (Kids) **P**
6.30pm - 8.30pm Bingo **P**

📞 0141 212 7386

📍 174 Roystonhill, G21 2LG



@RoystonhillCommunityHub



communityhub@spireview.org.uk

Young @ Heart

Are you over the age of 50 and looking to meet new people and get out of the house for some day trips? Then join the Young at Heart over 50s club, held right here at Roystonhill Community Hub every Thursday from 10am to 3pm.

You can enjoy breakfast, lunch, bingo, raffles and just a good blether, as well as the occasional day trip! Come along to Roystonhill Community Hub on a Thursday to meet the group and find out how to become a member!

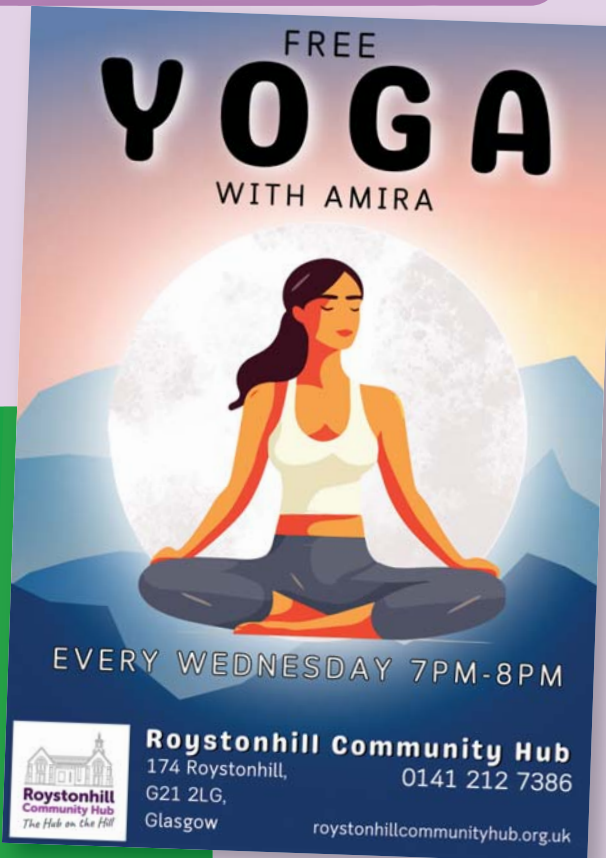


Roystonhill Community Hub

Yoga with Amira

Our free yoga class continues to run every Wednesday evening from 7-8pm. Come along and enjoy the fantastic benefits gained from practicing Yoga – improved mental health and wellbeing, improved flexibility and better sleep.

Everyone is welcome - just come along and wear loose, comfy clothing and bring a bottle of water. We have some Yoga mats available for use but if you have your own, please bring it with you.



FREE
YOGA
WITH AMIRA

EVERY WEDNESDAY 7PM-8PM

Roystonhill Community Hub
174 Roystonhill,
G21 2LG,
Glasgow
0141 212 7386
roystonhillcommunityhub.org.uk

Roystonhill Community Hub
The Hub on the Hill

Royston Community Pantry

Owned and managed by North Glasgow Community Food Initiative, Royston Community Pantry is based at Roystonhill Community Hub and open three days a week.

Anyone can join the pantry; it costs £3 to become a member (this is an annual fee) and members get access to the pantry once a week to get around £30 worth of shopping for just £3 per shop thereafter.

To become a member all you have to do is come to the pantry when they are open and pick up and fill out a form.

You must have some form of ID to become a member, however if this is not possible then speak to the staff who can make arrangements for you.

The pantry is open: Monday 2pm - 5pm • Thursday 4pm - 7pm • Friday 10am – 1pm



Karate classes are on every Monday for adults and every Wednesday and Friday for children:



Roystonhill Shoto Budo Karate

5+

KARATE CLASSES

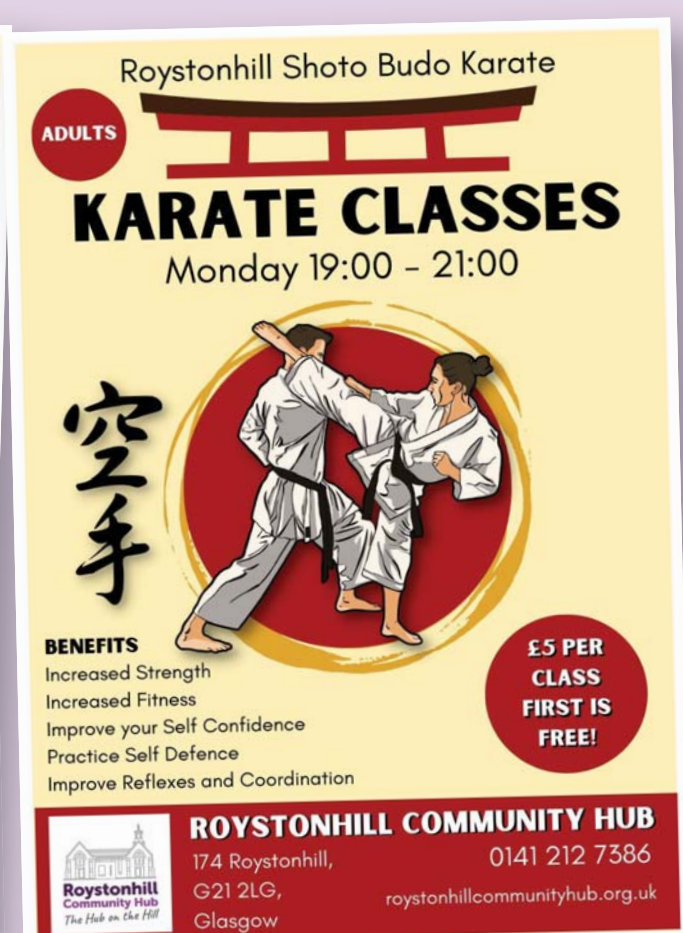
Wednesday 18:00 - 19:00
Friday 17:00 - 18:00

空手

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

**£2.50 PER CLASS
FIRST IS FREE!**

ROYSTONHILL COMMUNITY HUB
174 Roystonhill,
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Glasgow
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roystonhillcommunityhub.org.uk



Roystonhill Shoto Budo Karate

ADULTS

KARATE CLASSES

Monday 19:00 - 21:00

空手

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

**£5 PER CLASS
FIRST IS FREE!**

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Roystonhill Community Hub

CBT

COGNITIVE BEHAVIOURAL THERAPY

- ✓ goal-orientated
- ✓ evidence-based

CBT is a highly structured form of psychotherapy that focuses on the relationship between a person's thoughts, feelings and behaviours.

A therapist works with a person to identify negative thought patterns or behaviours that may be contributing to their mental health problems.

The therapist and client jointly develop strategies and practical skills to challenge and modify negative thought patterns.



Available at
Roystonhill Community
Hub every Wednesday
from 2.00 - 3.00 pm

We can now offer
weekly sessions -
please call
0141-212-7386
to book



Did you know that we can offer Cognitive Behavioural Therapy sessions? These sessions run every Wednesday, here at the Hub. If you are interested in finding out more about this just give us a call on 0141 212 7386 or call in to speak to a member of staff at the Hub.

Recently the Crafts 4 Laffs group have been working hard and creating some gorgeous handmade knitted items which they plan to donate to the local schools to assist in this year's Easter Egg Hunt.

The Crafts class recently sold some beautiful International Womans day pins and managed to raise £30 which they donated to UNICEF.

If you are interested in creating your own items and raising money for charity, then come along to Crafts for Laffs every Tuesday from 1pm to 3pm, where you can work on your own existing projects or learn how to sew, crochet and even make your own cards. They would love to see you there!

Everyone is welcome.



Help is on hand at Spire View

As well as all the activities we have going on in our local community, don't forget that we also offer various types of support available to all our tenants and residents...

Tenancy Support Officer

Have you met Tracey Blair yet? Tracey is employed by the Simon Community and works with us 2 days a week to provide vital support services to assist tenants to sustain their tenancy. Tracey is particularly experienced in working with people who have suffered trauma or are in need of specialised support. If you feel you are in need of some practical support, please contact our office and we can refer you on to Tracey.



Tracy Blair



Financial Capability Officer

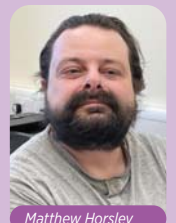
Maureen McGowan from the Greater Easterhouse Money Advice Project (GEMAP) provides information and support to our tenants and residents on topics such as budgeting, bank accounts, debt advice, credit etc. If you need help or advice, please contact our office and we would be glad to refer you on to Maureen.



Maureen McGowan

Money Advice Service

Matthew Horsley from GEMAP is our Money Advisor and is available in the Hub by appointment. Matthew can also carry out a home visit for those tenants who have mobility issues and cannot make it into the Hub. To make an appointment please contact the office and we can arrange it for you.



Matthew Horsley



Staff Contact Details

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

Margaret Brownlie Depute Director
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Donna Richardson Housing Manager
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Jordan Henderson Finance Manager
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Adele McGarth Housing Officer
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Sharon Mearns Housing Officer
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Jacqueline Paterson Maintenance Officer
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Paul Rocks Maintenance Officer
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Billy Cassidy Maintenance Officer
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Mary Dunsmore Maintenance/Admin Assistant
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Margaret Clowes Housing Officer
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Stephen Hughes Housing Assistant
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Yvonne Maworera Housing Assistant
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Gillian Spence Corporate Governance Officer
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Margaret Gillespie Finance Assistant
margaretgillespie@spireview.org.uk 0141 559 5641

Emily Muir Customer Services Assistant
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David Manners Estate Caretaker
DavidManners@spireview.org.uk 0141 552 7477

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

Jolanta Dolewska Energy Advisor
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Philippa Vennall Energy Assistant
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Steven Myles Energy Assistant
StevenMyles@spireview.org.uk 0141 212 7386

Katie Clark Energy Assistant
KathrynClark@spireview.org.uk 0141 212 7386

Do you know your rights?

Your right to information and consultation...



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

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

What information can I receive?

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

If you ask we must also give you information on:

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

What should you be consulted on?

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

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



CONTACT DETAILS

Tel 0141 552 7928
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