

The Newsletter for Residents of Spire View Housing Association

Issue 73 • Spring 2022

The Spire View

Glenbarr Street — new tenants delighted!

See page 2 for more ...



Glenbarr Street – new tenants delighted

We are extremely pleased to report that the development at Glenbarr Street is now complete and all of the properties have been allocated.

New tenants have expressed their delight at being offered one of these spectacular new properties.

The development has allowed the Association to provide 24 new homes to meet housing need and demand in the area comprising of:

21 x 3 apartment, 4 person flats

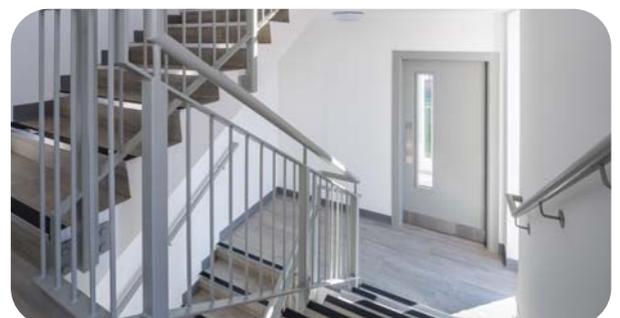
2 x 3 apartment, 3 person wheelchair adaptable flats

1 x 4 apartment, 5 person flat

There are still some minor issues to be attended to externally but overall, the Association is delighted with the finished development and we would like to express our gratitude to everyone who has made this possible.

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.

And finally... we would like to wish all of our new tenants in Glenbarr Street the very best in their new homes.



Jean Lunn – A Very Special Lady

The Management Committee and staff at Spire View were deeply saddened in December 2021 when the Association's former, long standing Committee Member, Jean Lunn, passed away.

Jean was a founding member of the James Nisbet Housing Co-op Steering Group way back in 1987. At that time, the housing conditions in the local community were dire and Jean, along with her husband Charlie (the Association's Chairperson) and a small group of local residents decided it was time for action. They went around chapping doors encouraging their neighbours to join the Co-op, improve their living conditions and make a difference to their community. This led to James Nisbet Housing Co-operative (now known as Spire View Housing Association) being formed in 1989.



Jean played a massive part in the transformation of Royston and for that we owe her a huge debt of gratitude. She volunteered endless hours to the Housing Association and without this, we would not have the fabulous houses or indeed the community that we have today. Jean was completely selfless, dedicating over 30 years of her life to her local community, serving on the Management Committee as Secretary until 2019. She was always totally professional and never afraid to challenge. People trusted her judgement and she was incredibly well respected.

Jean only retired from Committee in 2019 when her health deteriorated and this was a very difficult decision for her. However, it did not stop her continuing to be involved in her community and the Young@Heart Lunch Club, where she took on the role of Treasurer. Jean loved this club and enjoyed nothing more than meeting up with all her friends at the Hub every Thursday, enjoying some good food, entertainment and day trips.

She may have been a 'wee' woman but Jean had a big heart. She was kind, compassionate, selfless, honest, supportive and caring and was completely committed to her family. She was incredibly proud of her children and all the fantastic achievements of her grand-children.

Jean will be sorely missed by all her family and friends and our thoughts are with Jean's husband Charlie, their children and grand-children at this very sad time.

Welcome to our new Finance Manager!

Jordan Henderson joined us on 21st March 2022 and we are delighted to welcome him on board as our new Finance Manager.

Jordan started his career in social housing in 2015 as a Finance Consultant with housing consultancy firm, Arneil Johnston. He has extensive experience of financial analysis and has led on the delivery of a variety of financial management commissions for numerous Registered Social Landlords across Scotland. He has also built up a wealth of experience of the Scottish social housing sector and is highly motivated with strong analytical skills and is committed to delivering a very high standard of customer care. He completed his undergraduate honours in Accountancy where he developed a sound understanding of financial budgets and statements and is part qualified ACCA. Jordan has also sat on the board of Dalmeir Park Housing Association since September 2019; he is currently Vice Chair of the Association and is Chair of the Audit & Risk Sub Committee.



We are really pleased that Jordan has accepted this post with us and believe he will be an excellent asset to the organisation.

Planned Maintenance Update

We reported in our last edition that we had completed the latest planned phase of kitchen and boiler replacements. We are now focussing on the programme for April 2022 to March 2023 and we will keep you updated as plans progress.

The plan for this year include:

- Painterworks – External Fencing and some internal closes
- Bathroom Replacements
- Close Flooring – Cleaning/Replacement works

We have also just completed a stock condition survey and we will use the information gathered from this to update our Planned Investment Programme for the future.

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

We are delighted to advise that this contract is now complete with the exception of external works to front gardens. This work will take place in late March/April as the work involved is seasonal and therefore requires to be progressed at this specific time of the year.

We hope that tenants are feeling the benefit of these improvements and that you will agree that the transformation is amazing.

We would like to express our gratitude to those tenants affected for their patience and understanding whilst works were being carried out.

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).



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 continuing to work with our Contractor to complete these checks in all properties where this work is due.

Unfortunately, we have experienced a number of no accesses and as a result, we have not been able to reach our target fully by 31st March 2022. However, we will continue to pursue this and complete the inspections as soon as possible.

Please note that failure to provide access may result in us taking action to force entry to complete these checks. This is not something we want to do and therefore, co-operation in providing access, when requested, would be greatly appreciated.



consilium
contracting services

Upgrade of Smoke Detector Systems

The Association had a legal requirement to upgrade the systems in all of our properties by 1st February 2022.



The upgrades include 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 need to be interlinked i.e. if one is activated, all others are too.

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

James Frew (Gas Sure), our appointed contractor completed these works by the required deadline with the exception of a few properties where tenants have not provided access to allow us to carry out the works. We continue to work with our Contractor to complete the remaining few installs outstanding.

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.



Gadshill Street – Countdown to Completion

The works being carried out by our neighbours at Copperworks to the blocks at Gadshill Street continue to make excellent progress and the remedial works to the properties are really starting to become visibly evident.

The works involve external render repairs to the rear of the building; various stonework and other repairs to the front elevation; and some roof repairs.

Completion has been delayed slightly but the countdown is on and the estimated completion dates is late April/early May 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 repairs 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.





Congratulations Ina!

Congratulations to Ina Hetherington on her 90th birthday.

Ina has been a Royston and Spire View resident for many, many years. She's looking absolutely smashing! Who would believe she was 90. Always smiling and waving when you pass her window, she certainly brightens up Roystonhill.

Happy 90th birthday Ina we hope you had a fabulous day!

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...

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, benefits 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



Tenancy Support Officer

Geraldine Burgess from the Simon Community is on hand to provide vital support services to assist tenants to sustain their tenancy. If you feel you are in need of some practical support please contact our office and we can refer you on to Geraldine.



Geraldine Burgess



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 can't make it into the Hub. To make an appointment with please contact the office and we can arrange it for you.



Matthew Horsley



Roystonhill Community Hub

All things Hub on the Hill

What a fantastic start to 2022 we have had so far!

We continue to offer free guitar lessons every Thursday from 6.30pm until 8.30pm, free mindfulness meditation classes on a Wednesday morning and free digital classes every Monday and Thursday, as well as a college course on a Wednesday afternoon. People Plus are based at the Hub every Thursday from 10am until 2pm, if you are looking to get back into employment and need a bit of support this is the perfect opportunity for you, all you have to do is come along to the Hub and meet Tracy who would be happy to help you.

Every Monday and Friday we have Kickboxing with Kieran, MM Dance is here every Monday and Wednesday, Karate classes on Mondays (for adults) and Wednesdays and Fridays for kids. Dance Generation are here every Tuesday and Dance Energy every Thursday. Plus the Bingo is on every Friday from 6.30pm until 8.30pm. If you are interested in any of these classes, please contact 0141 212 7386 for more information.

There is a Crafts for Laffs' group every Tuesday from 1pm until 4pm, and they want to say a big thank you to Rosemount Development Trust for their donation of £968. Another huge thank you goes to Glasgow community Mental Health and Wellbeing Fund for their recent funding award of £2000. If you are interested in learning how to sew, crochet, make cards etc.

then come along on a Tuesday afternoon and meet the girls from the crafts group, they would love to have you!



Roystonhill Community Hub

The Hub on the Hill

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

Roystonhill Community Hub

International Women's Day

On Tuesday the 8th March Roystonhill Community Hub hosted a fantastic multi-organisation event for International Women's Day. We were delighted to work in partnership with Rosemount Development Trust, Royston Youth Action, Rosemount Lifelong Learning, North Glasgow Community Food Initiative, North Glasgow Healthy Living Community and North Glasgow Women's Integration Network. We had stalls from People Plus, the Simon Community and Mr. Bike/ St Paul's Youth Forum as well as stalls offering hand massages and henna tattooing and a fabulous buffet

supplied by Hub on the Hill Café. We had mocktails, all natural face/body scrub recipes, raffles and prizes and a professional photographer to capture all the action on the day.

We were delighted to be able to provide 200 pamper packs. These were a massive hit with everyone who attended and huge thanks to the girls at Royston Youth Action for going out and buying and making up all the packs.

The children from St Roch's Primary School choir came and sang to us and the children then enjoyed some time at the event. We were also

joined by pupils from Royston Primary.

It really was a fantastic day and it was fabulous to see all the local organisations working together to stage the event. We were delighted to welcome over 350 people through the door on the day.

Check out our fantastic pictures below, taken by Lauren Lennox, an S6 pupil at St Roch's Secondary School. Thank you for all of your help on the day. A big thank you to Rachel Haggarty, another S6 pupil from St Roch's Secondary School who was a fantastic help on the day.



Roystonhill Community Hub



Last but not least we would like to thank Rosemount Development Trust, Royston Youth Action, North Glasgow Healthy Living Community, Spire View Housing Association and Copperworks Housing Association for the funding they supplied to allow us to bring the event to the people of Royston.

We also ran a 'Nominate your Local Shero' campaign across all of the organisations' Facebook pages, if you would like to see the nominations you can check out the Roystonhill Community Hub Facebook page. As well as this we showcased a famous Scottish woman every day from the 7th to the 11th of March, this can be seen on our Facebook page.

North Glasgow Community Food Initiative hosted a fantastic workshop before International Women's Day about gender roles and how this affects different people in our lives. Everyone that came along had a fantastic time and learned loads of new things.



Digital Engagement @ The Hub



We are still giving away free Vodafone Sim Cards filled with unlimited calls & texts as well as 20gb of data which renews every month for the next 6 months! All you have to do is come up to The Hub and fill out a short survey and the sim cards is yours. We have already given away the first 60 so make sure you get up here quick!



Working in partnership with New College Lanarkshire we have successfully delivered an SVQ in Basic Digital Skills. We are delighted to report that everyone taking part passed with flying colours. We are now onto a Cyber Security Course. We have been learning about Viruses, Trojans, Worms, Bots, Malware, logic bombs and zombies. How to combat these and keep your devices safe from hacking and spy ware.

If you are intrigued by any of the computer jargon written above, please do come along to the hub to find out about our courses and also make suggestions on what you would like to see going on at the hub. You could borrow a tablet or Laptop, we have an open wifi network which is free if you just need to get online.

We also have a digital drop in service for anyone who is experiencing difficulty with their smart devices or just want to learn about digital and the benefits of being online.

Hub on The Hill Café

Things are going great at the café, Pauline is open every Tuesday to Sunday from 8.30am until 2.30pm and has just recently updated her buffet menu.

If you are having a party and need food, take a look at the prices below and give Pauline a call to find out more.

Hub on the

Hill Cafe Party Menu

Open Tues-Sun 10am to 2.30pm
07548284345 | www.facebook.com/HubontheHillCafe



PLATTERS

Chicken Pakora	£10
Vegetable Pakora	£10
Chicken Mayo Wraps	£6
Chicken Tikka Wraps	£6
Sandwich Selection	£6
Chips	£4

A selection of salad is included with all platters e.g. coleslaw, side salad, pasta salad etc.

Kids Menu £3.50 per head

Choose two options from the list below to be served buffet style at your party:

- Chicken nuggets
- Hotdogs
- Fish Fingers
- Macaroni & cheese

ALL FOOD SERVED BUFFET STYLE

Roystonhill Community Hub

Pantry

We are registering new members!
Pop into the pantry during our opening times to pick up a registration form. >>>

Community Meals:

Every Monday • 11.45am tea and coffee
12pm Lunch is served • Pay as you feel.
Good food, good company!

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



Drop-in Gardening Club:

Wednesdays 10-2 • Germiston Allotments

Royston Community Pantry

GARDENING

IF YOU WOULD LIKE TO HELP GROW FOOD FOR ROYSTON COMMUNITY PANTRY GET IN TOUCH :

ROYSTONGARDENER@NGCFI.ORG.UK
07869817276

The poster features a central green silhouette of a person holding a sign that says 'GARDENING'. Surrounding the silhouette are various vegetables: a purple eggplant, a yellow banana, a brown mushroom, and a pink carrot. At the bottom right, there is a pink pot with green plants. The background is a light green and yellow gradient.

We are the Young @ Heart

Do you know Royston has an over 50's club? Well we do and its named the Young @ Heart 50+ club. We have around 35 members, however there's always space for a few more!

We meet in the Roystonhill Community Hub every Thursday from 10-3pm where we enjoy a delicious 3 course lunch and entertainment not to mention a weekly game of bingo! If you would like to come along, you will be welcomed with open arms.

We are always on the look out for new members and indeed volunteers to help run the club, so if this would be of interest to you, please contact Angie on **0141 212 7386** to have a chat.



Rent Consultation Update

We recently asked our tenants whether they agreed or disagreed with our proposed rent increase of 5.0%, to be applied from 1st April 2022.

We would like to extend a huge thank you to everyone who took the time to participate in this consultation exercise.

We were delighted we received a total of 141 responses from tenants, representing a response rate of 22.3%. Of the 141 responses received, 50.4% agreed with the proposed increase, 49.6% disagreed and 2% neither agreed nor disagreed.

All tenants who highlighted 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 winner of the prize draw for this consultation was Catherine Kennedy who won £50 Love to Shop Vouchers. Well done Catherine.

Following on from the consultation exercise, the Management Committee met on 31st January 2022 to consider the responses, alongside the requirements of our Business Plan and Asset Management Strategy. Once all matters had been taken into consideration, it was agreed to implement the proposed increase for 2022/2023.

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 and to continue to provide the level of service that you currently enjoy. ***Even with this increase, our rents are still cheaper than all other local associations.***

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.



Win your Christmas Dinner Competition Results!!

In December 2021, we held our ever popular 'Win your Christmas Dinner' competition and were delighted to be able to award £100 of Love to Shop Vouchers Spire View's very own Margaret MacPhee.

Margaret was delighted with this prize and said she had never won anything before so it just goes to show, you have to be in it to win it!

Well done Margaret 😊



Welcome message from Rosemount Lifelong Learning's new CEO

'Now is the time to learn'

It's easy to forget that learning spans far beyond those formative years at school or college which we easily identify as our main source of learning. But when we think about learning as a lifelong activity we recognise that our learning and the accumulation of knowledge is as important throughout life as it is during our time at school. From the moment we are born we are constantly learning. Learning how to walk, how to feed and how to interact with others.

The spaces where we learn are also just as important: at home, out with our friends, with our community or at work. And as we grow, so too does our learning opportunities where we continue to accumulate valuable knowledge which we find useful in life: how to tie shoe laces, how to drive a car, etc. We need these skills to function in our lives yet, we underestimate the necessity of our own learning journey and how powerful and essential it is to us in our livelihoods and well-being. Here at Rosemount Lifelong Learning, we're all about celebrating both the formal learning qualifications and the informal learning skills in order for people to reach their potential to meet their own needs. In essence, we believe in the value of learning as a lifelong journey.

Rosemount has a long history of being an essential part of the North Glasgow community and beyond; providing a wide range of learning opportunities and support services which aid our learning.

We believe passionately that learning is a lifelong journey and acknowledge that we are all looking for different forms of learning at different stages of our lives.

Alongside our incredibly hardworking team, I'm really excited to be in a position to develop our services ensuring we meet the learning needs of the community through the provision of both formal and informal learning opportunities as well as tackling the barriers and challenges many experience when engaging with learning. The world is in a period of change following the impact of COVID 19 meaning we all need to learn and re-learn. At this time, the team here at Rosemount are listening to the community to understand how we can support individuals to reach their potential whatever that means to them. We're a warm and friendly bunch and encourage anyone interested in accessing learning opportunities to get in touch; we'd be delighted to welcome you here. There is never a time when we aren't learning so be in no doubt that now is the right time to engage and learn along with us.

It's an absolute pleasure to be appointed as the new CEO here at Rosemount Lifelong Learning and I look forward to learning alongside you.

Sean



Forthcoming Holidays

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

May Day Monday 2nd May 2022 · **Spring Holiday** Thursday 2nd June, Friday 3rd June 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**.



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 housing management 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.

91-99 James Nisbet Street – Front Entrances

Since completion of the re-rendering works at 91-99 James Nisbet Street a few years ago, the Association has been considering the appearance of the front close entrances.

It was felt that the appearance of the front elevation was missing something and needed something that clearly identified close numbers and provided a welcoming outlook.

As such, the Association undertook some planting work to soften up front entrance areas and we have recently instructed works which will involve installation of a render border around the existing close entrance and numbering to clearly identify the location.

We will provide further information to tenants prior to works starting on site.

Facebook & Twitter

Spire View HA has 738 followers on Facebook and our posts regularly reach around 1000 people.

We also have 1006 followers on Twitter!!

We have used these pages regularly to engage with our community and to get word out quickly on how we plan and 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

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 September – December 2021 we received the following feedback:

What you said...

"I reported a repair at the start of lockdown that still has not been resolved."

What we did...

Staff investigated this matter and were successful in moving this repair forward. This repair was delayed and put on hold due to COVID. An apology was issued to the tenant and the repair carried out once it was safe to do so. Staff learned the importance of ensuring that works are passed onto contractors timeously.

What you said...

"I am not happy with the level of standard of my kitchen installation."

What we did...

Staff investigated this matter and carried out a house visit with the contractor. Tenant advised that during initial survey they advised contractor that they planned to replace the fridge freezer with under counter fridge and therefore requested extended worktop. On checking paperwork, there is no mention of this. Following extended discussions, an agreement was reached with the Contractor to honour this request. Staff learned the importance of keeping accurate records of agreements with tenants when carrying out planned works.

Number of complaints 2021/22	1st Stage	2nd Stage
Total number of complaints received in the reporting year	33	4
Number of complaints carried forward from the previous reporting year	1	1
Total	34	5
Number of complaints responded to in full by the landlord	33	5
	97.1%	100%
Total number of days taken to respond in full to complaints	3 days	24 days

Glorious Gardens

Spring is here 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 better weather (hopefully!) will provide you with an ideal opportunity to get out in the garden and get it looking its' very best. I'm sure you'll all agree that 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-September, 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



Kids Corner!

Complete our fun activities, then bring this page into the Association's office for the chance to win a prize!

Spot the difference!

Can you find the 10 differences between the pictures?

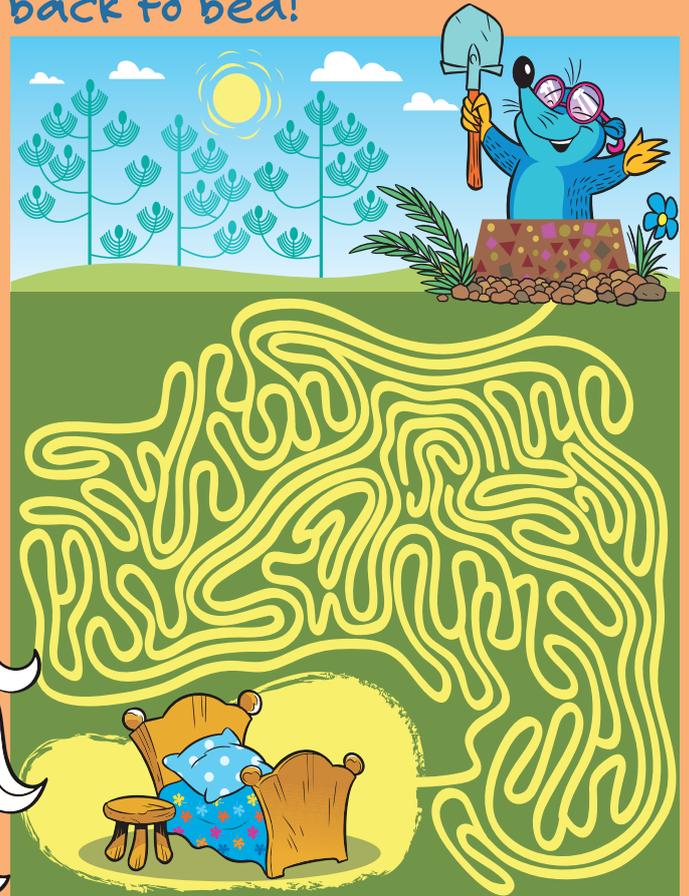


Join the dots...

What's scaring the kids in the boat? Join the dots to find out.



Help the mole find his way back to bed!



Colour the unicorn...



Name:

Address:

Phone:

Age:

Staff Contact Details

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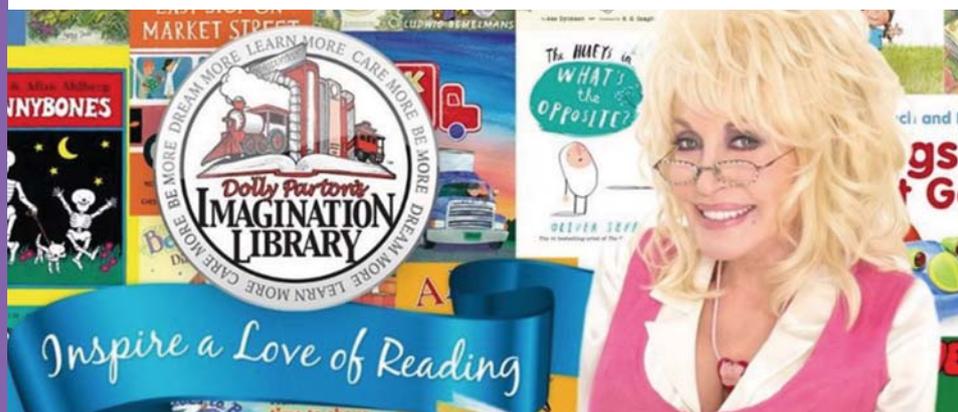
Fiona McLean Digital Engagement Officer
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Consultation Register

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 in your local housing office. We would love to hear your thoughts and views. You can get involved in loads of different ways from participating on a steering group to volunteering your time to help out at fun days or community events.

We are delighted that some of you have already put your names forward to take and have a say 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 in the panel on the left.



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 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!"

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**