

# The Newsletter for Residents of Spire View Housing Association

Issue 74 • Summer 2022

# The Spire View

# Hello Summer

With our fingers crossed for some nice weather over the Summer months, let's get outside, enjoy the fresh air and absorb some Vitamin D!



## AGM Save the Date!

We would like to invite all our members to attend our Annual General Meeting which will be held on Wednesday 21st September 2022 at 6.00pm in Roystonhill Community Hub at 174 Roystonhill.

This event is open to all Spire View Housing Association members and is an opportunity to find out more about your local housing association and the work we do here in Royston. We will also be holding our fantastic annual prize draw and game of bingo at the end of the meeting so make sure you come along and don't miss out!

Personal Invitations will be sent to all Spire View members during August, along with details of how you can nominate a shareholder to join our management committee.



# The Park on the Hill

Residents will recall that a couple of years ago, our neighbours at Copperworks undertook works to what was previously referred to as “The Triangle Site”. The area of open green space between Roystonhill and Millburn Street.

The site had lain derelict for a number of years and following a long process, Copperworks finally acquired the land and carried out remedial works to make the area a safe open green space.

At the time, they also held several community consultation events and from these, the community chose the options that they wished to see developed in the future for the site.

This included items such as:

- Lighting
- Pathways
- Planting and Trees
- Open Play Space
- Play Equipment



Park on the Hill before remedial works

As well as considering future options, they also chose to name the site “The Park on the Hill”.

We are delighted to announce that Copperworks have secured additional funding to allow them to progress the next phase of works.



Park on the Hill as it is now

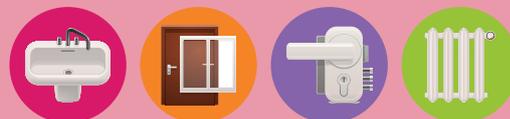
This phase will include works to:

- Create pathways across the site for ease of use by residents
- Install lighting to create a well-lit space that can be crossed safely at night
- Install trees/plants to create a diverse area for the enjoyment of all
- Create a flat open play space

The next phase will cost in the region of £200,000 and the design team and Copperworks are currently working towards tender for the project.

Keep an eye on our social media pages and website for updates!

## Right to repair



### – what is this and do you know about it?

‘Right to Repair’ is legislation that allows tenants to have certain small, urgent repairs (up to the value of £350) carried out in a specific timescale. The repairs covered under the scheme are referred to as “Qualifying Repairs” and are detailed in the table below:

Unsafe power or lighting socket or electrical fittings	Significant leaks or flooding from water or heating pipes, tanks, cisterns
A blocked flue to an open fire or boiler	Blocked sink, bath or basin
Loss or part loss of water supply	Loss or part loss of electric power or gas supply
Insecure external window, door or lock	Unsafe access path or step
Loss or partial loss of space or water heating where no alternative heating is available	Toilet not flushing where there is no other toilet in the house
Loose or detached banister or hand rail	Unsafe timber flooring or stair treads
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	Mechanical extractor fan in internal kitchen or bathroom not working

When you report a Qualifying Repair, a member of staff should advise you of your rights under the scheme. We may require to visit your home prior to confirming whether your repair qualifies and arrangements will be made to do this if necessary. Full details of your rights under this scheme and timescales for each repair listed above are provided in our “Right to Repair” leaflet which is available on our website at [www.spireview.org.uk](http://www.spireview.org.uk). Alternatively, please contact any member of our maintenance team who will post a copy to you.

If you wish to discuss your rights or seek clarification on Right to Repair, please contact our Technical Officer, **Jaqueline Paterson**, contact details are on the back page.

# Gadshill Street – works completed

The works being progressed to the blocks in Gadshill Street by our colleagues at Copperworks are now complete with only some tidy up work outstanding.

The difference that the remedial works to the blocks has made is clearly evident. The new render on the rear of the building and stonework repairs have given the building a new lease of life.

Copperworks have once again asked us to pass on their appreciation to all Spire View residents who were affected by these works taking place and any disruption or inconvenience caused.

We hope that you will agree that it has been worth it as the upgrades to the building have improved the overall aesthetic appearance of the building which can only have a positive impact on the community as a whole.



## Forthcoming Holidays

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

**Glasgow Fair** Friday 15th July, Monday 18th July 2022

**September Weekend** Friday 23rd September, Monday 26th September 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**.

# Planned Maintenance Update



## Upgrade of Smoke Detector Systems

Over the past couple of years, The Association has been working to upgrade of all the smoke and heat detection systems in our homes. We had a legal requirement to carry out these works by 1st February 2022

The upgrades included 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 had to 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.

We were delighted that the majority of tenants gave us access to allow us to carry out the works but unfortunately there were a few properties remaining at the deadline which were not able to be upgraded as access was not gained to allow us to do so.

Our Maintenance team have contacted the few tenants that have outstanding works and will aim to complete the installs at the earliest possible opportunity. PLEASE provide access when requested. This installation is to ensure the safety of you, your household and your neighbours 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

As well as the upgrading of smoke and heat detections systems, the Association was required to ensure that all of our properties had a current Electrical Safety Inspection i.e. an inspection of the fixed wiring within your home had been carried out in the last 5 years. The deadline for ensuring compliance with this was 31st March 2022.

Similar to the position with smoke detector upgrades, we had some properties where access was not provided to allow the inspection to be carried out. This installation is to ensure the safety of you, your household and your neighbours.

Our Maintenance team are in the process of contacting all tenants who have not provided access to arrange this inspection at the earliest opportunity. PLEASE provide access when requested. Failure to do so will result in us taking action to force entry to the property and this is not something we wish to do. Therefore, your co-operation in providing access when requested will be greatly appreciated.



# Are you leaving us?

Did you know you might be entitled to compensation for improvements?



We don't like to see anyone leave us but if you do, you might be entitled to receive compensation for improvements you have made to your home.

Legislation introduced under the Housing (Scotland) Act 2001, introduced the Right to Compensation for tenants for improvements they have made to their home on or after 30th September 2002. In order to qualify for compensation, there are certain conditions that require to be met and a full breakdown of these is provided in our 'Right to Compensation' leaflet. The types of improvements which may qualify for compensation include fitting a shower, replacing a kitchen or bathroom suite etc. Decorating the inside of your home does not qualify for compensation.

## How do I get compensation?

You must make a claim in writing to the Association within the period starting 8 days before and ending 21 days after your tenancy comes to an end. If in doubt contact the Association's office. The information should include your name and address, what improvements you have made, how much each improvement cost and the date the improvements were started and finished. It may also be appropriate that we inspect the improvements.

Full detail of this scheme are provided in our "Right to Compensation for Improvements" leaflet which is available on our website at [www.spireview.org.uk](http://www.spireview.org.uk). Alternatively, please contact any member of our maintenance team who will post a copy to you.

If you would like to discuss the scheme in detail or enquire to see if you qualify, please contact our Technical Officer, **Jacqueline Paterson**, contact details are on the back page.

# Committee Recruitment – Join our team SVHA

## Your community needs a voice – could this be you?

If you are interested in representing your community and learning new skills in the process then we have the perfect opportunity for you.

Join Spire View Housing Association Management Committee now! No previous experience required, full training will be provided and all it takes is a couple of hours a month.

Being a Management Committee member means you can learn a great range of skills from how to run a business, to good governance and good practice – all things that look fantastic on your CV.

Chairperson Charlie Lunn said, "Joining a committee can be really daunting at first but fear not, Spire View offers all the support you could need. We offer full training and will help you every step of the way".

If you are interested and would like to find out more contact our Corporate Governance Officer **Gillian Spence**, contact details are on the back page.



# Facebook & Twitter

Spire View HA has 859 followers on Facebook and our posts regularly reach around 2000 people. We also have 1013 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.



Facebook

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 nose at.



Twitter

Come on over and check us out!



Facebook  
@SpireViewHousingAssociation  
Twitter @SpireViewHA

# It's Summer, which only means one thing: It's Garden competition time!

Although it been a rather wet start to the summer lets hope that improves over the coming months with lovely sun rays bursting through the skies and ideal opportunity to get out in the garden and get them looking fantastic and colourful.

As you know, the Association provides garden services to all tenants which includes grass cutting, weeding and tree maintenance; however it would be great if you could also maintain your gardens, paths and driveways by clearing all litter and removing weeds as necessary.

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 gardens/paths/driveways free of litter and weeds.

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](http://www.gardenresources.co.uk)
- [www.KidsGardening.org](http://www.KidsGardening.org)
- [www.gardenguides.com](http://www.gardenguides.com)



# 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

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

Maureen McGowan from Greater Easterhouse Money Advice Project (GEMAP) is available to provide information and support on all sorts of topics from budgeting, bank accounts and benefits advice to credit.



Maureen McGowan



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

## Tenancy Support Officer

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



Geraldine Burgess

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



## Money Advice Service

Roystonhill Community Hub is host to our fabulous Money advisor Matthew Horsley who can assist you with benefit enquiries. If you need some help and would like to meet with one of our money advisors please give our office a call on 0141 552 7928 in order to make an appointment.



Matthew Horsley



# Paws for Applause!

Most of our readers will be aware that at Spire View we like to run the odd competition 😊

This time it's a competition with a twist! We would like to see photos of all your furry, fluffy or feathery friends, let's give your beloved pets their 15 minutes of fame.

All you have to do is post a photo onto our Facebook page with your pet's name and age and the cutest pet will be selected by our judge on Monday 1st August 2022.

You must be a Spire View tenant or owner to take part and the winner will receive a £25 voucher.



## Tenant Consultation underway with TPAS

Spire View have recently instructed TPAS Scotland (Tenants Participation Advisory Service) to carry out some independent tenant consultation on our behalf.



TPAS will soon be contacting all tenants with some information and a survey that we hope you will find interesting. We ask that you give us your support by taking time to complete and return in the free post envelope provide, alternatively you can complete our online survey by typing <https://www.surveymonkey.co.uk/r/LD3PR7M> into your browser. We are also offering a chance to win a £50 voucher or £25 voucher by completing this survey!! This survey is for all tenants and joint tenants.



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 the office 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 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!"*

# Roystonhill Community Hub

*All things Hub on the Hill*

Happy Summer everyone! It is now halfway into the year and things are as busy as ever here at Roystonhill Community Hub. Take a peek to see all of the different classes and services we have on offer just for you!

## Young @ Heart

The Young @ Heart Club takes place at Roystonhill Community Hub every Thursday from 10am until 3pm. Anyone over 50 is welcome to enjoy breakfast, lunch and some company! You will even get a wee game of Bingo.

If you are interested in joining, simply pop up to The Hub on a Thursday to meet everyone.



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

## Hub Social Promotion

Have you followed Roystonhill Community Hub on social media yet? We have a cracking Facebook & Instagram page and a website full to the brim with information about everything going on right here at Roystonhill community Hub! Don't miss out and make sure you scan the QR codes or visit **'Roystonhill Community Hub'** to follow us on Facebook and scan the other QR code or visit **roystonhillcommunityhub.org.uk** to check out our website. You can follow us on Instagram by visiting **RoystonhillCommunityHub**.



Hub Facebook



Hub Website

## Digital Classes

Here at Roystonhill Community Hub we continue to offer a free digital class every Monday from 2pm until 4pm, where you can come along, have access to a digital device and learn how to get the best use out of it. We also have a free Digital Drop-In every Thursday from 10am until 12pm where you can get help with any problems you may be having – this can be anything from creating CV's, accessing online forms, shopping online, online banking, creating an email account or much much more.

Our Digital Engagement Officer Fiona Mclean is here Monday, Wednesday and Thursday and offers every piece of help and support she can. If you are struggling and would like to set up an appointment with Fiona to find out more then give us a call on **0141 212 7386** or email **digital@spireview.org.uk** to find out more.

## LENDING LIBRARY

**Do you or does someone you know not have access to a digital device?**

We can help! Roystonhill Community Hub has a lending library to help you get access to a tablet for as long as you need it. All you have to do is give us a call on 0141 212 7386 or email our Digital Engagement Officer Fiona Mclean on **digital@spireview.org.uk** to find out more.

 Roystonhill Community Hub  
 @Roystonhillcommunityhub  
 0141 212 7386  
 174 Roystonhill, G21 2LG



# Roystonhill Community Hub

## NGCFI – Community Meals/ Walk/ Pantry

North Glasgow Community Food Initiative continue to work hard and provide some fantastic services for the community of Royston.

Every Monday you can come along to Community Meals between 11.45am and 1pm to enjoy an absolutely delicious 3 course meal, all made using fresh, healthy ingredients! Everyone is welcome all they ask is for a donation if you can, so make sure you come along and meet some new people.

Before Community Meals every Monday from 11am NGCFI have started a new walking group that goes on a short and easy walk around the local area. If you are looking to meet new people and add some gentle exercise into your everyday life then this is a fantastic opportunity for you.

North Glasgow Community Food Initiative continues to run the pantry every Monday, Thursday and Friday.

Royston Community Pantry operates from 2pm to 5pm every Monday, 4pm to 7pm every Thursday and 10am to 1pm every Friday. They offer some fantastic fresh produce, fresh food in the deli and all the necessities. To join the pantry all you have to do is pick up a membership from the shop at Roystonhill Community Hub and bring along a form of ID and a letter confirming your address.

A membership costs £3 and members can receive up to £20 worth of shopping once a week for a mere £3 payment.

## Hub on The Hill Café

The Hub on The Hill Café is open! If you are looking for a somewhere new to try why not come to The Hub on the Hill Café?

We also offer buffet packages if you have any parties coming up!

### 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**

ROYSTON FOOD HUB  
COMMUNITY MEALS ARE BACK!  
**EVERY MONDAY**  
11.45 AM TEA AND COFFEE  
12PM SIT DOWN LUNCH  
@ ROYSTONHILL  
COMMUNITY HUB  
FOR MORE INFORMATION:  
07758093754  
ROYSTONFOODHUB@NGCFI.ORG.UK

FREE! FREE! FREE!

## Sim Cards

Could you benefit from



20gb of data and unlimited calls and texts free for 6 months? Copperworks and Spire View Housing Association have partnered with Roystonhill Community Hub to distribute 500 free Vodafone sim cards that were awarded through Vodafone's charities.connected scheme. You can read more about this on the Spire View, Copperworks and Roystonhill Community Hub websites.

Anyone is eligible to receive a sim card, all you have to do is come up to Roystonhill Community Hub, fill out a short survey and the Sim Card is yours!

If you have any questions you can give us a call on **0141 212 7386** to find out more.

# Roystonhill Community Hub

## Roystonhill Community Hub E-Newsletter

Have you signed up to the brand new RCH E-Newsletter? If you would like to keep up to date with everything Roystonhill Community Hub then sign up for the brand new E-Newsletter, you can sign up by scanning the QR code above or sending your name and email address to [volunteerassist@spireview.org.uk](mailto:volunteerassist@spireview.org.uk) with the subject line 'E-Newsletter'.



E-Newsletter

## Review, Refresh, Return



The organisation Triage is running a programme called Review, Refresh, Return to help women over the age of 25 get into employment.

If you have previously been in paid employment and would like to get back into employment but do not know where to start then Triage can help. They offer free peer support, CV-Building, upskilling and confidence building, all you have to do is call **07708 474333** or email [PaulineT@triagecentral.co.uk](mailto:PaulineT@triagecentral.co.uk) to find out more.



## People Plus

People Plus are based at Roystonhill Community Hub from 10am until 2pm every Thursday. If you are looking to get into employment and think you could benefit from a bit of extra support then come along to meet with Kevin or Tracy who can get you set up with People Plus.

They can help tackle any barriers you may be facing, like getting you specific training and helping you get any qualifications in your journey into employment and signing up for People Plus will not affect your benefits. Email [infofairstart@peopleplus.co.uk](mailto:infofairstart@peopleplus.co.uk) to find out more.

To be eligible you must live in Glasgow, have the right to work in the UK and be aged 18 or over.



### FAIR START SCOTLAND

Employment Support from People Plus

People Plus' 12 months of **free, tailored support** will help to tackle any barriers to employment you may be facing and **will not affect your benefits**. They have a successful track record of supporting people who:

- have been out of work for significant periods of time
- have disabilities or health conditions
- are single parents
- have caring responsibilities
- have convictions.

**TO BE ELIGIBLE FOR OUR FAIR START SCOTLAND SERVICE, YOU NEED TO:**

- **LIVE IN GLASGOW, THE HIGHLANDS OR THE ISLANDS**
- **HAVE THE RIGHT TO WORK IN THE UK**
- **BE AGED 18 OR OVER AND OUT OF WORK**

To find out more, email [infofairstart@peopleplus.co.uk](mailto:infofairstart@peopleplus.co.uk) or call 0141 471 5056



### FAIR START SCOTLAND

Employment Support from People Plus

**SIGN UP FOR FAIR START SCOTLAND WITH PEOPLE PLUS NOW!**

#### WHERE?

Roystonhill Community Hub, 174 Roystonhill, G21 2LG

#### WHEN?

Every Thursday from 10am until 2pm

**DROP IN ON A THURSDAY TO FIND OUT MORE OR YOU CAN EMAIL ENGAGEMENT KEY WORKER, TRACY BAIN ON [TRACY.BAIN@PEOPLEPLUS.CO.UK](mailto:TRACY.BAIN@PEOPLEPLUS.CO.UK)**



# Roystonhill Community Hub

## What's On

Take a look to see 'What's On' at Roystonhill Community Hub. We still continue to have free guitar lessons every Thursday, we also free mindfulness meditation sessions every Wednesday morning and we just recently welcomed a new gymnastics class held every Wednesday and Thursday. We also have Crafts 4 Laffs every Tuesday afternoon where you can come along and learn some new crafty skills and meet new people.

If you are interested in any of the classes taking place come up to The Hub when the class is on to meet the class coordinator and they can get you signed up and give you more information.

## WHAT'S ON

AT ROYSTONHILL COMMUNITY HUB



### MONDAY

2pm - 4pm Digital Skills Class  
2pm - 5pm Community Pantry  
4pm - 5pm Kickboxing with Kieran  
5pm - 9pm MM Dance  
7pm - 9pm Karate (Adults)

### TUESDAY

1pm - 4pm Crafts for Laffs'  
1pm - 2.30pm Rosemount Lifelong Learning Young Parents  
5pm - 8pm Dance Generation

### WEDNESDAY

10.30am - 12pm Relax & Recharge (Meditation)  
1pm - 4.30pm NCL Digital Qualification  
1pm - 2.30pm Early Years Scotland  
5pm - 9pm MM Dance  
6pm - 7pm Karate (Kids)

### THURSDAY

10am - 3pm Young at Heart  
10am - 12pm Digital Drop In  
10am - 2pm People Plus  
4pm - 7pm Community Pantry  
3.45pm - 4.45pm Gymnastics  
5.45pm - 8.45pm Dance Energy  
6.30pm - 8.30pm Guitar Lessons

### FRIDAY

10am - 1pm Community Pantry  
3.45pm - 4.45pm Kickboxing with Kieran  
5pm - 6pm Karate (Kids)  
6.30pm - 8.30pm Bingo

THE HUB ON THE HILL CAFE IS OPEN TUESDAY TO SUNDAY 8.30am TO 2.30pm

0141 212 7386

@RoystonhillCommunityHub

174 Roystonhill, G21 2LG

volunteer@spireview.org.uk

## Gymnastics Class

Roystonhill Community Hub  
For girls aged 5 to 12

Every Wednesday from 4pm to 5pm  
Every Thursday from 3.45pm to 4.45pm

£35 per month class cost

Natasha Polozhentseva is a decorated gymnast with a University Degree in coaching. Just some of her awards include:

- Champion of Moscow City 2005
- Member of the Olympic Academy 2005-2007
- Member of the Russian national Team 2007-2008
- Europe Champion with Russian national team 2008

If you have any queries please contact Natasha on natasha240719@hotmail.com

## GUITAR LESSONS

ALL AGES AND ABILITIES WELCOME

Every Thursday  
6.30pm - 8.30pm

174 Roystonhill, G21 2LG

Sam Vaughan

Roystonhill Community Hub

07934226907

@RoystonhillCommunityHub



## Book Club

Roystonhill Community Hub has started a new book club right here at The Hub on the last Friday of the month. Are you looking to get back into reading? And need some motivation? Our first meeting was on Friday the 27th of May where we distributed the book 'The Thursday Murder Club' by Richard Osman, we still have a few copies left so if you would like to join, give us a call on 0141 212 7386 to pick up your copy of the book.

The next Book Club meeting will take place at 10.30am on Friday 29th July to discuss the latest book and receive the new one.

# Roystonhill Community Hub

## Survey

Win a £50 Love to Shop Voucher by filling out our survey. Fill out this slip and return it back to Roystonhill Community Hub at 174 Roystonhill, G21 2LG. Or you can follow the QR code to the online version of our survey.



Survey

## Volunteering

Roystonhill Community Hub has a host of fantastic volunteer opportunities and we are always looking for volunteers! We can help you get access to different training opportunities, build your confidence and meet new people. Volunteering looks fantastic on your CV and if you are looking to get into employment, volunteering counts as work experience and we can act as a reference on any job applications! Give us a call now on **0141 212 7386** or email [volunteer@spireview.org.uk](mailto:volunteer@spireview.org.uk) to find out just how you can get involved.

We can continue to deliver volunteering opportunities and a number of other services thanks to the National Lottery Community Fund and National Lottery players. They have awarded Spire View Housing Association funding which has led to us continuing to employ a Volunteer Coordinator Angie Fraser, Volunteer Assistant Catriona Donald and Digital Engagement Officer Fiona Mclean.

Thank you National Lottery Community Fund for allowing us to continue to support the local community.

### Opportunities available:

- Positions available at Help 4 The Homeless
- Gardening
- Reception work
- Social Media/ E-Newsletter
- North Glasgow Community Food Initiative
- Start a Class!

### WIN A £50 LOVE TO SHOP VOUCHER

Are you satisfied with the classes and services at Roystonhill Community Hub? Fill out this survey and let us know and you will be entered into the draw to win a £50 Love to Shop Voucher



Would you like to sign up for the RCH E-Newsletter?

Yes  No

What is your name?

What is your email address?

What is your phone number?

1. Are you happy with the services and classes at RCH?

Yes  No

2. What classes would you like to see at RCH?

3. What could we be doing to support you better?

4. How do you keep up to date with RCH? Tick all that apply

- Facebook/ Instagram  RCH E-Newsletter  
 Website  Flyers  
 SVHA/ CHA Newsletter  Word of Mouth

## VOLUNTEER WITH US

Would you like to learn new skills and add to your CV? We can help.

Here at Roystonhill Community Hub we are always looking for new volunteers, take a look at what we have available:

### \* RECEPTION

In this role you will learn how to answer the phones, use different Microsoft programs and how to be a friendly and approachable receptionist.

### \* GARDENING

Improve your gardening skills and help out around the local area.

### \* SOCIAL MEDIA/ E-NEWSLETTER

Learn about copywriting and how to use Facebook/ Twitter, Canva and Instagram in new dynamic ways and how to compile and write a newsletter.

### \* HELP 4 THE HOMELESS

Help out at the H4TH unit on James Nisbet Street

### \* ROYSTON COMMUNITY PANTRY

Help out in the pantry or in the kitchen by making delicious food for the deli.

### \* START A CLASS

Share your skills with the local community by starting a class right here at Roystonhill Community Hub



**Alexandra Park**

# FESTIVAL DAY

**SATURDAY 23 JULY 2022**  
Alexandra Park, East End Glasgow, G31 3JE

**FREE ENTRY**

All ages | 12 - 4 pm

Join us at Alexandra Park for a fun day out for the whole family!

- Live Music
- Kids activities & inflatables
- Live Wrestling Show
- Fancy Dress Parade  
All welcome – email [info@platform-online.co.uk](mailto:info@platform-online.co.uk) to get involved
- Food & market stalls
- Plus much, much more!

Subject to licence



platform the arts centre in Glasgow's east end  
platform-online.co.uk 0141 276 9696 info@platform-online.co.uk  
Milnbank HOUSING ASSOCIATION  
GHA  
SPIREVIEW HOUSING ASSOCIATION  
COPPERWORKS HOUSING ASSOCIATION  
@platformglasgow

## Registered Tenant Organisations

Each year we like to remind tenants of their right to start up and be part of a Registered Tenant Organisation (RTO).

If you are interested in starting an RTO then come and talk to us and find out how the RTO can feed into the decision making process of Spire View Housing Association. For example, you could provide feedback or put forward recommendations on policy changes, service levels etc. This is in addition to every tenant's right to be consulted over policy changes which significantly affect them.

We also have a RTO procedure, which can be downloaded from our website or is available on request.

If you would like further information please contact **Donna Richardson**, contact details can be found on the back page.



## 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 entered into the monthly prize draw.

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

Our winner for January was Alan Dorrian, for February Stephen Carville, and for March, Margaret King.

**Congratulations!**

# Complaints

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

We recognise that from time to time things can go wrong and customers may wish to complain about our service.

If you are unhappy about any aspect of our service please get in touch with a member of staff who would be happy to assist. During January – March 2022 we received the following feedback:



## What you said...

*"I am not happy that a Contractor failed to attend a prearranged appointment."*

## What we did...

Staff investigated this matter and found that the Contractor's night staff cancelled this appointment due to receiving too many emergencies overnight however they failed to notify the tenant or our staff. Staff raised this matter with the Contractor and supported the tenant to rearrange the appointment. Staff learned the importance of keeping appointments and in regular contact with the tenants to ensure we provide a good quality service.

## What you said...

*"I am not happy with the length of time taken to replace my boiler."*

## What we did...

Staff investigated this matter and found that the issue was further complicated by a water leak at the flue. The Contractor then moved onto another job while a plumber was called in to resolve the leak. This resulted in the tenant waiting until the following day before the boiler installation could take place. Staff liaised with both the Contractor and tenant throughout the day to ensure that works were carried out as soon as possible. Staff learned that it may be required to have a plumber on standby should a heating engineer be unable to resolve any issues during boiler installation.

Number of complaints 2021/22	1st Stage	2nd Stage
Total number of complaints received in the reporting year	37	6
Number of complaints carried forward from the previous reporting year	1	1
<b>Total</b>	<b>38</b>	<b>7</b>
Number of complaints responded to in full by the landlord	38	6
	100%	85.7%
Total number of days taken to respond in full to complaints	3 days	22 days

# Bulk Uplifts

As you know, we aim to provide an excellent service within our community and take pride in having the estate look at its best so we introduced a bulk uplift service as Glasgow City Council are no longer providing this service free of charge. The Association carries out a bulk up lift every Monday.

**PLEASE ASSIST BY PUTTING YOUR ITEMS OUT FOR COLLECTION LATE ON A SUNDAY EVENING OR BEFORE 7AM ON A MONDAY.**

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

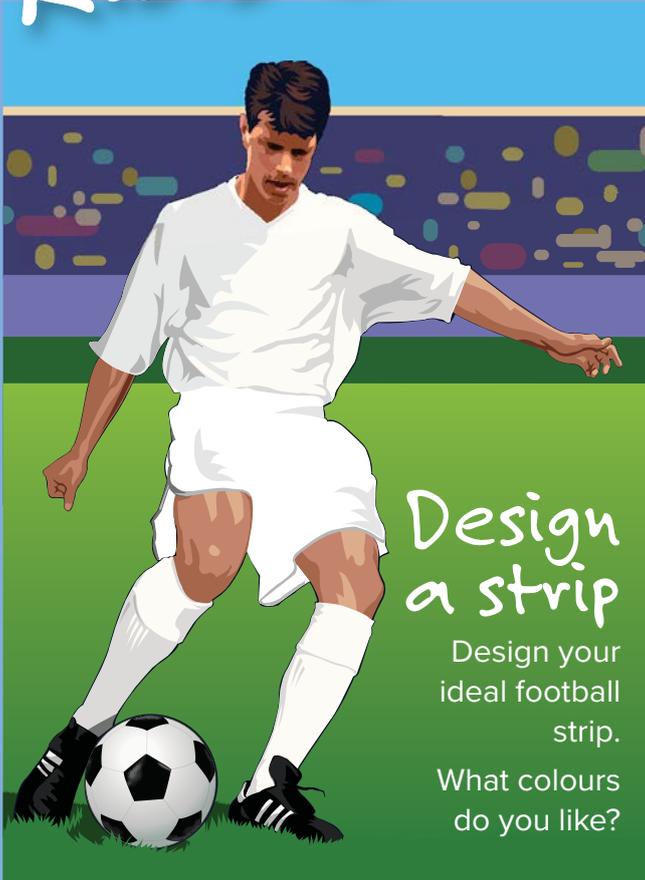
You also have the option, if you have a car, to dispose of bulk at your local Recycling Centres at Dawsholm and/or Queenslie.

These centres allow access to all residential vehicles below 1.8metres in height and they are open from 8am to 6pm, with last entry at 5.45pm. **Let's work together and keep our streets clean and tidy!**



# Kids Corner!

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



## Design a strip

Design your ideal football strip.

What colours do you like?

## Sporty Wordsearch

Athletics • Badminton • Basketball • Boxing • Cricket • Golf  
Cycling • Football • Gymnastics • Hockey • Tennis • Netball  
Rugby • Skating • Skiing • Swimming • Volleyball • Wrestling

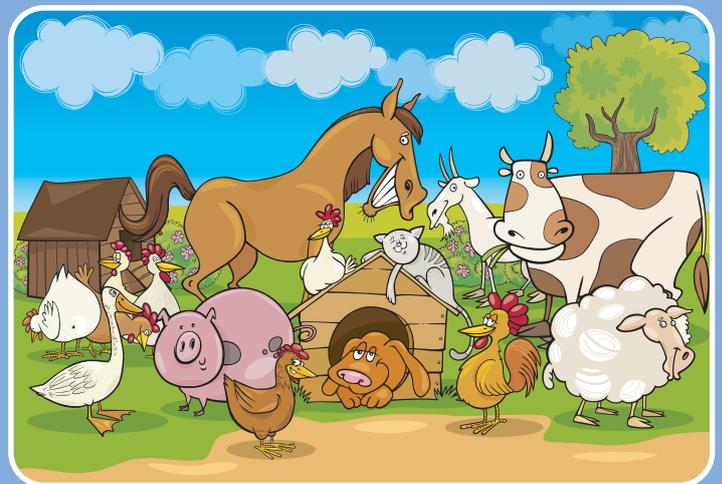
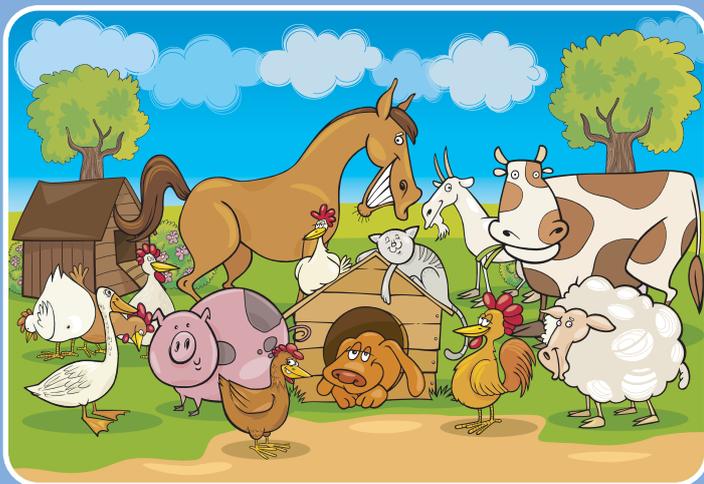
S	G	G	G	L	B	O	X	I	N	G	Y	K	J
C	N	M	M	W	L	F	Z	B	A	B	C	N	U
I	I	C	X	O	R	A	K	S	S	M	U	E	H
T	T	G	Y	B	Q	E	B	G	O	N	N	T	Q
S	A	N	B	C	U	C	S	Y	O	T	J	B	C
A	K	I	F	L	L	A	B	T	E	K	S	A	B
N	S	I	O	K	K	I	N	N	L	L	D	L	N
M	W	K	O	W	Q	I	N	U	R	I	L	L	D
Y	H	S	T	T	M	I	M	G	G	U	N	O	M
G	T	A	B	D	S	D	O	W	E	P	G	G	V
O	S	V	A	T	H	L	E	T	I	C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

## Count the lollies...

How many do you count?



## Spot the 10 differences in our Farmyard!



Name:

Address:

Phone:

Age:

## Staff Contact Details

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**Paul Rocks** Maintenance Officer  
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**Gillian Spence** Corporate Governance Officer  
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**Margaret Gillespie** Finance Officer  
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**Roddy Forrest** Customer Services Assistant  
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**Angela Fraser** Volunteer Co-ordinator  
volunteer@spireview.org.uk 0141 212 7386

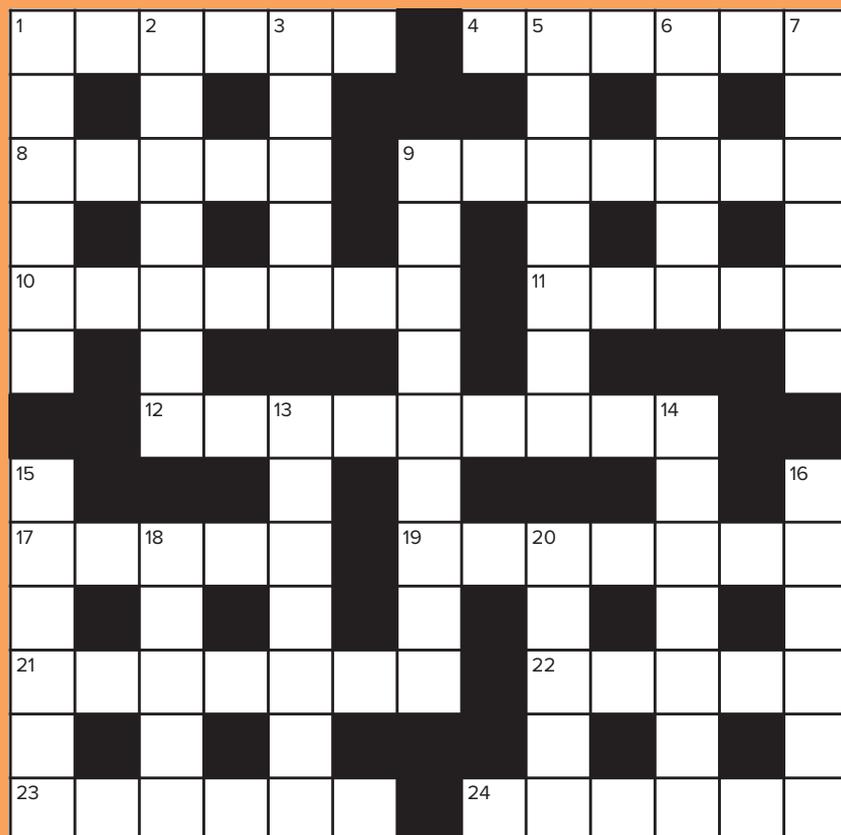
**Catriona Donald** Volunteer Assistant  
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**Fiona McLean** Digital Engagement Officer  
digital@spireview.org.uk 0141 212 7386

## Crossword

Just for fun and not too tricky – try it on your coffee or lunch break.

No googling though, that's cheating!



### Across

- 1 Region of north-east France, annexed by Germany from 1871 to 1919 (6)
- 4 Shiny shoe leather (6)
- 8 Food (from heaven?) (5)
- 9 Conspirator (7)
- 10 King of England, 1135–54 (7)
- 11 Really stupid (5)
- 12 Recapitulation (7-2)
- 17 Russian mountain range, running from the Arctic to the Caspian Sea (5)
- 19 Attendant in a royal household (7)
- 21 Underground passages (7)
- 22 As expected (5)
- 23 Illness (6)
- 24 Purpose (6)

### Down

- 1 Well-nigh (6)
- 2 Vocalists (7)
- 3 Mismatch of colours (5)
- 5 Excessively fond (7)
- 6 Over and above (5)
- 7 Like a dartboard – archery \_ (6)
- 9 Destitute (9)
- 13 Deceive (7)
- 14 Scent (7)
- 15 Established way of behaving (6)
- 16 Small round hole, finished around the edges (6)
- 18 Invalidate (5)
- 20 Complete change of direction (1-4)

## CONTACT DETAILS

Tel 0141 552 7928

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

