

# The Newsletter for Residents of Spire View Housing Association

Issue 70 • Summer 2021

# The Spire View

## Roystonhill Community Hub

Come and get involved, there's something for everyone...

See pages 8 & 9 for details on all the activities available...



Mindful Meditation Class



Sewing Class



Walking Group

# Maintenance Update

We are delighted that restrictions are now easing and we can move full steam ahead with our planned and cyclical maintenance programme. There is a lot happening over the next few months and all of the details are given below:

## Kitchen & Boiler Replacements

Property surveys have been ongoing to allow the Contractor's surveyor to measure for the new kitchen installations. If you have not provided access for your survey as yet, please do so as soon as possible. Failure to do so could result in your property being removed from the current programme. This round of installations will take place in properties in the following phases:

- **121-185 Roystonhill** Our Contractor is pulling together all programme information and will contact tenants affected at least 2 weeks before the intended date of installation.
- **223-257 Roystonhill**
- **112-140 Rhymer St**
- **Roystonhill Place**
- **42 Tharsis St** Once we have a full and final programme, we will also write to tenants with their provisional installation date. If you wish to discuss your provisional date with us (for example to provide details of dates when you may not be available), please contact us. We would like to take this opportunity to remind tenants that planned maintenance works will not be progressed for those tenants that have any tenancy debt (arrears, legal costs or recharges) of £300 or more and have not established and maintained a repayment arrangement for 6 months continuously. If you think you are affected by this, please contact your Housing Officer to discuss. If you are affected, you may also receive a letter from us to advise you of this, if you are included in the forthcoming planned programme.

## Upgrade of Smoke Detector Systems

In previous editions, we advised you of new legislation which places a legal duty on the Association to carry out upgrade works in relation to smoke and heat detection in our properties. This involves the installation of:

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

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

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

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

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

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

We are delighted to advise that we have now appointed Procast Property Services Limited to carry out these works. They are in the process of setting up and conducting individual property surveys to measure up for the new window installations. If you have not provided access yet for your survey, please contact us as a matter of urgency. Failure to do so could result in your property being removed from the current programme or the Association taking further action to gain entry.

Our Contractor will contact tenants involved individually with the proposed window installation date.

The following dates have been provided for erection of scaffolding to the blocks. This may be subject to change as works progress but we will keep you up to date on any changes. As advised previously, you should contact your contents insurance provider to advise of these works and that scaffolding will be erected outside your home.

All works are projected to be complete by mid October 2021.

In the meantime, 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).

### Scaffold Dates

Block	Estimated Scaffold Install Date	Estimated Scaffold Dismantling Date
73-75 James Nisbet St	14th to 16th June 2021	2nd – 4th August 2021
77-81 James Nisbet St	7th to 19th July 2021	16th to 20th September 2021
83-85 James Nisbet St	17th to 19th August 2021	5th to 7th October 2021



# Glenbarr Street – nearing the finish line



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

As you will see, the properties are really starting to take shape and we are delighted with progress so far.

Our Housing Management Team have started considering the allocation of these new flats and when this will commence. If you require any further information, please do not hesitate to contact us.

COVID-19 continues to provide some challenges in relation to working practices. However, the Contractor is on top of these and all safety measures are in place.

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

The project will create 24 new flats, comprising:

21 x 3 apartment,  
4 person flats

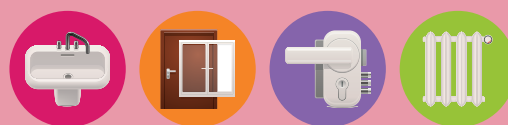
2 x 3 apartment, 3 person  
wheelchair adaptable flats

1 x 4 apartment, 5 person flat

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



## 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 of 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 by emailing [jacquelinepaterson@spireview.org.uk](mailto:jacquelinepaterson@spireview.org.uk) or calling 0141 559 5640.

# COVID Restrictions – Up

As the restrictions have gradually eased, we have worked hard to continue to provide a good quality service for all of our tenants and residents across all areas of operation.

Following a robust risk assessment and planning process, we are delighted to advise that all of our staff have now returned to working from the office and although our doors remain closed at the moment, we are here to assist you when you need us.

Our Risk Assessments are carried out in consultation with our staff and we will continue review them on a regular basis to ensure they remain up to date. We are continuing to follow government guidance and will be ready to open our doors when we are permitted to do so.

Staff can still be contacted on their direct numbers provided on the back page of this newsletter. Meantime, if you require an appointment to discuss an essential matter, please telephone the main office to arrange this.

## Repairs

We are pleased to advise that we have now returned to a full repairs service and we would therefore encourage you to report any repairs you may have. We are required to continue to ask you questions in relation to COVID to ensure the safety of your household and our contractors and staff. We appreciate your continued co-operation in providing the information when requested.

## Gas Servicing

As a landlord, we have a legal obligation to carry out an Annual Gas Service within your property and it is your responsibility under your tenancy agreement to provide access for this. This is done to ensure your safety and the safety of others around you. We appreciate you may still be concerned about providing access at this time, however, we would like to assure you that our Contractor is well aware of the necessary precautions and has a process in place of asking screening questions before attending. They also have the appropriate PPE required and methods in place to ensure services are carried out safely. The Scottish Government has also issued guidance to tenants to ask them to comply with these requirements. This remains relevant under the current restrictions. **Please note that failure to comply may result in us having to force access.** This is not a step we want to take so your co-operation in providing access would be greatly appreciated.

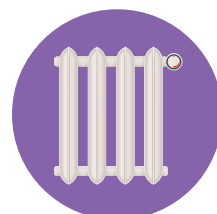
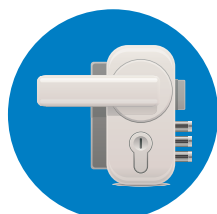
## Electrical Safety Checks

These safety checks are also permitted to continue. As your landlord, we are required to carry out an Electrical Safety Check to your property every 5 years. These checks, similar to gas checks, are to ensure the safety of your household and other households around you. For those tenants who have a check programmed to take place, our contractor, Consilium Contract Services will write to you advising the date that they will be attending to do this. Again, our contractor is fully versed in the requirements of visiting your home under the current restrictions and will have all measures in place to ensure the protection of all parties.

It is important that access is provided when requested and we appreciate your co-operation with this.

## Visiting your Home

Visits to your home are permitted where required. We are required to continue to ask you questions in relation to COVID to ensure the safety of your household and staff. We appreciate your continued co-operation in providing the information when requested.



# Update on Service Delivery

## Grass Cutting

The grass cutting season is now upon us and as you will know, the Association appointed a new Contractor last year. We are working closely with them to ensure that they get up to speed quickly with all cutting requirements. We appreciate there has been some initial teething problems but we are in constant discussion with our new contractor to resolve any issues that arise and to provide a quality service going forward.

If you wish to discuss any issues or have any concerns, please contact a member of the maintenance team to discuss.

## Close Cleaning

Our close cleaning and sanitisation service is continuing under the current restrictions. If you wish to discuss any issues or have any concerns, please contact your Housing Officer to discuss.

## Vermin Control

If you are experiencing an issue with rats in your external areas, please contact Glasgow City Council Environmental Health on 0141 287 1059.

Please continue to report any other issues about vermin or pests that you are experiencing to us as the Glasgow City Council service for internal issues is still suspended.

## Refuse/Bulk Uplifts

Glasgow City Council recently re-introduced a bulk uplift service. However, arrangements for this are different to that which they provided recently and the procedures for arranging uplifts has been communicated to you by letter and also on our social media pages. However, we have also taken the decision to continue with fortnightly bulk uplifts to complement this service.

## Allocations

We are delighted to advise that we continue to carry out allocations by ensuring appropriate processes and protocols are in place to allow us to do so. This allows us to continue to provide a vital service to those in housing need whilst adhering to government guidelines and ensuring the safety of everyone involved. If you have any questions regarding allocations, please contact any of our Housing Management staff who will be happy to discuss this.

## Rent Payments

If you need any help or advice with your rent account, or if you are worried about a change in circumstances due to loss of earnings, please contact your Housing Officer who will be able to offer advice or arrange a referral for you to one of our Money Advisors or Financial Capability Officer.

## Money Advice/Financial Capability Advice

We are delighted to advise that our Money Advice and Financial Capability Services have returned to the Roystonhill Community Hub. This service is open to all residents and if you would like to speak to one of our advisors, please contact the main office and they will be happy to arrange an appointment for you.

We want to continue to support our most vulnerable residents. Therefore, if you are continuing to experience any difficulties, please contact one of our Housing Officers and they will be able to assist.

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

Twitter: @SpireViewHA

Facebook: Spire View Housing Association

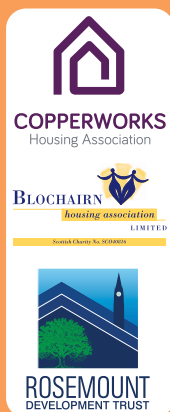
Website: [www.spireview.org.uk](http://www.spireview.org.uk)



# Roystonhill Masterplan

Readers will know that our colleagues at Copperworks have been working with our partners at Blochairn Housing Association and Rosemount Development Trust trying to develop a masterplan for the sites at the Millburn Centre, the old tennis courts and the land surrounding the Roystonhill Recreation Centre (Blue Roof).

Most recently the partners were requested to develop a further option which allows the façade of the Millburn Centre to be retained. The Design Team for the project completed this exercise and this was submitted to Glasgow City Council Planning Department and other appropriate departments in early April 2021. We are hoping to meet again with them soon to discuss the options and hopefully agree the way forward. We will keep our readers updated.



## ESOL - Learn English

Do you want to learn English in a small group?

We can help you with English for Living and Working in the UK.

We can help you improve your:



For further information contact:

Jamie on [JamieC@rosemount.ac.uk](mailto:JamieC@rosemount.ac.uk) Call 0141 553 0808

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

Rosemount Lifelong Learning Event Space,  
102 Royston Road, Royston, Glasgow G21 2NU



## Gadshill Street gets going!

We are really pleased to update you that our neighbours at Copperworks have appointed Procast Property Services to undertake works at their Gadshill Street properties.

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

The erection of scaffolding has commenced and works to the building should be ongoing by the time this newsletter arrives through your door.

The estimated completion time for the works is early September 2021.

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

## Customer Satisfaction Survey 2021

Spire View Housing Association is committed to listening to our tenants and owners and acting on their views. To help us do this, we have commissioned an independent market research company, Research Resource, to undertake a customer satisfaction survey on our behalf.

This survey will play a very important part in helping us develop our services. The survey asks about your views of the services that we provide for you, your priorities with respect to these services and your satisfaction with your neighborhood. We'd be really keen to get your view on what we can do to

make life better for our customers and would appreciate if you could give this some thought.

We need to get the views of as many residents as possible in order to build an accurate picture of how satisfied our customers are. A sample of tenants and owners will be selected to take part in the survey. Due to the current COVID19 restrictions in place all surveys will be carried over the telephone by one of Research Resource's fully trained interviewers. The surveys will take place from 5th July 2021 for approximately 4 weeks. Interviews will take approximately 20 minutes to complete.

If you are contacted by Research Resource I hope you will be able to take the time to take part in the survey. Your feedback is important, and it really does make a difference.

The survey will be entirely confidential and no-one from Spire View will see your individual answers. Research Resource will, at the end of the survey, provide an independent report of the total findings and you will be informed of these findings in due course. If you have any questions about the research, please call Andrew Reid at Research Resource on 0141 641 6410. If you wish to speak to someone at Spire View about the survey please contact our Housing Manager, Donna Richardson on 0141 559 6773.

Thank you very much, in advance, for your help.



# 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. For those who complete a survey, we enter all these into our 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.

We would normally ask the winners to come into the office to receive their prize and to allow us to take a photo for our wee article here... however, although we can still do the prize draw, we are still unable to have visitors into the office.

If you are a winner you will receive your vouchers by mail.



January winner: Carol Ann Turnbull  
February winner: Mr & Mrs McGinlay  
March winner: Isabel Heeps

# Royston Road Mural

Over the past few months, our colleagues at Copperworks Housing Association have been working with our partners at Community Land Scotland and the artist "Rebel Bear" on the potential of providing a mural on the wall that runs along Royston Road.

The Copperworks Management Committee recently approved the outline design for the mural and the proposals have now been submitted by Community Land Scotland to Glasgow City Council Planning Department.

This piece of art will depict the positive improvements that have been made across the community and we are looking forward to seeing this develop.

In addition, Copperworks are also working with colleagues at Rosemount Development Trust with a view to developing further mural/artwork ideas which will enhance the identity of the Royston community. More to follow... watch this space!!

# Office Opening – when will we see you again?

Here at Spire View we pride ourselves on being an organisation that is available and welcoming to all our customers. We are based in the heart of our community and many of our customers visit our office for a variety of reasons on a very regular basis. This all changed in March 2020 when COVID restrictions meant we had to close our doors. After 15 long months, it would be an understatement to say we are desperate to reopen.

All our staff are now working safely from our office premises and as soon as Government guidelines allow, we will be throwing open the doors and welcoming all our customer back for some much needed face to face interaction. Of course, if you prefer to contact us by phone, email or some other method, this is perfectly acceptable too.

In the meantime, you will likely have spotted many of our staff members out and about on the estate and we hope this reassures you that we are still here for you. Our staff remain available to deal with all your questions and queries and contact details are on the back page of this newsletter.

# Forthcoming Holidays

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

## Glasgow Fair

Friday 16th July and Monday 19th July 2021

## September Weekend

Friday 24th and Monday 27th September 2021

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**.

# Roystonhill Community Hub

Here at Roystonhill Community Hub things have been picking right back up, and hopefully once COVID-19 restrictions ease again we will back to full swing. We've got all sorts of classes going ahead from our brand new sewing class, the walking group, kickboxing with Kieran and all sorts of dance classes happening every day. Our Wednesday morning mindfulness meditation class continues to be a hit and has received exceptional feedback.



Mindfulness Meditation Class

## Digital Update

Our Digital Classes continue to go ahead, and our Digital Engagement Officer Fiona Mclean has made quite a name for herself! Back in March our Digital Classes were featured in the Glasgow Times, both online and in the Newspaper. This was a fantastic opportunity for Roystonhill Community Hub as it let a wider audience see exactly what we do here to support our local community.

If you or someone you know does not have access to a digital device or struggles with their online skills then come along to our digital classes. We work with Power Up to provide a tutor to help you gain digital confidence. This can be anything from online shopping and online banking to staying safe online and being aware of phishing.

We also have a lending library filled with a number of different devices that we can lend to you either for the class or to take home, and we can even provide data if you do not have an internet connection at home. Just give us a call on **0141 212 7386** to find out more.

**Class Times: Monday 2pm – 4pm • Thursday 10am – 12pm**



## Volunteering

Now that Glasgow is in Level 2 we have been able to bring our volunteers back in, and they have been working incredibly hard! Here at Roystonhill Community Hub we want to give a big thanks to everyone who has helped out since the beginning of the pandemic, without your help we never would have been able to support our local community in the way we have.

We are always looking for new people to join our team, so take a look at some of our volunteering opportunities below and give us a call on **0141 212 7386** to find out more:

**Receptionist (minimum 2 hours a week)** – We are looking for an individual who is keen to improve their computer literacy and learn some receptionist etiquette. In this role you can learn how to use and answer the phones and improve your efficiency in different Microsoft programs (word, powerpoint, excel etc.). We can also teach you how to effectively post on social media, schedule Facebook posts and use different programs to create interesting and visually appealing posters. Call us on **0141 212 7386** to find out more.

**Walk Group Leader (1 hour a week)** – We are looking for someone who would like to learn how to be a leader. Our walking group has been going on for a number of weeks and we want someone who is interested in exploring the city or taking people around their favourite places who is friendly and approachable. Initially you will come on our weekly walks with the current group leader and get yourself comfortable before planning your own routes and leading the group. If you are interested call us on **0141 212 7386**.



Walking Group

## Social Media

Here at Roystonhill Community Hub we continue to update our social media pages to keep you in the loop – if you haven't already, then please follow us on Facebook and Instagram using **@RoystonhillCommunityHub** where you can keep up to date with all of our classes and get a peek at what goes on right here at the Hub on the Hill.





# North Glasgow Community Food Initiative Royston Community Pantry

The work on Royston Community Pantry has officially begun and very soon all of its members will be able to check out their new and fancy shop.

Currently the pantry is based in the small hall of Roystonhill Community Hub, members have to queue in the main hallway before being led in by a pantry volunteer to do their shopping.

The works to the shop unit will hopefully be complete by early July and the pantry will be able to move back to its proper home. We can't wait!!






## OPENING TIMES

**TUESDAY 4PM - 7PM**  
**WEDNESDAY 10AM - 1PM**  
**THURSDAY 1PM - 4PM**

## Hub on the Hill Café

The Hub on the Hill Café officially opened back up for sit-in after Glasgow moved into Level 3 restrictions and the new menu has been a massive hit. If you haven't checked out the Café yet make sure you come up to the Hub on The Hill and taste some of the amazing new dishes.

OPENING TIMES: Tuesday - Sunday 10am - 4pm



07548284345 | www.facebook.com/HubontheHillCafe

Breakfast	
Served all day	
Scottish Breakfast	£4.90
<small>Scram, Tattie Scone, Black Pudding, Egg, Bacon, Beans, Toast and Tea or Coffee</small>	
Omelette and Cheese	£2.90
<small>Additional Filling (Pean, mushroom, tomatoes, spinach, onion)</small>	
Mains	
Served with a side salad and chips	
Mac & Cheese	£4.20
<small>Additional Filling (Bacon bits, mushrooms)</small>	
Steak Baguette	£4.50
<small>Served with sauce (Curry, Sweet Chilli)</small>	
Salt & Chilli Chicken	£4.50
<small>Served with sauce (Curry, Sweet Chilli)</small>	
Salt & Pepper Chicken	£4.50
<small>Served with sauce (Curry, Sweet Chilli)</small>	
Spicy Chicken Wrap	£4.50
BBQ Chicken Wrap	£4.50
Baked Potato & Cheese	£3.50
<small>Additional Filling (Chickens, Tuna, Ham, Spicy Chicken)</small>	
Loaded fries with Chilli & Cheese	£4.20
Hot filled rolls	
Roll & Square	£1.50
Roll & Tattie Scone	£1.50
Roll & Black Pudding	£1.50
Roll & Egg	£1.50
Roll & Links	£1.60
Roll & Bacon	£1.60
Doublet	£2.30
Tripler	£3.00
Mains	
Served with a side salad and chips	
Cheese Burger	£4.50
Chicken Burger	£4.50
Pie and beans	£3.50
Snacks	
Served with a side salad	
Sweet Potato Fries	£1.90
Chips	£1.80
Additional Filling (Curry, Sweet Chilli)	£0.70
Roll & Chips	£1.80



07548284345 | www.facebook.com/HubontheHillCafe

Snacks	
Served with a side salad	
Panini's	
Tuna Mayo, Cheese & Ham, Chicken & Cheese, Cheese & Onion	£2.80
Toasties	£2.60
Tuna Mayo, Cheese & Ham, Chicken & Cheese, Cheese & Onion	£2.60
Wraps	£2.90
Spicy Chicken, BBQ Chicken	£2.90
Salad Rolls	£1.90
Tuna Mayo, Cheese & Ham, Chicken & Cheese, Cheese & Onion	£1.60
Soup of the day	£1.60
Soup with bread & sugar	£3.50
Soup & a sandwich	£3.50
Drinks	
Can of juice	£1.00
Bottle of juice	£1.50
Bottle of water	£1.00
Tea	£1.00
Coffee	£1.00

*Kids menu available on request*

## WHAT'S ON

AT ROYSTONHILL COMMUNITY HUB



Roystonhill Community Hub  
The Hub on the Hill

**MON**

2pm - 4pm Digital Skills Class  
4pm - 5pm Kickboxing with Keiran  
5pm - 9pm MM Dance

**TUE**

10:00am - 12:00pm Mothers & Toddlers  
10:00am - 4:00pm Hub on The Hill Cafe  
3:30pm - 4:30pm Sewing Class  
4:00pm - 7:00pm Royston Community Pantry  
5:30pm - 7:30pm Dance generation  
7:00pm - 8:00pm Creative Writing Class

**WED**

10:00am - 1:00pm Royston Community Pantry  
10:00am - 4:00pm Hub on The Hill Cafe  
10:30am - 12:00pm Mindfulness Meditation Class  
12:30pm - 2:00pm Early Years Scotland  
5:00pm - 9:00pm MM Dance

**THU**

10:00am - 11:00am Walking Group  
10:00am - 3:00pm Young at heart  
10:00am - 12:00pm Digital Drop-in  
10:00am - 4:00pm Hub on The Hill Cafe  
1:00pm - 4:00pm Royston Community Pantry  
5:45pm - 8:45pm Dance Energy

**FRI**

9:30am - 12:30pm Cognitive Behavioral Therapy drop-in with Andrew Mccann  
10:00am - 4:00pm Hub on The Hill Cafe

**SAT**

10:00am - 4:00pm Hub on The Hill Cafe  
10:30am - 12:00pm Mindfulness Meditation Class

**SUN**

10:00am - 4:00pm Hub on The Hill Cafe



Sewing Class

## Community Meals

Currently Community Meals plan on restarting by August 2021. For any updates or more information about this keep an eye on the Roystonhill Community Hub Facebook page.

Visit us  
Roystonhill Community Hub  
174 Roystonhill, G21 2LG

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



# 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** by emailing [jacquelinepaterson@spireview.org.uk](mailto:jacquelinepaterson@spireview.org.uk) or calling **0141 559 5640**.

# AGM

## Save the Date!

We would like to invite all our members to attend our Annual General Meeting which will be held on Thursday 16th September 2021 at 6.00pm.

We hope that restrictions will allow us to hold this years AGM in Roystonhill Community Hub at 174 Roystonhill however, if this is not possible we will inform all members as soon as possible and would appreciate your support to attend this meeting virtually using Zoom.

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.

## Financial Capability Officer

Roystonhill Community Hub is host to some great services that are there for you, the tenants, to use. Maureen McGowan from Greater Easterhouse Money Advice Project (GEMAP) is available to provide information and support on all sorts of topics from budgeting, bank accounts and benefits advice to credit.



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

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

## Tenancy Support Officer

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



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

## Money Advice Service

Roystonhill Community Hub is host to two Money advisors, Frank Devaney and Matthew Horsley, who can assist you with benefit enquiries. Currently our Money Advisors are meeting people face to face at the hub, however if you would be more comfortable with a phone appointment this is something that can be arranged.



Frank Devaney



Matthew Horsley

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.



## Jim Conway Award 2020-2021

### Ben Tibbs, St Roch's S2 Secondary School Pupil, wins Rosemount Development Trust's Jim Conway 2020-2021 Award.

Ben is the youngest pupil to be nominated by St Roch's Secondary for the award.

Ben completed a sponsored climb up Ben Lomond and raised £1500 in memory of his grandad, Billy. The money was used to fund an outdoor defibrillator and equipment.

The lifesaving equipment was very generously donated to Spire View Housing Association by the Tibbs family and is installed at their new community hub on Roystonhill.

Maureen Flynn MD was delighted to meet and congratulate Ben and present him with his award, and a cheque for £100.

Senior Deputy Head, Tommy Donnelly says Ben was nominated as a *"really worthy recipient"*.



The Jim Conway Award was created in recognition of the Trust's former Managing Director on his retirement in 2009.

The award recognises Jim's successful leadership and achievement in taking the organisation forward and building confidence in Voluntary Directors to develop and manage Rosemount Business Park, enabling commercial businesses to locate in Royston, presenting residents opportunity for local jobs and training.

## Provanhill Street and Royston Road Regeneration

Rosemount Development Trust are delighted to have secured £40,000 from Glasgow City Council's 'Vacant and Derelict Land' Fund.



The funds, awarded by the Scottish Government, and administered through GGC's Vacant and Derelict Land Fund will be used to carry out a feasibility study/site investigation into short, medium, and longer-term use of the Provanhill Street site.

This gives the community in Royston the opportunity to explore the long-term ambition for this area, and to think about what uses they would like to see, alongside any development.

The Trust (RDT) commissioned Kevin Murray Associates (KMA) to lead this work. Recently KMA carried out a survey asking the community for ideas for the site. The results of the survey are currently being analysed.

Alongside this RDT are also funding a study on Royston Road. There have been ideas in the past about how to make more of our shops and services and to continue the regeneration work.



## Survey Winner

Rosemount Development Trust would like to congratulate Shaun Gorry from St Roch's Secondary School on being the winner of our £100 draw. Shaun was presented with his prize by Gregor Henderson, RDT's Community Development Officer.

Again, we want to thank everyone who took part in our survey throughout April - your feedback will directly inform and contribute to Rosemount's work in Royston.



# What you told us...

Spire View Housing Association is committed to providing high-quality customer service. We value feedback (negative or positive) from tenants. Feedback helps us to ensure that we are providing a service that meets the needs of our tenants and other customers.



We recognise that from time to time things don't always go as planned and tenants may want to complain about our service. Our comprehensive complaints handling procedure aims to make it easy for tenants to have their concerns resolved quickly. You can pick up a guide to our complaints procedure at our office, on our website or call us on 0141 552 7928 and we will send a copy out to you.

The table below shows the number of complaints received from January – March 2021.

Complaints Received	Jan 21	Feb 21	Mar 21	Total
Complaints received at Stage 1	3	2	1	6
Complaints received at Stage 2	0	0	0	0

Complaints Resolved	Jan 21	Feb 21	Mar 21	Total
Complaints resolved at Stage 1	3	1	0	4
Complaints resolved at Stage 2	0	1	1	2

Escalations	Jan 21	Feb 21	Mar 21	Total
Escalations to Stage 2	0	0	0	0

Reason for Complaint	Jan 21	Feb 21	Mar 21	Total
Contractor	1	0	0	1
Staff	0	1	0	1
Equalities	1	0	0	1
Policies & Procedures	0	0	0	0
Governance	0	0	0	0
Finance	0	0	0	0
Maintenance	1	1	1	3
Housing Management	0	0	0	0
Money Advice	0	0	0	0
Factoring	0	0	0	0
Estate Management	0	0	0	0
Wider Role	0	0	0	0

Satisfaction with Complaints	Very satisfied	Fairly satisfied	Neither sat/dis	Fairly dissatisfied	Very dissatisfied
How satisfied with outcome?	2	3	1	0	0
How satisfied with handling	2	3	1	0	0

We have recently reviewed the way we report complaints to you and have now included a 'you said we did' section in the newsletter. You will see this below;

## What you said...

*"It has taken far too long to repair a water leak to my property."*

## What we did...

Staff investigated this matter and found that in this case, the repair had been passed to the maintenance team and a member of staff contacted the tenant the following day to ensure that a repair had been carried out. Unfortunately, this had not been the case. However, staff contacted the tenant again and arranged a repair to the tenant's satisfaction. This complaint would have been resolved before it became a complaint if all staff followed procedure. An apology was issued to the tenant. Staff have since reviewed this procedure and will keep record of all tenant communication and follow up on completion to ensure repairs are carried out on time.

## What you said...

*"I don't like how anti-social behaviour complaints are dealt with."*

## What we did...

Staff investigated this matter and found that although procedure had been followed this could have been more robust therefore staff training was identified and will be carried out.

# Contents Insurance

As you will be aware, the Association has its own buildings insurance cover for all 580 properties that we own and manage, but we do not hold individual contents insurance for each tenant's home.

So, let us ask you... what would you do if you were flooded from the flat above? How would you replace your individual belongings if they were water damaged? There are many individual contents insurance providers that offer very affordable contents insurance rates, some for as little as £2.50 per week. Whilst it is not mandatory that you have contents insurance, we strongly recommended that tenants consider purchasing contents insurance in case the worst should happen. We would recommend that you shop around and gain a few quotes just like you would with your car insurance before you take the plunge. There are superfast search engines out there that can find you lots of quotes with minimum effort on your part. Why not try Money Saving Expert, This Contents Insurance or Go Compare for a free no obligation quote.



## 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. If you join the committee you can learn some great skills from how to run a business, to good governance – all things that look fantastic on your CV.

Currently our committee meetings are being held via video conference, in order to comply with current social distance rules and to keep our committee members safe.

Vice Chairperson Charlie Lunn had this to say about being a part of the SVHA Management Committee: *“Joining a committee can be really daunting but Spire View offers all the support one could need to become a member and support the tenants and service users in this community.”*

If you are interested and would like to find out more contact Gillian Spence on **0141 559 5644** or email [gillianspence@spireview.org.uk](mailto:gillianspence@spireview.org.uk)



## 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.

So...

**...Do you want to have a say in what we do at Spire View?**

We try to give tenants and residents as many opportunities as possible to participate in the work we do here at the association. Usually we place an advert in the newsletter if we are reviewing policies to try to encourage you to become involved and have your say. We also write directly to people that we think may be keen to become involved. However, this isn't enough and we want to be sure we don't miss anyone.

If you would like to be consulted on changes, just simply let us know and we will contact you when we are doing policy reviews. Please contact our Housing Manager, Donna Richardson, at the office and we will add your name to our consultation register.



# Spire View brings you Social Media



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

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



## Do you need support to improve your reading, writing or support with numbers?

We can offer 1 to 1 support to help you learn in a way that suits you.

For further information please contact Lorraine at

LorraineS@rosemount.ac.uk or call/text 07984 539448

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

Rosemount Lifelong Learning Event Space, 102 Royston Road, Royston, Glasgow G21 2NU



# Glorious Gardens

At last we are experiencing the lovely sunny rays of summer which is an ideal opportunity to get out in the garden and get it looking its very best.

As you know, the Association provides a gardening service 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.

**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](http://www.gardenresources.co.uk)

[www.KidsGardening.org](http://www.KidsGardening.org)

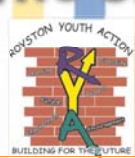
[www.gardenguides.com](http://www.gardenguides.com)





 ROYSTON YOUTH ACTION
  @ryayouthproject
  @RYA\_YOUTHCLUB

# WHATS ON AT



**MONDAY**  
 World Cup of Old Skool Games Sessions P7 & S1 plus 6.30pm-7.30pm  
 Boys Health Group 6pm-8pm

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

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

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

**FRIDAY**  
 Inclusive and Equality Group 4.30pm to 5.30pm  
 S1 plus Youth Club 6pm till 10pm  
 Diversionary Football Sessions 7pm - 8.30pm

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

**1<sup>ST</sup> Year Plus**  
 For more info call 0141 572 0984 or pop in and see the youth work team!  
 One to one chats available at any time, we are always here for you.



# SPIRE VIEW SUMMER COMPETITION

Capture the beauty of Royston and be in with a chance to be featured on the front page of our next newsletter as well as a summer hamper filled with all sorts of goodies!

Whether you are a budding photographer or just like taking pictures, send us in photos of your local area to be in with a chance to win.

**HOW TO ENTER:**  
 Take a picture of your local area and upload it to Facebook, Twitter or Instagram and tag us in the picture using @RoystonhillCommunityHub and the hashtag #SVHASummer

**Closing Date: August 31 2021**

## LET'S TALK

Help support your staff, volunteers or your wider community

### Free Online Mental Wellbeing Drop Ins and Workshops



#### Virtual Drop Ins

The next time you have a coffee catch up, team meeting or wellness webinar, why not have us 'drop in' to chat about mental wellbeing?

#### Online Workshops




For engaging sessions on mental health why not book some of our workshops? These informative sessions last around 90 minutes and cover a variety of topics

#### Benefits include;


- Raising awareness around mental health issues
- Tackling stigma and discrimination
- Signposting people to local support
- Encouraging positive conversations around mental health
- Promoting recovery and self-care through the 5 Ways to Wellbeing
- Encouraging people to be more proactive in looking after their mental health

For more information or to book please contact  
 Emma.Straughan@samh.org.uk



 ROYSTON YOUTH ACTION
  @ryayouthproject
  @RYA\_YOUTHCLUB

# WHATS ON AT



**MONDAY**  
 After School Club - P6/7 3pm - 4.30pm

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

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

**THURSDAY**  
 Funky Thursday Club P4/5 3pm - 4.30pm

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

**SATURDAY**  
 For Infinity and Beyond Club All Day

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

## Staff Contact Details

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

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

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

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

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

Paul Rocks Maintenance Officer  
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0141 559 5642

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

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

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

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

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

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

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

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

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

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

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

## Bulk Cleansing

We think you will agree that the community doesn't look its best when bulk items are disposed of inappropriately or in a thoughtless way. Currently, there is a City wide problem with disposal of larger items because Glasgow City Council no longer remove bulk as part of their duties.

As we value the community and want it to look its best, the Association has arranged a bulk up lift every 2nd Friday at an extra cost to the organisation. Unfortunately, we have recently noticed an increasing number of bags of household rubbish being thrown into the mix. This is causing some concern as, when bags are burst, it attracts vermin. We would therefore stress the importance of disposing of your household rubbish in the wheelie bins provided. All plastic bottles and cardboard should be placed in the recycle bins.

If you have a fridge or freezer you no longer require, please call 0141 287 9700 and arrange for it to be uplifted. These items contain gases and should not be left by the kerbside.

The other option if you have a car, is to dispose of bulk at your local Recycling Centre i.e. 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. If you live in a property with your own main door, the arrangement to contact the council for bulk uplift has not changed.

We cannot improve the city but let's work together and Make Royston Better.



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

If you have a child or children of this age and haven't yet registered please contact Donna Richardson on **0141 552 7478** or email **donnarichardson@spireview.org.uk** and we will get your child / children registered. After you register, your

child should receive their first book 6-8 weeks later and these will continue each month until the children turn 5 or you move out of the area.

We recently received some positive feedback from one of the tenants who has registered their child for the free books and this is what they said:

*"My children are both registered for the Imagination Library and they love getting their books delivered"*

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

## CONTACT DETAILS

Tel 0141 552 7928

Fax 0141 552 0086

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

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

## EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water 01294 468113

All Other Emergency Repairs 0800 595 595

