

The Newsletter for Residents of Spire View Housing Association

Issue 83 • Autumn 2024

The Spire View

Blooming Marvellous!

Once again, the number of budding gardeners who participated in this year's garden competition, by turning the gardens into a haven of colourful flowers, water features, vegetable patches and ornaments overwhelmed us.

The gardens look amazing. You certainly surpassed yourself, despite the weather, with your achievements. We would like to give a massive thank you to all the residents who have brightened up the area and set the bar higher for next year's competition.

We would also like to thank Grainne Rooney, the Royston Community Gardener from The North Glasgow Community Food Initiative, who was this year's judge.

The wait is finally over and we are delighted to announce our winners:

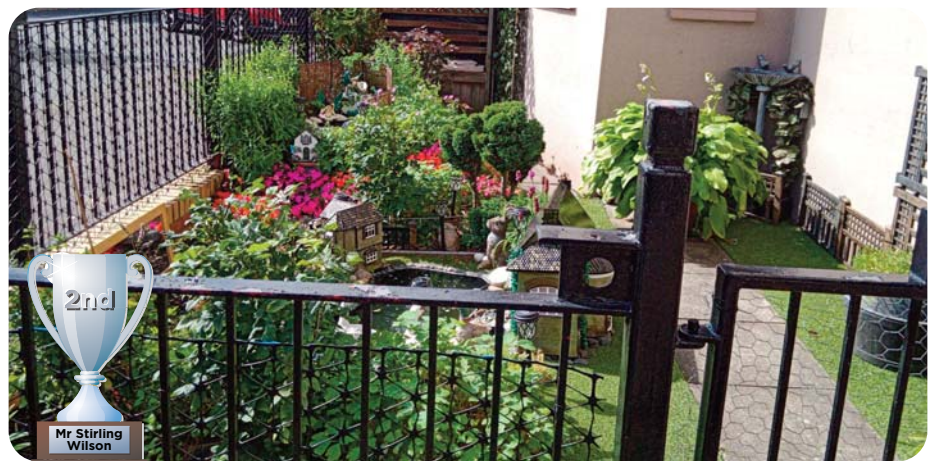
1st Prize goes to **Ms Nixia MacKinnon**

2nd Prize goes to **Mr Stirling Wilson**

3rd Prize goes to **Mr & Mrs Jones**

We also have several runners up as follows:








- | | |
|---------------------|--------------------|
| 1. Ruby McLaughlin | 6. Janet Byrne |
| 2. May Lynch | 7. Mr & Mrs McHugh |
| 3. Elizabeth Faulds | 8. Mary Paton |
| 4. Robert Berrie | 9. Maureen McVey |
| 5. Sharon Weir | |



Inside this issue:
 Spire View Annual Report 2023/2024
 and Landlord Report Card 2024
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One year on – promises being delivered!

Following the Transfer of Engagements from Copperworks, we published our 'Promises Action Plan' which outlined the promises we made as part of the transfer process and the action we were going to take to deliver these. We are delighted to report on progress achieved to date:

What we promised...	Progress made...
 To provide at least 6 places on our Management Committee for Copperworks Committee members.	<ul style="list-style-type: none"> 7 Copperworks members transferred to Spire View Management Committee in August 2023. We held our AGM in September 2023 where our members participated in an election of the Management Committee for the forthcoming year. We are pleased to say the 7 members who transferred remain on our Committee at this time.
 To provide a new £1 Share in Spire View for all Copperworks shareholding members.	<ul style="list-style-type: none"> New Share certificates were issued to all Copperworks shareholding members in August 2023.
 To commit to a name change within 12 months of transfer, if that's what tenants want.	<ul style="list-style-type: none"> Consultation is ongoing in relation to the name change and the results will be known by the end of October 2024. This will determine how we progress thereafter.
 To retain the local office and staff.	<ul style="list-style-type: none"> The local office remains open 5 days per week and all staff have been retained.
 To provide a quality factoring service that demonstrates value for money.	<ul style="list-style-type: none"> Revised Written Statements of Services were issued to all factored owners. Satisfaction levels with the factoring service are very positive as indicated in our recent Satisfaction Survey results. VAT deregistration completed in June 2024. Therefore as promised, we are no longer required to charge VAT on factored owners' management fees.
 To deliver improved service delivery performance levels acceptable to tenants.	<ul style="list-style-type: none"> We have been investigating an updated IT system which would include the provision of an interactive portal for tenants and owners. We are on target to have a new system in place by April 2025.
 To protect what tenants most value in current services.	<ul style="list-style-type: none"> We retained the Tenant Bonus Scheme and also extended this to all Spire View tenants by December 2023.

What we promised...	Progress made...
 <p>To lower rent rises over the longer term.</p>	<ul style="list-style-type: none"> • We revised rent payment dates for Copperworks tenants to align with those of Spire View, thus generating a saving for Copperworks tenants. • We applied a rent increase for 2024/25 in line with the promise we made to tenants and will continue to work to apply lower rent rises over the longer term.
 <p>To improve our financial position.</p>	<ul style="list-style-type: none"> • We revised our 30 year projections and aim to deliver £119m worth of cost savings across the next 30 years.
 <p>To carry out improvements to properties quicker.</p>	<ul style="list-style-type: none"> • We revised our investment plans to include an additional £300,000 over the period 2024/25 to 2026/27 which will allow us to carry out planned improvements to our properties sooner than previously planned. • Year 1 of kitchen/boiler, bathroom and window replacement works have been instructed and are ongoing.
 <p>To continue and enhance the range of wider support services we deliver to help support tenants to improve life opportunities and to meet their own and their community's changing needs.</p>	<ul style="list-style-type: none"> • The transfer has allowed the capacity for senior staff to consider and progress opportunities as they arise. This has allowed us to continue to provide much-needed services such as Money Advice, Financial Capability and Tenancy Sustainment as well as achieving resounding success with our Energy Project. • We have been successful in gaining funding for a Heritage Project and we look forward to creating a resource that profiles Royston's great history and heritage.
 <p>To continue and enhance local partnerships to create opportunities to provide additional services within the community.</p>	<ul style="list-style-type: none"> • We continue to take a lead role in the Royston Strategy Group and the delivery of priorities identified by the group e.g. community hub, triangle site and other environmental type projects. We also provide support to other members of the group to progress their priorities for the benefit of the local community. • We continue our partnership working all local groups and schools.
 <p>To investigate the potential for a Local Estates Team, creation of local employment opportunities and ensuring the local environment is a pleasant one for all residents.</p>	<ul style="list-style-type: none"> • Investigations are ongoing and we have a target timescale for completing investigations by March 2025.

We hope tenants are delighted with the progress we have made to date and we will continue to make over the coming months and years and once again would like to thank all of our tenants for their ongoing support to help us achieve our objectives.

Reinvestment in our homes – an update on planned maintenance works

Since our last edition, we have made good progress with our **Planned Maintenance programme**. An update on each of the contracts is provided below:

Kitchen and Boiler Renewal

A number of new boiler installs have been completed and these have gone well with high levels of tenant satisfaction. Kitchen installs commenced on site in August 2024 and we initially experienced some kitchen supply issues which resulted in some delays. We are working with our Contractor to resolve this matter and we apologise for any inconvenience caused to tenants who have experienced postponements.

A revised programme will be produced and tenants will be advised of their install dates once this has been agreed. Information will also be published on our website and social media pages.

Tenants have been invited to come into the office and make their kitchen choices. If you have received notification of this and have not already done so, please contact a member of the Maintenance Team who will be happy to set up an appointment for you to do this.

Window Renewal

Our Contractor, CR Smith commenced on site in July 2024 and have steadily been completing installations.

We have been pleased with the installation process and quality of the works completed so far and tenants have indicated that they are also very happy with the installation. We hope that they will feel the benefit as we enter into the colder months.

Tenants will receive notification of intended install dates at the appropriate time and should you have any queries, please do not hesitate to contact a member of the Maintenance team who will be happy to assist.

Bathroom Renewal

Our appointed Contractor, MCN (Scotland Ltd) have now completed all surveys. Works commenced mid September and are estimated to be completed by the end of October/early November.

All tenants affected will receive notification of their install dates at the appropriate time and should you have any queries, contact the Maintenance team at the office and we will be happy to assist.





It is important to note that all timescales outlined here can be subject to change, but we will be working hard to ensure that we meet these timescales. We will provide updated information as we receive it. Please also keep an eye out for updates on our social media pages and web site.

We would also 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 by this and included in the forthcoming programme, you will receive a letter from us to advise you of this and advice on action you should take.

As stated above, if you have any queries or current issues in relation to these works, please do not hesitate to contact a member of our maintenance team (details provided on the back page of this newsletter).

We have also written to all of our owner occupiers in affected phases to offer the option of installations being progressed. If you are an owner occupier in an affected phase, and are interested in this offer, please contact a member of the Maintenance Team who will be happy to discuss the process involved.

Estate Painterwork

We recently completed a survey of all of our properties and are in the process of issuing a tender for estate painterwork i.e. internal closes and external finishes. We will keep you updated as matters progress but please contact us if you have any specific issues meantime.

Tenant Participation Strategy

We have recently carried out a review of the Associations Tenant Participation Strategy for 2024-2027.

Our aim is to ensure tenants can participate with us in a variety of different ways and at different levels. We want to work in partnership with tenants to improve our services. The new strategy outlines how we will improve how we engage with tenants, to ensure people can be involved in a way that suits them.

A copy is available on request or you can download a copy from our website. We have also devised a summary of the revised Strategy (see page 8).

If this is something you would be interested in please contact Donna Richardson, Housing Services Manager, on **0141 559 6773** to find out more.

Repairs Satisfaction Update

Once again we would like to thank all our tenants who very kindly took the time to complete our satisfaction surveys.

We love to hear from you as its a great opportunity to have your say on our maintenance service.

We send the surveys out by text messaging service, however you can of course call Mary Dunsmore, Maintenance Assistant on **0141 559 6770** to participate.

The feedback we receive is greatly appreciated as it allows us to monitor 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 who complete our surveys are entered into a quarterly prize draw. You have to be in it to win it. So remember to respond to the text message when you receive it.

Our most recent winner was: **Michelle Macleod**



Spire View Housing Association Tenant Satisfaction Survey Results 2024

379

INTERVIEWS

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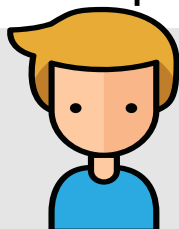
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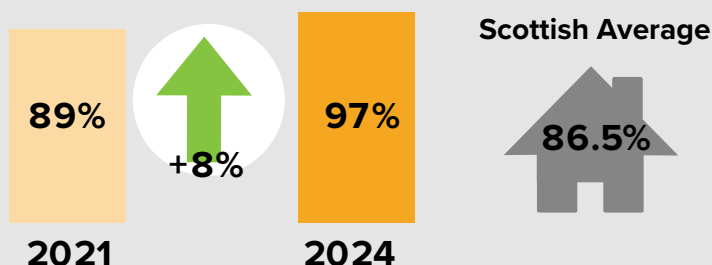
Background to the Survey

We spoke to 379 Spire View tenants to assess satisfaction with the services their landlord provides. This is done to report back to the Scottish Housing Regulator and allows the Association to monitor and improve their services for customers. This article presents an overview of the key findings from the 2024 survey and compares these to the results from the Association's 2021 tenant survey and also the Scottish Average for all social landlords for the year 2023/2024.

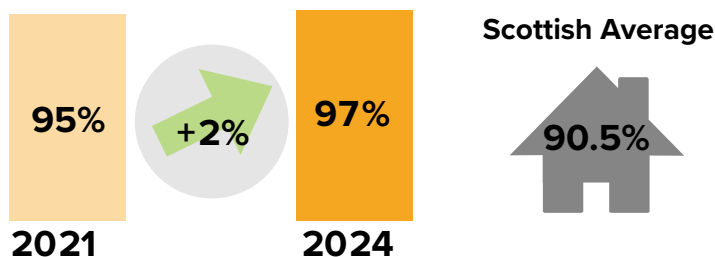
Taking everything into account, how satisfied are you with the overall service provided by Spire View HA?



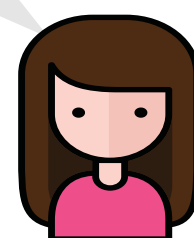
97% of you told us that you were either very or fairly satisfied with the **overall service provided by your landlord**. This has increased from the 2021 survey (89%).



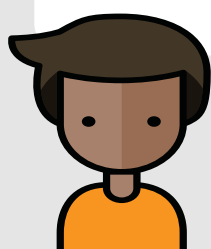
97% of you said that Spire View was either very or fairly good at **keeping you informed about their services and decisions** which is just slightly higher than the 2021 survey (95%).



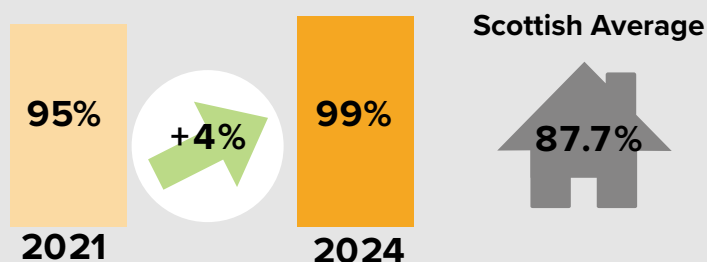
How good or poor do you feel your landlord is at keeping you informed about their services and decisions?



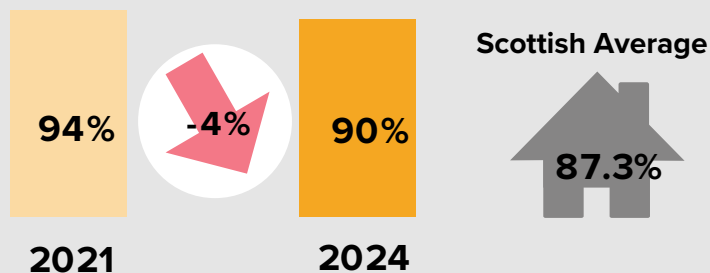
How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?



99% of you said you were satisfied with **participation opportunities**, which is slightly higher than the 2021 result (95%).



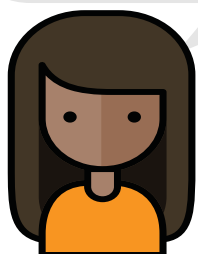
9 in 10 of you who had reported **repairs** in the last 12 months were satisfied with the service you received (**90%**). Satisfaction is lower than the 2021 survey (94%).



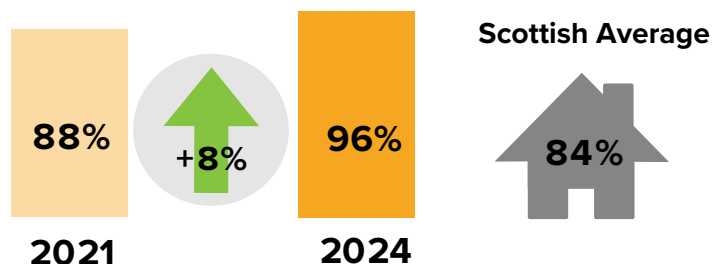
Thinking about the **LAST** time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?



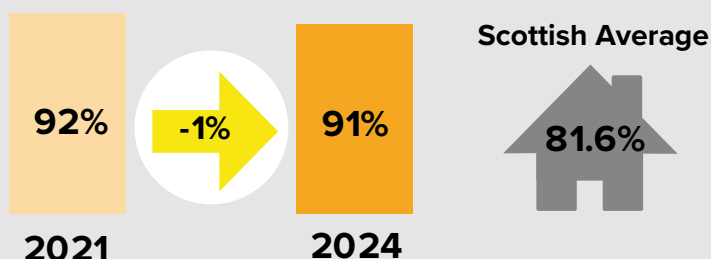
Overall, how satisfied or dissatisfied are you with the **quality of your home**?



96% of you said you were very or fairly satisfied with the **quality of your home**. This is higher than the 2021 survey (88%).



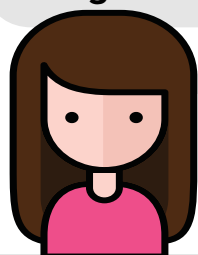
91% of you said you felt the rent for your home was good **value for money**. This is not significantly different from the 2021 survey (92%).



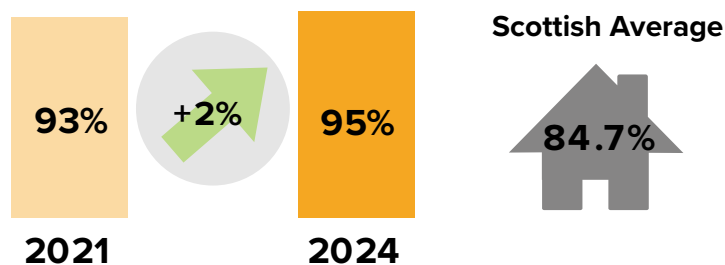
Taking into account the **accommodation and services your landlord provides**, to what extent do you think that the rent for this property represents good or poor value for money?



Overall, how satisfied or dissatisfied are you with your landlord's contribution to the **management of the neighbourhood** you live in?



95% of you were satisfied with your landlord's contribution to the **management of the neighbourhood** you live in, and is slightly higher than in 2021 (93%).



Thank you for taking part in the survey. If you have any questions regarding the tenant satisfaction survey please contact **Research Resource on 0141 641 6410**

Get involved with Spire View



Help us improve your services...

It's important to us that the services we provide are the services you want. We can only improve with your help. It won't take up much of your time!

1 Surveys – from your armchair

If you do not like the idea of attending meetings but would still like to be involved, then why not provide your feedback through surveys from the comfort of your own home. The results are monitored and reported to better understand tenant satisfaction levels to help us improve our performance and will be used to form our Action Plan.

Time commitment required:



Format/Location: At home

2 Walkabouts

We will let you know when there is a walkabout in your area and invite you to come along to help improve the area.

Time commitment required:



Format/Location: Out on the estate

3 Pop in events in the Hub

We will hold informal coffee and cake events a couple of times a year to gather your views on your home and environment.

Time commitment required:



Format/Location: In person at the Hub

4 Public Meetings

We will hold public meetings if we intend to make significant changes to the way we deliver a service and to find out what you think of any changes.

Time commitment required:



Format/Location: In person/Hybrid



5 Complaints, Comments and Compliments

We take your views very seriously and want to learn from them. If you want to give a compliment, comment or make a complaint please phone the office or go to our website.

Time commitment required: 

Format/Location: In person/Phone/Online

6 Focus Groups

You can join the Tenant Focus Group, and actively discuss and scrutinise what we do and influence decisions. This group will monitor our Tenant Participation Strategy Action Plan.

Time commitment required:   

Format/Location: In person/Hybrid

7 Tenants and Residents Associations

We are keen to support tenants who wish to form a local group, we will support any group to set up with a grant and other support such as training and support. Groups can be informal or formal. We can give you information on how to become an RTO.

Time commitment required:   

Format/Location: In person/Hybrid

Why get involved?

- ✓ Help to improve your services and neighbourhood
- ✓ Work with us to arrange activities and events
- ✓ Develop new skills
- ✓ Meet new people

How do I get involved?

Please contact Donna Richardson, the Housing Manager, email DonnaRichardson@spireview.org.uk or phone on **0141 552 7928**.

Spire View AGM 2024

The Association held another successful AGM on 17th September 2024 at Roystonhill Community Hub. We were delighted to welcome along 49 members of the Association and were also pleased to have had 1 proxy vote submitted before the big day.

As is required each year, 1/3 of our management committee members stood down at the AGM. These 5 Committee Members expressed a wish to continue and were duly re-elected: Charlie Lunn, Clare O'Donnell, Craig Allan, Angela Heaney and Drew Collier.

We received no further nominations this year and therefore have one vacancy on our Management Committee.

Our Management Committee for the coming year is as follows;

Charlie Lunn	<i>Chairperson</i>
Maureen Flynn	<i>Vice Chair</i>
Clare O'Donnell	<i>Secretary</i>
Alan Brown	<i>Treasurer</i>
Rachel Cooper	
Craig Allan	
Angela Heaney	
Drew Collier	
Geraldine McLaughlin	
Rosemary Gallagher	
Florence Dioka	
Alan Shute	
Osman Lamin Sidique	
Mary Gibson	

Prize Draw

As in previous years we held a prize draw for all members in attendance at the AGM.

The lucky winners were...

Prize Draw

1st Prize	Jim McHugh
2nd Prize	Kathleen Gallagher
3rd Prize	Maureen Flynn

Congratulations to all our winners and a big thank you to all our members who took the time to come along and support Spire View.

Rent Arrears Policy Review

The Association is currently reviewing a number of Policies, and would very much like to hear your views, opinions, thoughts or any comments you may have.

Rent Arrears Policy – This policy outlines how we aim to handle rent arrears collection and prevention.

The Association would like to recruit a selection of individuals and set up a focus group, who may be prepared to give up a couple of hours of their time to help and have some discussion on these subjects. Any contribution you could make would be very welcome and appreciated.

If you are interested in becoming involved in the review of these policies please contact Donna on **0141 559 6773** or donnarichardson@spireview.org.uk



Save the date!

Mark it in your calendars, Santa and his Reindeer are coming back to Roystonhill Community Hub on Tuesday 10th of December 2024, between 12.30pm and 3.30pm!

We will have live Reindeer, both Santa and Mrs Claus working out of Santa's Grotto giving out Selection boxes and our big inflatable snow globe will be back as well as bauble making and much more - we can't wait to see you there!



Tea Dance Invitation

We are delighted to announce we will be hosting another exciting Tea Dance on Wednesday 6th November 2024.

Joining us on this occasion will be the fantastic Donny Findlay who is a great entertainer.

If you are interested in coming along, please contact Angie at the Hub on **0141 212 7386** to book your tickets which are £5.00 per person.... make sure you book as soon as possible to avoid disappointment!

Date for diary – 6th November 2024 in the Roystonhill Community Hub (doors open at 1pm).

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



Fuelling Hope:

Two years of warming Royston and powering the fight against fuel poverty



**ROYSTON
COMMUNITY
ENERGY PROJECT**

In August, the Royston Community Energy Project proudly celebrated its second anniversary, marking a significant milestone in supporting the local community. Since its launch, our in-house energy advice team has provided essential assistance to over 1000 individuals in Royston, helping them navigate the complexities of household energy management.

Through personalised support and advice, the project has saved our community an incredible £124,000 – an invaluable lifeline during these challenging times of financial and energy uncertainty. As energy costs continue to rise, this project has become more than just a resource; it's a beacon of hope for many struggling to make ends meet.

The vital support provided by the Energy Project Team has been widely recognized by staff and residents at both Spireview and Blochairn Housing Associations. This recognition highlights the important role the project has played in easing the burden on our community.

The Energy Team has worked hard to build relationships with some of the

other amazing organisations and services working in Royston. These include GEMAP, The Simon Community, Royston Youth Action, St Roch's Primary and Deaf School and St Roch's Nursery School.

The partnership work conducted over the last 2 years included the delivery of 8 educational energy workshops to 194 children and young people in Royston. The team received excellent feedback from these workshops which aim to improve the knowledge and awareness of sustainability and energy conservation within the next generation.

There was a further 10 knitting workshops delivered to develop creative and practical skills. People who attended enjoyed making draught excluders and blankets to keep their homes warmer whilst also reducing energy costs. These workshops also functioned as a fun and social way for people to learn about sustainable solutions to manage energy costs.

With the conclusion of the original funding, we sadly said goodbye to Energy Support Assistant Phillippa, who has been a valued member of the team. Phillippa continues her work

fighting fuel poverty with the Citizens Advice Bureau, and we are incredibly grateful for all her hard work and dedication during her time with us.

Funded by the Energy Industry Voluntary Redress Scheme, the project was originally scheduled to run for two years, concluding in August 2024. However, with another potentially harsh winter on the horizon, the need for energy advice remains as critical as ever. The energy team eagerly awaits the decision on further funding to continue their essential work in our community.

In the meantime, Jola, Steven and Katie will still be available to assist with any energy-related issues. You can find them at the Roystonhill Community Hub, as well as at drop-in sessions at Spire View Housing Association and Blochairn Housing Association. Their commitment to helping residents make informed energy choices, reduce costs, and improve home energy efficiency remains stronger than ever.

If you or someone you know needs help with energy advice, don't hesitate to reach out to our dedicated team for support as we face the challenges of another winter together.

Complaints Handling Policy

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

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

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

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

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



You said, we did...

"A Contractor did not attend my repair as arranged."



Staff contacted the contractor and carried out an investigation. They found that a further repair was required in addition to the first repair, the Contractor attended to this the very next day and the matter was resolved. Staff learned the importance of monitoring trends and post inspecting repairs to ensure tenants satisfaction.



"A Contractor failed to attend a prearranged appointment twice."



Staff carried out an investigation and found that the contractor did attend, they also called the tenant but received no response. The buzzer system was then checked to make sure it was working okay. A new appointment was rearranged to the tenant's satisfaction and staff ensured this visit took place. Staff learned the importance ensuring vital information regarding access measures are passed to Contractors and that they follow these.



Number of complaints 1st Quarter 2024/25	1st Stage	2nd Stage
Total number of complaints received in the reporting year	6	2
Number of complaints carried forward from the previous reporting year	0	0
Total	6	2
Number of complaints responded to in full by the landlord	5 83.33%	1 50%
Total number of days taken to respond in full to complaints	2 days	10 days

Defibrillator

A reminder that we have a 24 hour accessible defibrillator outside Roystonhill Community Hub.

You may remember that a local lad Ben Tibbs raised funds by climbing Ben Lomond to have this device installed in memory of his grandfather Billy Tibbs. We would like to thank Ben for these tremendous efforts! The Defibrillator has been accessed 13 times since it was installed in 2020. It has no doubt saved lives and shows how valuable it is to have this life saving equipment installed in the heart of the community. Access to the locked cabinet can be gained by contacting 999. I'm sure you will all join us in thanking Ben!!



Spire View

Housing Association

Annual Report 2023-2024
Landlord Report 2024

Chairperson's Report

It gives me great pleasure to present Spire View Housing Association's 2023/2024 Annual Report. It has been another extremely busy and rewarding year for the Association and this report will give you an overview of the main events.



I am very proud of the tremendous amount that the Association has achieved since it was established in 1989 and we continue to develop our services to meet the needs of all our tenants and owners.

Following a lot of hard work and determination during 2023/2024, the Association concluded a Transfer of Engagements from Copperworks Housing Association. The Transfer was completed on 1st August 2023 as planned. We were delighted to extend a warm welcome to all our new tenants and stakeholders joining us from Copperworks following a successful tenant ballot in which 93.1% of tenants voted in favour of the transfer. Spire View is now responsible for delivering the homes and services previously provided by Copperworks and the Association has already begun to start delivering on the promises made to Copperworks tenants.

The Association recognises that we operate in a sector that is continually changing and we are committed to achieving organisational excellence. We pride ourselves in being prepared to encounter change and deal with this effectively. As we have said in previous years, close partnership working with a variety of committed professional organisations is fundamental to achieving our aims. The 'Community and Partnership News' section of this report recognises many of these organisations. However, there are a number of other partners who offer support and assistance, allowing the Association to deliver ambitious and creative initiatives for the enhancement of Royston. These organisations

include Blochairn Housing Association, North Glasgow Community Food Initiative, local schools, Greater Easterhouse Money Advice Project (GEMAP), The Simon Community, Rosemount Lifelong Learning, Rosemount Development Trust and Scottish Action for Mental Health (SAMH). We genuinely value these partnerships tremendously.

Through positive partnerships along with sheer hard work and determination, we have accomplished everything we set out to do this past year.

During the year, and in consultation with our customers, we updated a range of policies and procedures including our Charitable Donations Policy, Membership Policy, Equality & Human Rights Strategy, Privacy Policy, Domestic Abuse Policy, Freedom of Information Policy and Value For Money Policy to name just a few. Furthermore, we once again published and distributed our Landlord Report Card. This document provides valuable information for our tenants, and we will continue to issue this each year. We also concluded a comprehensive review of our rent charges to ensure we continue to charge affordable, comparable rents, which allow also the Association to remain financially sustainable.

We have come a long way in 35 years but we have never forgotten our roots and priorities. We place tenants at the centre of our decision making processes and strive to continuously improve the standard and quality of our services.

I would like to sincerely thank my colleagues on the Management Committee some of whom have given many years of service, for giving up their time to provide unconditional support. I would also like to take this opportunity to thank the staff team at Spire View who continue to ensure that the Association performs to the highest standards and that tenants receive the best possible service.

Charlie Lunn Chairperson

Allocations and Voids

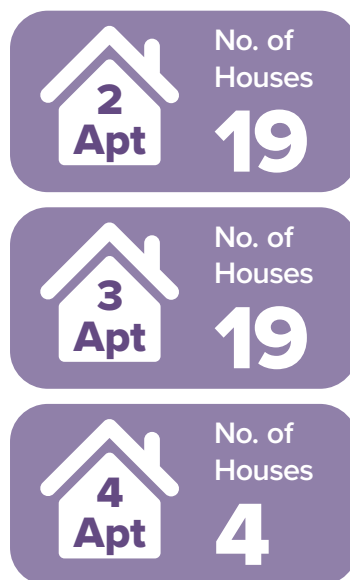
Demand for our properties remains high and at 31st March 2024 we had a healthy waiting list with a total of 728 applicants.

We allocated 42 properties during 2023/2024, 19 of which were allocated to applicants on our waiting list.

A further 16 properties were let to applicants on our internal transfer list, 6 properties were let to homeless referrals and 1 property was let to another source.



The 42 properties allocated varied in size and can be broken down as follows:



The average time taken to re-let our void properties was:



Estate Management

It is very important to the residents and staff of the Association to keep our environment clean and tidy and to a very high standard. We all work together to ensure this happens and staff actively encourage residents to take pride in their environment, particularly their gardens by carrying out regular inspections and rewarding tenants for all their hard work and effort with prizes in our annual garden competition.

We host regular clean up campaigns with tenants, local schools and Glasgow City Council (Neighbourhoods and Sustainability) to clear out litter and debris from all grassed areas and common paths etc.

We are delighted to work alongside partner agencies such as, Glasgow City Council (Neighbourhoods, Regeneration and Sustainability) Police Scotland, local councillors and MSPs to help to keep our community environment a place for people to be proud to live in.

We have experienced another successful year with our close cleaning and grass cutting services in 2023/2024. These continue to prove to be very beneficial services for both our tenants and the Association.

Rent and Arrears

The Association continued to enjoy an extremely positive relationship with Glasgow City Council Financial Services over the past year and this was reflected in the low level of technical arrears (**0.74%**) recorded at 31st March 2024. The level of non-technical arrears at 31st March 2024 was **2.30%**.

The percentage of tenants claiming housing benefit remained low and at 31st March 2024, **28%** of tenants were in receipt of housing benefit, **24%** full and **4%** partial Housing Benefit. We also had **16%** of tenants in receipt of Universal Credit. Once again, we were very busy collecting more cash from tenants than in previous years and still managed to keep arrears very low.

We have also been working in partnership with GEMAP and the Simon Community to assist tenants who are struggling financially to maximise their income and reduce their debt.



Anti-Social Behaviour

The Association continues to operate a zero-tolerance approach to anti-social behaviour. A robust policy is in place that allows us to continue to work with our partnering agencies to provide effective and efficient solutions to anti-social behaviour issues that arise.

In 2023/2024 we received a total of 67 Anti-Social Behaviour complaints. We were able to resolve all 67 of these through 'management actions', eg, advice, mediation and breach of tenancy letters. We believe this is a positive reflection of the trusting and open relationship that our housing management staff enjoy with our tenants.

Repairs, Maintenance & Impro

Day to Day Repairs

The Association believes that our tenants deserve the highest level of service for repairs and this is reflected in the stringent timescales that we set for ourselves. We are delighted with how we have performed against our targets over the past year as outlined below:

Performance 2023/24			
Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	430	4 hours	2.19 hours
Non-Emergencies	1,952		3.31 days

Right First Time

All Registered Social Landlords are required to report on the number of reactive repairs that were deemed as completed “Right First Time”. During 2023/24, **1,950** repairs were instructed which fall within the repair categories to which Right First Time applies. We are pleased to report that **1,854** of these were completed ‘right first time’ giving an overall performance rate of **95.08%**.

Gas Safety Checks

The Association is required to ensure that all properties with gas installations receive an annual service/safety check each year (and within the 12 month period following the last check). We are delighted to report that we were fully compliant with this requirement in 2023/24 and all properties that required a gas service, received one within the required timescales.



Stage 3 Medical Adaptations

Each year we receive requests from occupational therapists, nurses, doctors etc. for medical adaptations on behalf of our tenants to allow them to continue to live as independent lives as possible. During 2023/24, we managed to secure and spend **£51,159.00** to carry out the following medical adaptations:







- 1 x Overbath Shower
- 7 x Level Access Showers
- 5 x External handrails
- 2 x Internal handrails
- 3 x wet floor shower rooms
- 1 x Intercom system
- 2x Internal Stair Lifts
- 1 x non-slip flooring to wet room
- 1 x internal gate at a stairhead
- 2 x hard of hearing smoke detection systems
- Levelling of 1 external pathway and patio area
- 1 x kitchen layout alteration

Surveys were issued to all tenants who received an adaptation to gauge their satisfaction with the processes involved and the way in which works were conducted and completed. We were very pleased with the results which are detailed in the table below and especially that the works carried out have met the needs of the tenants affected and allows them to remain and live independently in their homes:

How satisfied were you with:	Very Satisfied	Fairly Satisfied	Don't Know	Neither Satisfied or Dissatisfied
Helpfulness of Association staff	100%			
Appointment system	93%	7%		
Length of time taken	79%	10%	7%	4%
Level of disturbance	89%	4%	7%	
Extent to which work met needs	96%	4%		
Attitude of Tradesmen	93%		7%	
Quality of Work	93%	7%		





Cyclical and Planned Works

Since the Association was created, we have been committed to improving existing properties and enhancing the stock with new build projects. During the transfer of engagement process with Copperworks, major planned investment was placed on hold to allow us to develop an integrated plan for 2024 to 2027 that allowed us to progress planned works quicker. However, we still carried out a number of replacements as detailed below:

	Kitchen Replacements £31,000
	Boiler Replacements £72,000
	Bathroom Replacements £25,000
	Upgraded Smoke & Heat Detection Systems £9,000
	Electrical Safety Checks £1,000
	Total £138,000

In addition to Planned Maintenance, the Association also has a cyclical works programme in place which includes services such as gas servicing and maintenance, grounds maintenance/grass cutting, close cleaning, gutter cleaning and testing of roof anchor bolts.

The costs for our Cyclical Maintenance programme for 2023/2024 are given below:

	Gas servicing and maintenance £105,000
	Ground maintenance £87,000
	Gutter Cleaning & Roof Anchor Bolt Testing £38,000
	Close Cleaning £65,000

The Association conducts a stock condition survey every 3 years and the information gained from this helps us to develop our future investment strategy. This information was used to develop the integrated investment plan for 2024 to 2027. This was published on our website and our social media pages and is as follows:

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

Since this plan was developed, we have been working hard to ensure that we can issue tenders and have contractors in place during 2024/25 to progress these planned works.

Other Maintenance News: Tenant Satisfaction with Repairs Survey Results 2023/2024

Throughout the year, we survey all tenants who have had repairs carried out to their property. This survey asks tenants how satisfied overall they were with the service they received. This information is used to determine if our staff and Contractors are providing a high quality repairs service for our tenants.

We received feedback from 146 tenants who had repairs carried out during 2023/24 and were delighted with the overall results.

- 130 tenants (89.04%) told us that they were satisfied with the overall service
- 7 (4.8%) told us that they were neither satisfied or dissatisfied
- 2 tenants (1.36%) told us that they were fairly dissatisfied
- 7 tenants (4.8%) told us that they were very dissatisfied

Maintenance staff contacted tenants who had expressed dissatisfaction with the service and took steps to resolve the issues identified. This allows us to learn valuable lessons and how we can improve and we are always keen to hear from tenants on any improvements they feel can be made. So please let us know if you have any suggestions or ideas.



Our Spire View Team for 2023/2024

Staff Members

Fiona Murphy	Director
Margaret Brownlie	Depute Director
Donna Richardson	Housing Manager
Jordan Henderson	Finance Manager
Adele McGarth	Housing Officer
Margaret Clowes	Housing Officer (part time)
Stephen Hughes	Housing Assistant
William Cassidy	Maintenance Officer
Paul Rocks	Maintenance Officer
Jacqueline Paterson	Maintenance Officer
Mary Dunsmore	Maintenance Admin Assistant
Gillian Spence	Corporate Governance Officer
Margaret Gillespie	Finance Assistant
Emily Muir	Corporate Services Assistant
Angela Fraser	Volunteer Co-ordinator
Jolanta Dolewska	Energy Advisor
Katie Clark	Energy Assistant
Steven Miles	Energy Assistant
Catrina Donald	Volunteer Assistant
Fiona McLean	Digital Engagement Officer

Committee Members

Charlie Lunn	Chairperson
Maureen Flynn	Vice Chairperson
Clare O'Donnell	Secretary
Alan Brown	Treasurer
Craig Allan	Committee Member
Drew Collier	Committee Member
Rachel Cooper	Committee Member
Florence Dioka	Committee Member
Mary Gibson	Committee Member
Angela Heaney	Committee Member
Geraldine McLaughlin	Committee Member
Alan Shute	Committee Member
Osman Lamin Sidique	Committee Member
Peter Kane	Committee Member (resigned 31/7/23)
Caitlin Heaney	Committee Member (resigned 31/7/23)
Stephen Penrice	Committee Member (resigned 31/7/23)
Luis Paulino	Committee Member (resigned 19/9/23)
Allan Stewart	Committee Member (resigned 27/8/24)

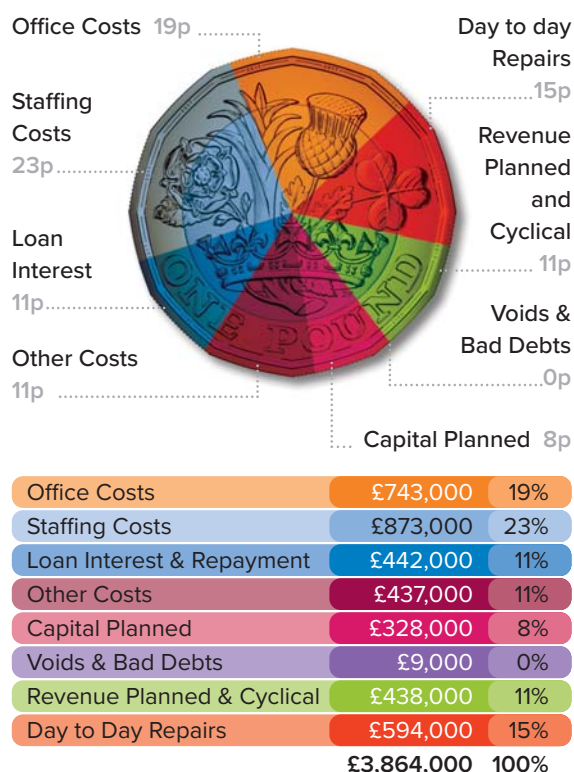
Consultants

AAB formerly French Duncan	Auditors
TC Young & Son / Harper MacLeod	Solicitors
Maureen McGowan	Financial Capability Officer
Tracy Blair	Tenancy Support Officer
Matthew Horsley	Money Advisor

Statement of Comprehensive Income for the Year Ended 31st March 2024

Per Annual Accounts		
Turnover	4,239,184	Mostly Rental Income some sundry items
Less Operating Costs	(3,843,142)	Cost of Management and Maintenance of our properties
Operating Surplus/(Deficit)	396,042	
Loss on Disposal of Component Replacement	(17,123)	Technical loss on Component Replacement
Interest Receivable and other similar income	21,428	Interest earned from money invested
Interest Payable and other similar charges	(169,125)	Interest paid on the loans taken out to finance the properties and pension deficit
Other Finance Charges	(19,000)	Net interest and expenses on defined benefit pension scheme
	(183,820)	
Surplus/(Deficit) for the Year	212,222	Amount remaining after all expenses have been met
Actuarial loss in respect of pension scheme	(209,000)	Pension Adjustment
Total Comprehensive Income	3,222	
Reserves brought forward	16,143,846	Last year's balance brought forward
Reserves carried forward	£16,147,068	Total Revenue Reserves at the year end

How every pound is spent...



Statement of Financial position as at 31st March 2024

Non-Current Assets		
Housing Properties – depreciated cost	20,874,947	Net Book Value of all our housing stock (after Depreciation)
Other Fixed Assets	2,505,807	The office, office furniture & equipment and Community Hub Costs
Total Non-Current Assets	23,380,754	
Current Assets		
Debtors	327,797	Money owed to us
Cash at bank and in hand	1,308,721	Money in bank
Total Current Assets	1,636,518	
Current Liabilities		
Creditors: amounts falling due within one year	(615,208)	Money owed out within one year
Net Current Assets	1,021,310	Current Assets less Current Liabilities
Total Assets Less Current Liabilities	24,402,064	
Creditors: amounts falling due after more than one year: Housing Property Loans	(2,637,535)	Loans taken out to finance the newbuild and refurbished properties
Provisions for Liabilities		
Pension – defined benefit liability	(407,000)	Revised Pension Deficit Liability
Deferred Income		
Social Housing Grants	(2,454,480)	Deferred Social Housing Grant
Other Grants	(2,755,709)	Deferred Community HUB Grant and other social grants
Net Assets	16,147,340	Net Value of Spire View Housing Association
Equity		
Share Capital	272	Sum of the £1 membership fee
Revenue Reserve	16,147,068	Money built up from remaining surpluses
	£16,147,340	Net Funds of Spire View Housing Association

Community News and Partne

We value our partnership work with various agencies tremendously and recognise that this helps us to achieve many of our aims and objectives at Spire View.

Detailed below is just some of what we achieved in 2023/2024.



Roystonhill Community Hub

The Hub on the Hill

The Hub on the Hill has gone from strength to strength! It really has become a hub of activity for local groups offering activities including Kickboxing, Karate, The Hub on the Hill Café, Bingo, Toon Speak Youth Drama, Dance, British Sign Language Classes, Health and Wellbeing, 50+ Lunch Club, Digital Skills Classes, a Community Pantry and lots of children's birthday parties. Other services on offer include Tenancy Support, Money Advice, Financial Capability and Energy Advice.



The Hub project would not have been possible without the funding support received from the Scottish Government's Regeneration Capital Grant Fund (£575,000), Big Lottery Fund (£1,183,848), The Clothworkers Foundation (£85,000), Copperworks Housing Association (£60,000), Glasgow Housing Association (£5,000), Area Partnership (£5,000), Hugh Fraser (£10,000) and Rosemount Development Trust (£10,000).

Making a success of the Hub has not been without challenges, including the introduction of the restrictions associated with the Coronavirus pandemic. However, we are delighted to report that in typical Spire View style we rose to the challenge and are delighted to see so many activities now taking place on a daily basis.

Thanks to funding secured from the Scottish Government's Investing in Communities Fund and the National Lottery Community Led Fund, we have been able to continue to employ local people at the Hub delivering a wide range of services and support for the wider community. Our Volunteer Co-ordinator and Volunteer Assistant continued to deliver a very successful volunteering programme, offering a wide range of opportunities with excellent outcomes for participants who move onto further education and / or employment, after having gained valuable skills during their time volunteering at the Hub. Our Digital Engagement Officer delivered a range of training and support to complement this work, increasing the confidence and skills of participants across the community. The establishment of partnerships with organisations such as Access Technology Scotland and New College Lanarkshire have also contributed significantly to the success of this programme.

Collectively the staff at the Hub ensured the successful day to day operation of the building and provide invaluable support to local individuals and community groups as well as other service providers and let holders.



Scottish Government
Riaghaltas na h-Alba
gov.scot

Scottish Land Fund

Bòrd na Fèrtaiche Na h-Alba

Scottish Government
Riaghaltas na h-Alba
gov.scot



Glasgow
CITY COUNCIL



COPPERWORKS
Housing Association

THE CLOTHWORKERS'
FOUNDATION

ROSEMOUNT
DEVELOPMENT TRUST

THE HUGH FRASER
FOUNDATION



Financial Capability and Money Advice

Working in partnership with 3 other RSL's, we secured funding of £208,800 to allow us to continue to deliver a Financial Capability service and Money Advice service for a further 3 year period. Both these services are delivered by our partners at the Greater Easterhouse Money Advice Project and have proven to be very popular and successful.

Tenancy Support Services

Throughout the year, we continued to offer a free Tenancy Support service to our tenants, thanks to successful partnership working between Spire View, Blochairn and Cadder Housing Associations. This service is provided by Simon Community Scotland and continues to be very well used, supporting those people most in need.

Energy Industry Voluntary Redress Scheme

A successful joint funding bid in partnership with Blochairn Housing Association resulted in funding of £212,358 being secured over two years from the Energy Industry Voluntary Redress Scheme. As a result, we were able to recruit a full time Energy Advisor and three Energy Support Assistants. This allowed us to provide much needed energy advice and practical support to our tenants during a very difficult energy crisis and cost of living crisis.

Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2023/24 we donated £2,150 to worthy causes including Royston Youth Action, Rosemount Lifelong Learning, Glasgow East Arts, Royston Primary, Crafts 4 Laffs and Young @ Heart to name just a few.

Other news...

Complaints Handling

During 2023/2024 we received a total of 42 complaints and 1 complaint carried forward from 2022/23, 41 of which were resolved at stage 1. We had 2 cases that escalated to stage 2 as we required more information and had to investigate further.

On average the association took 3 days to respond in full to all stage 1 complaints and 17 days for stage 2 complaints.

41 of the 43 complaints were resolved within the appropriate timescales and 2 complaints were resolved outwith timescales. 30 of the 43 complaints were upheld (69.7%) and 51% of complainants were very / fairly satisfied with the outcome of the complaint. 48% of complainants indicated that they were neither satisfied nor dissatisfied with the outcome of the complaint. No complainants advised that they remained dissatisfied with the outcome of the complaint.

In relation to how the complaints were handled, 53% of complainants were satisfied with the way the complaint was handled and 46% were neither satisfied nor dissatisfied. No complainants indicated that they remained dissatisfied with the way their complaint was handled.

We will continue to publish statistics relating to complaints received and what action has been necessary to resolve them in our quarterly newsletter, and future annual reports.

Website / Social Media

We continued to take full advantage of advances in technology and regularly use Facebook, Twitter, Snapchat, You Tube and Instagram to communicate with our tenants and other customers. We continue to frequently update our website and Social Media sites. This contains local news, community events, photos and much more.

Our Partners:



Scottish Government
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gov.scot



Spire View Landlord Report Card 2024



In April 2012, the Scottish Government introduced The Scottish Social Housing Charter. The Charter contains a set of standards and outcomes which the Association aims to achieve. We are required to report each year to the Scottish Housing Regulator, our performance in achieving the outcomes and standards in the Charter. This is done through completion and submission of the Annual Return on the Charter (ARC). This is submitted to the Scottish Housing Regulator by 31st May each year.



Scottish Housing
Regulator



Scottish Government
Riaghaltas na h-Alba
gov.scot

In August each year, the Scottish Housing Regulator publishes the 'Landlord Report' detailing each landlord's reported Charter performance. You can view our report, and those of all other RSLs at www.scottishhousingregulator.gov.uk. This website also allows you to compare our performance with other landlords. Spire View is required to report performance in achieving our progressing towards the Charter outcomes and standards to our tenants and service users who use our services. This is the purpose of this report card, which we publish each year.

Our 3-yearly tenant satisfaction survey was carried out in July 2024 and 84% of tenants told us that their preferred method of reporting information about the Association was through our newsletter. We listened to what our tenants told us and have produced this report card in direct response to tenant requests and preferences. We also continue to provide information and measure our performance by issuing regular surveys to tenants via a variety of methods such as text messaging, on-line surveys, phone surveys and face to face visits. As well as providing you with information on our performance, we have also provided the results for a number of other organisations to allow you to draw comparisons and better judge our performance. We believe we have chosen a good cross-section of organisations that many tenants will be familiar with; Cadder Housing Association (a similar sized local organisation), NG Homes (a larger local organisation) and Wheatley Homes Glasgow, (a larger City wide organisation). We have also included last year's performance figures to give a comparison and the Scottish Average figures to allow you to see exactly how Spire View compares at a national level.

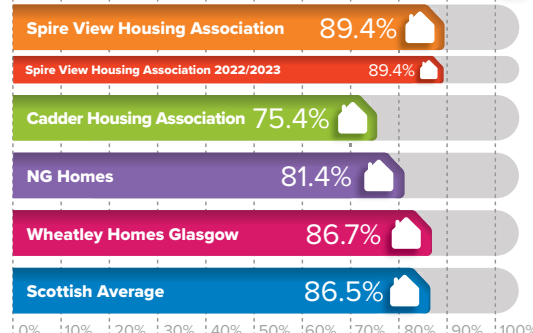


Average Weekly Rents

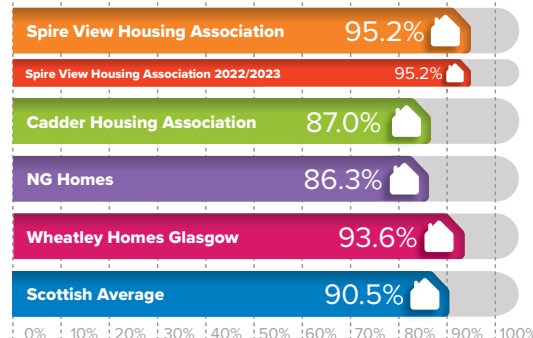
House Size	Spire View HA	Cadder HA	NG Homes	Wheatley Homes Glasgow	Scottish Average
2 apt	£68.50	£89.29	£93.28	£88.06	£87.87
3 apt	£80.26	£95.87	£101.10	£94.57	£90.29
4 apt	£90.60	£110.10	£110.50	£109.91	£98.30
5 apt	£91.67	£124.81	£122.44	£120.58	£108.29

Tenant Satisfaction...

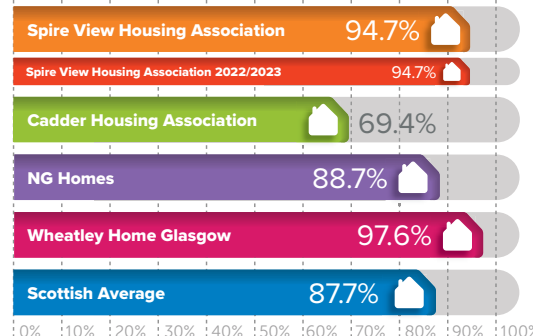
Percentage of tenants satisfied with the overall service provided



Percentage of tenants who felt that their landlord is good at keeping them informed about their services and outcomes

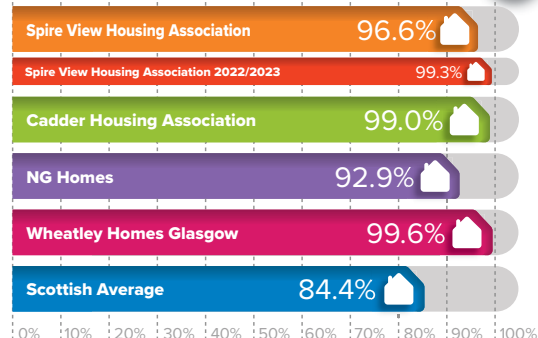


Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making

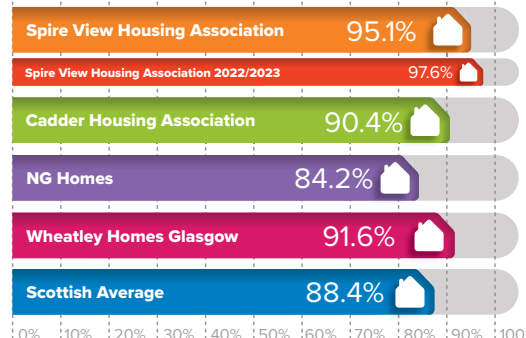


Quality and Maintenance of Homes...

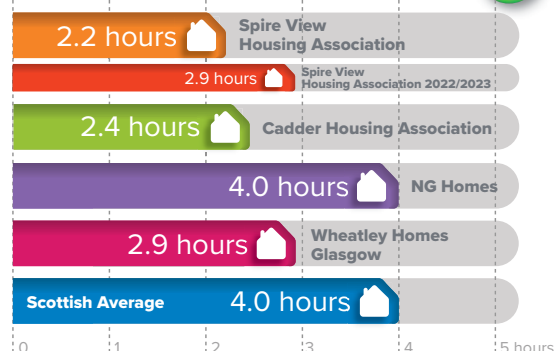
Percentage of homes meeting the Scottish Housing Quality Standard



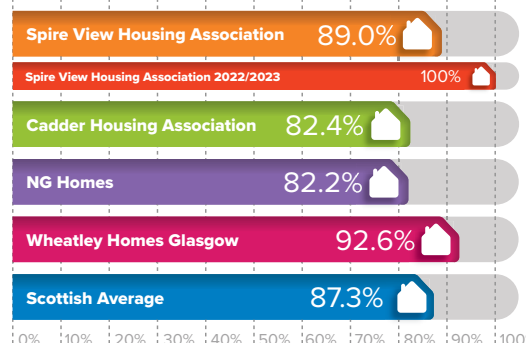
Percentage of reactive repairs carried out in the last year completed right first time



Average number of hours taken to complete emergency repairs



Percentage of tenants who have had repairs or maintenance carried out in the last 12 months who were satisfied with the repairs and maintenance service

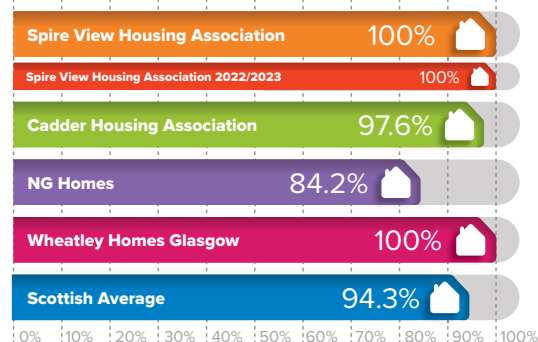


Average number of days taken to complete non-emergency repairs



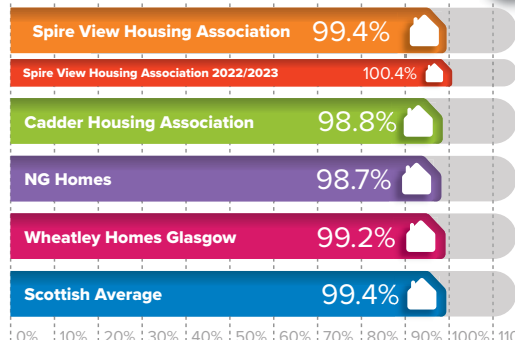
Neighbourhoods...

Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year

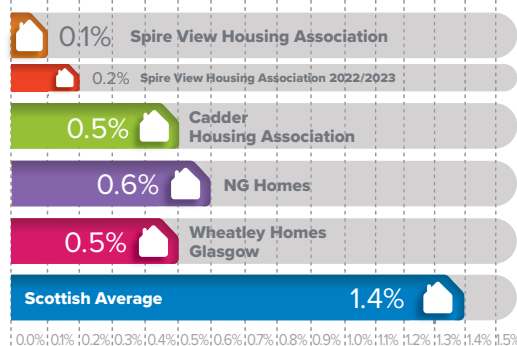


Value for money...

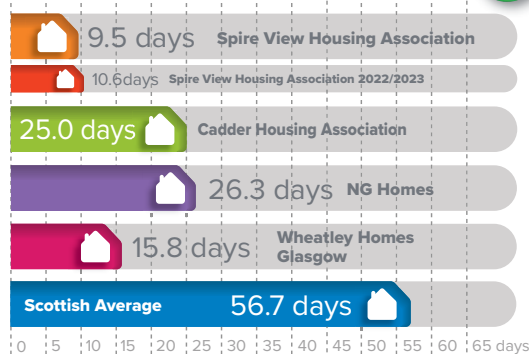
Percentage of total rent due collected in the previous year



Percentage of rent due not collected through homes being empty in the last year



Average length of time in days taken to re-let homes in the last year



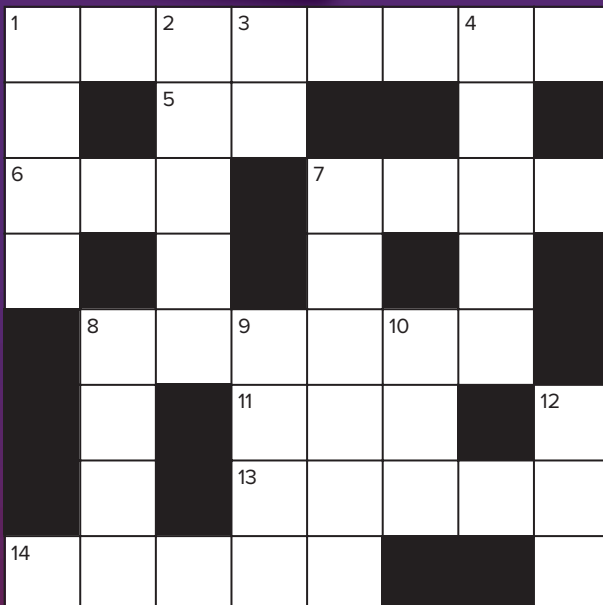
As you can see, we are exceeding the Scottish average performance in every category with the exception of one where we equal it. Furthermore, we exceed the performance of the landlords we have compared ourselves against in the majority of categories. We believe we have managed to provide an excellent service whilst keeping our rents extremely affordable. We are absolutely delighted with this performance. However, we are by no means complacent and firmly believe there is always room for improvement.

Please let us have your thoughts on how we can improve the service we provide to tenants and other service users. We genuinely want to hear what you have to say. Please feel free to become involved in any of our focus groups and please take time to complete our ongoing surveys. This is your housing organisation and your community and we value your views, thought and comments.

Finally, what do you think of this report card? Is this the way you want this information provided? Does it meet your needs and expectations? Is there anything you think we should do differently in future? Please share your views with us by emailing our Director fionamurphy@spireview.org.uk or telephone **0141 559 5648**.

Puzzle Page

Crossword



Some fun puzzles to exercise your brain, whatever age you are!

Halloween Wordsearch

Words can be horizontal, vertical or diagonal and might even be backwards or upside down!

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

bat
cauldron
ghost
witch
spooky
skeleton
spider
pumpkin
cat
candy
autumn
vampire
mummy
zombie
skull

Across

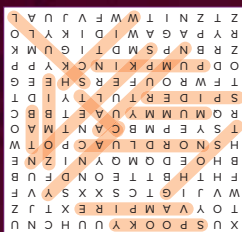
1. A feeling or opinion about something or somebody
5. Live (switched)
6. Lynda Bellingham advert
7. A nasty thing to find on your pet
8. Used by or involving multiple entities
11. Perceive with the eyes
13. Questioned
14. To fit by alteration

Down

1. Used to hail a ship or attract attention
2. Can be real or false (smile)
3. Contained
4. Great fear or apprehension
7. A large area covered chiefly with trees
8. Man cave
9. Immediate
10. Used to express alarm, horror or surprise
12. A lyric poem.

Answers:

- Down:
1. AHoy
2. TOOTH
3. IN
4. DREAD
7. FOREST
8. SHED
9. ASAP
10. EEK
12. ODE
- Across:
1. ATTITUDE
5. ON
6. OXO
7. FLEA
8. SHARED
11. SEE
13. ASKED
14. ADAPT



Spot the differences

Can you spot the 10 differences between the 2 Halloween pictures?

Circle them on the top picture to prove it!



Roystonhill Community Hub

All things Hub on the Hill

Whilst the summer months have been a wee bit quieter in the hub, we haven't just been sitting back and chilling and we had a **MacMillan Coffee Morning on 24th September** to help raise money for MacMillan Cancer.

We have been getting our plans in place for our Christmas Fayre. This will be held on Tuesday 10th December from 12.30 - 3.30pm.



Roystonhill Community Hub

The Hub on the Hill

WHAT'S ON

AT ROYSTONHILL COMMUNITY HUB

● FREE ● PAID ● MEMBERSHIP



MONDAY:

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

TUESDAY

10am - 11am Yoga with Habiba **P**
1pm - 4pm Crafts for Laffs **M**
4pm - 9pm Toonspeak **F**
10.30 - 11.00am Book Club monthly **F**

WEDNESDAY:

2pm - 3pm CBT Sessions **F**
6pm - 7pm Karate (kids) **P**
6.30pm - 7.30pm Yoga with Amira **P**

THURSDAY:

9am - 3pm Young At Heart 50+ **M**
10am - 2pm SAMH Employability **F**
4pm - 7pm Royston Community Pantry **M**
4pm - 5pm Kickboxing with Kieran **P**
5.45pm - 8.45pm Dance Energy **P**
6.30pm - 7.30pm Guitar Lessons **F**
10am - 12pm RNID Last Thur every month **F**

FRIDAY:

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

📞 0141 212 7386

📍 174 Roystonhill, G21 2LG



@RoystonhillCommunityHub



communityhub@spireview.org.uk

We have sent out our invites to Santa and his reindeers and they've said THEY'LL BE HERE – hope you will all come along to say hi to the reindeers and maybe get a wee gift from the big man himself. We'll also have lots of stalls from all our partner organisations so it should be a great day.

Volunteers

Four of our energy volunteers have now gained their City & Guilds Level 3 Award in Energy Awareness and are currently helping our Energy team with home visits/installations. This award means our volunteers now have a practical qualification which can help them greatly if they wish to work in the energy sector.

We continue to have our volunteer tutor Sam hold guitar lessons every Thursday at the Hub from 6.30 - 7.30pm. We are also recruiting volunteers for our new Heritage Project. If you are interested in any kind of volunteering give us a call on **0141 212 7386** and we can arrange a meeting to discuss things with you and see what we can do to help.

Roystonhill Community Hub

Classes Restarting

Exciting news! Our community classes are starting back up after the summer break and we can't wait to see everyone again. Whether you're looking to get fit, learn a new skill, or just meet new people, there's something for everyone. Check out our schedule and join us for a fun and engaging experience.

Let's make this season the best one yet! Be sure to keep a look out on our Facebook page for any updates about classes at www.facebook.com/roystonhillcommunityhub



Karate

Karate is a martial art that incorporates mental discipline, respect and self-improvement.

There are three classes run by Alisdair in the Hub.

Roystonhill Shoto Budo Karate

ADULTS

KARATE CLASSES

Monday 19:00 - 21:00

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

**£5 PER CLASS
FIRST IS FREE!**

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

Roystonhill Shoto Budo Karate

5+

KARATE CLASSES

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

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

**£2.50 PER CLASS
FIRST IS FREE!**

ROYSTONHILL COMMUNITY HUB
174 Roystonhill,
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Glasgow
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ADULTS: Monday: 7pm – 9pm (18+)

KIDS: Wednesday: 6pm – 7pm
Friday: 5pm – 6pm

Admission: £5 per class.
Come along to find out more.

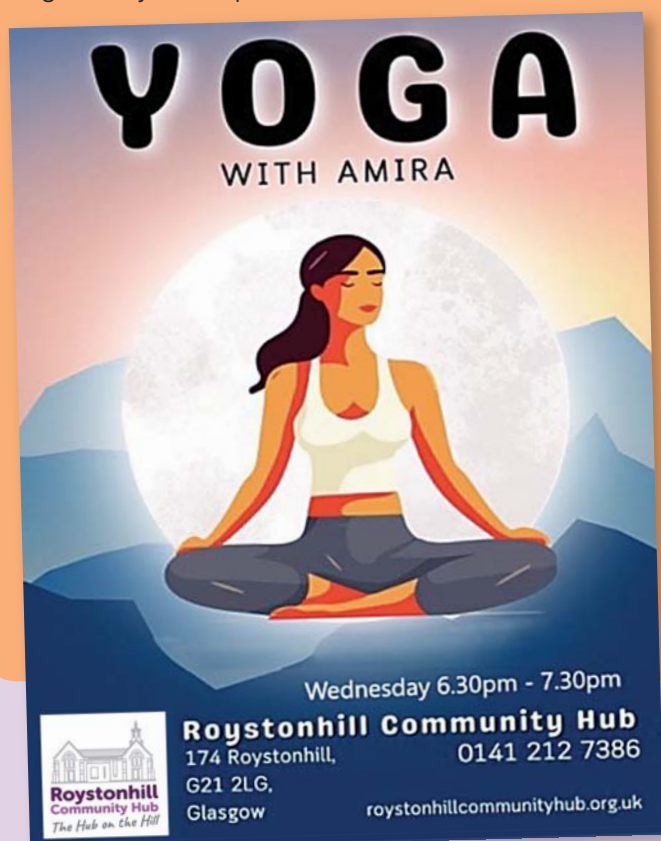
Roystonhill Community Hub

Yoga Class update

Yoga with Amira continues to run every Wednesday evening from 6.30pm - 7.30pm.

Come along and enjoy the fantastic benefits gained from practicing Yoga – improved mental health and wellbeing, improved flexibility and better sleep.

Everyone is welcome - just come along and wear loose, comfy clothing and bring a bottle of water. We have some Yoga mats available for use but if you have your own, please bring it with you. £5 per class.



Sim Cards

Whether it's keeping in touch with loved ones, job hunting or just for that sense of security. We are delighted to tell you that Spire View was successful in another application to **Vodafone Charities.Connected Scheme**, and we have another batch of SIM cards. The Sims have 40gb data and unlimited calls and texts free for six months. If you would like a sim card, please get in touch on 0141 212 7386 or call in to Roystonhill Community Hub at 174 Roystonhill G21 2LG to pick one up.



Scottish Action for Mental Health (SAMH) - Step Up Glasgow

Step Up Glasgow is an employability service that helps you learn new skills, build confidence and support your wellbeing, while working towards work, education training or volunteering.

Based in the hub every Thursday from 10am – 2pm

If you think this is something that would help you, please come along to the Hub or give us a call on 0141 212

7386 and we can put you in touch with the support worker, Aga.

SAMH

Scottish Action for Mental Health

TOONSPEAK

Free theatre-based workshops for anyone aged 0-25. Play some silly games. Meet a new pal. Have a go at acting. Write a script. Plan a huge public performance. Find your voice. Show the world who you are.
Tuesday 4pm – 9.15pm

Core Workshops at Toonspeak

TUESDAYS

THEATRE MAKERS JUNIORS

11-17 YEARS
4PM - 6PM
ROYSTONHILL
COMMUNITY HUB

THEATRE MAKERS INTERMEDIATES

18-17 YEARS
6:15PM - 8:15PM
ROYSTONHILL
COMMUNITY HUB

YOUNG COMPANY

18-25 YEARS
6:15PM - 9:15PM
ROYSTONHILL
COMMUNITY
HUB

WEDNESDAYS

PHOENIX GROUP

18-21 YEARS
4:30PM - 6PM
BARMULLOCH
RESIDENTS
CENTRE

WRITING FOR PERFORMANCE

14 UPWARDS
6PM - 8PM
TOWNHEAD
VILLAGE HALL

THURSDAYS

DRAMA TOONIES BARMULLOCH STAGE 2

13-14
3:30PM - 4:30PM
BARMULLOCH
RESIDENTS CENTRE

DRAMA TOONIES TOWNHEAD STAGE 1

11-12
3:30PM - 4:15PM
TOWNHEAD
VILLAGE HALL

DRAMA TOONIES BARMULLOCH STAGE 1

11-12
4:45PM - 5:30PM
BARMULLOCH
RESIDENTS CENTRE

DRAMA TOONIES TOWNHEAD STAGE 2

13-14
4:30PM - 5:15PM
TOWNHEAD
VILLAGE HALL

DRAMA TOONIES BARMULLOCH STAGE 3

15-17
5:45PM - 7PM
BARMULLOCH
RESIDENTS CENTRE

DRAMA TOONIES TOWNHEAD STAGE 3

15-17
5:30PM - 6:30PM
TOWNHEAD
VILLAGE HALL

TOONSPEAK
YOUNG PEOPLE'S THEATRE

Roystonhill Community Hub

Guitar Lessons

Accessible for everyone at Roystonhill Hub. Free guitar could be provided. For more information, contact our teacher Sam Vaughan on 07934 226907.

Free guitar classes at Roystonhill Community Hub every Thursday!

Whether you are a beginner, intermediate or advanced we have a fantastic tutor on hand to help you elevate your skills!

6.30 pm - 7.30 pm

Classes open to anyone of any age so don't miss out!

If you have a guitar please bring it along otherwise you can contact the class coordinator to find out about organizing an instrument for you to use.



CLASS COORDINATOR: Sam Vaughn
CONTACT: 07934226907



RN
I:D Supporting people who are deaf, have hearing loss or tinnitus

GET SUPPORT WITH NHS HEARING AIDS



Visit our free drop-in service - no appointment needed. Our friendly volunteers can support you with:

Information on hearing loss and tinnitus

How to do a hearing check

Hearing aids, including basic repairs and maintenance of NHS hearing aids

How to access support and services in your area

Roystonhill Community Hub (G21 2LG)

Session Time 10am - 12pm

Last Thurs of the month

*Please note there is no Dec drop-in.

Royston Community Pantry

To benefit from the food pantry, members pay a £3.50 joining fee and every time they shop, they will pay £3.50 to get groceries. Members also have the option of paying a solidarity price of £4.50 per shop (instead of £3.50), to fund a small number of subsidised memberships.



Opening Times: Monday 2pm - 5pm
Thursday 4pm - 7pm • Friday 10am - 1pm

Come along and get yourself some fresh fruit, frozen and tinned goods and staples like milk and bread. The more people who use the Pantry, the more money it can make to continue buying food and keep its shelves stocked. This is a fantastic resource for our community, and all are welcome to come along and check it out.

GARNGAD

PHOTO LAB

COLLECTING PHOTOS OF THE GOOD AND THE BAD

- BRING IN YOUR OLD PHOTOS
- ADD YOUR PHOTOS TO OUR ARCHIVE
- FREE DIGITAL SCANNING

**DROP IN TUESDAY 11AM - 1PM @
ROYSTONHILL COMMUNITY HUB**





ROYSTON CREATIVE HERITAGE PROJECT



HELLO!

Elena and Fiona have now got started as the Heritage Team based at Roystonhill Community Hub! It's been a busy start, and we can't wait to hear your stories, see your photos and work with you all to create an archive of Royston's heritage. Here's a few things we've been up to...

GARNGAD PHOTO LAB LAUNCH

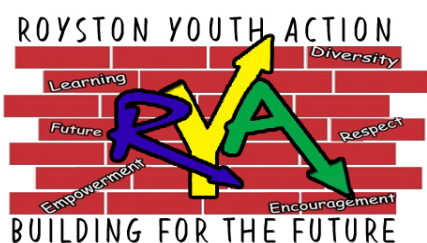
We have launched our Garngad Photo Lab and we are now open every Tuesday between 11am - 1pm for a FREE photo digitisation service. Drop in with your old photos to get them scanned and put onto a USB stick, as well as adding them to our Royston Heritage Archive!

WORKING WITH COMMUNITIES

We have loved chatting to different groups and communities in Royston about how they can get involved in the heritage project. From schools to youth groups to lunch clubs, we are looking forward to seeing how these partnerships develop! If you know if a group who might be interested in heritage themed art sessions, oral history recording or adding to our archive, just get in touch by email to heritage@spireview.org.uk or by phone at the hub on 0141 212 7386 - We'd love to hear from you!

PHOTO SPOTLIGHT

For this newsletter, we have a photo spotlight from Royston Youth Action. They have done incredible work with Royston communities over the past 30 years, and have handed us a wealth of photos to digitise for the heritage archive. Here's just a wee selection of the collection.



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Forthcoming Holidays

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

Christmas Holidays

Wednesday 25th, Thursday 26th and Friday 27th
December 2024

New Year Closure

Wednesday 1st, Thursday 2nd and Friday 3rd January 2025

Should you have a gas heating or hot water emergency during this period, please contact BRB Electrical Ltd on **07909 113 379**.

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

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 Stephen Hughes or Yvonne Maworera at the office (contact details can be found on the back page) 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!"



CONTACT DETAILS

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Email info@spireview.org.uk
Website www.spireview.org.uk

EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water **07909 113 379**
All Other Emergency Repairs **0800 595 595**