

The Newsletter for Residents of Spire View Housing Association

Issue 49 • Spring 2016

The Spire View

Spire View's Annual Clean-up Event 2016

On Tuesday 1st March 2016 we held our annual Spire View Community clean-up day in conjunction with Copperworks Housing Association, Royston Primary and St Roch's Secondary.

This year's event was planned, organised and carried out by the young people of Royston Primary.

Eight local children recently came together to form a 'youth committee' as part of their work with the Scottish School Co-operation. The young people of Royston worked extremely hard and their efforts haven't gone unnoticed. By the end of the afternoon our wee corner of Royston was squeaky clean and looked fantastic.

The local children showed sheer determination and hard work and returned with loads of rubbish bags which they were keen to dispose of in exchange for a 'goodie bag'. The atmosphere and elation on their faces as they finished was priceless and again you could really sense the pride in their achievements. Thank you everyone for taking part!

Watch out for future events from this very successful youth committee as they are so keen they have already moved on to planning our annual summer gala day so watch this space... More details coming soon.



STR
1928
ALIOS ADIUVA



Forthcoming Public Holidays

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

Easter

Friday 25th and Monday 28th March 2016

May Day

Monday 2nd May 2016

Spring Holidays

Friday 27th and

Monday 30th May 2016

Should you have a gas heating or hot water emergency during these holiday periods, please contact **Gas Sure** on **01294 468 113**.

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

Improvements to Council Recycling Services



Glasgow City Council are looking at ways to improve how we dispose of our household waste and as you are aware, already provide us with blue recycling bins for plastics etc. Most residents should have received a notice from the Council that they are introducing a new food waste recycling service to all houses from April 2016.

Residents will receive an indoor caddy and a supply of compostable liners. Once your caddy is full, dispose in the bin provided. For those residents who stay in tenement properties, there will be a new bin placed in the bin court area where you will dispose of food waste. For residents who stay in main door properties, food waste will be deposited into the existing brown bin.

It is anticipated that all residents will have received the new food waste recycling service by the end of March 2017.

If you require any further assistance please contact

householdrecycling@glasgow.gov.uk or
www.glasgow.gov/householdrecycling
or phone 0141 287 9700.

What happened to the egg when he was tickled too much?

He cracked up!



Love your garden...

We are coming to that time of year again, and we're hoping for fantastic weather to kick start the gardening season. We're hoping this year we will have lots of lovely gardens around our community. If you have a garden you can get your preparations underway now...

Lesley, Arlene and Margaret inspect tenant's gardens on a fortnightly basis throughout the spring/summer months, ensuring that everyone is doing their bit to maintain their garden and driveway to an acceptable standard. Whilst the majority of gardens exceed this standard unfortunately, there are some households where garden maintenance is falling below the required standard as tenants are failing to cut grass and strim regularly. It is essential that tenants carry out this basic maintenance as well as remove weeds from driveways and paths.

During the month of September we select a gardening expert to come along and judge our garden competition. Our judge will consider each and every garden looking out for tenant's personal taste, style and flair!

Those tenants selected as winners will receive a certificate and prize for all their hard work.

We are always amazed by the number of tenants who participate in this competition and the standard of gardens improves significantly year on year.

We hope 2016 will be no exception!

We have included a 'Garden Maintenance' guide within the newsletter and hope you find this useful (see pages 8 and 9).



Royston Strategy

As reported in previous newsletters, the Royston Strategy Group was formed in 2014 to try to bring together strategic partners who can assist in the ongoing regeneration of Royston.

As part of the process a Vision and Strategy Document was produced and this identified key issues for development which would help to regenerate our community both physically and economically.

The group continues to meet and discuss prioritising the key issues identified and how these can be progressed.

One of the key areas identified for progression in the strategy is the proposed Community Facility on Roystonhill. This is being progressed by Spire View Housing Association and further information is detailed in a separate article in this newsletter.

Another strand in the strategy vision is the development of a Sports Hub which is being investigated by Royston Youth Action. They are in the process of moving forward a community consultation exercise and we are sure you will hear more on this from them very soon.

We will keep you updated on progress.



Roystonhill Community Facility Update!

In our October 2015 newsletter we gave you a full update on progress with our proposals for a community facility on the site at the Rainbowhall.

At that time, we advised that we had been invited to apply for Development Funding from the Big Lottery. We are absolutely delighted to advise that our application was successful and the Lottery have awarded us £68,734 to further explore the technical aspects of our project. We are overwhelmed by this outcome and work is already underway, with MAST Architects as our Design Team Leader. We expect site investigations to commence towards the end of February and this entire phase of project should be completed around July / August this year.

As well as looking at the technical elements of our proposal, we also need to fully develop our business plan for this project. Again, we are delighted to report and acknowledge the support of the Co-operative Glasgow Business Development Fund, who awarded Spire View £19,200 to fully develop our business plan. Again, we anticipate completion of this piece of work around July / August 2016. We will then use all the information we have to make a Stage 2 application to the Big Lottery.

And as if that wasn't exciting enough, we are absolutely thrilled to report that we have been successful at Stage 2 of our bid for funding from the Scottish Government's Regeneration and Capital Grant Fund. This means we have been awarded

£575,000 funding to deliver a fantastic community facility. Of course, we still have a way to go with more funding applications but this gives us a fabulous boost towards our target!! A very special thanks to Development and Regeneration Services at Glasgow City Council who supported our application and guided us through the



process, all the way. Also, a massive thank you to the Scottish Government for recognising and supporting our project and our commitment to improve the community facilities available to our local residents.

As you can appreciate, a huge amount of time and effort has gone into getting the project to this stage.

This is all done in full consultation with the local community. We genuinely want to provide a fantastic facility for use by the entire Royston Community.

As well as extending our thanks to the project funders, without whom none of this would be possible. There are a few other organisations and individuals that we wish to acknowledge and thank;

- GHA who provided part of the funding for the original feasibility study and continue to advocate support for this project.
- Royston Youth Action who have been helping us with the design of the new facility and providing all the information we need on use of the building and requirements to ensure continued use by the local community.
- The Church of Scotland who have intimated a willingness to negotiate on transfer of the Site and the building to the Association, for the benefit of our local community.

Last but by no means least, we would like to express our thanks to our local Councillor, Bailie Allan Stewart, who has provided unwavering support for this project. Bailie Stewart recognised the need and demand for a community facility on Roystonhill long before this project was underway. His belief and support of the project and our funding applications has been invaluable and the management committee and staff are truly grateful. Bailie Stewart said "This project will be of great benefit to the local community and will hopefully include facilities such as a shop and ATM."

A big THANK YOU to Cash for Kids

Spire View Housing Association would like to say "A Big Thank You" to Cash for Kids on behalf of all the families within Spire View who received the Christmas Grant. 53 children were awarded the grant and all the families were absolutely delighted with the little extra to make their Christmas special so thanks again.



What kind of music do bunnies like?
Hip Hop!

What part did the egg play in the movies?
He was an "Egg-stra"!

How do rabbits travel?
By HAREplanes...



Planned Maintenance 2015-16

As part of our ongoing commitment to maintain our properties to an excellent standard, we will be carrying out further planned work at various addresses in the local area.

Bathrooms/ Shower Rooms

The next phase of works to be progressed is 73-85 James Nisbet Street and we are extremely pleased to announce that we are now in a position to move these works forward.

Following a recent tender exercise, CCG (Scotland) Ltd were successful in submitting the lowest tender and have therefore been appointed for these works.

We are working with our Contractor to finalise a programme and once we have that information, we will write to all tenants affected.

However, we would 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. In addition, tenants must have established and maintained an arrangement for 6 months continuously. If you feel you are affected by this, please contact your Housing Officer to discuss.



Painterworks

In January, we met with our Contractor JS McColls to discuss the programme for 2016/2017, which involves painterwork to:

- Bright Street
- Roystonhill Place
- 112 - 140 Rhymer Street
- 121 - 185 Roystonhill
- 42 Tharsis Street

It is likely that these works will commence in April. However, once we have a firm programme, we will advise tenants involved.

Roof Anchor Bolt Testing and Gutter Cleaning

As part of our Planned Maintenance works, we will also be progressing cleaning of gutters and testing of our Roof Anchor Bolts.

These Anchor bolts are essential to allow works to roofs to be carried out safely and for some, due to their location, we require tenant's co-operation in providing access. We will be moving to tender in the near future with a view to commencing works in April 2016. We will keep you updated on progress as things move forward.



If you have any queries in relation to the planned maintenance programme, please contact Paul Rocks or Jacqueline Paterson. Contact details are on the back page.

Car Parking Update

Some of you may have seen workmen out painting double yellow lines around different areas. These should be finished in the very near future, weather permitting.

We continue to work in partnership with City Parking and Police Scotland who will inspect these areas daily and issue enforcement fines to vehicles parked on any of these lines.

Also, may we advise you that any vehicle which is found parked on the pavement is deemed an obstruction to pedestrians; and may therefore receive a fine and possibly have their vehicle impounded.

We are aware that most of our tenants do park their

vehicles sensibly which is a credit to the community and that is why we will continue to work in partnership with City Parking and Police Scotland to ensure all of our tenants are protected and receive the best possible service.

We trust that all of our tenants will co-operate fully when parking their vehicles and if you wish to discuss this matter in more detail, please contact either Margaret, Lesley or Arlene who will be more than happy to assist.

Meanwhile if you do see a vehicle parked on double yellow lines or parked up on a pavement, please report to the following:

City Parking: 0141 287 4040

Vehicle Pound: 0141 276 0861



What do you call a rabbit with the sniffles?

A runny bunny!



How does a rabbit throw a tantrum?

He gets hopping mad!



How does an Easter Bunny keep his fur neat?

He uses a HARE brush...



The 'Wider Role' of Spire View

By now our tenants and residents will know that we take our landlord role very seriously. However, we also believe that we have a 'Wider' role to fulfil. These are just some examples of the other services on offer from Spire View...

East End Community Carers

This group meet in the community flat at 3 Bright Street O/2 every 4 weeks.

The next two meeting dates are

Tuesday 22nd March and Tuesday 19th April from 10.30am until 12pm. Are you caring for someone and would like to meet other people who are carers? Would you like to find out more about the carers services on offer across the City? Please feel free to drop in at the meetings. You will be given a very warm welcome by Adrienne.



Credit Union

This great service continues to run from our office on Wednesday mornings from 9.30am until 12.30pm. Please drop in during this time to use the service and you will be greeted by Aidan from Pollok Credit Union, who will be happy to assist you with a new application, payments, loans, deposits, savings etc.



Financial Capability Officer

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



Money Advice

Unfortunately, we do not have a money advisor based in our office at the moment. However, we still have strong links with Phil Murnin at Barmulloch Community Development Company (BCDC) and Robble Bryant who is funded by the North Glasgow Advice Service. Our staff can make referrals to Phil or Jamie who will contact you and arrange to meet at a time and location that is convenient to you. If you would like us to make a referral on your behalf, please contact our office on 0141 552 7928.



Fruit Barra Roll up, Roll up...

The Fruit Barra is in the office every Thursday morning from 9:30 to 11:30am. They provide a great selection of fresh fruit and veg at fantastic prices, right on your own doorstep. They also have 'Fairshare' items at real knockdown prices. Fairshare are generally branded items like Kellogg's cornflakes and also pasta and rice and loads of tins to choose from. Come along and bag yourself a bargain.

Don't forget to pick up a copy of the latest healthy recipe from North Glasgow Community Food Initiatives nutritionist Karen. You can even get some of the ingredients at the same time.



Tenancy Support Officer

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



Consultation Register

Have you heard of our Consultation Register? Spire View Housing Association holds a register of tenants who would like to be included or consulted on all aspects of the work we do here. We would love to hear your thought and views. You can get involved in loads of different ways from joining steering groups to helping out at fun days or events.

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

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



Royston Youth Action needs to hear your views ...

As mentioned in our 'Royston Strategy' article in this newsletter, Royston Youth Action has received funding from Social Investment Scotland and The Robertson Trust to investigate the possibility of having a Community Sports Hub in Royston. This will involve efforts to upgrade sporting facilities mainly at Glenconner Park and also at St Rochs secondary school as part of the Royston Strategy Group and the Vision they have to improve community facilities. A community wide consultation will take place in March to give local residents the opportunity to give their views about the types of sporting activities/facilities that they would like to see taking place at Glenconner Park. Spire View Housing Association and all of the other local housing associations will be supporting this consultation. Your views are important so please complete the questionnaire when you receive it.



Community Garden

We've noticed increasingly for some time that our lovely community garden between 99 and 101 James Nisbet Street is looking a little sad.

This garden was developed for you, our local community, to make use of - a space to sit and chat with your neighbours, watch your kids playing or have some quiet time in a peaceful environment.

Unfortunately, the benches have been vandalised - one has been knocked over and the other has had seating slats removed. So there is nowhere to sit. One of the benches had a plaque on it to celebrate the work of Archie Grant, who was a pillar of our community. Archie worked tirelessly in the local area, giving countless hours of his time including many years as a Committee Member at Spire view (when we were James Nisbet Housing Co-op). It is therefore particularly saddening for us that this bench, installed in his memory has been damaged in such a thoughtless and disrespectful manner.

If you know who is responsible for this despicable act, please feel free to let us know in complete confidence and we will take the matter up directly with the perpetrator(s).

We would also take the opportunity to ask residents not to allow their dogs to foul here. This was not what the garden was intended for and we will again take action against anyone found to be allowing their pet to leave its 'mess' in the garden.

This garden is yours! Please help us make this garden a haven again. Feel free to contact us if you know who the culprits are, whether this be the dog owners or the vandals.

Here are some recent photographs of what we've found.



91-99 James Nisbet Street Update

We are delighted to announce that we have now received Planning and Building Warrant approval to move forward repairs to the render on these blocks.

We have appointed CCG (Scotland) Ltd as the main Contractor for the works and following a recent meeting with them, have agreed a site start date of 7th March 2016.

These works will require a scaffold around the block and therefore, those tenants affected should inform their Contents Insurer of this. The scaffold will be in place for approximately 5 months whilst works are on site. Whilst there will be some disruption and noise (and we apologise for any inconvenience this may cause), we are hopeful that tenants will appreciate that this will be worth it once works are complete and the overall finish to the block has been improved.

We also carried out recent inspections of windows within this phase and determined that full scale window replacement was not required at this time.

However, we will be taking the opportunity to carry out window repairs whilst works are ongoing and would appreciate your co-operation in providing access when required.

Further information will be provided as we move forward and keep looking for updates on our Facebook and Twitter pages at: **Spire View Housing Association Facebook Page** and **@Spire View HA**

If you have any specific question or query issues in relation to these works, please do not hesitate to contact a member of the Maintenance Team. Contact details are on the back page.



Selfie with Santa Competition

On Monday 7th December, Santa Claus made a very special visit to our office.

He met with over 100 very excited local young people who took part in loads of activities including decorating our Christmas tree, making Christmas biscuits and making Christmas cards.

Santa very graciously agreed to have his 'selfie' taken with the kids by all the mums and dads. We asked everyone to post their 'selfies' on our Social Media pages to enter our 'Selfie with Santa' competition.

I'm delighted to say we had a fantastic response by our community to this event and competition and all your pics were fab!! It was very hard to choose a winner but finally we got there and I'm delighted to announce our very own Ethan Smith won our fantastic prize of 'love to shop vouchers' well done Ethan...



Easter Competition 2016

Hi to all our junior Spire View readers, it's Easter Competition time again and whilst you munch your way through all your chocolate treats, why not enter our Easter Competition 2016.

All you have to do is look out for the Easter eggs contained throughout this newsletter and tell us how many you think there are!!! Fill in your details at the bottom of this page and return it to the office... Easy peasy, I hear you think... Well, come on and have a go!!!! Good Luck!!!!

Alternatively you can colour in the Easter Picture or complete the word search inside the newsletter. Make sure you return it to the office at 43 Tharsis Street no later than 4pm on Monday 11th April 2016. If you are a winner, you will receive an *eggstra* special prize - but don't worry if you're not, as everyone who enters the competition will receive an Easter egg.

**Good luck and
Happy Easter
to everyone...**

How many Easter Eggs did you find throughout our newsletter?

Name:

Address:

Age:

Telephone:

How many Easter Eggs?

What do you call a sleeping egg? **Egg-zosted**

Do you know your rights?

Your right to information and consultation...

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

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

What information can I receive?

We must give you a Scottish Secure Tenancy agreement and information about our complaints handling procedure. We must also advise you on the Right to Buy and what it means for you.

If you ask we must also give you information on:

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

What should you be consulted on?

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

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

You and your

Gardens, love them or loathe them, are a vital part of our community. Their appearance is one of the most important factors in keeping an area well maintained and looking good. We are as keen as you are to have every garden neat and tidy.

Although not everyone has the time or indeed the inclination to be a gardener, gardens are an important factor in the appearance of the area. We therefore, hope we can help you manage your garden a little better and reduce the amount of time it takes to keep it looking great.

Simple tasks such as cutting the grass and hedges, removing weeds and litter and tidying up stones regularly makes a dramatic difference.

Grass

Your grass can easily become overgrown and scraggy. To help it looking green and lush you should use a lawn feeder such as 'Feed & Weed', this will feed the grass and help kill the weeds.

You should rake through old grass and spike the soil with a fork to help the grass remain in good health. Old clippings should be removed to help prevent weeds and disease.

When cutting your grass for the first time in the season, place your mower on the highest setting so that the grass does not become scalped.

Your grass will look at its best if it is cut regularly, at least once every two weeks during the summer months (March to October).

Trees

Choosing trees for your garden requires a great deal of planning. If a tree becomes too large, it may become expensive to have it removed or trimmed, so choose very carefully. Remember fast growing, tall trees such as Leylandi or wide spreading roots such as Weeping Willows are not recommended, you will be asked to remove such trees.

Hedges

Hedges are a useful part of the garden, they provide privacy and shelter, however, they establish themselves very quickly with deep roots, require regular maintenance and look untidy if unmaintained, so think carefully before planting.

Hedges are best planted in the winter months, to allow them to have their roots set before the growing season starts, but do not plant in extreme cold or wet conditions.



garden...

Pruning

Pruning keeps flowering plants healthy, tidy and removes the dead leaves and old wood. It also prevents the plants from becoming overcrowded, as overcrowded plants will produce very few flowers, become straggly and produce no new growth.

Driveways

Driveways should be kept free of weeds and litter. Driveways with stones should be swept regularly, to prevent them scattering onto surrounding areas.

Safety Tips

Clean tools after use and store away quickly to prevent rusting and blunting. Do not leave tools lying around if you are not using them, as this could harm or injure someone. Always wear appropriate clothing, such as boots, gloves, goggles and hard hats (if necessary).

All electrical equipment should be well maintained to prevent wear and tear. Cables should be trailed over the shoulder and equipment held away from the body. Ladders should be placed on firm hard ground. Inspect ladders before use to ensure they are safe. Gardening is fun, keeps you fit and can relieve stress, however, always remember to work safely.

Annual Garden Competition

The Annual Garden Competition will help to support the local environment and allows residents to show their pride in their area, it also encourages people with gardens to maintain them well. The reward for having a well kept garden is a positive contribution to the surrounding environment and a pleasurable sanctuary to use throughout the year.

The Competition will be judged in September each year, we will judge all gardens, keeping an open mind for personal tastes and styles.

A gardening expert will undertake the official judging process so that it is fair. Prizes will be allocated on first, second and third basis. The Association will take photographs of all gardens and may use these in forthcoming literature.

Please remember you are under no obligation to be considered for the competition, however, you do have an obligation to maintain your garden and driveway in accordance with your tenancy agreement. Unfortunately, any garden or driveway not maintained will result in the Association taking action against the tenant responsible.



Useful Resources

www.bbc.co.uk/gardening
www.gardenresources.co.uk
www.gardenweb.co.uk
www.kidsgardening.com
www.gardenguides.com



Social Media is the way forward...



Don't forget to add us on Facebook and Twitter!!!

You will find us on Twitter by following @Spireview HA and on Facebook by simply searching Spire View Housing Association. We use these pages to update you on local useful information and employment opportunities. I'm delighted to say we now have a whopping 172 followers on Twitter and 139 'likes' on Facebook so don't delay come on over and join our social media family.



And there's even more information on our fabulous website www.spireview.org.uk

For many years now, Spire View has had it's very own website which we update very regularly!

We hope you will log in and have a look at what we have to offer there. You can download loads of information including newsletter, policies, annual reports and application forms. As if this wasn't enough, we will be uploading Healthy Recipes from our friends at the North Glasgow Community Food Initiative.

We also update the site regularly with News items about events and services in the local community- so be sure to get online regularly for a look.



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 October – December 2015.

Complaints Received	Oct 15	Nov 15	Dec 15	Total
Complaints received at Stage 1	2	2	1	5
Complaints received at Stage 2	0	0	0	0
Complaints Resolved				
Complaints resolved at Stage 1	2	1	0	3
Complaints resolved at Stage 2	0	1	1	2
Escalations				
Escalations to Stage 2	0	1	1	2

Reason for Complaints	Oct 15	Nov 15	Dec 15	Total
Contractor	1	1	1	3
Staff	0	0	0	0
Equalities	0	0	0	0
Policies & Procedures	0	1	0	1
Governance	0	0	0	0
Finance	0	0	0	0
Maintenance	0	0	0	0
Housing Management	1	0	0	1
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?	4	0	1	0	0
How satisfied with handling?	4	0	1	0	0

What did we learn/change as a result of these complaints? Here are our case studies:

A tenant contacted the office to make a complaint regarding a contractor failing to attend. During investigations it was noted that the tenant had been contacted via telephone to confirm access arrangements, tenant was unavailable to answer this call. Contractor then attended as previously arranged however logged a no access report. Tenant disputed this. This complaint was resolved by staff mediating between both the contractor and tenant.

A Tenant made a complaint regarding a repair carried out in the property. Staff inspected this repair and met with contractor to discuss this matter further. Staff kept the tenant updated with the process of this complaint but due to timescales and contractor availability this complaint was raised to a second stage complaint. Repair was corrected and tenant was happy with the outcome.

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 recommendation on policy, 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, we can add your name to our consultation register. We can note in the register that you want to be consulted on all issues or just on particular things. When we are carrying out policy reviews, we will contact those people named in the register as well as placing the usual advert in the newsletter/website/twitter etc. If you would be happy for us to add your name to the Consultation Register, please notify Gillian at the office. Contact details are on the back page.





What does the Young Parents Project offer?

Tiny Tiddlers • Monday afternoons

Join our weekly group with your child and other young parents.

Future Steps • Starting 7th March

Future Steps is a four week employability course for young parents.

Tums to Mums • Fun, informal sessions where you can get support if you are 13+ weeks pregnant. We talk about budgeting and benefit advice, health and wellbeing and more!

One-to-one support

At the basis of the Young Parents Project we offer extensive one-to-one support with whatever you need.

To find out more, please call 0141 553 0808

Rosemount Lifelong Learning • 102 Royston Road • Glasgow G21 2NU

@RosemountGLA Young Parents Project Glasgow

At Rosemount Lifelong Learning we offer a wide range of learning opportunities in the topics of IT, Care, Photography, Literacy & Numeracy and English for Speakers of Other Languages (ESOL).

The classes are ongoing and free for people 16+ living and working in North Glasgow.

All of our classes take place at our Learning & Events Space on 102 Royston Road.

Class Schedule

Sociology & Psychology for Care*	7/12/15	Every Monday for 12 sessions • 1-4pm
Geography with Literacy	Ongoing	Tuesday • 6-8pm
Maths	Ongoing	Tuesday • 6-8pm
Literacy & Tablets	Ongoing	Wednesday • 6-8pm
Literacy Drop-In	Ongoing	Thursday • 10.30-12pm
Improve Literacy Skills	Ongoing	Thursday • 1-3pm
ESOL Speaking Class	Ongoing	Thursday • 6-8pm
Introduction to Photography	5/2/15- 18/3/15	Every Friday for 7 sessions • 1-4pm

*For Sociology & Psychology for Care there is a fee waiver available

Our IT Suite is open Monday to Friday. You can book a two hour slot where you can use the internet, do an IT course or get support with your job search. We also offer ESOL assessments. Call 0141 212 6524 or stop by 102 Royston Road to book.

Young Parents Project

The Young Parents Project help young parents across Glasgow get out of the house, get into education, training or a job and it gives the parents an opportunity to learn something new.

You can benefit from our service if you:

Are between 16 and 24 years old (26 years old for care leavers)

Are more than 13 weeks pregnant or already have children

Live within the boundaries of Glasgow City Council

If you are a young dad we would love to hear from you. We are starting a young dads group and want to hear what you want to do.

Call us on 0141 553 0808, text on 0794 363 0910 or find us on Facebook at Young Parents Project Glasgow.

Our other services include Family Links, a family addiction service, different employability support and childcare support at the Millburn Centre. If you want to hear more or just want a chat call on 0141 553 0808 visit rosemount.ac.uk or find us on Facebook as Rosemount Lifelong Learning and Twitter as @RosemountGLA

Do you feel stressed? Anxious? Depressed?

If you're worried about your or someone you know's mental health Lifelink are here to help.

Lifelink operates a drop-in service from our hub at 98 James Nisbet Street.

Come in during the following times to find out more about relaxation and how Lifelink can support you.



Tuesday 2.15pm-3.15pm and 6pm-8pm

Wednesday 2.15pm-3.15pm

Thursday 2.15pm-3.15pm and 6pm-8pm

Services we offer:

- One to One Counselling
- Drop-In sessions
- Courses:
 - Relaxation based on mindfulness principles
 - Emotional Literacy
 - Stress Management

All of these services can be delivered in our James Nisbet Street venue.

To find out more information about Lifelink and the services we offer, get in touch by phoning our office on 0141 552 4434 or emailing info@lifelink.org.uk

You can also visit our website lifelink.org.uk and follow us on Twitter and Facebook.

@LifelinkGlasgow

Children's clubs

Monday: Afterschool Club - P6 & P7
3pm to 5pm

Monday: Film club - P1 to P7,
3.30 to 5.30

Tuesday: Tots and carers- babies -5 years
10.am to 12pm

Tuesday: Healthy Heart fit club
3.30pm to 4.30pm

Wednesday: Sport Club at St Rochs secondary P4- P7
4pm to 6pm

Wednesdays: Little Rainbows Club- P1 to P4,
5.30pm to 7.30pm

Thursday: Afterschool Club -P6 to P7
3pm to 5pm

Friday: Rainbow Hall Disco- Children up to Primary 7
Children Age 7 or under accompanied by an Adult.

agebounders.org

Staff Contact Details

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

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

Arlene Hooks 0141 559 5647
arlenehooks@spireview.org.uk
Housing Officer

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

Paul Rocks 0141 559 5642
paulrocks@spireview.org.uk
Maintenance Officer

Tracy McDonald 0141 559 5641
tracymcdonald@spireview.org.uk
Finance Assistant

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

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

Donna Richardson 0141 559 5649
donnarichardson@spireview.org.uk
Housing Officer

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

Gillian Spence 0141 559 5644
gillianspence@spireview.org.uk
Corporate Services Assistant

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



Royston Community Food Hub

Unit 3-4, The Millburn Centre, 221 Millburn Street, G21 2HL
t: 0141 552 4011 • m: 07758 093754
e: nutritionist@ngcfi.org.uk • www.ngcfi.org.uk

Fruit and Veg barra's

Your local fruit and veg sales points in Royston:

Monday Blochairn Housing Association 1 Blochairn Road,
Glasgow G21 2ED 2:00pm – 3:45pm

Thursday Spire View/Copperworks Housing Association,
43 Tharsis Street, Glasgow G21 2JF 10:00am – 12:00pm

Thursday Bright Street Common Room, Flat 0/2,
3 Bright Street, Glasgow • 12:30pm – 1:30pm



Volunteering Opportunities

Community Food Hub members - Want a say in what goes on in your community? Join our Royston community Food Hub group. Meet with others in the community to help make important decisions over the future of the charity and where our efforts should be focused in Royston.

Fruit and veg barra volunteers sell fresh and affordable fruit and vegetables around the local community. You'll help to set up the stalls and arrange the displays, sell fruit and veg to our customers, answer any questions, and help us to collect feedback. A great opportunity for anyone who wants to gain experience in or enjoys working with customers!

Growing sessions - if you want to learn how to grow your own food, come and volunteer at our community growing sessions. You will learn how to plant and sow your own!

Cookery Classes - we are planning some more **free** cookery classes in April. We hope to inspire people to eat well on a budget and build confidence when cooking new dishes. Cooking healthily doesn't mean dull food!

If you are interested in finding out more about our cookery or volunteering, contact Karen at the Hub using the above details.



CONTACT DETAILS

Tel 0141 552 7928
Fax 0141 552 0086
Email info@spireview.org.uk
Website www.spireview.org.uk

EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water 01294 468113
All Other Emergency Repairs 0800 595 595