

The Newsletter for Residents of Spire View Housing Association

Issue 50 • Summer 2016

The Spire View

Laurence O'Boyle A Very Special Tribute

On 15th March this year, the Association Committee, Staff and many residents were overwhelmed with sadness at the untimely death of our very first staff member...

Laurence O'Boyle... we hope this is a fitting tribute to Laurence, and adequately expresses what he meant to Spire View and what he did for our community...



The 1st April 1989 was an important date in the Royston area. It saw the establishment of the very first Community Based Housing Association – James Nisbet Housing Co-operative (now renamed Spire View Housing Association). On this very same day, James Nisbet Housing Co-operative appointed their first member of staff (the Director) – Laurence O'Boyle. This was a post that Laurence filled until November 2006, dedicating over 17 years of his career to the local Royston community.

As the first (and for some time the only) Director in the area, Laurence was undoubtedly the driving force behind the regeneration of the housing within the Royston community. He worked tirelessly for local residents and built strong, lasting, positive partnerships with many people in the community and beyond. Laurence got along so well with everyone... his staff, the committee, consultants, contractors,

solicitors, politicians etc... He had a unique ability of interacting with everyone in a friendly, professional and constructive way. This was undoubtedly the reason why James Nisbet Housing Co-operative moved along as quickly as it did, completing the first phase of refurbished properties at 91 – 99 James Nisbet Street before any other development in the area had got off the ground. For Laurence, this was just the beginning. Over the years, he drove forward the refurbishment and build of every property. Always making sure tenants' decisions, choices and opinions were respected. Laurence would often state *'You know I'm not really a people person'*... nothing could be further from the truth.

Laurence developed quite a reputation in the area for being someone who was approachable, practical and had tenant interests at heart. It was this reputation that saw him being sought out by Garngad Housing Association

(a neighbour of James Nisbet Co-op) to lead them too. It was this partnership and under Laurence's direction that stronger links were forged and Spire View Housing Association was formed on 1st April 2002. Only one small blip... Laurence forgot to formally advise the Regulator! This caused some despair initially... although over the years, caused much hilarity... only Laurence O'Boyle would get away with this!

After the merger, Laurence completed the remaining development of the housing, as well as leading the organisation and managing his staff... he reckoned he could cope with just about anything, other than if a staff member was 'greetin'... not that this happened too often!

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As well as the housing, another legacy of Laurence's is a fabulous office building that the Association uses

today. Laurence had vision and was so tuned in to what Spire View would need in future... 11 years after completion, the office building remains welcoming, practical and for staff and committee, another reminder of what Laurence brought to Spire View.

In November 2006, Laurence took the difficult, yet admirable decision to leave Spire View and become a housing consultant. Laurence felt that, now the development work was completed, it was time for him to move to pastures new. However, thankfully for us, he was never far away. Always on hand to lend the benefit of his knowledge and expertise. This move was great for Laurence, he spread his wings and met many more people who were able to benefit from what he had to offer. Everyone working in housing across the City and way beyond, knew Laurence or knew of him. And opinion never varied... he was an all round good guy, who would take on anything and help people in any way he could!

In August 2009, Laurence was diagnosed with Leukaemia. Many people would understandably crumble at receiving such devastating news... not Laurence. His response was that he was not yet ready to 'check out' or 'fall off his perch'... this was so typical of Laurence. He was always so positive

and full of hope and was absolutely determined to beat the Leukaemia. He continued to work from his hospital room, despite undergoing a gruelling chemotherapy regime. Not only this, he provided endless entertainment for the hospital staff and visitors, frequently setting up challenges with prizes up for grabs. One such challenge included a game of 'operation' with 'Pink' tickets on offer as a prize. This was aptly named 'Operation Pink'. Another challenge saw doctors, nurses and consultants make and fly paper aeroplanes down the hospital corridor... the prize was a helicopter ride! Laurence's determination saw him recover after almost 6 months in hospital. And in true Laurence style, he returned to work straight away, much to the relief of all those clients for whom he was working (including Spire View!)

Over the years, Laurence was never far away from Spire View, always helping with some project or other, or just popping in for a chat and a catch up. He was still a very familiar face in the local community.

In April 2015 Laurence was dealt the news that the Leukaemia had returned. Laurence again put up an almighty fight for almost a year. Sadly, he passed away on 15th March 2016. To say that the staff and committee of Spire View were devastated, would be a gross understatement. We lost our colleague, our friend, our mentor and our inspiration.

Anyone who knew Laurence, knew that he had a fantastic sense of humour. Indeed he introduced the

idea of jokes in our newsletter. This was one of Laurence's jokes, found on his computer file, in the Spire View office and delivered brilliantly by Laurence's son, Conor, at the funeral on 23rd March 2016...

Scotsman phones the dentist to inquire about the cost for a tooth extraction. The dentist replied, "*£85 for an extraction sir.*"

"£85 !!! Huv ye no got anythin cheaper?" replied the shocked Scotsman.

"That's the normal charge," said the dentist.

"Whit about if ye didnae use any anaesthetic?" asked the Scotsman.

"That's unusual, sir, but I could do it and knock £15 off." replied the dentist.

"Whit about if ye used wan o' your dentist trainees and still without the anaesthetic?"

"I can't guarantee their professionalism and it'll be painful. But the price could drop to £40." answered the dentist.

"How about if ye make it a training session, an yer student do the extraction, with the other students watchin an learnin, and still with nay anaesthetic?"

"It'll be good for the students." mullied the dentist. *"I'll charge you £5, but it is going to be very traumatic."*

"Och now yer talkin laddie! It's a deal." said the Scotsman.

"Can ye confirm an appointment for the wife next Tuesday then?"

Our thoughts are with Laurence's wife, Mary and his children Maeve and Conor at what we are sure continues to be a very difficult time.



Car Parking

Update!

Just a wee reminder to those tenants and residents who are unaware, that it is illegal to park your vehicle on yellow lines or park up on the pavement as this causes an obstruction to pedestrians.

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 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 are co-operating 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:

For vehicles parked on double yellow lines: **City Parking: 0141 287 4040 – option 5**

For vehicles abandoned/vandalised: **Vehicle Pound: 0141 276 0861**

Vehicles parked on the pavement: **Police Scotland: 101**

Patricia Ferguson MSP

Until very recently, Patricia Ferguson was one of the MSPs for Glasgow Maryhill and Springburn, which is the constituency for Spire View Housing Association.



The staff and management committee would like to offer a massive thank you to Patricia for all her help and support during her many years in office. Patricia was very active in our community, attending and participating in our community events and offering unwavering support to Spire View and the wider Royston community. Patricia was also a member of the Royston Strategy Group to which she offered invaluable support and advice over the years.

We would like to wish Patricia all the very best for the future and we hope she will still pop along to our community events in future... where of course, she will always be welcome!

91-99 James Nisbet Street Update

Work to replace the render system at 91-99 James Nisbet Street is now well underway and completion is estimated by mid to end of July 2016. We appreciate the co-operation of all tenants affected by these works and thank them for their tolerance of scaffolding etc and disruption in general caused by the works.

Following a recent survey, we have also instructed repair works to windows as required and replacement of a small number of boilers to ensure that we can complete the external finish to the building effectively. Tenants who have been affected by this have been notified.

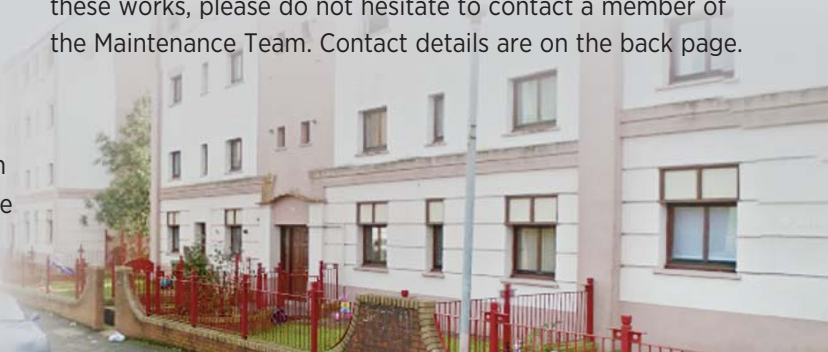
Tenants of 91-99 James Nisbet Street will also be aware of ongoing issues in relation to satellite dishes which have been erected on the building. Due to the type of works that we are carrying out, we have been able to take the opportunity to upgrade the cabling so that this can be installed and hidden behind the new cladding. This will therefore allow tenants to

continue to access their satellite TV provision without the need of a satellite dish following completion of works.

Further information will continue to 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.



Planned Maintenance 2015-16

Bathrooms/ Shower Rooms

As reported in the last newsletter, the next phase of works to be progressed is 73-85 James Nisbet Street and CCG (Scotland Ltd) have been appointed as the Contractor. Over the past few months, CCG have been conducting surveys within properties to determine exact requirements and discussing the installation with tenants. A programme of works has been provided by the Contractor and all tenants involved have been notified of their installation dates. Please contact us as soon as possible if there are any issues with the dates you have been allocated.



Painterworks

The Association is now in Year 3 of a 6 year agreement with J S McColls for painterwork to ensure the upkeep and sustainability of our properties. The works programme for 2016/2017 is detailed below:

Monday 11th April 2016 – Sunday 8th May 2016

1-14 Bright Street (Interior and Exterior)

Monday 9th May 2016 – Sunday 5th June 2016

6 Roystonhill Place (Interior and Exterior)

5,7,9 Roystonhill Place (Exterior)

112-140 Rhymer Street (Evens - Exterior)

We have been pleased both with progress to date and the quality of work provided by the Contractor on the works listed above.

Forthcoming works are programmed as below:

Monday 6th June 2016 – Sunday 31st July 2016

42 Tharsis Street (Interior and Exterior)

43 Tharsis Street (Exterior)

121-185 Roystonhill (Odds - Exterior)

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. 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.

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.

Roof Anchor Bolt Testing and Gutter Cleaning

As part of our Planned Maintenance works, we will also be cleaning gutters and testing Roof Anchor Bolts. These Anchor bolts are essential to allow works to roofs to be carried out safely. For some, due to their location, we require tenant's co-operation in providing access. We are in the process of obtaining costs for these works and will keep you updated on progress as things move forward.



Contents Insurance

As you will be aware the Association has its own buildings insurance cover for all its 554 properties, but we do not hold individual contents insurance for each tenant's home.

So, let us ask you... what would you do if you were flooded from the flat above?

How would you replace your individual belongings if they were water damaged?

There are many individual contents insurance providers that offer very affordable contents insurance rates, some for as little as £2.50 per week. Whilst it is not mandatory that you have contents insurance, we strongly recommended that tenants consider purchasing contents insurance in case the worst should happen.

We would recommend that you shop around and gain a few quotes just like you would for your car insurance before you take the plunge.

There are superfast search engines out there that can find you lots of quotes with minimum effort on your part. Why not try Money Saving Expert, Money Supermarket, This Contents Insurance or Go Compare to obtain a free, no obligation quote.





2016 ROYSTON'S GOT TALENT

Saturday 20th August 2016 - a date for your Diary!!!!

Wow!!! I hear you thinking, has it been a full year already!! Yes indeed it is that time again!! For all of us to get together and have some fun! It's time for Spire View Housing Association to join forces with our housemates Copperworks Housing Association and with support from Royston Youth Action and Spire View's Youth Committee, to celebrate and showcase the talents of our wonderful community here in Royston - yes you've guessed right! It's time for Royston's Got Talent 2016! Back by popular demand, this year's biggest and best ever event will take place on Saturday 20th August 2016 at 12pm in the Rainbow Hall, 174 Roystonhill.

So all you amazing singers, dancers, comedians, magicians or whatever your talent is - and whatever age you are come along and share it with us! This year we will be holding both children and adult auditions. So get practicing - you never know a new star may be born in Royston. There are fantastic cash prizes to be won so don't delay, fill in the audition form inserted into this newsletter and return it to the office by Wednesday 17th August 2016 for your chance to win.

Make sure you mark this date in your diary and get practicing - for you never know, you could be the 2016 winner of ROYSTON'S GOT TALENT.



Community Policing

Community Police at Maryhill are keen to hear from residents who live in Copperworks Housing/Spireview Housing.

Sergeant Tom McGunnigle now has a dedicated team of officers across 5 shifts (Constables Rachel Hughes, Martin Donlon, Brian Campbell, John Reilly, Scott Tollan, John Morris, Bob Carrigan, Andy Graham, Davie Reynolds, Johnny Healy, Gillian Peatrie and Connor Campbell) working predominantly in Royston/Germiston at all times of the day and night.

The team are looking to deal with local issues that you feel are important and hope to meet up with as many local groups as possible. In fact Tom and Fiona and her team have already met to discuss opportunities for partnership working and joint problem solving.

If you want to contact Tom and his team directly to discuss any issues then please give Tom a phone at Maryhill on 0141 532 3895 or e-mail him on tom.mcgunnigle@scotland.pnn.police.uk.

Alternatively if you are looking for police to attend an ongoing incident then please contact 101 - non emergency or 999 in an emergency.

Garden Competition

Before you know it, it will be time for our ANNUAL GARDENING COMPETITION!

Yes, we know the sun has only started shining, but time passes quickly and we want to see as many lovely gardens as possible this year before the sun disappears! As you will know our housing management staff are out and about and monitoring the gardens throughout the season. There are some lovely gardens already in the running. Around mid-September, we will ask an independent guest to come along and judge the best gardens of 2016. Winners will be awarded prizes for their hard work and effort.

Hopefully, it looks like the weather may be on our side, so we encourage you to get outside and enjoy the good weather and participate in some gardening at the same time.

If you don't have a garden, why not volunteer to help your neighbour and enjoy the benefits. Let's all work together to brighten up our gardens and demonstrate how fantastic it is to stay in Royston!!!



Easter Competition Winners

We were delighted by the number of entries we had to our Easter competitions. We received so many colourful pictures, that it was really difficult to choose winners. After much deliberation the winners were chosen: Lucas Shannon, Gemma McGregor and Miriam Alkhattawi. Congratulations and well done to our winners, and all our entrants who received an Easter egg for their work. Don't forget to keep your eyes peeled for our summer competition...



Gemma McGregor



Miriam Alkhattawi



Lucas Shannon



Summer Competitions!

Our summer competitions give you 1, 2, 3, 4 chances to win a prize!

Glitteratti... for those who like colouring get out your glitter and your felt pens as we have a colouring sheet included in the newsletter. So get creative with colour. We also have a **word search** on the reverse of the colouring sheet for those who prefer a puzzle. If you require more than one copy we have spare ones available at the office. So get colouring and make sure you have them back at the office by 1st August.

Selfies in the Sun... For our Facebook friends and Twitterati we have a competition just for you... **Summer selfies!** This one is open to all age groups. We are looking for selfies with a 'Summer theme' taken around Royston. They must be safe though, so don't do anything silly or dangerous! You can post the pictures on our Facebook or Twitter pages. All pictures should be posted by July 31st and the 3 with the most likes will win a prize.

We will also be running a selfie competition at our Royston's Got Talent day on August 20th!

Facebook Competition – win a kindle fire!

We are looking to run some competitions on our Facebook and Twitter pages... and to start you off its going to be a nice easy one!

We have a kindle Fire up for grabs! You can only enter if you have a G21 2 postcode, and you can only enter via Facebook. Also, you need to come to the office to receive your prize. All you need to do is 'Like' our page, 'Like' our Kindle Competition post and Comment on the post... tell us what you are reading just now for leisure or for study. Final date for entry is Monday 1st August 2016.



Congrats to Copperworks on 25th Anniversary

The Management Committee and Staff at Spire View Housing Association would like to wish our neighbours and very close working partners at Copperworks Housing Association a very big happy 25th birthday!! Here's to another very successful 25 years!!!



Forthcoming Public Holidays

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

Glasgow Fair

Friday 15th and Monday 18th July

September Weekend

Friday 23rd and

Monday 26th September

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**.

Rechargeable Repairs

As tenants will be aware, the Association has certain responsibilities in relation to keeping your home in a habitable state and we work hard to provide a quality repairs service to ensure that we continue to meet our obligations.

You will also be aware that tenants also have responsibilities in relation to keeping your home in a good state of repair and a habitable condition. Part of this responsibility is to carry out minor repairs, for example replacing lost keys, replacing bath/sink plugs etc. as well as reporting repairs as soon as is reasonably possible.

We also appreciate your co-operation in providing access for our tradesmen to carry out necessary repairs.

However, on occasion, we are faced with situations where we are required to recharge tenants for repairs where damage has been caused wilfully or through neglect or where a Contractor has been unable to gain access and has passed on a charge for their time to the Association. This will result in a rechargeable repair being issued to the responsible party.

We appreciate payment for rechargeable repairs as soon as is practically possible as outstanding rechargeable repairs can have an impact financially on the Association and could therefore have an impact on how we deliver our services.

If you are unable to pay the full amount for any rechargeable repair instructed, we will be happy to discuss repayment options with you. Your co-operation in making payment or setting up a suitable repayment arrangement as soon as possible after the rechargeable repair has been carried out is greatly appreciated.

For contractors who have to repeatedly turn up at tenants properties when they fail to give access, it costs them time and money, and all the while somewhere else someone is waiting for their repair to be completed. As we are obliged to get best value for our tenants and keep costs down, we must pursue these debts. We would ask those that incur a recharge to make an affordable arrangement to pay.

Owners are also required to pay for rechargeable repairs. If we have to instruct repairs due to damage caused to our properties by actions of the owner or their tenant at their property.

If you are unsure what any of this means to you as a tenant or owner please do not hesitate to contact us here at the office for further information.



Management Committee Vacancies

Spire View Management Committee is made up of volunteers (elected by our members) who are involved in making decisions which determine how we provide services to our tenants and owners.

Our Committee is currently 14 strong, which means we have one vacancy for another volunteer. This means that there is a fantastic opportunity for 1 person to join our Committee. It really is a great way to get involved in decision making in your own community, to make a difference and to influence things. You would also be eligible for training opportunities, which would make a difference to your own CV.

Our Committee are a friendly bunch who would love to welcome you along...

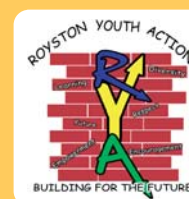
So if you are interested in this opportunity please call Gillian on 0141 559 5644 for further information and an informal chat.

Spire View secures over £160,000 of additional funding for our community!!!!

Spire View is delighted to announce that we have managed to secure funding for the following projects:

Royston Youth Action's Inspiring Royston Project

The project has been awarded £107,431 from the Scottish Government's People in Communities Fund (PCF) to run their programme for the next year. Some of the valuable community activities they will be running include the school holiday programme, the after school club activities and some new and exciting activities which are in development – watch this space!!!!



GEMAP Financial Capability

This partner project which includes our neighbours Copperworks HA, Blochairn HA and Hawthorn HC has been awarded £25,380 from the Scottish Government's PCF to help fund the continuation of this post which allows the four RSL's to offer financial inclusion services to tenants to assist with matters such as opening & maintaining bank accounts, maximising income leading to a better standard of living, introducing participants to less expensive forms of credit amongst other things.



Tenancy Support Officer

Again working with our neighbours, we have been involved in submitting an application to fund another new post and thanks to the hard work of Hawthorn HC who submitted the application we are pleased to announce that The Simon Community will continue to deliver this service on behalf of ourselves, Hawthorn HC, Copperworks HA, Blochairn HA & Cadder HA. The project has been awarded £30,563 of funding from the Scottish Government's PCF. These monies will help us to fund a post which will work with our tenants to help them feel supported and less isolated, increase access to specialist agency support and offer further additional vital support.



Spire View would like to extend a very big thank you to the Scottish Government for their support of these projects.

If you are interested in accessing any of these services please contact the office on **0141 552 7928** or email info@spireview.org.uk.

Factoring Policy Review/ Written Statement of Services

The Association is due to review our Factoring Policy / Written Statement of Services. This policy/statement outlines the services Spire Views will provide as part of the factoring service offered. It includes services such as property management, buildings insurance, property maintenance (including planned maintenance, estate management, garden maintenance etc...). The policy is therefore of particular interest to our owners and sharing owners who receive factoring services from the Association.

We would ask for an hour of your time to help review the policy and it would be good if some local residents could get involved.

If you are interested in helping review this policy, please contact Gillian Spence at the office on **0141 552 7928** or email GillianSpence@spireview.org.uk.

What you told us...

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



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

The table below shows the number of complaints received from January – March 2016.

Complaints Received	Jan16	Feb 16	Mar 16	Total
Complaints received at Stage 1	1	1	1	3
Complaints received at Stage 2	0	0	0	0
Complaints Resolved				
Complaints resolved at Stage 1	1	1	1	3
Complaints resolved at Stage 2	0	0	0	0
Escalations				
Escalations to Stage 2	0	0	0	0

Reason for Complaints	Jan 16	Feb 16	Mar 16	Total
Contractor	0	0	0	0
Staff	0	0	0	0
Equalities	0	0	0	0
Policies & Procedures	1	1	1	3
Governance	0	0	0	0
Finance	0	0	0	0
Maintenance	0	0	0	0
Housing Management	0	0	0	0
Money Advice	0	0	0	0
Factoring	0	0	0	0
Estate Management	0	0	0	0
Wider Role	0	0	0	0

Satisfaction with Complaints

	Very satisfied	Fairly satisfied	Neither sat/dis	Fairly dissatisfied	Very dissatisfied
How satisfied with outcome?	2	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:

Tenant made a complaint regarding the recent rent increase. The tenant asked for further explanation on how all rents were worked out. Staff met with this tenant and explained the process that both staff and Committee go through to consult with all tenants prior to any rent increase. While discussing this complaint it transpired that the tenant was experiencing other issues. Staff were able to gain enough information from this meeting to assist this tenant to complete an internal transfer form and resolve this complaint.

A tenant made a complaint after being contacted regarding rent arrears, the tenant felt staff should not have engaged legal representation due to non payment of rent arrears. Staff issued the tenant a copy of the rent arrears policy and explained that they followed the procedure fully. Staff fully explained to the tenant the arrears procedure which includes the use of legal action when required.

Spire View Youth Committee

We are delighted to report that thanks to support from Royston Primary school and St Roch's Secondary School, Spire View Housing Association now has its very own Youth Committee. This Youth Committee is made up of 15 dedicated local young people who meet in our office roughly once every 6 weeks to discuss issues that affect them in the community and help us to resolve these matters. We are very excited to have the young people on board with us and they have already proved to be a very successful group, just bursting to the brim with loads of great ideas for their community.

The Youth Committee have already helped to organise a very successful community wide clean up event. This event saw around 90 local children don gloves, collect litter pickers and take to the streets to clean up their community. This event was hardly over and the Youth Committee had set their sights on their next project! They are now busy getting to work on Copperworks Backland's official opening ceremony. And as if all that wasn't enough they have preparations underway arranging all the fun activities for Royston's Got Talent 2016. So watch this space for more information on the youth committee they are our future management committee in the making!





Summer Programme
for children Primary one
to Primary five



Starts 4th July 2016 to 11th August 2016
Sessions 10.30am to 12.30pm and 2pm to 4pm
with a trip out on Thursdays and Friday disco.
Sessions include arts, crafts, healthy eating
and Olympic Games sports.

ROYSTON YOUTH ACTION NEEDS YOU!



If you have spare time and want to do something positive with it to help children, young people and older residents, why not get in touch and sign up as a volunteer.

Contact:
Royston Youth Action
325 Royston Road
Glasgow G21 2BS

Tel: 0141 572 0984/86

Email:
liz@roystonyouthaction.co.uk

If you feel you have what it takes to make a difference, we will provide you with the relevant skills and training.

Get in touch **now!**

Positions available include...

- Board Members
- Cook/Kitchen Assistants
- Mini Bus Drivers
- Club Assistants (children/ young people/ older people)

Requirements...

- Must be over 16 yrs
- Positive attitude
- Willing to complete PVG (fees waived for volunteers)
- No formal qualifications required
- Able to commit to at least 3 hours per week

Young @ Heart 50+ Club

The Young @ Heart Club meets on
Thursdays at the Rainbow Hall.

It is a wellbeing club for people over the age of 50 years, run by older people for older people, starting at 10am and finishing around 4pm. A wide range of activities are arranged.

Lunch is provided at a cost to the members.

This club is for people in the community who are the most isolated. The group would benefit from more males to ensure gender balance.

If you wish to join or know someone who would benefit from this please call 0141 572 0985/6 for more information or contact liz@roystonyouthaction.co.uk



ROYSTON YOUTH ACTION
EVERY SATURDAY MORNING
9AM - 12PM



CYCLE CLUB

CONTACT NICK 01415720984 12+

Staff Contact Details

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

Margaret Brownlie 0141 559 5643
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Depute Director

Arlene Hooks 0141 559 5647
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Housing Officer

Jacqueline Paterson 0141 559 5640
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Maintenance Officer

Paul Rocks 0141 559 5642
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Maintenance Officer

Tracy McDonald 0141 559 5641
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Lesley Burrows 0141 559 5646
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Housing Officer

Margaret Clowes 0141 559 5645
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Donna Richardson 0141 559 5649
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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

Pollok 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.



New outreach service available at Spire View Housing Association / Copperworks Housing Association





pollok credit union
a community based savings & loans organisation

The takeover of North Glasgow Credit Union by Pollok Credit Union is now complete and a new outreach service is available at Spire View Housing Association / Copperworks Housing Association.

Just drop in to 43 Tharsis Street on a Wednesday from 9:30am – 12:30pm. Here you can

- make queries*
- join the credit union*
- make payments & withdrawals*
- arrange a loan*



Pollok Credit Union
117 Royston Road
Glasgow
G21 2QN

10:00 - 2:00 Monday / Tuesday / Thursday
10:00 - 12:00 Saturday

0141 553 1248 www.pcu.org.uk 0141 881 8731



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**