

The Newsletter for Residents of Spire View Housing Association

Issue 51 • Autumn 2016

# The Spire View



2016 ROYSTON'S GOT  
T★LENT

See page 3 for this year's story...

**Breaking News** –  
see pages 9-11 for our  
3rd Landlord Report  
Card to Tenants



# Spire View AGM 2016

Each year 1/3 of our management committee are required to stand down at the AGM. The 1/3 that stood down was Philip McCartney, Charlie Lunn, Frances McEwan, Clare O'Donnell and Stirling Wilson. All 5 of these Committee members indicated that they would like to stand for another year and were therefore duly re-elected onto the management committee. There were also no nominations to fill any of our vacancies. This means that there is a fantastic opportunity for 2 people to join our Committee. It really is a great way to get involved in decision making in your own community and to make a difference. You would also be eligible for fantastic 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.

## Newly elected Committee Members:

Charlie Lunn	Chairperson
Donna Tibbs	Vice Chair
Jean Lunn	Secretary
Alan Brown	Treasurer
Tilly McIlroy	Billy Tibbs
Hannah Simpson	Andrew Samson
Frances McEwan	Clare O'Donnell
Lynda Mulholland	Stirling Wilson
Philip McCartney	

## Prize Draw

As in previous years, we held a prize draw for all members in attendance.

### The lucky winners were...

#### 1st Prize

£100 Love to Shop Vouchers -  
Marion McCann

#### 2nd Prize

Fit bit - Rita Connor

#### 3rd Prize

Amazon Fire Stick - Helen Duffy  
Bottle of wine: Pat McGinlay, Katie McAlear, Alan Brown, Johan Bowers.

*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.*



## Public Holidays

Please note that the office will be closed for the forthcoming public holidays....

**Monday 26th, Tuesday 27th & Wednesday 28th December 2016**

**Monday 2nd, Tuesday 3rd & Wednesday 4th January 2017**

During holidays tenants can use our out of hour's repairs service for all emergency repairs.

For Gas repairs call GasSure on **01294 468 113**

For all other emergency repairs please call City Building on **0800 595 595**



Spire View Housing Association, in partnership with Lifelink, the Simon Community and GEMAP invite you to come along to a "drop-in" session to discuss any issues you may have with paying your rent, rent arrears, debt issues, stress management or support issues. These services are free, completely confidential and can offer assistance wherever you feel you need it.

The next "drop-in" session will be held on:  
**Thursday 3rd of November 2016 in the Lifelink Building at 98 James Nisbet Street, Royston, (the old credit union building) from 5.30pm - 6.30pm.**

No appointment is required, just feel free to come along and have a chat with any of the staff from the various agencies which could be of benefit to you.

If you require any further information, please contact Margaret or Lesley at Spire View Housing Association on 552 7928. We look forward to seeing you on the 3rd!



**What would you find on a haunted beach?**

A sand-witch!!

**What room does a ghost not need??**

A living room!

# 2016 ROYSTON'S GOT TALENT

Royston's Got Talent got off to a very wet start, however we did not let this hamper our fun. We were delighted that despite the wet weather so many of our lovely tenants still came out to take part and support our event. Once again, we hosted this event in partnership with our neighbours at Copperworks Housing Association and what a fantastic day we had!!

The event started at 12 noon with lots of fun activities for the kids, including face painting, badge making, caricaturist and petting zoo. Of course no Spire View fun day would be complete without our fabulous Davro the clown who came along and wowed everyone with his amazing balloon making.

In the Rainbow hall, the main event of the day was Royston's Got Talent 2016. We were inundated with auditions forms from the local community. We finally had to whittle it down to 10 Local people performing a wide variety of acts.

Our celebrity judging panel included 2 of the cast from River City, Garry Sweeney (Gabriel) and Paul Corrigan (Stevie). Our third judge was the very talented Andrew Agnew who famously played PC Plum in Balamory. Presiding over the event was our lovely guest compere Tanya McDonald who helped keep the crowds entertained with her fabulous bubbly personality and wit.

The talent was as always fabulous and our celebrity judges had a hard time choosing our winners but choose they did!! We were delighted to award Zoe Muir 1st prize for her beautiful rendition of 'Do you want to build a snowman' from the very popular film Frozen, 2nd prize went to Christopher McCafferty for his song 'Sandy' from Grease the musical and last, but in no means least, Grace Devine wowed us with her vocal skills when singing 'Take me home' by Jess Glyn to take 3rd place. Everyone that took part were super talented and made this community proud. It takes a lot of courage to get up on that stage, well done everyone.

Spire View Housing Association and Copperworks Housing Association would very much like to thank Harry Young and his team at Royston Youth Action for their continued support. We would also like to thank our judges and compere for helping make the day so successful. A huge thanks also goes to Home Energy Scotland, North Glasgow Integrated Network, the Wise Group and Rosemount Lifelong Learning to name but a few!!! Thank you all so much for your support and for helping make our day a huge success.



# Come and help us decorate our...

# Community Christmas Tree!

Due to the fabulous community feedback and roaring success of last year's 'Decorate our Christmas Tree' and 'Christmas Lights Switch On' event we have contacted Santa and his reindeer and asked him to stop off at our office on his travels again this year. We are delighted to announce that Santa very kindly agreed!

Santa will therefore call at our office carpark on Wednesday 7th December 2016 between 3-5pm. Young people will be asked to individually decorate their own baubles and hang them on the trees outside. Each person taking part will receive a Christmas present from Santa and you might even get your picture taken with Santa and his Reindeer. All you have to do is come along and join in the festive fun. Festive snacks and drinks will be served throughout the event.



## GEMAP / Simon Community

We would like to remind all our residents of the fantastic services provided by our Financial Capability Officer and our Tenancy Support Officer.

Maureen, our Financial Capability Officer who we share with Copperworks Housing Association, Blochairn Housing Association and Hawthorn Housing Co-op, can assist with opening and maintaining bank accounts, maximising your income, and advice on credit options as well as other services.

Kaye is our Tenancy Support Officer, who we share with Copperworks Housing Association, Blochairn Housing Association, Cadder Housing Association and Hawthorn Housing Co-op. Kaye supports tenants who might otherwise feel isolated and can benefit from additional support from specialist agencies.

If you feel you could benefit from the services provided or know of someone who could benefit, please enquire at the office for a referral.



# Roystonhill Community Facility – The Rainbowhall

# Update!



We last reported progress with this proposal in our Spring Newsletter and felt it was time for a further update.

A lot has been happening these past few months and the project continues to move forward at quite a swift pace. You may well have seen our updates on Facebook and Twitter.

On 1st July 2016 we held a very successful open day in the Rainbowhall, to which the entire Royston community was invited. In addition, we also invited local community groups. Overall the event was very well attended and everyone was able to see our proposals for the new community facility. There was also the opportunity for people to tell us what they wanted the centre to be used for and what services were most important to the local community. A huge thanks to MAST Architects and Community Links Scotland who facilitated this event and an even bigger thanks to all those people living and working in the community who took time to share their thoughts and views.

Whilst community consultation was underway, so too were the site investigations which were required and formed part of the technical element of the project. The information obtained from these site investigations was used to inform the design of the building created by MAST Architects. An application for planning consent was also submitted and subsequently approved in August 2016.

In addition, we were required to prepare a detailed business plan (which was paid for by the Co-operative Glasgow Business Development Fund). A huge thanks to Community Links Scotland for pulling together all the various elements to allow final production of this document.

Following completion of all the various aspects outlined above, we were able to submit our Stage 2 Lottery Fund bid at the end of August. We are now keeping our fingers crossed until the end of the year when we will hear the outcome of our application. If we are successful, the award of funding will complement those funds already committed by others including the Scottish Government Regeneration and Capital Grant Fund, Scottish Land Fund, Clothworkers Foundation, Copperworks Housing Association and Rosemount Development Trust. We are also waiting to hear the outcome of several other funding applications.

We would like to take this opportunity to thank all our supporters, without whom we could never have gotten this far.

## A very special thanks to all of the following...

*Baillie Allan Stewart – Glasgow City Council  
Councillor Frank McAveety – Leader of the Council  
Royston Youth Action  
Royston Strategy Group  
Glasgow Housing Association / Wheatley Group  
Rosemount Development Trust  
Toonspeak  
Glasgow City Council – Development and Regeneration Services  
Scottish Government  
Church of Scotland*

We will keep you fully updated as this project progresses and as soon as we know the outcome of the lottery bid, we will be sure to let you know. In the meantime, if you have any queries or comments about the project, please feel free to contact our Director, Fiona Murphy, on 0141 559 5648 or email [fionamurphy@spireview.org.uk](mailto:fionamurphy@spireview.org.uk)



# Planned Maintenance

The Planned Maintenance programme for this year is coming to an end with only a few properties where installations are outstanding. We hope that tenants overall are pleased with the finished works and thank everyone involved for providing access when requested. We will be conducting a tenants' satisfaction survey in the near future to determine your views of the performance of ourselves and the appointed Contractor.

During this financial year, a few unforeseen maintenance issues have arisen which have had a significant cost impact on the Association. We have also recently concluded a stock condition survey and analysis of requirements placed upon us in relation to meeting the new Energy Efficiency Standard for Social Housing. In light of all of this, we require to assess all of the information and give consideration to our future planned maintenance programme. Therefore, we will update tenants on future planned maintenance works once we have had the opportunity to consider this.

## Stage 3 Medical Adaptations

**Do you struggle in your own home with negotiating stairs, using the bath or other daily tasks?**

Here at Spire View, subject to funding we're able to carry out medical adaptations to ease your daily life and help you stay in your home for as long as possible. To obtain one of these adaptations you'll need a letter from your



doctor, social worker or Occupational Therapist. These agencies will make recommendations which could include minor adaptations such as grab rails, additional door entry handsets, over bath showers or installing wet floor shower rooms. Working with these agencies will identify what your needs are and how we can help make the necessary adjustments to your property.

For this financial year Spire View have secured £40,000 of funding which allows us to carry out these necessary works. Tenants who have previously benefitted from these works have told us that it helps them to continue to live in their own homes.

If you could benefit from this service or would like some information on these adaptations please call into our office at 43 Tharsis Street, telephone **0141 559 5640** or email [jacquelinepaterson@spireview.org.uk](mailto:jacquelinepaterson@spireview.org.uk).

## Roof Anchor Bolt Testing and Gutter Cleaning

The Association recently appointed Prime Roofing to move forward with these works and they started on site on Monday 5th September 2016. Notifications have been issued advising when works to your property will be undertaken.

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. Therefore, your co-operation in providing access when required would be greatly appreciated.

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



**What's worse than being a five-ton witch on Halloween?**  
Being her broom!



**Why don't ghosts like rain on Halloween?**  
It dampens their spirits!!

# Garden Competition 2016 Results

**2016 has been a quick year, and what a year it has been!**

We are absolutely delighted with the number of tenants who have participated in this year's garden competition and made good use of our typical Scottish weather (which lasted approximately 2 weeks!).

The gardens are looking amazing and our tenants have certainly surpassed themselves this year with what has been achieved. The standard of gardens was fantastic and our residents have certainly set the bar even higher for next year's competition.

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

1st Prize goes to Ms Elizabeth McGhee, 118 Rhymer Street

2nd Prize goes to Ms Emma Ross, 99 Roystonhill

3rd Prize goes to Ms Tracy Reid, 38B Tharsis St

**CONGRATULATIONS!! Keep up the fantastic work and enjoy your prizes as they are certainly well deserved!**

**Our runners up are:** Henrietta Kirkpatrick, 116 Rhymer Street  
David Dixon, 95 Roystonhill • Derek & Donna Tibbs, 101 Roystonhill  
Paul McLaughlin, 233 Roystonhill • Michelle Gallagher, 169 Roystonhill

**Congratulations to you too. Let's see if 2016 /2017 is your time to be one of our winners... watch this space...**



## Competition Corner!



A huge well done to everyone who took part in our summer colouring competition! We are delighted to announce Caitlyn McCallum, Lennon McCallum and Rihanna McKenna as our summer 2016 competition winners!!! Well done kids...Let's see if we can get more and more of you prizes with our ...

### 2016 Halloween Competition...

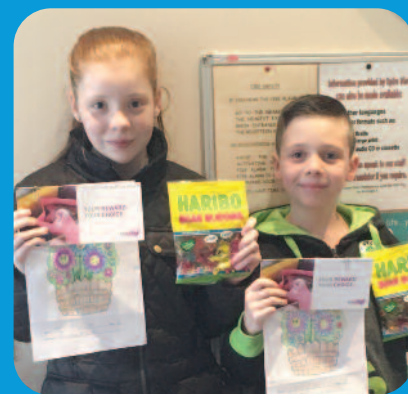
I'm sure by now you will all be getting ready to don your witches hats and brooms or Dracula teeth. So let's have another go at winning some extra spooky prizes...

All you have to do is look out for the Halloween bats hiding 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" we hear you thinking... Well come on and have a go!!!! Good Luck!!!!

All entries should be returned to our office at 43 Tharsis Street no later than 4pm on Tuesday 1st November 2016.



Rihanna McKenna



Caitlyn and Lennon McCallum

## How many bats did you find throughout our newsletter?

Name:

Address:

Age:

Telephone:

How many bats?

# Royston Primary's OSCARS Awards

On 16th June 2016 we were delighted to have been invited to go along to Royston Primary School's Oscars ceremony. We were very proud to have been asked to present some of the awards to the young people. Each young person who took part in the event did so with confidence and pride. We were overwhelmed by the talent, responsibility, hard work and commitment each of these pupils demonstrated. You did your school, your parents/guardians but most of all yourself proud!! Well done the Royston Primary class of 2016. We will look forward to watching you grow into young adults and active members of our community.



**Why did the monster's mother knit him three socks for Halloween?**

She heard he grew another foot!

**What is Dracula's favourite circus act?**

He always goes for the juggler!

**Why not come on over and check us out on Facebook and Twitter!!!**

We use both to update our residents and the wider community on local events, local news, local employment opportunities or anything else we can think of that you may find interesting. Why not 'have a wee look' at our page?

**You will find us by searching for:**



Spire View Housing Association and



@Spireview HA



# STOP PRESS... SPIRE VIEW PUBLISHES 3rd LANDLORD REPORT CARD...STOP PRESS

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.



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 RSL's at [www.scottishhousingregulator.gov.uk](http://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 progress 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 will publish each year.

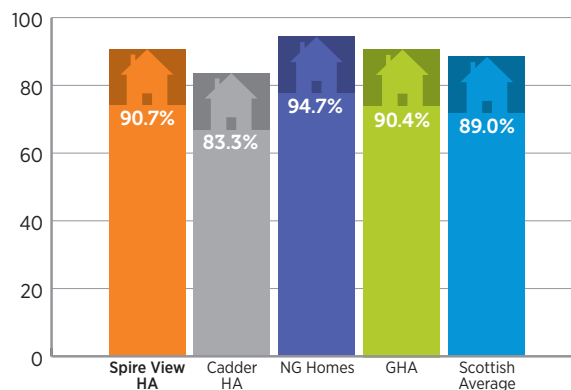
In 2014, as part of our Tenant Participation Strategy Review, we asked our tenants some specific questions in relation to how they wished to be involved in the scrutiny of our performance (if at all). Of those responding, only 26% said they were interested in getting involved in measuring our performance. Of those who were interested, 73% stated that their preferred method of being involved in measuring our performance would be completing/designing surveys and questionnaires. This is something we already do by inviting tenants to assist in the design and completion of Tenant Satisfaction Surveys. Furthermore, the most popular method of reporting Spire View's performance is through our quarterly newsletters which 97% of respondents favoured. We listened to what our tenants told us and have produced this report card in direct response to tenant requests and preferences.

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 GHA (a larger City wide organisation). We have also included the Scottish Average figures to enable you to see exactly how Spire View compares at a national level.

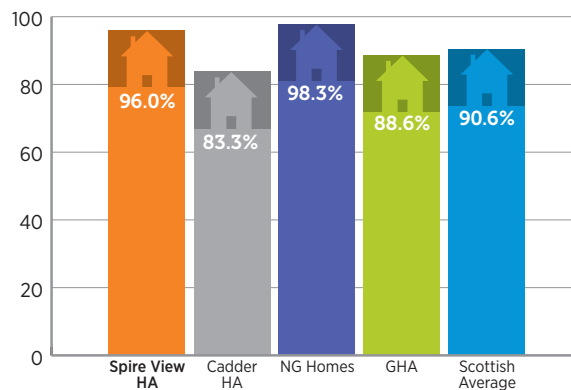
House Size	Spire View HA	Cadder HA	NG Homes	GHA	Scottish Average
2 apt	£50.36	£69.92	£72.39	£71.07	£70.39
3 apt	£56.14	£77.37	£78.24	£76.21	£71.55
4 apt	£66.35	£87.16	£88.70	£89.06	£77.60
5 apt	£67.41	£97.69	£99.06	£97.42	£85.98

## Tenant Satisfaction...

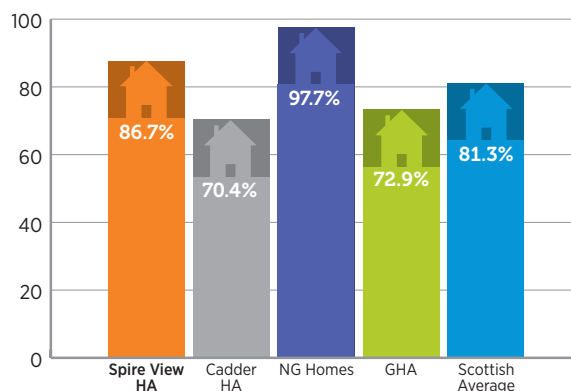
Percentage of tenants satisfied with the overall service provided



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

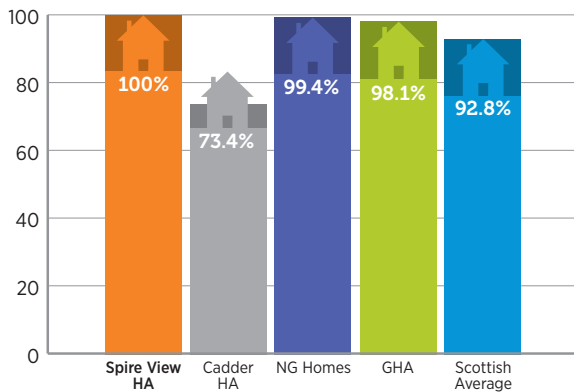


Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making

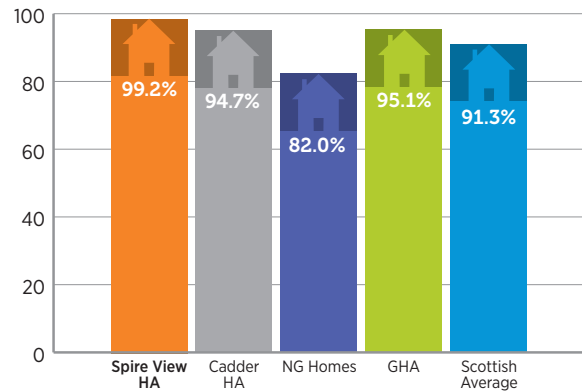


# Quality and Maintenance of Homes...

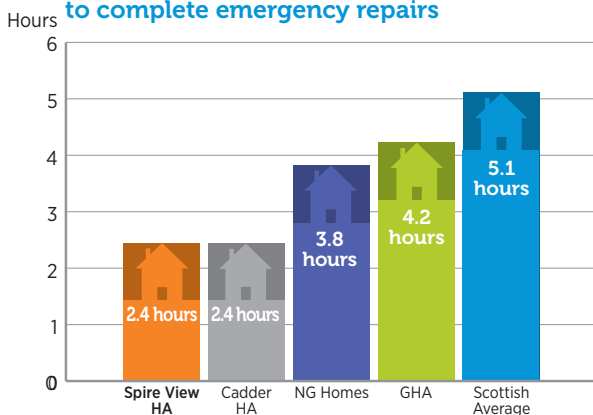
Percentage of homes meeting the Scottish Housing Quality Standard



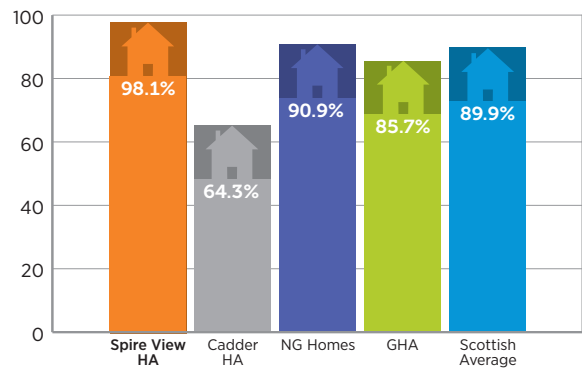
Percentage of reactive repairs carried out in the last year completed right first time



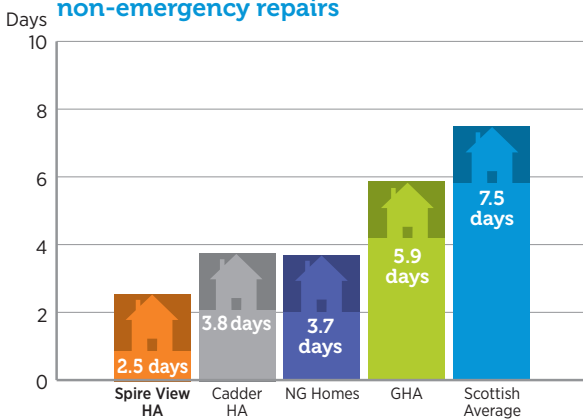
Average number of hours taken to complete emergency repairs



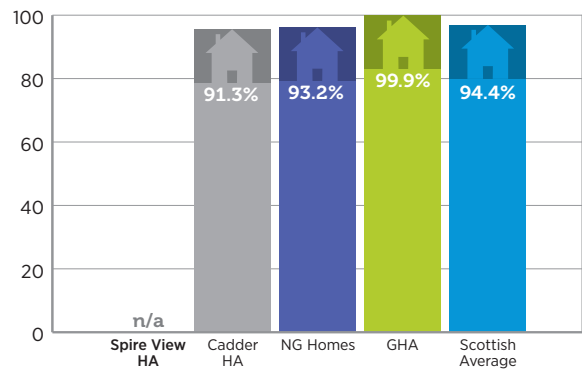
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months who were satisfied with the service



Average number of days taken to complete non-emergency repairs



Percentage of repairs appointments kept

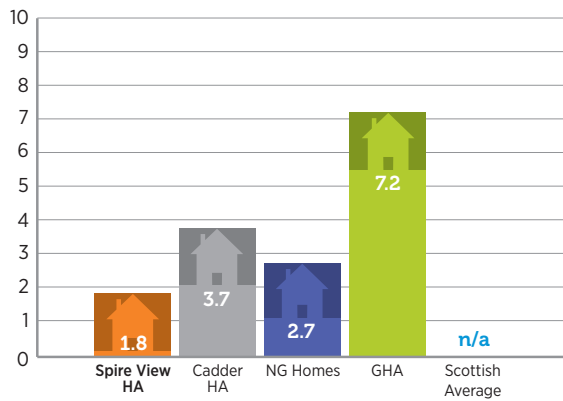


As you can see, we are exceeding the Scottish average performance in every category (where available). Furthermore, in several categories we match or exceed all the other RSL's that we have drawn comparisons with. We believe we have managed to provide an excellent service whilst keeping our rents extremely 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.

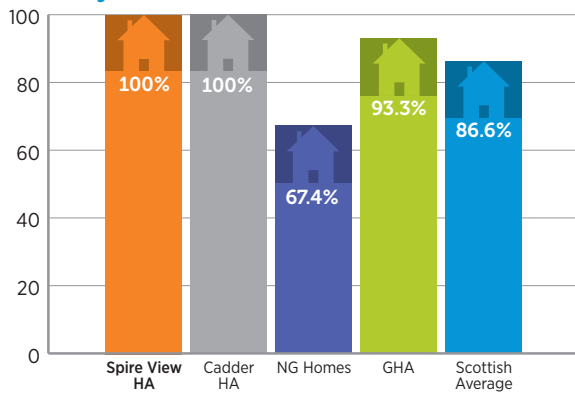
Finally, what do you think of this report card? Is this the way you want this information provided? Does it meet your needs and expectations? Is there anything you think we should do differently in future? Please share your views with us by emailing our Director [fionamurphy@spireview.org.uk](mailto:fionamurphy@spireview.org.uk)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

## Neighbourhoods...

Cases of anti-social behaviour, per 100 homes, reported in the last year



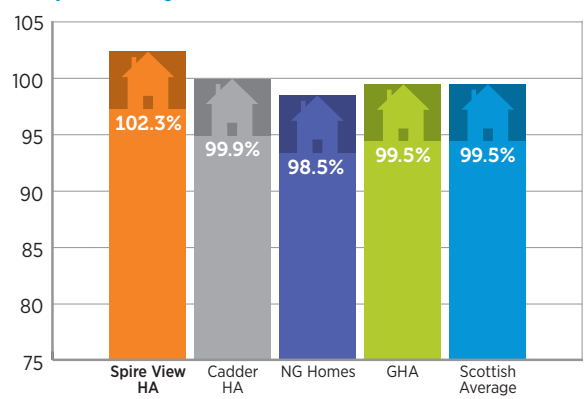
Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year



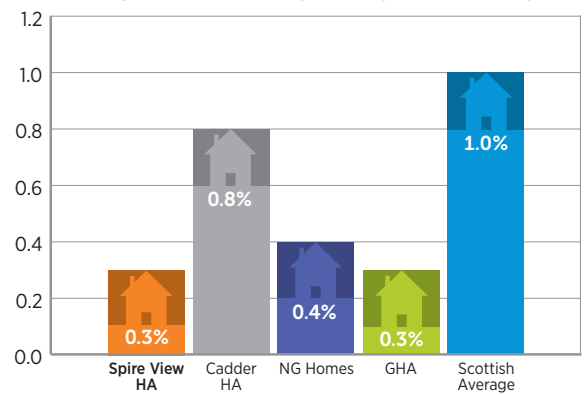
## Value for Money...



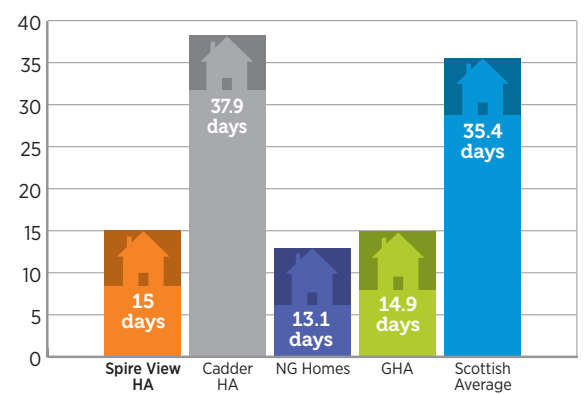
Percentage of total rent due collected in the previous year



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



# Dog Fouling/bulk uplift reminder

Dog fouling is the bane of many people's life and unfortunately, a small minority of tenants continue to leave their pet's mess behind in back courts, pavements, green spaces and surrounding areas. We are sure you will agree that this is particularly unpleasant.

We stress it is only a small minority who continue to do this however we are keen to eradicate this practice so come on we can do this... let's make Royston a foul free area, let's all work together to achieve good things for our community.

If you are aware of someone allowing their pets to foul then please contact Arlene, Lesley or Margaret. Contact details are available at rear of this newsletter.



## Bulk Uplift

A wee reminder to tenants that bulk uplift collection day is a Thursday. If you have one item or several then please place these out for collection on a Wednesday night or 1st thing on a Thursday morning, no other times are acceptable. Unfortunately, some tenants have put items out after the bulk uplift has been on a Thursday right through to a Tuesday which is not ideal or acceptable as it detracts from the appearance of the area. So let's all work together to ensure that we improve matters and keep our community looking at its very best. If you need any further information on bulk uplift then contact Arlene, Lesley or Margaret at the office. Contact details are on the back page.

## Kindle Competition winner!

In the last edition we ran a 'win a Kindle Fire' competition on our Facebook and Twitter sites asking tenants to 'like' our page and to tell us what book they were currently reading and whether it was for study or leisure. I'm delighted to announce that Mairi O'Brien is our Kindle Fire winner. Well done Mairi!!



Keep an eye out for more fab competitions on our Facebook and Twitter pages.

## Royston Strategy Update

The group continue to meet and as you will see from our separate article, Spire View continue to drive forward the proposals for a new Community Facility on Roystonhill.

In addition to this, Royston Youth Action are looking at the progression of a Community Sports Hub at Glenconner Park and have recently completed a survey to determine the needs, demands and aspirations of the community. They are working with an Architect and others to move this forward and we will keep you updated as matters progress.

The group have also been discussing the 'Triangle Site' which is the piece of land which is bordered by Roystonhill, Millburn Street and Rosemount Street. There has recently been some indication that a developer may be interested in developing this site. However, it had previously been suggested that the community were not keen on this site being developed for housing but would prefer that it remained as open space.

No firm proposals have been identified as yet and we will advise further as soon as any additional information becomes available.



**Why do ghosts like to ride in elevators?**

It raises their spirits!

**Why do vampires need mouthwash?**

Because they have bat breath!

## JS McColls apprenticeship appointment: **Painterwork**

The Association is now in Year 3 of a 6 year agreement with J S McColls for

**JS McCOLL LTD**

painterwork to ensure the upkeep and sustainability of our properties.

Although works for this year are slightly behind, we are aware of the reasons for this delay and we have no concerns. We are confident that the Contractor will complete all works to our satisfaction in the near future.

We continue to be very happy with the Contractor's quality of work and their commitment to our community. We are delighted to announce that as per previous years, the Contractor has appointed an apprentice from the local area. Well done Malcom Thomson on securing this position.

## 80/90/100 Roystonhill

The Association has been aware for a period of time now of ongoing issues with water penetration at living room windows at the protruding rear sections of these buildings. We have been working over the past year with our Consultants to identify a solution to this issue and recently issued a tender for replacement of these sections. The tenders were returned on 12th August 2016 and we have just recently received Building Warrant approval to allow the works to progress. We will be arranging meetings with tenants affected in the near future to discuss the proposals in more detail.

In the meantime, if you have any queries, please contact a member of the maintenance team who will be happy to assist. All telephone numbers are provided on the back page of this newsletter.

## 91-99 James Nisbet Street Update

**We are delighted to say that all works to 91-99 James Nisbet Street are now complete and we are really pleased with the overall finish of the building.**

The project was officially handed over on 26th August 2016 and we conducted a final walk round to identify snagging items and areas where tidy up work was required. We are in the progress of moving this forward with our Contractor.

We appreciate the co-operation of all tenants affected and thank them for their tolerance of scaffolding etc. and disruption in general caused by the works.



**What do you do if you want to learn more about Dracula?**

You join his fang club!



**Why didn't the skeleton go to the ball?**

Because he had no BODY to go with!!

# Best Halloween Costume Competition

**We are hoping you will go batty for our latest competition!**

Our latest competition is Halloween themed!

We hope you will share your haunting, hilarious, happy Halloween photos on our Facebook and Twitter pages (or email them to us so we can share them on your behalf).

The competition will be open for entries from 24th October to 7th November, so you have plenty of time to get your photos uploaded. The best costume will win a prize of £50 Love to Shop vouchers, and the competition is open to all age groups.



# 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 April – June 2016.

Complaints Received	April 16	May 16	June 16	Total
Complaints received at Stage 1	1	1	1	3
Complaints received at Stage 2	0	1	1	2
Complaints Resolved				
Complaints resolved at Stage 1	0	1	1	2
Complaints resolved at Stage 2	1	1	1	3
Escalations				
Escalations to Stage 2	1	1	1	3

Reason for Complaint	April 16	May 16	June 16	Total
Contractor	0	1	1	2
Staff	1	0	0	1
Equalities	0	0	0	0
Policies & Procedures	0	0	1	1
Governance	0	0	0	0
Finance	0	0	0	0
Maintenance	0	1	0	1
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?	1	4	0	0	0
How satisfied with handling	1	2	2	0	0

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

### Case Study 1

A Tenant made a complaint regarding withholding of planned maintenance works due to rent arrears outstanding on the tenants rent account. The tenant felt that they had been victimised by this policy as they were not able to pay the outstanding arrear. Staff met with the tenant and fully explained the arrears policy that was introduced and why. Staff then worked with they tenant and external agencies to come to a satisfactory repayment arrangement and the tenant was able to successfully repay the outstanding balance. Once this was in place the tenant then had their planned maintenance works carried out.

### Case Study 2

A tenant made a complaint regarding the standard of work carried out by a contractor during recent planned maintenance works. Staff carried out a house visit and inspected these works. Staff liaised with both the tenant and the contractor to come to a satisfactory resolution and overseen the completion of these works carrying out a final inspection to ensure all issues had been resolved.



## Committee Recruitment

Fancy volunteering? Looking for something worthwhile that enhances your CV and allows you to take part in the decision making in your own community?

Why not consider becoming a member of our Management Committee. This is an exciting opportunity which provides training opportunities and a real chance to influence how the Association operates.

For further information or an informal chat please contact Gillian on **0141 559 5644**.

# WHATS ON!

@ ROYSTON YOUTH ACTION 1st year +

**MONDAY:**

16+ fitness sessions 6-8

**TUESDAY: YOUTH CLUB 6-9PM**

Girls Club BOLT FM SESSIONS

**WEDNESDAY: HEALTH & FITNESS NIGHT**

Parkour 6-7 Football 7-8 @ St Rochs HS

**THURSDAY: WORKSHOP NIGHT 6-9PM**

YOUTH ACHIEVEMENT DYNAMIC YOUTH AWARD  
Community YOUR FUTURES DofE

**FRIDAY: YOUTH CLUB 6-10PM**

Boxing 3.30-4.30

**SATURDAY: YOUTH CLUB 6-10PM**

Workshops, trips and activities

## 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 Alice from Pollok Credit Union, who will be happy to assist you with a new application, payments, loans, deposits, savings etc.



Pollok Credit Union 117 Royston Road • Glasgow G21 2QN

Opening Hours: 10am - 2pm Monday, Tuesday & Thursday

10am - 12 noon Saturday

0141 553 1248 • [www.pcu.org.uk](http://www.pcu.org.uk) • 0141 881 8731



## Car Parking

We would like to remind all tenants and residents who may be unaware, that it is illegal to park your vehicle on yellow lines or park on the pavement if this causes an obstruction to pedestrians.

We know that most of our tenants 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.

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

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**

We know that most of our tenants and residents 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 at the office who will be more than happy to assist.

Why are vampires so easy to fool?

Because they're suckers!

What do you get if you cross Bambi with a ghost?

Bamboo!!

# 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  
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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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Finance Assistant

**Lesley Burrows** 0141 559 5646  
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Housing Officer

**Margaret Clowes** 0141 559 5645  
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Housing Officer

**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



## 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**