

The Newsletter for Residents of Spire View Housing Association

Issue 53 • Spring 2017

# The Spire View

## The results are in... and it's a 'YES'!!!

Those of you who follow us on facebook and twitter will already have heard our fantastic news... the Big Lottery Fund (Growing Community Assets) awarded Spire View Housing Association £1,098,748... that is a whopping £1 million towards the capital costs of the new community facility at the Rainbow Hall!!! And £98,748 towards the initial revenue costs. After what was a slightly nerve-wracking wait, we cannot begin to express how delighted we are with the outcome and how grateful we are to the Big Lottery Fund for all their support. **LOTTERY FUNDED**



We are now in a position where it will be full steam ahead with the project. We hope to be going on site around November 2017 and this is what the finished product will look like...

The new centre will provide a shop, a café, a main hall that can be sub-divided, a kitchen, meeting rooms and interview room. The building will be used to deliver a

range of youth and community work programmes as well as other services currently operating in the local area. All in all, it will be a fabulous asset and resource for the Royston community (and beyond). *(story continued on page 2)*



# The results are in... (continued)

As well as netting a very cool sum of money from the Big Lottery Fund, we have several other funders to whom we also wish to express our heartfelt thanks...

## Scottish Land Fund

Their contribution of £40,000 will be used towards funding the acquisition of the Rainbow Hall.

## Scottish Government – Regeneration and Capital Grant Fund

A contribution of £575,000 has been confirmed towards capital costs of our project. Another massive sum! And a special thanks to Glasgow City Council, Development and Regeneration Services for their help and support in securing this funding!

## Copperworks Housing Association

Without doubt one of our closest partners, Copperworks has confirmed a very generous £20,000 contribution. The local tenants and residents of Copperworks will benefit enormously from this new community facility... it is very much for the entire Royston community and beyond, not just Spire View.

## Rosemount Development Trust

Another of our willing and trusted partners, they have agreed a substantial contribution of £10,000 towards the cost of this project. Not only this, RDT have some fantastic plans for landscaping works at the Spire site, immediately adjacent to the Rainbow Hall. RDT are working hard behind the scenes and in partnership with Spire View to co-ordinate their plans with ours. They are also busy applying for funding towards the landscaping and will be making a further contribution to this project themselves!

## Clothworkers Foundation

We are very appreciative of the exceptionally generous offer of £85,000. This will be used towards purchase and refurbishment costs and has been absolutely crucial to us in making the entire project stack up financially.

Despite the different amounts being offered, each offer of support is just as important to the Association and without these, our project would not have come together. We would also like to thank the Co-operative Glasgow Business Development Fund and Glasgow Housing Association. Without their financial support throughout the Feasibility and Development stages, we would not have achieved what we have to date. Thank you!! And a special mention to all our friends at Royston Youth Action for working with us so willingly to create a fantastic building that can be used for delivery of the great work RYA do in the local area.



And last but by no means least... a special thank you to...

## Councillor Allan Stewart

*(photographed with our Director Fiona Murphy outside the Rainbow Hall).*

Our Local Councillor and by far our BIGGEST supporter! Councillor Allan Stewart came to Spire View many years ago with an idea for a fantastic community facility on Royston Hill. He



had recognised from his presence and work in the community that local people wanted and needed facilities on the Hill. Here at Spire View we were only too happy to oblige and explore the idea further. Not once did Councillor Stewart's support and determination waver and this was a big factor in many of our successful funding bids. His support of the project has been absolutely crucial to the success thus far and we would like to extend a very special thank you to him!

Scottish Land Fund  
Ionmhas Fearainn Na H-Alba

Delivered by



Funded by





# ...and on related matters

## The Rainbow Hall

We are now in the final stages of acquisition of the Rainbow Hall and hope that we will take ownership during April 2017. We will keep you updated as this matter progresses. Please don't worry about Royston Youth Action, they come with the hall and we will make sure they are looked after!

## The Blue Roof

Once works commence at the Rainbow Hall, we need somewhere for Royston Youth Action to be based and deliver their valuable services. We are therefore in discussions with Glasgow Life to take on key-holding responsibility for the Blue Roof (Roystonhill Community Centre). We anticipate that this change will also take effect during the course of April 2017. Don't worry....the services currently running at the Blue Roof such as the bingo, karate and mother & toddler etc will continue as normal. Royston Youth Action will 'decant' around August time for about 18 months, before moving back to the new fantastic community facility at the Rainbow Hall.



## Millburn Triangle Site

If you have not now already heard, our neighbours at Copperworks managed to secure funding to purchase the Millburn Triangle Site. We understand they are now in discussion with the current owners and are carrying out some site investigations before concluding the matter. We will keep you updated as matters progress.



Scottish Land Fund  
Ionmhas Fearainn Na H-Alba

Delivered by



# Royston Strategy Update

The group continue to meet on a regular basis. Various issues are discussed and there are a few projects being investigated/progressed at the moment.

- There is a separate article in this Newsletter in relation to the proposed new Community Facility on Roystonhill which is being led by our Association and continues to make progress.
- Royston Youth Action continue to progress with their consultation and investigations into the provision of a Community Sports Hub at Glenconner Park.
- The group have been discussing the 'Triangle Site' which is the piece of land bordered by Roystonhill, Millburn Street and Rosemount Street. An opportunity arose recently which may allow this piece of land to be brought back into community ownership. Copperworks Housing Association are taking the lead on this project.

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...



# A Tribute to 'Wee' Hannah Simpson

The Management Committee and Staff were deeply saddened when their friend and colleague Hannah Simpson passed away last month.

Hannah was such a lovely person who always had a smile for everyone. She cared tremendously about the local community and demonstrated this by dedicating over 25 years to the management committee of Garngad Housing Association and then Spire View Housing Association. There are not many people who would give this much for other people...and all on a voluntary basis!



Wee Hannah was quite shy at times and didn't want a huge fuss when she was named 'Community Champion' by the Evening Times a few years ago. An award that she absolutely deserved and which went some way to recognising the hard work and dedication Hannah gave to her local community.

Everyone at Spire View will miss Hannah greatly and we would like to extend our deepest sympathy to her grandson Andrew Samson (another of our dedicated management committee members) as well as to the wider family, many of whom are local tenants and residents.

## Planned Maintenance



### Painterwork

The Association is nearing the end of Year 3 of the 6 year partnering agreement with J S McColls for painterwork. This is in place to ensure our properties continue to look good and are in the best possible condition.

Works to all Spire View areas planned for this year are complete with the exception of the painting of external railings at 91-99 James Nisbet Street. These were delayed to allow the repairs to the external render to be completed. We are working with McColls to have the painter works completed as soon as possible.

We are in the process of agreeing the programme for the coming year which will involve painterwork to the following properties:

**90, 92, 94 and 96 James Nisbet Street**

**100 - 114 James Nisbet Street - Even Numbers**

**101 and 103 James Nisbet Street**

**102 - 132 Roystonhill - Even Numbers**

We will provide further information in relation to this programme once we have finalised this.



# Healthy Working Lives Award



We are delighted to announce that Spire View Housing Association has recently been awarded a Bronze Healthy Working Lives award by the NHS. We are over the moon with this achievement and will continue to work with the NHS to achieve a Silver award.



## Forthcoming Public Holidays

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

### May Day

Monday 1st May 2017

### Spring Holidays

Friday 26th and Monday 29th May 2017



### Glasgow Fair Holiday

Friday 14th and Monday 17th July 2017



Should you require an emergency repair during these holiday periods, please contact Gas Sure on **01294 468 113** for all heating and hot water emergencies, and City Building on **0800 595 595** for all other emergency repairs.

How does a rabbit throw a tantrum?

He gets hopping mad!



What do you call a sleeping egg?

Egg-zosted!



## Royston's 1st Tea Dance...

As it has been a wee while since we got together with our older residents, we thought it would be a great idea to invite you all to come along and join us for an afternoon of singing, dancing, tea and cakes at the Blue Roof, Royston on Thursday 1st of June 2017 from 2pm - 4pm.

All you budding Gene Kellys, Fred Astaires, Ginger Rogers and Len Goodmans - get your dancing shoes out and join us for an afternoon of fun, music and dance!

We are delighted to announce that we have the famous Christian (some of you will know him as Chris McClure) coming along to provide the entertainment for the day, so it will be very busy.

If you are interested in coming along, please contact Margaret at the office to book your tickets... remember to book as soon as possible to avoid disappointment!



## Facebook and Twitter

Spire View has had Facebook and Twitter pages for a good wee while now. We have run some very successful competitions via our pages, and we regularly update these pages with local information, links to events and other local organisations and what is going on at Spire View.

You can also PM us on Facebook if you need to contact us, and we will get back to you asap.



What happened to the egg when he was tickled too much?  
He cracked up!



How does an Easter Bunny keep his fur neat?  
He uses a HARE brush!



# Possible Development Opportunity - Glenbarr Street

Spire View were approached last year by Glasgow City Council, Development & Regeneration Services and asked if we would be interested in acquiring the old social work building and associated land on Glenbarr Street with a view to possible future housing development. The Association noted it's interest and proceeded to instruct a feasibility study to carry out some investigations into the site, the conditions and the development possibilities.

At the moment, we are still considering the information provided and liaising with our colleagues in Glasgow City Council in relation to the possible acquisition of the site and will keep you all updated on progress.



## The Spire View Star

In the last edition we reported that at long last the Spire View 'Star' is now shining bright!!

Thanks to funding from Glasgow City Council's Springburn Area Partnership, Our star has a colour changing function which we will use during the year to celebrate local events or holidays. Spire View's Youth Committee has been working hard drawing up a calendar of events and they have had great fun deciding which colour should represent which holiday. The first changes you should notice will be the star lit up Yellow for Easter. This will look fabulous from the motorway and we hope you agree it looks lovely, shining bright at night.







# Spring Clean up!

**On Wednesday 1st March 2017 Spire View's Youth Committee organised and hosted our annual clean up event. The Youth Committee which is made up of 15 local children from St Roch's Secondary and Royston Primary were very successful in their efforts to host this event.**

They worked alongside our partners Copperworks Housing Association, Community Safety Glasgow, Royston Youth Action and Land & Environmental Services to plan their event and what a success it was!!!

At least 90 local children turned up at the Rainbow Hall to take part in picking up litter within the wider Royston area and the end results where phenomenal! The area and in particular our streets and gardens looked fantastic!

The young people from Royston Primary and St Roch's Secondary worked extremely hard and they were rewarded with extra recognition when their event was covered by the Evening Times!! The Evening Times were so impressed with the work that the Youth Committee were undertaking in their local area that they have decided to interview them... so watch out for this in the newspapers!

The Youth Committee don't stand still for long and have already moved onto organising their next event so watch this space...





# Christmas Competition Results...

## Selfie with Santa

We loved hosting Santa and his reindeer again this year, and on the back of the success of our Halloween competition, we ran a Selfie with Santa photo competition on facebook and twitter. The selfie with the most likes/loves was our chosen winner...  
...and the winners were Lucas and Lucia.



## "Win your Christmas Dinner"

Our 'Win your Christmas Dinner' competition was the most popular competition we have held so far. Spire View's very own Donny Bowers won this hamper and was delighted with his prize. We are hoping to run similar competitions in the future, so keep your eyes peeled.

## 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. 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.



# 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 thoughts and views. You can get involved in loads of different ways from participating on 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. Gillian's contact details are on the back page.

## 2017 Easter Competitions

As you all know we run a newsletter competition in every issue, giving you all a chance to win a prize.

For our Easter 2017 issue we have not one, but two chances to win.

For both you will need to have 'your eyes peeled' and a pencil!! Our first one is easy to find it's a word search, it may be a bit harder to find the words though.

Our second is scattered all through the newsletter...

Easter eggs! They are hidden all over the newsletter...

so get counting and remember to check you have them all.

Please return your competition entries to the office.



### Easter Wordsearch

BASKET • CHICKS • EGGS • CHOCOLATE • BONNET HUNT • DAFFODILS • SPRING • BUNNY • EASTER • PARADE - Answers may run horizontally, vertically or diagonally, and may even be backwards!

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

Name & Address:

Telephone:

Age:

### How many Easter Eggs did you find throughout our newsletter?

Name:

Address:

Age:

Telephone:

How many Easter Eggs?

What do you call a rabbit with the sniffles? **A runny bunny!!**

# 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...

## 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 met by Alice 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

We were disappointed to be advised very recently that the money advice outreach service provided to our tenants by NGAS was being completely withdrawn, with only a couple of weeks notice. We value this service greatly and realise this move would have a detrimental impact on our tenants. The management committee has therefore taken the decision to 'buy in' a Money Advice Service from GEMAP. Spire View will purchase this service one day each week, as will Copperworks. Therefore, this service will be available at our office on Tuesday and Thursday each week, and available to Spire View and Copperworks tenants and residents.

## 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 Kelloggs cornflakes and also pasta and rice and loads of tins to choose from. Come along and bag yourself a bargain. We also run an outreach Fruit Barra from the Common Room at 3 Bright Street from 12pm-1pm. Don't forget to pick up a copy of the latest healthy recipe from North Glasgow Community Food Initiatives nutritionist Gail. You can even get some of the ingredients at the same time.



## Tenancy Support Officer

Donna Ferguson from the Simon Community will be taking over from Morag Boland and 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 Donna. We would also like to thank Morag for all her hard work and support and wish her well with her future career.



## A big THANK YOU to Cash for Kids

Spire View would like to say "A Big Thank You" to Cash for Kids on behalf of all the families within our community who received the Cash for Kids Christmas Grant. A total of 111 children were awarded the grant and all the families were absolutely delighted with the little extra to make their Christmas special, so thanks again.





# Garden Competition

**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, Margaret and John inspect tenant's gardens on a monthly 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 trim 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 2017 will be no exception!

We have enclosed a 'Garden Maintenance' guide with the newsletter and hope you find this useful.



## Registered Tenant Organisations

Each year we like to remind tenants of their right to start up and be part of a Registered Tenant Organisation (RTO). If you are interested in starting an RTO then come and talk to us and find out how the RTO can feed into the decision making process of Spire View Housing Association. For example, you could provide feedback or put forward recommendations on policy changes, service levels etc. This is in addition to every tenant's right to be consulted over policy changes which significantly affect them.

**So...**

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

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

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



# 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 2016.

Complaints Received	Oct 16	Nov 16	Dec 16	Total
Complaints received at Stage 1	1	2	0	3
Complaints received at Stage 2	2	0	0	2
Complaints Resolved				
Complaints resolved at Stage 1	1	1	0	2
Complaints resolved at Stage 2	2	1	0	3
Escalations				
Escalations to Stage 2	0	1	0	1

Reason for Complaint	Oct 16	Nov 16	Dec 16	Total
Contractor	0	0	0	0
Staff	0	0	0	0
Equalities	0	1	0	1
Policies & Procedures	1	0	0	1
Governance	0	0	0	0
Finance	0	0	0	0
Maintenance	2	1	0	3
Housing Management	0	0	0	0
Money Advice	0	0	0	0
Factoring	0	0	0	0
Estate Management	0	0	0	0
Wider Role	0	0	0	0

Satisfaction with Complaints	Very satisfied	Fairly satisfied	Neither sat/dis	Fairly dissatisfied	Very dissatisfied
How satisfied with outcome?	1	3	1	0	0
How satisfied with handling	1	3	1	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 the length of time taken by the association to resolve an ongoing repair within a property. Staff advised the tenant that investigations were underway as the problem was a bigger issue than first expected. The association then worked with the tenant and outside agencies to carry out the works required to resolve the issue. Staff learnt that keeping the tenant informed at each stage of a repair is paramount to the tenants satisfaction when undertaking such a lengthy process.

### Case Study 2

A tenant made a complaint regarding the manner in which they were pursued for rent arrears. The tenant felt that the withholding of planned maintenance works was unfair. The tenant felt they they had been unfairly treated by staff and that the methods used to recover arrears was intimidating. Due to the nature of this complaint it was immediately escalated to a Stage 2 complaint and fully investigated by the director. The director met with the tenant and interviewed all staff involved in this case. Once this investigation was complete the director was satisfied that staff followed policy and procedures as directed. A full written response was also issued to the tenant. The tenant was assured that the Association would not tolerate intimidation of any kind.





# Repairs Satisfaction Update Oct-Dec 2016

## Day to Day Repairs

The Association continues to provide an excellent repairs service. We set ourselves tough timescales as we feel that this is the level of service our tenants deserve. We are delighted with how we have performed against our targets outlined below. Each month we gather tenant views on whether they are satisfied or otherwise both with the service provided by our staff dealing with repairs and the quality of works carried out by our contractors.

Please find results covering our 3rd quarter October-December 2016.

Timescales	
Emergency	4 hours
Urgent	1 working day
Routine	5 working days

Repair Categories	Repairs Ordered	Repairs complete on time	% completed on time
Emergency	58	57	98%
Urgent	3	3	100%
Routine	385	376	98%
Right to Repair 1	9	9	100%
Void	47	47	100%
Specialist	27	26	96%
On order	19	18	95%
<b>Totals</b>	<b>548</b>	<b>536</b>	<b>97.81%</b>

We aim to survey a minimum of 10% of tenants each month who received a repair(s) to gauge their satisfaction or otherwise and address any issues from tenants who have noted dissatisfaction.



## 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.

Just to clarify to everyone, restriction plates are not required by law for double yellow lines; therefore double yellow lines mean "no parking at any time". 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

## Window Repairs at 80, 90 and 100 Roystonhill

Our Contractor W H Kirkwood has commenced on site and are progressing works as programmed. It is estimated that works will be complete by mid-June and we will endeavour to keep tenants updated as the contract progresses.

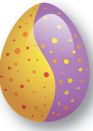
We would like to thank all tenants for their co-operation in providing access for the recent surveys and their patience shown during the ongoing works.

We are aware that works will involve a level of disruption and inconvenience but hope that the end result will be a resolution to the water ingress problems experienced previously. .

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.

# Spire View Rent Increase 2017/2018

In November 2016, Spire View's Management Committee met to discuss their proposal for a rent increase of either 2.0% or 2.5% for 2017/2018.



We carried out a full consultation exercise with all tenants and offered a variety of response methods.

We received a total of 7 responses which, despite being less than we would hope for, is more than we have received in past years. The winner of the prize draw for this consultation was Amanda Wilson who won £30 Love to Shop Vouchers, well done Amanda!

Of the 7 responses, the majority were in favour of a 2.5% increase. Therefore when the Management Committee met again on the 27th January 2017, and took this into consideration, an increase of 2.5% for the coming year was approved.

We appreciate that any increase is unfortunate however, it is necessary to enable the association to maintain your property to a high standard by carrying out planned maintenance works like new bathrooms, new kitchens and new boilers. Even with an increase of 2.5% our rents are still cheaper than all other local associations.

You should have received notification of your rent increase by now. However if you haven't or you want some assistance then please feel free to contact a member of our housing management staff team who will be more than happy to assist you. Contact details are on the back page.



## 2026

SERVING A CHANGING SCOTLAND

**Policing 2026'** is a collaborative and strategic programme, led jointly by the Scottish Police Authority and Police Scotland, to transform policing in Scotland over the next 10 years.

Policing must evolve and we must continue to design our services around citizen and community needs. We need to focus on ensuring that we have the skills, tools and capacity to address future needs, rather than focusing on the size or structure of our organisation.

The strategy is now published in draft form to allow the public and stakeholder to offer their views and feedback over a 10 week period before a final strategy is approved and published before the summer.

**Help local opinion  
influence the future**

<https://consult.scotland.police.uk/consultation/2026/>



**POLICE  
SCOTLAND**  
Keeping people safe

SCOTTISH POLICE  
AUTHORITY

 Facebook page @ Royston Youth Action

 Twitter page @RYA\_Youth Club

## What's on @ Royston Youth Action

**Tuesday:** Youth Club • 6-9pm  
Bolt FM Sessions  
Youth Forum

**Wednesday:** Sports Club • 6-8pm  
Football, Basketball, Parkour  
@ St Roch's HS

**Thursday:** Workshop Night • 6-9pm  
Community • Your futures  
YAA/Dynamic Youth Award  
DofE Award

**Friday:** Youth Club • 6-10pm  
Workshops, Trips  
and Activities

**Saturday:** Youth Club • 6-10pm  
Bike Club 9am-12 noon  
Workshops, Trips  
and Activities

**1st Year plus  
Phone 0141 572 0984 for more info**



# Management Committee Vacancies

Here at Spire View we are always looking for prospective new Committee Members. We currently have 11 members, we have vacancies for 4 more members.

This is an exciting time to be part of the Spire View team as we are in the process of creating a state of the art Community Hub. We are also exploring the possibility of building new houses for the first time in 12 years.

Spire View is led by an experienced Management Committee that has overall responsibility for the

governance and strategic direction of the Association. As a Committee member you will be involved with the planning, monitoring and control of high quality, efficient services to our tenants and service users.

The Management Committee works closely with our senior management team to achieve these aims.

As part of our succession planning, we are recruiting new members who have an interest, skills and commitment to help the Association achieve its aims and objectives.

Above all, we need people with the passion and commitment to make a real difference to those in housing need.

This is a voluntary position however we can offer Committee members full training and Management Committee experience. You will be encouraged to undertake training sessions and attend seminars and conferences on behalf of the Association.

Should you wish to join or just want more info regarding this opportunity, please contact Gillian on **0141 552 5644**.

 Facebook page @ Royston Youth Action

 Twitter page @RYA\_Youth Club

## What's on @ The Rainbow Hall

**Monday:** Family Funday Club  
6-7.30pm • ages 4-8

**Tuesday:** Guardian & Toddler Group  
10am-12noon  
Boxercise • 3.30-4.30pm  
Primary ages  
Women's Fitness Class  
7.30-8.30pm

**Wednesday:** Little Rainbow Club  
5.30-7pm • P1 - P3s

**Thursday:** Young @ Heart 50+ Club  
10am-4pm

**Friday:** Boxercise • 3.30-4.30pm  
Friday Night Disco  
6.30-8pm • Toddler-P7  
(under 8s parents must stay)

**Saturday:** Film Club • 10am-12 noon  
Ages P1-P7



## ESOL & Literacy Winter Classes

**ESOL Extra** Monday 1.00-3.00pm  
ESOL games and fun! Wednesday 11.30am-1pm

**Maths** Tuesday 6.00-7.45pm  
Basic maths to National 5

**Creative Writing** Tuesday 6.00-7.45pm  
Have fun with stories and dreams!

**Tablet/Ipad Tips** Wednesday 6.00-8.00pm  
Learn about apps, google, emails etc.

**Tablet/Ipad Tips** Thursday  
Drop-in - learn how to use a tablet/ipad. 10.30am-12.30pm

**My Budgeting** Wednesday 10.00-12noon  
Everyday budgeting, better future Thursday 10.00-12noon

**ESOL Literacy & Speaking Group** Thursday 6.00-8.00pm  
Have fun chatting and learning

For more info, please ask at reception or call Marianne or Lorraine - 0141 553 0808.  
No need to book, just come along.



## Staff Contact Details

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

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

**Donna Richardson** 0141 552 7928  
donnarichardson@spireview.org.uk  
Housing Manager

**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

**Mary Dunsmore** 0141 552 7477  
marydunsmore@spireview.org.uk  
Maintenance/Admin Assistant

**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

**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

## Environmental Projects

As part of our aim to continue to invest in our properties and keep the area looking good, we are always looking at any environmental improvements that can be undertaken to enhance our open spaces and common areas. This is often tied into our other planned and cyclical maintenance works.

Most recently, we completed the render upgrade to 91-99 James Nisbet Street and are now on site with window/render replacement works at 80/90/100 Roystonhill. Therefore, we have been considering possible environmental improvement projects that could be taken in and around the following locations:

- Pathway at gable of 100 Roystonhill and Mural Wall
- Community Garden adjacent to 99 James Nisbet Street
- Front entrances closes 91-99 James Nisbet Street
- Slabbed area at the side of 90 James Nisbet Street and front entrances to 90-96 James Nisbet Street

Proposals are at a very early stage and any ideas developed would have to be investigated and funding sources identified. As things progress, we will provide updates on our facebook and twitter pages and in future newsletters. Please follow us...

## Anti-Social Behaviour Policy Review

We are currently undertaking a review of our Anti-Social Behaviour policy.

*"A person engages in antisocial behaviour if they act in a manner that causes or is likely to cause alarm and distress or pursues a course of conduct which causes or is likely to cause alarm and distress to at least one person who is not of the same household. (Course of conduct must involve conduct on at least two occasions)."*

The policy outlines the action the Association will take when a complaint is received and it will also explain how we will work in partnership with other agencies such as police, social work, etc to combat anti - social behaviour

Are you interested in Anti-Social Behaviour and the affect it can have on your community? If the answer is yes, and you can spare an hour or two of your time then we would love to hear your views, opinions or comments on how we can tackle Anti-Social Behaviour and continue to provide an effective service to our tenants and residents.

If you are interested then please contact Donna Richardson on **0141 559 6773** or alternatively call into the office or email **donnarichardson@spireview.org.uk**



## 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**