

# The Spire View

## Santa – we know him!!!



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 in Royston on his travels again this year. We are delighted to announce that Santa very kindly agreed!!

To make this year extra special we have decided to host a **Winter Wonderland** event and Santa agreed to come and sit in his grotto!!! His reindeer may also be persuaded to come along...

He will therefore call to Roystonhill Community Centre (Blue Roof) on **Tuesday 5th December 2017**

**between 1pm-4.30pm.**

The community are welcome to attend this event and have your photo taken with Santa.

We will also ask all the young people to individually decorate their own baubles and hang them on our community Christmas tree.

Each person taking part will receive a Christmas present from Santa. All you have to do is come

along and join in the festive fun.

We have loads of festive activities planned so don't miss out. Festive snacks and drinks will be served throughout the event.



**Breaking News –**  
see pages 9-11 for our 4th  
**Landlord Report Card**  
to Tenants



# Spire View AGM 2017

The Association held another successful AGM on 18th September 2017. Our new venue at Roystonhill Recreation Centre (the Blue Roof) proved a hit and we were delighted to welcome along 44 members of the Association along with representatives from other local organisations.

As is required each year, 1/3 of our management committee members stood down at the AGM. These 6 Committee Members expressed a wish to continue and were duly re-elected; Jean Lunn, Andrew Samson, Billy Tibbs, Louise Irving, Eddie Heron and Isabel Heeps.

We also received one further nomination from Thomas Boyle, who was also elected at the AGM. This means that there is a fantastic opportunity for 1 more person 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

## Committee Members

**Our Management Committee for the coming year is as follows:**

Charlie Lunn	<i>Chairperson</i>
Alan Brown	<i>Vice Chair</i>
Jean Lunn	<i>Secretary</i>
Lynda Mulholland	<i>Treasurer</i>
Tilly McIlroy	Billy Tibbs
Andrew Samson	Frances McEwan
Clare O'Donnell	Stirling Wilson
Isabel Heeps	Louise Irving
Eddie Heron	Thomas Boyle

## Prize Draw and Bingo



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

**The lucky winners were...**

### Prize Draw

#### 1st Prize

24" TV – Thomas Rodger

#### 2nd Prize

Amazon Dot – Margaret Berrie

#### 3rd Prize

£50 Vouchers – Jean Lunn

### Bingo

#### Single Line

Chocolates – Mrs Gallacher

#### Double Line

Chocolates & Wine – Tom McLelland

#### Full House

Smirnoff & Chocolates – Betty Hillick

The following members won a selection of prizes – Wine, spirits and chocolates.

Frances McEwan • Ellen Boyd

*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.*

**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!

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

Bamboo!!

## Public Holidays

The office will be closed over the festive period on the following dates.

**Monday 25th, Tuesday 26th and Wednesday 27th December 2017**

### New Year

**Monday 1st, Tuesday 2nd and Wednesday 3rd January 2018**

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

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





# Painting a Successful Story on Partnership Working

Works are now ongoing in Year 4 of 6 year partnering agreement with JS McColl (Painting Contractors) Ltd for painter work. We are delighted with the ongoing partnership which has also provided four local young people with apprenticeship opportunities.

In the photograph are Brandon Manners, Aaron Burke, Malcolm Thomson and Ross Stoddart. All four boys were successful in obtaining apprenticeships with this Contractor and continue to do well.

Justin McColl said "We have a highly skilled workforce of long serving painters and decorators. Many of our painters carried out their apprenticeship with our company and have now worked with us for over 20 years.

All four of our young Royston apprentices are working well in our company and are gaining in experience in all aspects of the painting trade.

We look forward to offering further apprenticeship opportunities to young people in the Royston area over the following couple of years."

The Association is committed to creating local employment opportunities where possible and when partnerships such as



this are put in place, it offers an ideal opportunity for this to happen.

We are delighted with the success of this partnership and look forward to promoting additional apprenticeships in the remaining partnership years.

## Progress with Year 4 of Painterwork

As reported in the summer edition of the newsletter, year 4 works included works to the following properties:

### External Painter Work:

100 - 114 James Nisbet Street - Even Numbers

102 - 132 Roystonhill - Even Numbers

### External and Internal Close Painter work:

90, 92, 94, 96, 101 and 103 James Nisbet Street

All works are now complete and our staff are in the process of snagging this and raising defects where appropriate.



## Glasgow Charities Christmas Fayre 2017



14th of November 2017

10am - 3.30pm

Glasgow City Chambers



For more information, email  
[christmas.fayre@gcvs.org.uk](mailto:christmas.fayre@gcvs.org.uk) or  
call 0141 332 2444!



[www.spireview.org.uk](http://www.spireview.org.uk)

# Cash for Kids Christmas Grant

Following on from the success last year we are pleased to announce that Spire View can once again assist Cash for Kids with administering their Christmas Grants.

Christmas can be a difficult time for everyone so if you need a little help to make Christmas day a little bit special for the children, Cash for Kids may be able to help. In order to qualify you must have children under the age of 16. If your application is successful you will be awarded £25.00 per child in the family. Once Spire View have been notified that your application has been successful we will either issue you with vouchers or cash for the sum of your grant.

If you would like to apply for the Christmas Grant, please complete the enclosed form and return it to the office no later than Friday 27th October. Please ensure your form is returned to the office by then if you wish to be considered.



**cashforkids**



# Garden Competition Results

Once again, 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 barrier even higher for next year's competition.

The wait is over and we are delighted to announce our winners with a little explanation from our judge, Cornelia Altgard of the North Glasgow Food Initiative on why she chose our winners:

## 1st Place

### Jacqueline Smith, 41 St Joseph's View

*This garden has several beautiful features and interesting corners, the pond and water feature, the mirror balls and the wide range of plants create a space that uses the small area really well and you could easily spend a long time in the garden exploring the different parts. The gardener/s here have shown that with a small space you can create a diverse green space for socialising as well as leaving plenty of space for plants.*



## 2nd Place

### Isabelle Kennedy, 115 Roystonhill 0/2

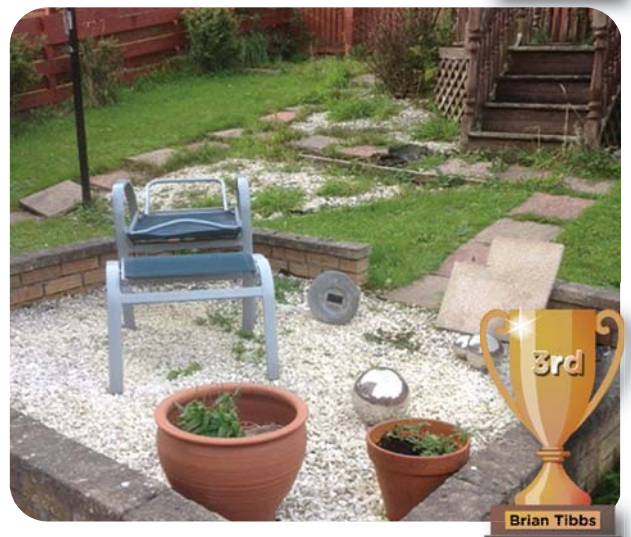
*This garden is facing the street and really brightens up the street view for everyone to enjoy, the unusual maritime theme makes you look twice. There is a nice balance of plants as well as wooden structures and curious objects. It is great that they have put the greater effort on making the front garden nice so not only they can enjoy it but also the rest of their neighborhood.*



## 3rd Place

### Brian Tibbs, 101 Roystonhill

*This garden is playful, full of color and you can tell that the gardener here takes great care in detail when it comes to both decoration and in plant choice. People of all ages could wander around this garden and find interesting corners to look at. A nice example of a garden where you can have plenty of lawn space to use as well as interesting plant borders and features.*



## We also have a number of runners up:

Brian Thomson, 33 St Joseph's View, Ruby McLaughlan, 75 James Nisbet Street 0/1, Josephine Smith, 127 Rhymer Street, Henriette Kirkpatrick, 116 Rhymer Street, Billy Tibbs, 90 James Nisbet Street 0/1, Tracy Reid, 38B Tharsis Street and Emma Ross, 99 Roystonhill

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

Congratulations to you too. Let's see if 2017 /2018 is your time to be one of our winners... watch this space...

# Summer Selfie Competition Results

We absolutely love seeing your summer selfies and this year was no different! We were astounded by the quantity of photos that were posted on our Facebook page so much so that our views went up 100%.

We were delighted with this outcome and were delighted to award Johan Bowers with our 1st prize. Thank you all for taking part, we can't wait to see your photos again next year....



## Find the bats is back...

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 in to the office... Easy peasy we hear you thinking... Well come on and have a go!!!! Good Luck!!!

### Halloween Competition 2017

Due to the roaring success of last year's Halloween costume competition we would like to run this again this year. All you have to do is send us some of your fabulous photos for us to put up on our Facebook page. Best costume could win up to £50 Love to Shop vouchers!!!! For your chance to win all you have to do is email or post your photo ensuring that you tag us in your post and include your name for your chance to win!!!!

Alternatively, join in our Halloween themed competition by posting a picture of your carved pumpkin to win a prize! All you have to do is mention us in your post or tweet!!!! Deadline for entries is **Friday 10th November 2017 at 3pm** - any entries after this time will not be considered. Good luck everyone!!!



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

Name:

Address:

Age:

Telephone:

How many bats?



# Here's what else is going on at 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 Service

Patrick Hannon from Gemap is our new Welfare Rights Advisor and is available in the office by appointment on a Tuesday and Thursday. Patrick can also carry out a Home Visit for those tenants who have mobility issues and can't make it into the office. To make an appointment with Patrick please contact the office and we can arrange it for you.



## 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. An outreach Fruit Barra operates from the Common Room at 3 Bright Street from 12pm-1pm every Thursday. Don't forget to pick up a copy of the latest healthy recipe from North Glasgow Community Food Initiatives nutritionist. You can even get some of the ingredients at the same time.



## Tenancy Support Officer

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



# Invitation...

**Due to the overwhelming success of our last tea dance, we are delighted to announce that we have organised another fabulous event.**

You are invited to come along and join us for an afternoon of singing, dancing, tea and cakes at the Blue Roof, Royston on **Tuesday 28th of November 2017 from 1.30pm - 4pm.**

We are delighted to announce our entertainer for the day is none other than Donnie Findlay, who many of you will know from venues across the city and the Young at Heart club.

So... get your dancing shoes on and join us for an afternoon of fun, music and dance!

If you are interested in coming along, the tickets are £3.00 per person. Please contact Margaret or any of the staff at the office to book your tickets - remember to book as soon as possible to avoid disappointment!



# Spire View Champs!

2017 has been another very busy and successful year for our organisation with our staff team and Management Committee working very hard to achieve all our aims and objectives.

We are delighted to announce that this hard work and determination hasn't gone unnoticed.



This year our Chairperson Charlie Lunn and our Vice Chair Alan Brown were both awarded the Partick Thistle Community Champion Award. We would like to say a heart felt thank you to both of these Committee Members for their hard work and contribution to our community. This award was well deserved. Well done Charlie and Alan!!



**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!!

## Planned Maintenance

We are delighted to advise that we are about to embark on our next phase of planned maintenance works which will be to replace a number of kitchens and boilers in selected properties at:

121 to 149 Rhymer Street

91 to 101 Roystonhill

Earlston Place

Earlston Avenue

38 and 40 Tharsis Street

We are in the process appointing a Contractor and this should be

complete in the near future. We will keep tenants informed of progress.

We are currently conducting surveys of those properties where works are required and your co-operation is much appreciated. Following these surveys, once a Contractor has been



appointed, tenants will be invited to select their preferred choice of kitchen units.

We would like to take this opportunity to remind tenants that Planned Maintenance works will not be progressed for those tenants that have any tenancy debt (arrears, legal costs or recharges) of £300 or more and have not established and maintained a repayment arrangement for 6 months continuously. If you think you are affected by this, please contact your Housing Officer to discuss.



# Mobile App Survey... and the results are in!



We recently sent out a survey to all tenants and owners asking if they would download and use a Spire View Smartphone App. We then put all the completed surveys into a free prize draw, we are delighted to announce the winners:

**1st prize Brian Tibbs • 2nd prize Michelle Gallacher • 3rd prize Clare O'Donnell**

Unfortunately we didn't quite get the landslide results that we had hoped for to support the purchase of this app, however we will consider this technology again in the future when funding becomes available, so watch this space.



Billy Tibbs



Michelle Gallacher

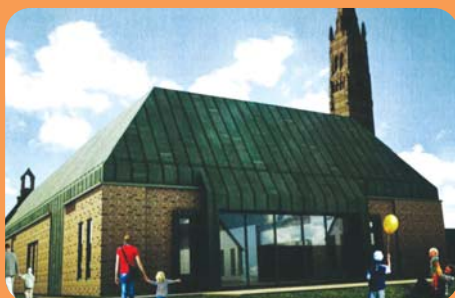


Clare O'Donnell

## Community Hub Update

Our plans for a new Community Hub at the Rainbow Hall continue to make excellent progress. We are currently in the 'tender stage' and hope to appoint a Contractor to carry out the works during November, with works getting underway soon afterwards.

This project will be on site until the Spring of 2019 and the outcome will be a state of the art facility for the whole community.



## Window Repairs at 80, 90 and 100 Roystonhill

We are pleased to say that these works are now complete with only minor defects and snagging outstanding.

We hope that the works, although disruptive, will have been worth it for tenants and will alleviate the problems that tenants had been experiencing with water penetration in these areas.

We realise that there was a significant amount of disruption caused and we are very appreciative of the good will, co-operation and understanding tenants showed throughout.

If there are any additional issues you would like to discuss, please do not hesitate to contact a member of the maintenance team who will be happy to assist.



# Spire View publishes 4th Landlord Report Card



In April 2012, the Scottish Government introduced The Scottish Social Housing Charter. The Charter contains a set of standards and outcomes which the Association aims to achieve. We are required to report each year to the Scottish Housing Regulator, our performance in achieving the outcomes and standards in the Charter.

This is done through completion and submission of the Annual Return on the Charter (ARC). This is submitted to the Scottish Housing Regulator by 31st May each year.



Scottish Housing Regulator



In August each year the Scottish Housing Regulator publishes the 'Landlord Report' detailing each landlord's reported Charter performance. You can view our report, and those of all other RSLs at [www.scottishhousingregulator.gov.uk](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 progressing towards the Charter outcomes and standards to our tenants and service users who use our services. This is the purpose of this report card, which we will publish each year.

In 2016, 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, 66% said they were interested in getting involved in measuring our performance, of those who were interested, 90% stated that their preferred method of being involved in measuring our performance would be through our quarterly newsletter. We listened to what our tenants told us and have produced this report card in direct response to tenant requests and preferences.

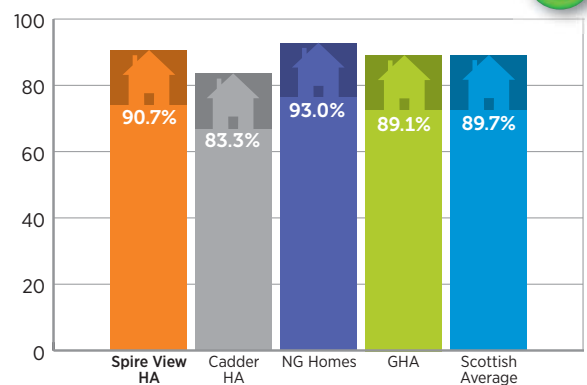
As well as providing you with information on our performance, we have also provided the results for a number of other organisations to allow you to draw comparisons and better judge our performance. We believe we have chosen a good cross-section of organisations that many tenants will be familiar with; 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.



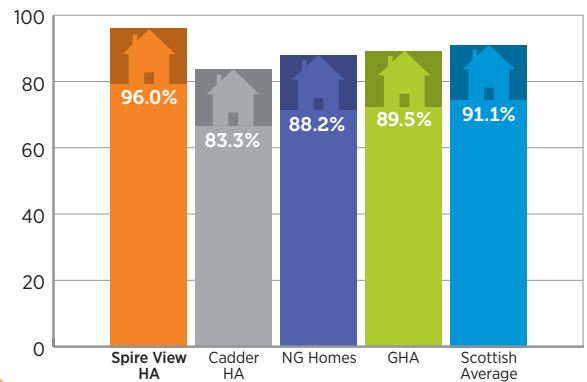
House Size	Spire View HA	Cadder HA	NG Homes	GHA	Scottish Average
2 apt	£51.18	£71.39	£73.41	£72.20	£71.67
3 apt	£57.50	£78.23	£79.27	£77.56	£73.13
4 apt	£67.70	£88.74	£89.55	£90.62	£79.42
5 apt	£68.88	£99.19	£99.38	£99.16	£88.05

## Tenant Satisfaction...

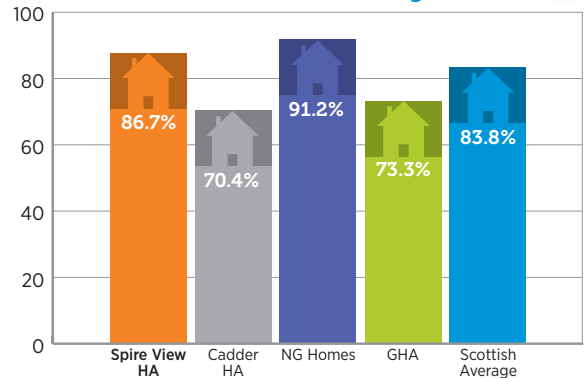
Percentage of tenants satisfied with the overall service provided



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

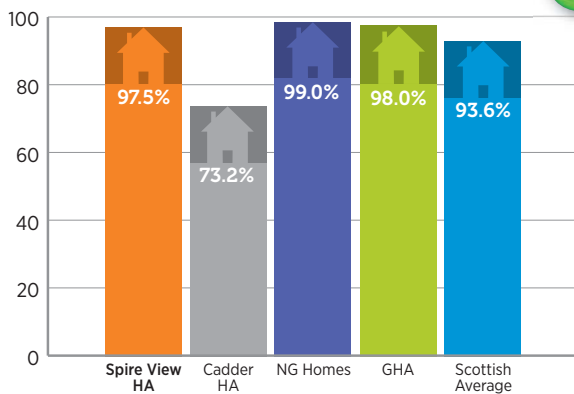


Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making

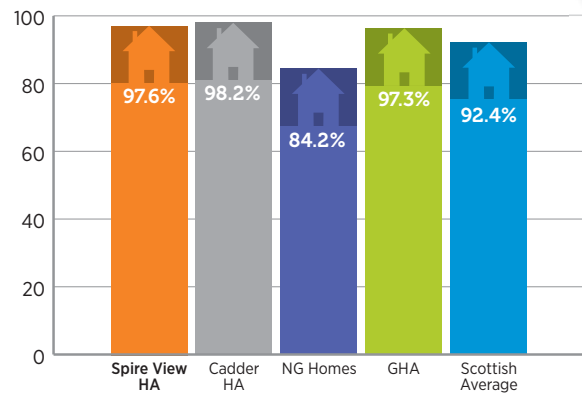


# Quality and Maintenance of Homes...

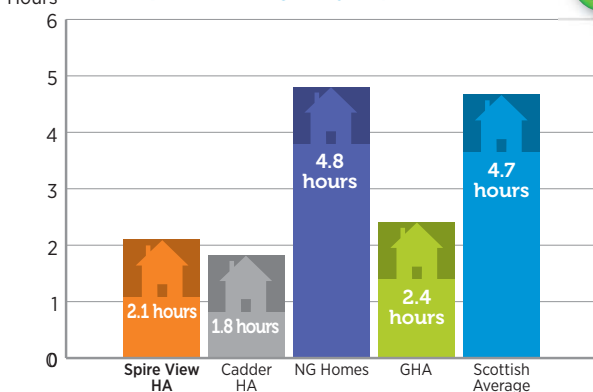
Percentage of homes meeting the Scottish Housing Quality Standard



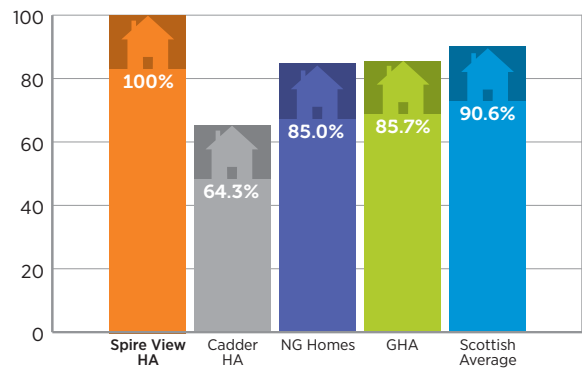
Percentage of reactive repairs carried out in the last year completed right first time



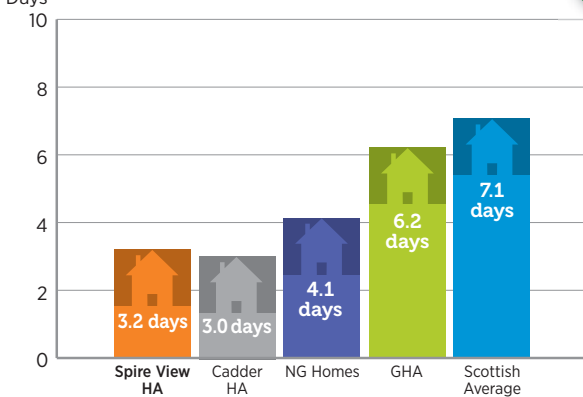
Average number of hours taken to complete emergency repairs



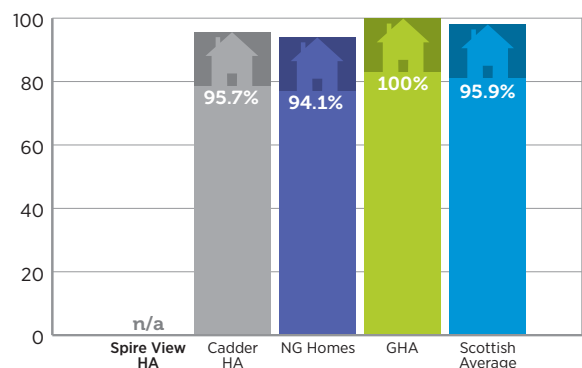
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months who were satisfied with the service



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. 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.

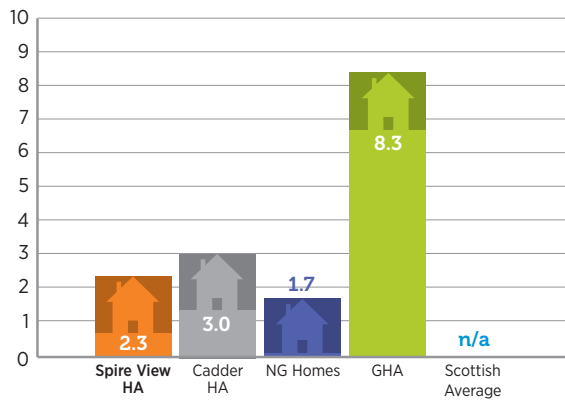
Please let us have your thoughts on how we can improve the service we provide to tenants and other service users. We genuinely want to hear what you have to say. Please feel free to become involved in any of our focus groups and please take time to complete our ongoing surveys. This is your housing organisation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

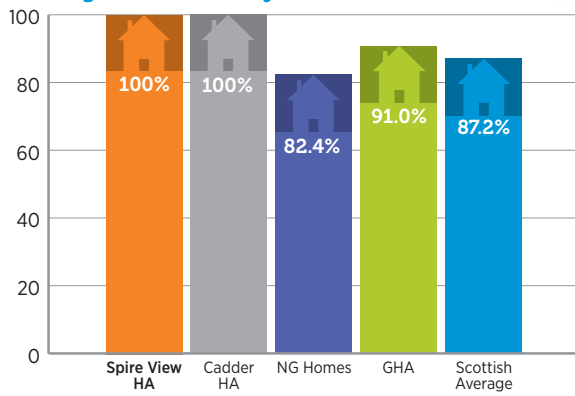


# Neighbourhoods...

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



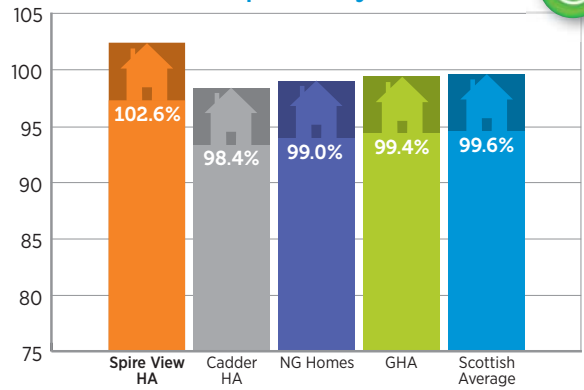
Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year



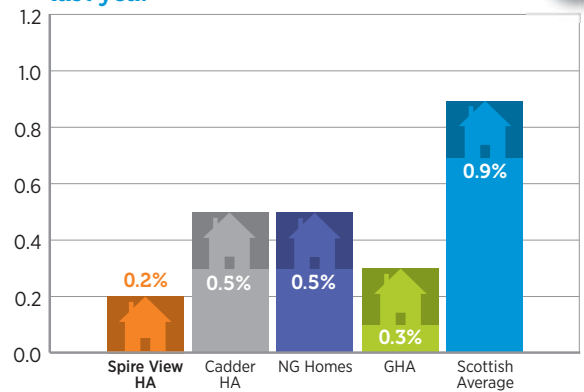
 Better than the Scottish Average  
 Worse than the Scottish Average

# Value for Money...

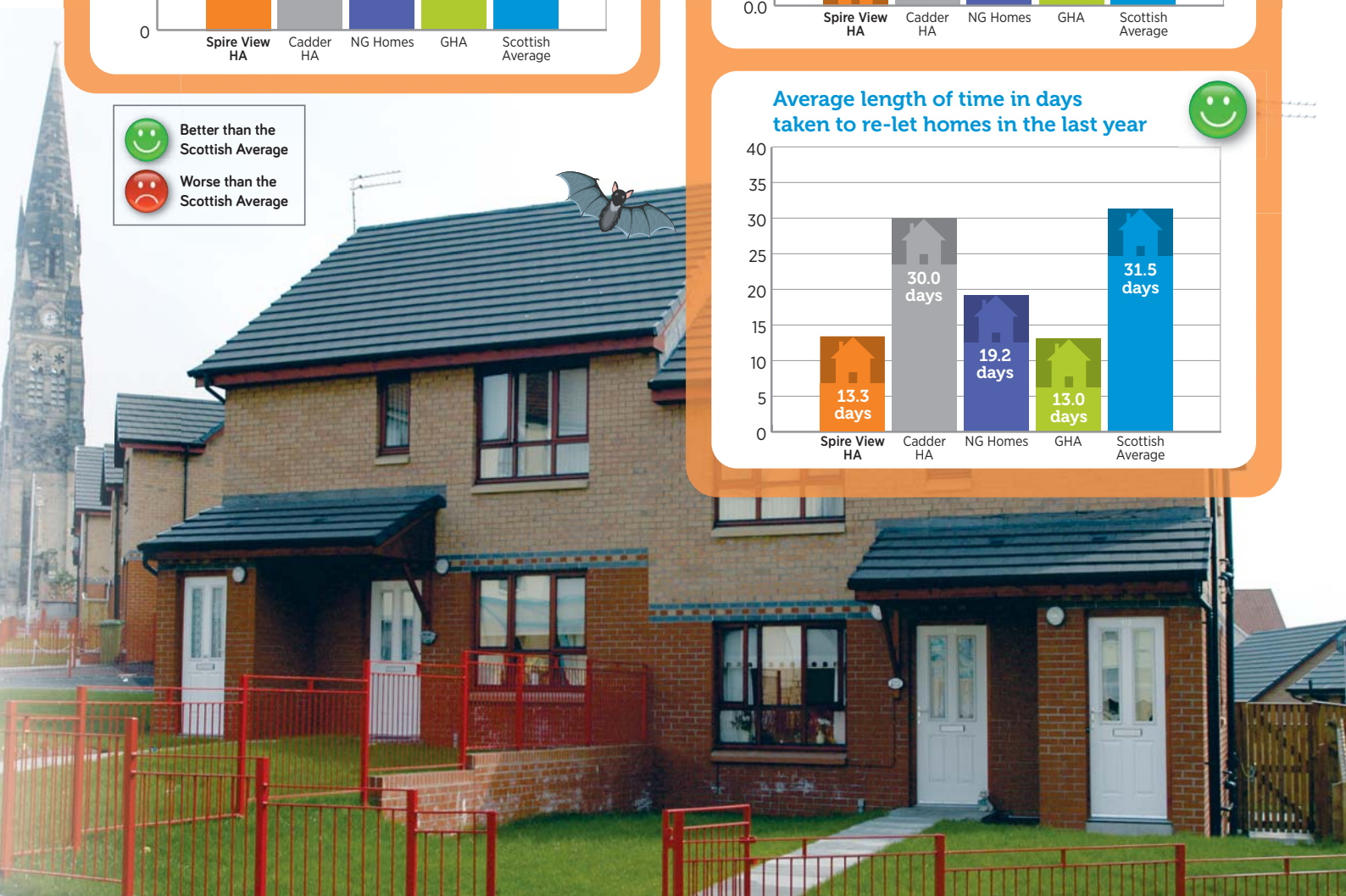
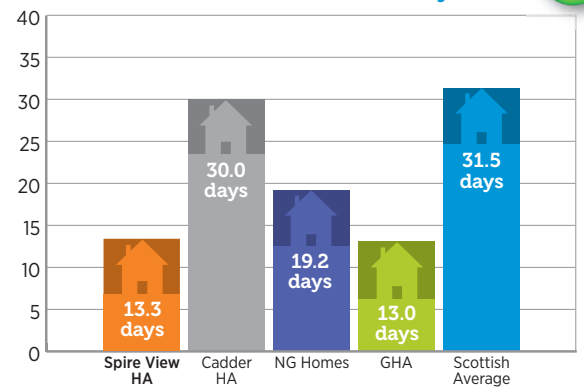
Percentage of total rent due collected in the previous year



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



# Right to Repair...

## What is The Right to Repair?

The Right to Repair is your right as a tenant to have small urgent repairs carried out by The Association within a specified timescale. This right was introduced under the Housing (Scotland) Act 2001.

## The Type of Repairs covered by the Scheme

There are only certain repairs covered by the scheme and only when the cost of the repair is £350 or less. These repairs are known as 'Qualifying Repairs' and are listed with the timescales required for completion below:

### Complete within 1 Day

Blocked sink, bath or drain

Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house

Loss of Electrical Power

Insecure External Window, Door or Lock

Unsafe Access Path or Step

Significant leaks or flooding from water of heating pipes, tanks cisterns

Loss or partial loss of space or water heating where no alternative heating is available

Toilet not flushing where there is no other toilet in the house

Unsafe power or lighting socket, or electrical

Loss of Water Supply

### Complete within 3 Days

Partial Loss of Electric Power

Partial Loss of Water Supply

Loose or detached Bannister or Hand Rail

Unsafe Timber Flooring or Stair Treads

### Complete within 7 Days

Mechanical extractor fan in internal kitchen or bathroom not working

## What happens when you report a Qualifying Repair?

When you report a qualifying repair, the person taking your call will advise you verbally of your rights under the scheme and will follow this up with a letter confirming:

- Your rights under the Right to Repair Scheme
- The maximum time allowed to carry out the repair
- The last day of that time period
- The name and address and telephone number of the Contractor who will be carrying out the repair and at least one other Contractor from our Approved List.
- Confirm access arrangements made for us to carry out the repair.

## What happens if the work is not done on time?

If the Contractor assigned to carry out the repair does not start the repair within the time limit set, you can approach another Contractor from our Approved List who will notify us that you have asked them to carry out the repair. You will then also be entitled to compensation.

If you would like further information, please contact Jacqueline at the office on **0141 559 5640** or email [Jacquelinepaterson@spireview.org.uk](mailto:Jacquelinepaterson@spireview.org.uk). Details of the scheme are also available on our website at [www.spireview.org.uk](http://www.spireview.org.uk).

## Why do vampires need mouthwash?

Because they have bat breath!



## What's worse than being a five-ton witch on Halloween?

Being her broom!

# Allocation Policy Review – have your say

The Association is currently reviewing its Allocation policy. This is the policy that outlines how the Association allocates its vacant properties. This includes the external waiting list, internal transfer list and mutual exchanges.

When reviewing policies like this, the association is required to consult with tenants and applicants and get their views and opinions on the proposals. The association would like to target a selection of individuals who may be prepared to give up a couple of hours of their time to help and have some discussion on this subject. Any contribution you could make would be very welcome and appreciated.

If you are interested in becoming involved in the review of this policy please contact Donna on **0141 559 6773** or [donnarichardson@spireview.org.uk](mailto:donnarichardson@spireview.org.uk).



# Adaptations to your Home



**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 £35,000 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 St, telephone **0141 559 5640** or email **[jacquelinepaterson@spireview.org.uk](mailto:jacquelinepaterson@spireview.org.uk)**.



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

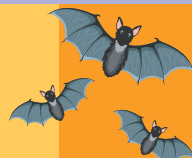
We use both to update our residents and the wider community on local events, local news, local employment opportunities or anything else we can think of that you may find interesting. Why not 'have a wee look' at our page?

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

 Spire View Housing Association *and*  @Spireview HA



**What room does a ghost not need?**  
A living room!



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

# 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 2017.

Complaints Received	April 17	May 17	June 17	Total
Complaints received at Stage 1	1	2	0	3
Complaints received at Stage 2	0	0	1	1
Complaints Resolved				
Complaints resolved at Stage 1	1	2	0	3
Complaints resolved at Stage 2	0	0	1	1
Escalations				
Escalations to Stage 2	0	0	0	0

Reason for Complaint	April 17	May 17	June 17	Total
Contractor	0	0	0	0
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	1	0	1
Wider Role	0	0	0	0

Satisfaction with Complaints	Very satisfied	Fairly satisfied	Neither sat/dis	Fairly dissatisfied	Very dissatisfied
How satisfied with outcome?	0	1	2	0	0
How satisfied with handling	0	1	1	1	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 due to the length of time taken to carry out a repairs within their property with regards to dampness and condensation. Tenant felt that this matter had dragged on longer than necessary. The tenant also felt that staff within the office didn't respond to her request for an update as fast as she would have liked. Staff contacted the contractor and advised the tenant that a programme of works had not as yet been received however they were continuing to progress these works. In this case staff learned that good communication is the key to a happy successful outcome for all involved.

### Case Study 2

A Tenant made a complaint regarding parking within the area. Staff advised the tenant that they would be willing to support them to raise this complaint with Glasgow City Council Parking department. Staff did apologise to the tenant for this issue however confirmed that this is not an issue that the Housing Association has any control over. Staff provided the tenant with parking department contact details and recommended that should any car be causing an obstruction then it should be reported to the Police by calling 101.



- FREE microchipping
- FREE information leaflets
- FREE health and training advice
- FREE basic health check

The law has changed! You MUST have your dog microchipped.

# Dogs Trust Community Event

Tuesday 7<sup>th</sup> November

Roystonhill Recreation Centre,  
15 Forrestfield Street, Glasgow, G21 2HG

1pm – 4pm



Microchipping offer open to dog owners aged 18 or over regardless of benefit status, subject to availability and resources of the charity. All breeds of dogs are welcome, however Dogs Trust will not chip active hunting hounds or litters of puppies. We ask that puppies under 6 months old are fully vaccinated and proof of vaccinations are brought along to the event. If your puppy has recently been vaccinated, they must be carried for the 10 days following their final vaccination. Dogs over 6 months old do not require proof of vaccination. Where offered, the basic health check is for ears, teeth, coat condition and general fitness only. No other veterinary treatment will be available. If your dog requires treatment for any problems found during the basic health check you will be advised to see a Veterinary Surgeon. The Promoter: Dogs Trust, 17 Wakley Street, London, EC1V 7RQ Reg. Charity Number 227523 and SDC037643

[www.dogstrust.org.uk/communityevents](http://www.dogstrust.org.uk/communityevents)



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approachable finance

[www.scotcash.net](http://www.scotcash.net)   
0141 276 0525 | 55 High Street,  
Glasgow, G1 1LX



Your local, affordable lending alternative

It's that time of the year when you might be starting to consider making some home improvements or even planning for Christmas! We can now process loans online or over the phone. Give our friendly team a call to find out more, or visit us online at [www.scotcash.net](http://www.scotcash.net).

£500 over 52 weeks	Scotcash	Provident
Loan	£500.00	£500.00
Admin Fee	£30.00	-
Weekly Repayment	£12.99	£18
Number of Repayments	52	52
Total Amount Repayable	£705.28	£936.00
APR	**113.4%	*299.3%
Total Saving	<b>£230.72</b>	-

\* Loan featured on [www.providentpersonalcredit.com](http://www.providentpersonalcredit.com) at March 2017  
\* Rates may vary (All loans subject to status, terms and conditions apply.)  
**121.5% Scotcash Representative APR**

Scotcash can help you to open a bank account, and can provide flexible repayments on the date of your choice. We also offer repayment holidays, as long as you let us know in advance

Our affordable credit is just that: affordable. The amount of interest you will pay compared to a home credit lender will be lower.

To find our more visit us online at [www.scotcash.net](http://www.scotcash.net) or call on 0141 276 0525.

Scotcash CIC is authorised and regulated by the Financial Conduct Authority. Our FCA register number is 672746.

## Right to Compensation for Improvements

### What is the Right to Compensation?

Under the Housing Scotland Act 2001, tenants may be eligible to receive compensation from the Association for improvement that they have made to their homes on or after 30th September 2002. In order to qualify for this compensation, there are certain conditions that must be met:

- The improvement must have been approved by the Association
- Your tenancy must have ended

### What type of Improvements Qualify?

The types of improvements that may qualify include installing or replacing

a bath, shower, wash hand basin or toilet; a kitchen sink, loft insulation, storage cupboards in a bathroom of kitchen etc. Decoration to the inside of your home or floor coverings do not qualify for compensation.

### Getting approval for Improvements

If you are planning on making any improvements to your home, you should contact the office and a member of the maintenance team will be happy to visit and discuss the works with you. Approval should be sought in accordance with the Association's Tenant Alterations Policy.

Following completion of the works, you will receive confirmation that the improvement has the approval of the Association. Failure to request approval for improvements could affect your right to compensation.

### How do I make a claim?

Applications for compensation can be submitted 28 days before and up to 21 days after your tenancy ends. If you are thinking of making a claim, please contact Jacqueline at the office on 0141 552 7928 for advice on the information required for us to consider your request. Alternatively, you can email [jacquelinepaterson@spireview.org.uk](mailto:jacquelinepaterson@spireview.org.uk). Details of the scheme are also available on our website at [www.spireview.org.uk](http://www.spireview.org.uk)

Why are vampires so easy to fool?  
Because they're suckers!

Why do ghosts like to ride in elevators?  
It raises their spirits!

## Staff Contact Details

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Corporate Services Assistant

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

# Blue Roof

Would you be interested in booking Roystonhill Community Centre to host a dance class or after school club?

Well look no further...

All you have to do is contact Gillian at the office and she will be happy to assist you. The hall is filling up fast and there are already various clubs running, which are available for the whole community to come along and join in.

## Roystonhill Recreation Centre

15 Forrestfield Street, Glasgow G21 2HG • 0141 552 3218

### FACILITY PROGRAMME

#### MONDAY

Mother & Toddler Group	12.00noon - 2.00pm
St Roch's Nursery	2.30pm - 3.30pm
Limitless Dance	4.00pm - 7.30pm

#### TUESDAY

RYA Fitness Class	7.00pm - 8.30pm
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#### WEDNESDAY

Mother & Toddler Group	12.00noon - 2.00pm
St Roch's Nursery	2.15pm - 3.15pm
Karate	6.00pm - 7.00pm
Bingo	7.00pm - 9.00pm

#### THURSDAY

Young @ Heart Club	9.00am - 4.00pm
Toon Speak Drama	6.00pm - 8.00pm

#### FRIDAY

St Roch's Nursery	2.15pm - 3.15pm
Bingo	6.30pm - 9.00pm



## 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**