

The Newsletter for Residents of Spire View Housing Association

Issue 58 • Summer 2018

# The Spire View

## A Tribute to Billy Tibbs

**The Management Committee and Staff at Spire View were deeply saddened in April this year when one of our longest standing Committee Members, Billy Tibbs, passed away suddenly.**

Billy started his time with us in 1989 as a member of the Management Committee at James Nisbet Housing Co-operative and later, Spire View Housing Association. Overall, he amassed an impressive 23 years service with the Association, all for the benefit of our local community and the people living here.

As well as being a stalwart member of the Spire View Committee, Billy also served as a member of the Board of Directors at Rosemount Development Trust. Again, another selfless role for the benefit of the local Royston community.

His dedication and commitment was second to none. He spent endless hours attending meetings, training events, conferences and was totally driven to increase his knowledge and expertise. Billy genuinely had the best interests of the Association and his local community and neighbours at heart.

Billy was one of the most cheery and entertaining characters you could ever meet. His jokes were absolutely legendary and our Committee and staff frequently looked forward to Billy's attendance at any event, not just because of his professionalism and contributions but also because of his fantastic sense of humour. He was and always will be held in the very highest regard by everyone at Spire View.



Billy was undoubtedly a true family man and spoke fondly of them all frequently. Nothing made him more proud than speaking about all of his lovely grandchildren. Our thoughts are with Billy's wife Gina, his two sons, Derek and Brian and their families at this very sad time.



### Community Hub Update: See page 3

Check on the progress in the building of our new Community Hub - works are progressing well...

# NGCFI – Community Meals

North Glasgow Community Food Initiative hosted its first monthly Community Meal in May and it was a huge success.

It was great to see so many different people enjoying freshly cooked, tasty food. Please join us on Friday the 22nd of June at the Blue Roof for lunch between 12 midday and 1pm for more good food and great company. Further dates to be confirmed.

Also, we will be starting up gardening sessions on Monday and Friday afternoons between 3pm and 5.30pm at Germiston allotments. If you're interested in gardening then please do join us.



# Glenbarr Street – New Build Development

We are delighted to report that since the last edition of our newsletter, we have completed the purchase of the old Social Work building and surrounding land at Glenbarr Street. We are now moving forward with putting the new build development works out to tender.



We were pleased with the turn-out at our open event on 4th April where we presented the plans for the development and would like to thank everyone who came along to give us their comments and views.

The current development plan is to demolish the existing building and replace this with 24 new flatted properties, comprising of:

21 x 3 apartment, 4 person flats

2 x 3 apartment, 3 person wheelchair adaptable flats

1 x 4 apartment, 5 person flat

The final design for the scheme is underway and we hope to conclude the tender exercise by the middle of September and thereafter get work underway around October.

We will hold further open information events as things progress and welcome everyone interested to come along.

## Contents Insurance

As you will be aware, the Association has its own buildings insurance cover for all its 556 properties but we do not hold individual contents insurance for each tenants home.

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

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

There are many individual contents insurance providers that offer very affordable contents insurance rates, some for as little as £2.50 per week. Whilst it is not mandatory that you have contents insurance, we strongly

recommended that tenants consider purchasing contents insurance in case the worst should happen.

We would recommend that you shop around and gain a few quotes just like you would with your car insurance before you take the plunge, There are superfast search engines out there that can find you lots of quotes with minimum effort on your part.

Why not try Money Saving Expert, This Contents Insurance or Go Compare for a free, no obligation quote.



# Community Hub Update

There's quite a buzz at Spire View these days as work on the new Community Hub continues to progress very well. You won't have failed to notice that the demolition (apart from the façade) is now complete, the foundations have been laid and the metal frame of the new building is taking shape very quickly.

To mark official site start of this project, we arranged for many of those involved in the project to attend a 'sod cutting' ceremony back in March 2018. We were delighted to be joined by local elected members along with representatives from the Rosemount Development Trust, Glasgow City Council (DRS) and Fleming Buildings Ltd.

We would like to thank our neighbours and partners at Copperworks who managed to secure £5,000 from the Glasgow City Council Area Partnership Fund as a contribution towards this very worthy cause. And of course a huge thank you to the Area Partnership for making the contribution from their very limited and much sought after funds. A special thanks to our local Councillors for their continued support.

We will continue to update you regularly with progress being made, however you can also follow us on facebook and twitter, as well as Flickr for more frequent updates.



From Left to Right:  
 Andy Lambert – Site Manager, Fleming Buildings  
 Mike Burrows – Managing Director – Fleming Buildings  
 Alan Brown – Vice Chairperson, Spire View Housing Association  
 Patrick Flynn – Head of Housing and Regeneration Services, Glasgow City Council  
 Mags Brownlie – Depute Director, Spire View Housing Association  
 Maureen Flynn – Managing Director, Rosemount Development Trust  
 Councillor Allan Casey – Local Elected Member, Glasgow City Council  
 Charlie Lunn – Chairperson, Spire View Housing Association  
 Fiona Murphy – Director, Spire View Housing Association  
 John Burns – Project Architect, MAST Architects



From Left to Right:  
 Patrick Flynn – Head of Housing and Regeneration Services, Glasgow City Council  
 Councillor Kim Long – Local Elected Member, Glasgow City Council  
 Charlie Lunn – Chairperson, Spire View Housing Association  
 Alan Brown – Vice Chairperson, Spire View Housing Association  
 Councillor Allan Casey – Local Elected Member, Glasgow City Council



## 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 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.

They also run an outreach Fruit Barra 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.

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



# Royston Tea Dance

## what another great success!

**We held another tea dance on Tuesday 1st May in the Blue Roof and what a day we had!**

We had a great turn out yet again and were fabulously entertained by the wonderful Donnie Findlay, who was absolutely fantastic. He serenaded us with a wide variety of music and made us giggle with his sense of humour. Everyone boogied the day away on the dance floor. We had an amazing “ally cat” and a super “slosh” and such a great time was had by all. We also had a wee sing-song with some fab singers... it’s amazing the talent we have in Royston! Delicious tea, sandwiches and cakes were enjoyed and we even had a wee game of bingo in between... fantastic!

Again we would like to say a very big thank you to Donnie for being such a great host and being part of our fab community event and thank you to everyone who attended and supported us.

We will be organising another tea dance soon... so watch this space and keep dancing!



# Roystonhill Masterplan

## (Old Tennis Courts, Millburn Centre and Blue Roof)

Residents will be aware of the ongoing plan for Copperworks Housing Association to acquire the "Triangle Site". They are still working towards this and hope to be in a position to move this forward in the near future.

In addition, the Royston Strategy Group have also been discussing the other sites in that location for some time and thinking about what the possibilities for them might be should we be able to work together to bring them into local community ownership.

Therefore, it was agreed that Copperworks Housing Association, Blochairn Housing Association and Rosemount Development Trust would work together to progress a masterplan vision to cover the sites of the Millburn Centre, the old tennis courts and the Roystonhill Community Centre (Blue Roof) – Sites A, B and C on the plan above. This masterplan would look at the possibilities for redevelopment on those sites.



We understand that Copperworks, Blochairn and Rosemount Development Trust are working together on this matter to advertise for the required services to move this masterplan forward. We will keep you all updated as things progress.

In addition, you may also be aware that Copperworks Housing Association recently received funding to progress a feasibility study into

the future use of the Roystonhill Community Centre (Blue Roof) and have been conducting a survey to determine what the community would like to see happen with the building in the future. This will also form part of the masterplan considerations.

Therefore, once the results have been provided, we will update you further on this.

## GDPR Update

In the last newsletter we told you that we were working very hard to ensure compliance with the General Data Protection Regulations (GDPR).

These regulations came into effect on 25th May 2018 and we are delighted to advise that all of our tenants, owners and members were issued with the required 'Fair Processing Notice' prior to this date. Furthermore, our new Privacy Policy has now been approved by the Association's Management Committee.

Our Privacy Policy can be found on our website and contains a copy of the Fair Processing Notice. Copies can also be obtained from the office.

If you have any questions in relation to the Policy, Fair Processing Notice or our privacy practices, please contact our Director, Fiona Murphy, on **0141 559 5648** or email [fionamurphy@spireview.org.uk](mailto:fionamurphy@spireview.org.uk).

## Forthcoming Public Holidays

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

### Fair Weekend

Friday 13th July and Monday 16th July 2018

### September Weekend

Friday 21st September and  
Monday 24th September 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**.



# CHAS Charity Success

Spire View Housing Association has always prided ourselves in supporting and donating to local and national charities.

This year we were delighted to be able to support Employers in Voluntary Housing (EVH) to reach a massive £100,000 raised for Children’s Hospices Across Scotland, otherwise know as CHAS. We are very proud to have supported EVH to reach this milestone, as for over twenty years CHAS has offered a family support service for babies, children and young people with life-shortening conditions.



# Complaint Handling Consultation Focus Group

6 years ago we introduced a revised and updated Complaints Handling Procedure which was then reviewed in 2015. Throughout this time we have been getting to grips with the new ways of recording and reporting on complaints to our tenants and the Scottish Housing Regulator. You will probably have noticed our feedback in previous newsletters.

Now that it has been 3 years since we last reviewed the Procedure, we would like to hear again what our tenants think. We would especially like to hear from you if you have used the complaints procedure. However, if you have not made a complaint and would like to tell us what you think, that’s ok too!

If you could spare an hour of your time to tell us what you think, we would be very grateful. Please contact Gillian on 0141 559 5644 or email [GillianSpence@spireview.org.uk](mailto:GillianSpence@spireview.org.uk).

# Summer Competitions

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

## Glitteratti...

For those who like colouring, get out your *glitter* and your felt pens as we have a colouring sheet included in the newsletter. So get creative with colour. We also have a word search on the reverse of the colouring sheet for those who prefer a puzzle. If you require more than one copy we have spare ones available at the office. So get colouring and word-finding and make sure you have them back at the office by **Tuesday 17th July 2018**.

## Selfies in the Sun...

For our Facebook friends and Twitterati, We are running our annual summer selfie competition, where tenants, daughters, sons or grandchildren can post their summer selfies on our social media pages. We are looking for selfies with a 'Summer' theme and the 3 photos with the most likes will win a prize.

If your selfie has impressed us, we will include your selfie in our next newsletter. If you wish to enter the competition, please upload your selfie by **Tuesday 17th July 2018**. However, should you not wish your selfie to be included in the newsletter, please contact us at [info@spireview.org.uk](mailto:info@spireview.org.uk).



# The results are in... Easter Competition Winners

We were delighted by the number of entries we had to our Easter competitions.

We received so many colourful pictures and spot the egg competition entries, it was really difficult to choose winners. After much deliberation the winners were chosen:

**Carly Johnstone, Elise Graham, Leighton Abercrombie, Sokhna Soda and Yasmin Reid.**

Congratulations and well done to our winners and all our entrants who received an Easter egg for their work. Don't forget to keep your eyes peeled for our summer competitions...



Carly Johnstone



Elise (and Zoe) Graham



Leighton Abercrombie



Sokhna Soda



Yasmin Reid

# Royston Clean Up

This year Royston Primary and St. Rochs Primary pupils did a marvellous job at tidying up the community on the 17th April, 2018. Primary 4-7 pupils were armed with litter-pickers and bin bags to help collect all the rubbish and dispose of all of them at the end of the event.

Although they tried their best at clearing up the community, they were not able to pick up every single piece of rubbish due to the limited amount of time they were given. However, they were still satisfied with the amount of work they had put into the task and the amount of rubbish they had managed to clear up.

The children from both schools were separated into groups of 10 and every group was taken to different streets around Royston in order to effectively pick up all the litter that was lying around. In the end they all met up and disposed all the litter they had collected. They were very proud of the work that they achieved in the time given, which was 1 hour and a half. At the end of the event, the children were awarded with goodie-bags from the community to say "Well Done" since they deserved it.

The people of the Royston Community that helped with the Royston Clean-up

were a great help because without them, it would be harder to do it as they were the people that provided the equipment and supervised the children while they cleaned. The children that took part in the Clean Up would like to thank all the adults that helped them, including all the teachers and the Royston Youth Form.

The children that participated in the event, hope that other people will be inspired by the work that they have done, for if everyone had dedicated 1 hour and a half of their lives to picking up all the litter around them, then the world would be a better place for everyone. **#pickuppilitter**

*Written by Royston Primary Youth Forum*



Domestic Abuse Affects Dogs Too  
Do you need our help?



Dogs Trust Freedom Project provides a free and confidential dog fostering service for people fleeing domestic abuse in Scotland.

We place dogs into temporary foster homes until they can be safely reunited with their owners.

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

Contact Us:  
0808 169 4315  
[freedomproject@dogstrust.org.uk](mailto:freedomproject@dogstrust.org.uk)

Scotland's Domestic Abuse and Forced Marriage Helpline:  
0800 027 1234

Photography: Richard Murgatroyd  
Registered charity numbers: 227523 & 5037843

## 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
Karate	7.00pm – 9.00pm

#### TUESDAY

RYA Mother & Toddler Group	10.00am – 12.00noon
Dance Boot Camp	6.30pm – 7.30pm
Aerobics Fitness Class	7.30pm – 8.30pm

#### 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

Remember Roystonhill's hall is available to hire for all your needs at selected times.  
Terms & conditions apply for hall hire.



# Rosemount Development Trust

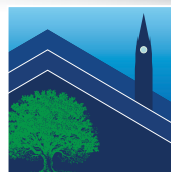
## is delighted to support the Alexandra Park Festival Day

The carnival parade leaves City Park at 12 noon on Saturday 28th July 2018 and will head along Alexandra Parade, Craig Park, Duke Street, Armadale Street then back onto Alexandra Parade before heading into the park and finishing at the music stage.

Thereafter, everyone can enjoy an afternoon packed with fun and entertainment.

Expect live music, food and market stalls, kids' activities, inflatables and much much more.

**It's a great day out for all the family.**



**ROSEMOUNT  
DEVELOPMENT TRUST**



Left to right: Councillor Allan Casey, Maureen Flynn MD at Rosemount Trust, Jenny Crowe, Arts Manager at Platform and Councillor Kim Long.

# Join our Team

Here at Spire View we are always looking for prospective new Committee Members.

We currently have 14 members which means we have 1 vacancy for another volunteer.

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.

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 559 5644**.

# Glorious Gardens...

Summer is upon us and with it comes the growing season... so if you have a garden, we encourage you to maintain it along with the surrounding areas throughout the growing season which lasts from April to October.

This means keeping your grass neat and short, removing weeds from gardens, paths and driveways, strimming the edges of grassed areas (particularly inside/outside of fences) and ensuring gardens and driveways are kept free from litter.

Our staff will be out and about inspecting gardens throughout the summer to ensure that tenants are maintaining the legal obligation in their tenancy agreement to keep their gardens tidy.

I'm sure you'll all agree that the area looks lovely when people take the time to look after their gardens and keep all paths/driveways free of litter and weeds.

On that note... this year we want to see all those tenants who have a garden take part in our **ANNUAL GARDENING COMPETITION**. As previously mentioned, the housing management staff will monitor the gardens throughout the season and around mid-September, we will ask an independent guest to come along and judge the best gardens. Winners will be awarded prizes for their hard work and effort. We are already seeing some lovely gardens which are blooming... keep up the good work!

We encourage all of you to get outside and enjoy the good weather and participate in some gardening at the same time. If you don't have a garden, why not volunteer to help your neighbour and enjoy the benefits. Let's all work together to brighten up our gardens and demonstrate how fantastic it is to stay in Royston!!!



## Safety Tips

Clean tools after use and store away quickly to prevent rusting and blunting.

Do not leave tools lying around if you are not using them, as this could harm or injure someone.

Always wear appropriate clothing, such as boots, gloves, goggles and hard hats (if necessary).

All electrical equipment should be well maintained to prevent wear and tear. Cables should be trailed over the shoulder and equipment held away from the body.

Ladders should be placed on firm hard ground. Inspect ladders before use to ensure they are safe.

Gardening is fun, keeps you fit and can relieve stress, however, always remember to work safely.

Here are some useful websites which may help you improve your gardening skills!

[www.bbc.co.uk/gardening](http://www.bbc.co.uk/gardening)

[www.gardenweb.co.uk](http://www.gardenweb.co.uk)

[www.gardenresources.co.uk](http://www.gardenresources.co.uk)

[www.KidsGardening.org](http://www.KidsGardening.org)

[www.gardenguides.com](http://www.gardenguides.com)

# We did it again...

Over £150,000 additional funding for the local community!

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

## Royston Youth Action – Inspiring Royston

This project has been awarded £95,000 from the Scottish Government's People and Communities Fund to run their programme for the next year. The School holiday Programme and afterschool club are just some of the fantastic activities that RYA will be delivering. As always, RYA are looking at new and exciting activities to be delivered from the Blue Roof / Royston Road and then the new community facility when it opens in 2019.



## GEMAP Financial Capability

This partnership project includes our neighbours at Copperwork HA, Blochairn HA and Hawthorn Housing Co-op. This year we have been awarded £25,380 from the Scottish Government PCF to help fund the continuation of this service which provides financial inclusion support to our tenants and residents. Maureen McGowan is on hand to assist with matters such as opening & maintaining bank accounts, maximising income and securing less expensive forms of credit.



## Tenancy Support Officer

Again, in partnership with our neighbours, we have secured funding to allow the continued delivery of Tenancy Support services. This service is delivered by the Simon Community to Spire View, Copperworks, Blochairn, Hawthorn and Cadder Housing Associations. A huge thank you to Hawthorn Housing Co-op for leading on this project, which has been awarded £28,500 to allow Donna Ferguson to work with our tenants to help them feel supported and less isolated.



Spire View would like to express our thanks to the Scottish Government for their support of these projects.

If you are interested in accessing any of these services, please contact the office on **0141 552 7928** or email [info@spireview.org.uk](mailto:info@spireview.org.uk).

# AGM – Save the Date!

We would like to invite all our members to attend our Annual General Meeting which will be held on **Tuesday 18th September 2018 in the Roystonhill Community Centre (Blue Roof), Forrest Field Street at 6pm.**

This event is open to all Spire View Housing Association members and is an opportunity to find out more about your local housing association and the work we do here in Royston. We will also be holding our fantastic annual prize draw at the end of the meeting so make sure you come along and don't miss out!!

Personal Invitations will be sent to all Spire View members in the coming weeks...



# What you told us...

Spire View Housing Association is committed to providing high-quality customer service. We value feedback (negative or positive) from tenants.

Feedback helps us to ensure that we are providing a service that meets the needs of our tenants and other customers.



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

The table below shows the number of complaints received from January – March 2018.

Complaints Received	Jan 18	Feb 18	Mar 18	Total
Complaints received at Stage 1	1	1	0	2
Complaints received at Stage 2	0	0	0	0
Complaints Resolved				
Complaints resolved at Stage 1	1	1	0	2
Complaints resolved at Stage 2	0	0	0	0
Escalations				
Escalations to Stage 2	0	0	0	0

Reason for Complaint	Jan 18	Feb 18	Mar 18	Total
Contractor	0	1	0	1
Staff	0	0	0	0
Equalities	0	0	0	0
Policies & Procedures	0	0	0	0
Governance	0	0	0	0
Finance	0	0	0	0
Maintenance	1	0	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?	0	0	2	0	0
How satisfied with handling	0	2	0	0	0

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

### Case Study 1

A tenant made a complaint regarding the length of time taken to repair boiler. Several parts were fitted, but none solved the issues, so the engineer tried to source additional parts. The tenant felt that the time taken to complete this repair had taken too long. The parts were sourced and fitted and the repair completed.

Staff learned that prompt action and investigation as well as keeping in regular contact with the contractor and tenant ensures that we continue to provide a good service to our tenants.

## JS McCOLL LTD APPRENTICESHIP OPPORTUNITY

As part of the partnering agreement between Spire View Housing Association, Copperworks Housing Association and JS McColl (Painting Contractors) Ltd the opportunity has arisen for an apprentice painter to be appointed.

JS McColl's have successfully employed apprentices from many areas throughout Glasgow and many are now fully qualified painters/decorators employed by JS McColl.

The successful applicant will receive training through the Construction Industry Training Board as well as working on site with the contractor. This is a fantastic opportunity for an enthusiastic school leaver.

If you are interested in this position and want more information contact JS McColl on **0141 946 1062** or send a CV with details to: **JS McColl Limited • 157 Queen Margaret Drive • Glasgow • Lanarkshire G20 8XU**

# Rechargeable Repairs

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

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

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

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

We appreciate payment for rechargeable repairs as soon as is practicably possible as outstanding debts can have an impact financially on the Association and could therefore have an impact on how we deliver our services. If you are unable to pay the full amount for any rechargeable repair instructed, we will be happy to discuss repayment options with you. Your co-operation in making payment or setting up a suitable repayment arrangement as soon as possible after the rechargeable repair has been carried out is greatly appreciated. In some instances you may be asked to

make a payment to the cost prior to works being carried out.

For contractors who have to repeatedly turn up at tenants properties when they fail to give access, it costs them time and money, and all the while somewhere else someone is waiting for their repair to be completed. As we are obliged to get best value for our tenants and keep costs down we will pursue these debts.

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

Action to recover payment will be taken if tenants/owners do not make repayments towards rechargeable repairs.

It should be noted that our recharge policy states: *“Where a tenant has an excessive outstanding rechargeable repairs balance and/or the tenant fails to adhere to their repayment agreement then the association will withhold carrying out all but essential repairs to a tenant’s property. The association will recommence routine repairs once it is satisfied that the balance is reduced to a more manageable level or regular payments are being made to clear the balance”.*

This means that a failure to pay may then exclude you from being included in any planned maintenance contracts, such as replacement kitchens or bathrooms.

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

# 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 as 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.

May we also remind everyone that it is not acceptable to park your vehicle over someone’s driveway as this stops entrance/exit to the driveway. Please be respectful to your neighbours and if you experience anyone doing this, contact the Police immediately. Also, 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, parked up on a pavement or blocking a driveway, 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/blocking driveways:  
**Police Scotland: 101**

# Planned Maintenance 2018/2019

## Painting, Kitchens, Boilers, Bathrooms

We are pleased to advise that CCG have been appointed as the Contractor to take forward our next phase of planned works.

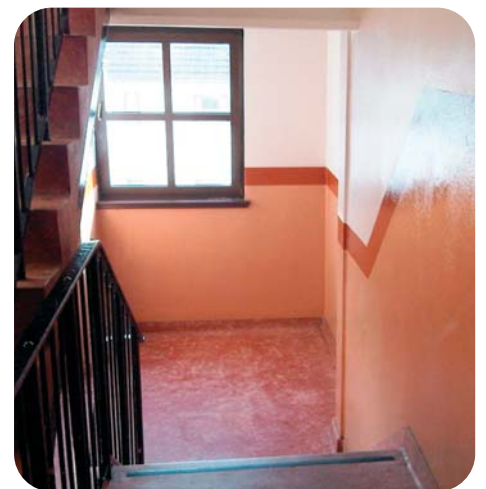
We met with them recently to discuss the programme and make arrangements for surveys of tenant's homes to be carried out. Unfortunately, an issue arose where CCG indicated that they needed to change supplier for the kitchen units and this meant that all surveys had to be redone. We apologise to tenants for the inconvenience caused by this but hope you will agree that it is better to get things right and ensure that tenants are happy.

At the time of writing, the surveys are ongoing and thereafter, the Contractor will provide a programme of works which we will provide to those tenants affected as soon as possible.

We are also progressing tenant's choices and you should have received an invitation to our office to select your kitchen units and work tops.

We would ask that, where possible, when works are underway, access is provided when requested as this will assist greatly with the smooth running of the contract. If you have any difficulty with providing access, once your installation dates have been advised, please let us know and we will be happy to work around this.

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.



## 98 James Nisbet Street – Old Office Building



We previously reported that we were conducting a feasibility study into the redevelopment of the site where our old office is currently situated at 98 James Nisbet Street.

Unfortunately, following consideration of all options, it has become apparent that the costs involved mean that the scheme is not financially viable at this time.

Therefore, plans for redevelopment are on hold for the moment and we will be looking at further use of the building in the near future.

# The Housing (Scotland) Act 2014



The Housing (Scotland) Act 2014, will bring about significant changes for social landlords and tenants and will require Associations to review some of their policies.

The act is made up of 8 parts and each part will be implemented at different stages.

We have already seen the first part of the Act come into force on the 1st August 2016 which abolished the rights for all social housing tenants to purchase their homes under the Right to Buy legislation.

Part 2 of the Act makes changes to the rules on the allocations system. It introduces new reasonable preference (or priority) categories to the following groups:

- People who are homeless or threatened with homelessness and who have unmet housing needs;
- People living under unsatisfactory housing conditions and who have unmet housing needs; and
- Social housing tenants who are under-occupying.

The Act also introduces a duty on social landlords to undertake a consultation process before making any changes to their allocations policies and publish a report on the consultation.

The Act will also bring changes to landlords being able to widen the circumstances on when a Short Scottish Secure Tenancy Agreement can be used due to Anti-Social Behaviour.

The act also specifies new rules to Assignment, Sub Letting, Joint Tenancies and Succession. Anyone wishing to do so must have been living in the property as their principle home for at least 12 months prior to their application. Currently the minimum period for assignment is 6 months and no qualifying period applies to subletting or joint tenancies.

These are only some of the main parts of the Act. As it is implemented, the Association will keep you updated, so look out for letters and updates in our newsletters.

**Scotcash**  
approachable finance

0141 276 0525  
www.scotcash.net



Your ethical and affordable community lender

£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>	-

Dreaming of the summer holidays?

Whether you are planning on getting away from it all, or are having a staycation, don't turn to expensive lenders. Scotcash affordable loans are here to make your holiday budgeting manageable and relaxing.

Scotcash is here to help.

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.



We can now process applications online. Call our friendly staff on 0141 276 0525 or visit our website, [www.scotcash.net](http://www.scotcash.net) for more information on how to apply.



55 High Street | Glasgow | G1 1LX  
Tel: 0141 276 0525

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

## Extended Money Advice Service

As some of you may already know the Association has a Welfare Rights Advisor available in the office by appointment. The advisor can also carry out a Home Visit for those tenants who have mobility issues and can't make it into the office.



Due to the demand for this service the Association is delighted to inform you we have extended our money advice service and appointments are now available on Mondays, Tuesday and Thursdays.

If you would like to make an appointment please contact the office and we will arrange this for you.

# 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

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

**Paul Rocks** 0141 471 8549  
paulrocks@spireview.org.uk  
Maintenance Officer

**Mary Dunsmore** 0141 471 7822  
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

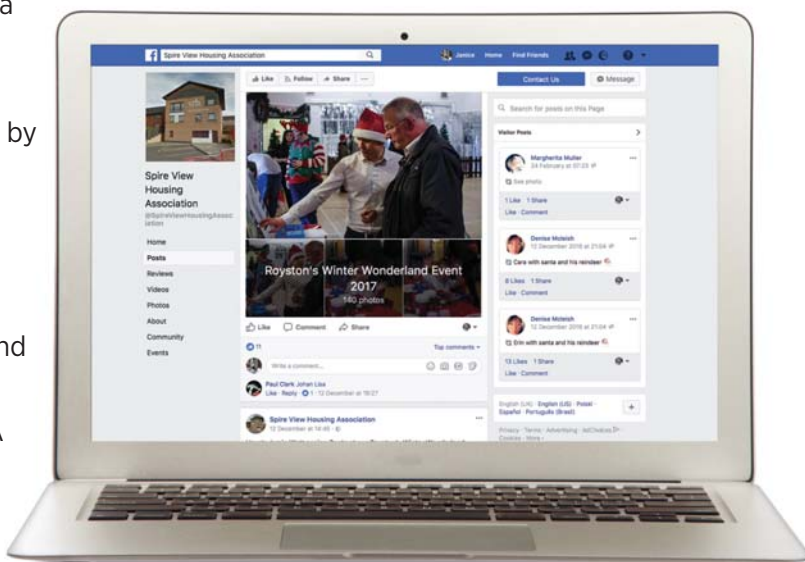
# Facebook, twitter and flickr...



Why not come on over and check us out on facebook, twitter and flickr.

We use all this social media to update our residents and the wider community on local events, local news, local employment opportunities and 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 on Facebook and flickr, and @Spireview HA on Twitter.



## Calling all Royston Residents!

**Are you or do you know someone aged 50+?  
Well this group could be for you!**

Royston's very own **Young @Heart** over 50's group is currently looking to recruit new members.

We are a social group that meet every Thursday in Roystonhill Community Centre (Blue Roof)

We provide a 3 course lunch, tea & coffee the total weekly cost to attend this club is £3.55

The club runs from 10am-3pm every Thursday.

Transport can be provided.

If you would like to join our day group please come along to the Roystonhill Community Centre (Blue Roof) every Thursday.



## 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**