

The Newsletter for Residents of Spire View Housing Association

Issue 59 • Autumn 2018

The Spire View

Community Hub Update

See page 7 for the latest news



Inside this issue:
Annual Report 2017/2018 and
Landlord Report Card 2018
See central pull-out section

Spire View AGM 2018

The Association held another successful AGM on 18th September 2018. Our new venue at Roystonhill Recreation Centre (the Blue Roof) proved a hit and we were delighted to welcome along 43 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 7 Committee Members expressed a wish to continue and were duly re-elected; Allan Stewart, Caitlin Heaney, Ross Love, Lynda Mulholland, Alan Brown, Charlie Lunn and Frances McEwan.

This means that there is a fantastic opportunity for 3 more people to join our Committee.

It really is a great way to get involved in decision making in your own community and to make a difference. You would also be eligible for fantastic training opportunities, which would make a difference to your own CV.

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

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

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>
Andrew Samson	Frances McEwan
Clare O'Donnell	Isabel Heeps
Louise Irving	Eddie Heron
Caitlin Heaney	Ross Love
Allan Stewart (Co-optee)	



Community Meals – why say no to a free meal?

North Glasgow Community Food Initiative hosted another 'Community Meal' event in August 2018 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 26th of October 2018** at the **Blue Roof** for lunch between 12 midday and 1pm for more good food and great company.



Glenbarr Street Project going strong!

We continue to work with our Consultants on finalising the design of this New Build project and hope to invite Contractors to submit prices for the proposed works in the near future. Hopefully, we will be in a position to get this project on site towards the end of this year.

As a reminder to all readers, 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

Once we have completed the tender stage, we will arrange for a follow up open event to be held and we would welcome everyone interested to come along.

Meantime, some of the local youths have been taking a keen interest in the building and we are working closely with the local police and others to monitor the building and ensure that it is kept safe and secure. We would ask for tenants' co-operation in reporting any activity to the police to assist with this.



Congratulations Copperworks!!!

'The Park on the Hill'

We are absolutely delighted to report that our partners and neighbours at Copperworks Housing Association are now the very proud owners of the **Triangle Site** (A & B on the map).

This site has been a blight on our community for many years and we hear that Copperworks have grand plans to transform it!

Over the past two years Copperworks has carried out several community consultation exercises with the support of their partners at the Royston strategy Group. Local people have spoken and Copperworks listened... this site will be used to create an area for leisure, recreation and play. Copperworks also held a fantastic consultation event in the Blue Roof on 5th December 2017 when again, the community was consulted, and decided that they would like the site to be named 'The Park on the Hill'.

Copperworks hope to get remediation works underway in the coming months and expect to have a clean, tidy and seeded / turfed site by Spring / Summer 2019. As if this wasn't enough, Copperworks is already looking for funding to carry out the huge improvement works, endorsed by the community at the consultation event at the end of last year.

Copperworks would like to extend their thanks to The **Scottish Land Fund**, who awarded £419,000 to bring the land back into community ownership. In addition, £438,000 funding has been secured from **The Scottish Government's Vacant and Derelict Land Fund (with support from DRS at Glasgow City Council)** to allow the necessary remediation works including levelling and seeding / turfing. A very special thanks to Copperworks' neighbours and fellow Royston Strategy Group members at **The Rosemount Development Trust**. They have committed funding of £31,500 to allow all of this to come together.

Copperworks would also like to extend their thanks to all the members of the Royston Strategy Group who have supported them.



This includes other Housing Associations, Local Councillors, MSP, Schools, Rosemount Lifelong Learning, Rosemount Development Trust, Royston Youth Action and North Glasgow Community Food Initiative. All these members were willing participants in the consultation process.



What is Dracula's favourite circus act?

He always goes for the juggler!

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

She heard he grew another foot!

Why are vampires so easy to fool?

Because they're suckers!

Painterwork about to progress!



We are now in year 5 of our 6 year painting partnering agreement with J S McColls. Properties due for repainting this year and the planned timescales are detailed below:

3rd September 18 – 5th October 18
50 & 60 Roystonhill (Internal & External)

8th October 18 – 26th October 18
2 & 6 James Nisbet Street
(Internal and External)

29th October 18 – 30th November 18
11 & 15 James Nisbet Street
(Internal and External)

3rd December 18 – 29th March 19
73-85 James Nisbet Street
(Internal and External)

Tenants and owners affected by these works will receive separate notification and will be invited to select colour choices for the internal close painterwork.

Tenants and owners within 11 & 15 and 73-85 James Nisbet Street should note that although external painterwork is planned for this year, this is likely to be placed on hold due to consideration of other possible window and render repair works to be progressed to the exterior of the buildings.

Office Closure

Please note that the office will be closed on the following date.

Staff Training

Wednesday 24th October 2018

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

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

CCG cracking on with Kitchen and Boiler Replacements

As you will know from our last edition, CCG were appointed to carry out the next phase of planned maintenance works.

At the time of writing, we are delighted to say that these works are ongoing and progressing well. We have been really pleased with the quality of work and also the way in which the guys on site have conducted themselves, treating our tenants and their homes with courtesy and respect.



We would like to thank all tenants affected by these works for the co-operation in providing access when required, as this is key to the success of any contract.



We are now looking towards the next phase of planned works and will provide updated information on this in the near future.

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.

Bulk Uplift and Bins

A wee reminder to all tenants that Bulk uplift is collected from the Royston area every Thursday.

In order for us to keep the area clean and tidy please ensure that items are left out on Wednesday night or first thing on Thursday morning (not any earlier please) for collection on Thursday at the front of your property or allocated spot. If it's a collection from your garden, please call 0141 287 9700 or download the Glasgow City Council app to report.



Recently there have been a few problems with the bin stores and people not using the green wheelie bins provided. Please ensure that all bags are put in your own bin and presented out the front on a Tuesday morning for uplift. This will help prevent rats in the area and will make the place look much nicer.



Christmas Event – Royston's Winter Wonderland

Due to the fabulous community feedback and roaring success of last year's Royston Winter Wonderland event we have contacted Santa and asked him to stop off in Royston again on his travels this year. We are delighted to announce that Santa very kindly agreed!!

Santa will therefore call to Roystonhill Community Centre (Blue Roof) on Wednesday 12th December 2018 between 1pm-4pm to sit in his Grotto and have his picture taken with local children.

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.



Universal Credit going live in Glasgow Wednesday 31st October 2018



Are you in receipt of any of the following benefits?

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Child Tax Credit
- Working Tax Credit
- Housing Benefit

If the answer is yes, then from Wednesday 31st October 2018, if you have a change in circumstances (that means you would have to claim a different legacy benefit) this could result in you receiving Universal Credit instead.

The following are the main features of Universal Credit:

- It will need to be paid into a bank, building society or credit union account.
- Tenants will no longer get housing benefit paid direct to their landlord, if you are claiming Universal Credit you will receive a housing cost element paid with your Universal Credit payment and you will need to pay your rent to the Association.
- If you live with a partner and you are both eligible for Universal Credit, you will get one monthly/fortnightly joint payment.
- It can take several weeks after a claim is made to get the first payment.
- It must be claimed online, or in certain limited circumstances by phone.

Details on how to claim Universal Credit can be found at www.gov.uk/universal-credit/how-to-claim

Your housing officer will be able to offer support and advice and make referrals to our Money Advisor, Financial Capability Officer and Tenancy Support Officer. If you feel this is going to affect you and you require any more information please contact the office and speak to Adele, Lesley or Margaret who will be happy to assist you.

2018 Garden Competition

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.

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

We would like to take this opportunity to say a big thank you to one of our local Councillors, Kim Long, who took time out of her very busy schedule to come along to view our lovely gardens and choose the prize winners for 2018.



Councillor Kim Long

1st Prize

Brian and Bronwyn Tibbs, 101 Roystonhill

2nd Prize

Tracy Reid, 38B Tharsis Street

3rd Prize

William and Rachael Campbell, 43 St Joseph's View

We also have a number of runners up:

Elizabeth McGhee, 118 Rhymer Street, Paul McLaughlan, 233 Roystonhill, David and Susan Manners, 171 Roystonhill and Ruby McLaughlan, 75 James Nisbet Street 0/1.

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



Brian Tibbs



Ruby McLaughlan

Community Hub Update



We continue to make fantastic progress on this project, as you can see from these photographs. The frame is now fully in position and the roof is almost complete. The internal works will start very soon and you will see the supports removed from the front of the building in the very near future.

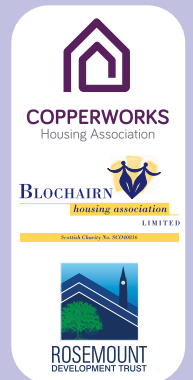
We are still anticipating construction of the new building being complete around April 2019, resulting in a state of the art facility for the benefit of the entire local community. We are getting more and more excited....

As always, a huge thank you to all our fantastic supporters and funders.



A Masterplan for Roystonhill

In our last newsletter, we advised readers that the Royston Strategy Group had tasked Copperworks Housing Association, Blochairn Housing Association and the Rosemount Development Trust with working together to look at progressing a masterplan which looked at various buildings and pieces of land (specifically the Millburn Centre, old tennis courts and the Roystonhill Community Centre (Blue Roof).



Since then, the three organisations have been working towards the appointment of Consultants to move this exercise forward and have recently completed an assessment of tenders that were received. The next step is for them to hold further discussions with various departments within Glasgow City Council to determine if funding will be made available to allow this piece of work to be commissioned.

We will keep you posted!

Meantime, Copperworks also continue to progress the feasibility study into the future use of the Roystonhill Community Centre (Blue Roof). The survey within the local community to ask what they would like to see happen with the building in the future has been completed and the results are being collated. This information will also form part of the masterplan considerations.

Once the results of the feasibility study have been collated, we will update you further.

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!!



Funders:



NORTH EAST THEATRE MAKERS

Thursdays • 6pm - 8pm
Roystonhill Community Centre

15 Forrestfield Street, G21 2HG

FREE Weekly Workshops
Performance Skills,
Drama games, Devising
and more...

All levels welcome
For ages 12+

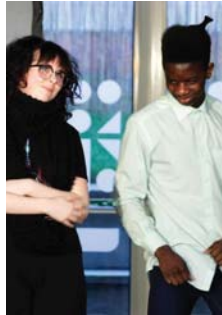
Suitable for young people aged up to 18

*"I like how I can
 be myself at at
 Toonspeak"*

*"I love
 doing the
 big shows"*



(0141) 552 0234 • info@toonspeak.co.uk
toonspeak.co.uk



Do you have a bank account?

1.5 million people in the UK do not have their own bank account... do you?

Having access to your own personal bank account is the first step in managing your money in a safe and responsible way.

If you have had trouble accessing banks before, don't have photographic ID, or just don't know where to start...

Scotcash is here to help.

Having your own personal bank account is a must if you will be receiving Universal Credit in the future. Other benefits of having a bank account are:

- Online Shopping
- Saving money with direct debits
- Online banking
- Text alerts
- Safe and secure money management
- Opportunity to have an overdraft
- Receive benefits and salary to your own account

To find out more about our bank account service visit us at www.scotcash.net, or call 0141 276 0525 to make an appointment.

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

Roystonhill Community Centre: 'your area, your centre'

Over a year ago Spire View Housing Association took over key holding of the Roystonhill Community Centre (Blue Roof) as a way to manage the decants from the existing Rainbow Hall while works here got underway.

We are now a little over a year down the road and are delighted to say the Blue Roof has had a new lease of life.

We have more community groups than ever using this space, not to mention loads of other parties and events... however there is always room to squeeze in a few more.

If you would like to hire this hall please call Gillian on 0141 559 5644 to discuss.



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

Spire View Housing Association

Annual Report 2017-2018
Landlord Report Card 2018



Chairperson's Report

It gives me great pleasure to present Spire View Housing Association's 2017/2018 Annual Report.

I am very proud of the tremendous amount that the Association has achieved since it was established in 1989 and this past year has been another year of great success.



It is important to us to deliver the services that our tenants tell us are most important to them and we continue to work tirelessly alongside our community to ensure that we do this. Our sector is continually changing and this brings new challenges every year. The Association remains committed to organisational excellence and we pride ourselves in being prepared to encounter change and deal with this effectively. As we have said in previous years, close partnership working with a variety of committed professional organisations is fundamental to achieving our aims. The 'Community and Partnership News' section of this report recognises many of these organisations. However, there are a number of other partners who offer support and assistance, allowing the Association to deliver ambitious and creative initiatives for the enhancement of Royston. These organisations include Pollok Credit Union, North Glasgow Community Food Initiative, local schools, Greater Easterhouse Money Advice Project (GEMAP), and The Simon Community. We genuinely value these partnerships tremendously.

Through positive partnerships along with sheer hard work and determination, we have accomplished everything we set out to do this past year. In consultation with tenants and owners we updated a range of policies and procedures including Equality and Diversity Policy, Rent Policy, and Maintenance Policies to name just a few. Furthermore, we published and distributed our fourth Landlord Report. This document provides valuable information for our tenants and we will continue to issue this by October of each year.

As you know, the Association has been working extremely hard over the past few years to provide a brand new community facility on Roystonhill and we are delighted to report that we purchased the Rainbow Hall in April 2017 and construction of the

new Centre is well underway. Our contractor, Fleming Buildings Ltd have been on site since February 2018 and we look forward to this project being completed by April 2019. This new development would not have been possible without funding support from the Scottish Government's Regeneration Capital Grant Fund, the Scottish Land Fund, the Big Lottery Fund, Rosemount Development Trust, Copperworks Housing Association, The Hugh Fraser Foundation, Glasgow City Council, The Clothworkers Foundation and Glasgow Housing Association. We are extremely grateful to these partners for contributing to this project.

In May 2017, the Association took over key holding responsibilities for the Roystonhill Community Centre in a bid to decant the existing user groups from the Rainbow Hall during the redevelopment of this site. Royston Youth Action have now moved in to the building and continue to provide their very valuable service to the community. Once the new centre is built, Royston Youth Action will return.

We have come a long way in 29 years but we have never forgotten our roots and priorities. We place tenants at the centre of our decision making processes and strive to continuously improve the standard and quality of our services.

I would like to sincerely thank my colleagues on the Management Committee some of whom have given many years of service, giving up their time to provide unconditional support. I would also like to take this opportunity to thank the team at Spire View who continue to ensure that the Association performs to the highest standards and that tenants receive the best possible service.

Charlie Lunn Chairperson





Housing Management

Allocations and Voids

During 2017/18, we continued our close working relationship with Copperworks Housing Association and we hope that by using our joint housing application form and literature, the process of applying for housing is simpler for applicants.

Demand for our properties remains high and at 31st March 2018 we had healthy waiting lists with a total of 239 applicants.

We let 47 properties during the year, 33 of which were let to applicants on our waiting list. A further 13 properties were let to internal transfer applicants and 1 property was let to the Simon Community as part of a pilot.

The 47 properties allocated varied in size and can be broken down as follows:

28 x 2 apartments
16 x 3 apartments
3 x 4 apartments

The average time taken to re-let our void properties was 10.04 days.

Rent and Arrears

The Association continued to enjoy an extremely positive relationship with Glasgow City Council Housing Benefit Department over the year and this was reflected in the low level of technical arrears (0.49%) recorded at 31st March 2018. The non-technical arrears stood at 1.51%.

The percentage of Spire View tenants in receipt of full housing benefit remained low at 37.2% with a further 11.8% in receipt of partial housing benefit. Once again, we were very busy collecting more cash from tenants than in previous years and still managed to keep arrears very low.

Estate Management

It is very important to the residents and staff of the Association to keep our environment clean and tidy and to a very high standard. We all work together to ensure this happens and staff actively encourage residents to take pride in their environment, particularly their gardens by carrying out regular inspections and rewarding tenants for all their hard work and effort with prizes in our annual garden competition.

Staff organise regular clean up campaigns with tenants, local schools and Land & Environmental Services to clear out litter and debris from all grassed areas and common paths etc.

We are delighted to work in partnership with agencies such as Environmental Task Force, Police Scotland, local councillors and MSP's to help keep our community a place for people to be proud to live in.

Anti-Social Behaviour

The Association continues to operate a zero tolerance approach to anti-social behaviour. A robust policy is in place that allows us to continue to work with our partnering agencies to provide effective and efficient solutions to anti-social behaviour issues that arise.

In 2017/2018 we received a total of 38 Anti-Social Behaviour complaints. We were able to resolve 30 of these through 'management actions', for example advice, letter, mediation etc. and a further 8 were resolved by issuing breach of tenancy letters. We did not need to issue any Unacceptable Behaviour Notices (UBNs) or Acceptable Behaviour Contracts (ABC's), nor serve any Notice of Proceedings. We believe this is a positive reflection of the trusting and open relationship that our housing management staff enjoy with our tenants.

Repairs, Maintenance & Improvements

Allocations and Voids

The Association continues to provide an excellent repairs service. We believe our tenants deserve the highest level of service for repairs and this is reflected in the tough timescales that we set. We are delighted with how we have performed against our targets as outlined below:

Performance 2017/18			
Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	239	4 hours	2 hours
Non-Emergencies			
Urgent	43	1 working day	1.3 days
Routine	1572	5 working days	2.42 days
Right to Repair 1	13	1 working day	1 day
Specialist	60	30 working days	8.85 days
On Order	68	20 working days	8.46 days
Totals	1756		2.84 days

Right First Time

All Registered Social Landlords are required to report on the number of reactive repairs that are deemed as completed "Right First Time". During 2017/18, 1756 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1736 of these were completed 'right first time' giving an overall performance rate of 98.86%.

Voids

The Association completed 331 repairs to void properties with 100% being completed within the required timescales set.

Gas Safety Checks

The Association is required to ensure that all properties with gas installations receive an annual service/safety check. This applied to 548 properties and we are delighted to report that all 548 annual services/safety checks were conducted and safety certificates received within the appropriate timescale.

Stage 3 Adaptations

These are adaptations that are made to tenants homes to assist with any medical needs that require to be met. For an adaptation to be progressed, a referral from a medical professional such as an occupational therapist, doctor or other agency is required. During the year, we managed to secure and spend £58,724 of funding from Glasgow City Council which allowed us to complete 28 x Stage 3 Adaptations which included:



- 10 x level access showers
- 1 x wet floor showering facilities
- 1 x Bio Bidet
- 1 x Carer Screens (shower)
- 3 x external handrail
- 6 x internal handrail
- 4 x over bath showers
- 1 x additional lighting
- 1 x Door Entry/Additional Handset Installations

Surveys were issued to all tenants who received an adaptation to gauge their satisfaction with the processes involved and the way in which works were conducted and completed. The results are listed below:

How satisfied were you with:	Very Satisfied
Helpfulness of Association staff	100%
Appointment system	100%
Length of time taken	100%
Attitude of Tradesmen	100%
Quality of Work	100%
Level of Disturbance	100%
Extent to which work met needs	100%



Development open event



Cyclical and Planned Works

Since 1989, the Association has been committed to improving existing properties and enhancing the stock with new build projects.

In addition to this, we have a comprehensive planned maintenance programme in place to ensure that the properties are maintained to the highest standard.

Although we did not carry out any planned kitchen or bathroom replacements during the year, we completed external cladding and window replacement works to the rear elevation of 80/90/100 Roystonhill. These properties had been suffering from intermittent water penetration and the work carried out to this block has remedied this. The total spend associated with these works was approximately £446,000.

We also have a cyclical works programme in place which includes services such as gas servicing and maintenance and grounds maintenance/grass cutting.

The costs for our Cyclical Maintenance programme for 2017/18 are given below:

Gas servicing and maintenance	£69,987.20
Grounds maintenance and grass cutting	£50,285.70

We completed Year 4 of a 6 year redecoration contract which involved painting at common areas such as closes, external windows, doors, fences, clothes poles and gates at 90-96 James Nisbet Street, 101 and 103 James Nisbet Street, 100-114 James Nisbet Street and 102-132 Roystonhill. The cost for year 4 works totalled £30,853.20.

Other Maintenance News:

Tenant Satisfaction with Repairs Survey Results 2017/18

Each month we contact a percentage of our tenants to assess how satisfied they are with our repairs service. We aim to survey a minimum of 10% of all repairs to ascertain if contractors and Spire View staff are providing the best possible repairs service.

We surveyed 282 Tenants who had repairs carried out during 2017/18 and asked overall how satisfied were they with the repairs service provided by the Association. The results below demonstrate that the majority of tenants continue to be satisfied with the repairs service and the quality of work provided by our Contractors:

99.6% (281) indicated they were very satisfied

0.4% (1) indicated that they were neither satisfied/nor dissatisfied

Development

The Association is excited to report that we have been progressing our first development project in a number of years. During the year, we reported progress in our Newsletter and held an open event to allow the local community to look at the proposals. The project will involve the demolition of the old Social Work Building on Glenbarr Street and replacement of this with 24 new build flats.

The acquisition of the building and surrounding land concluded in March 2018 and we are looking forward to progressing the project in the next financial year.

Finance

Income & Expenditure Account for the Year Ended 31 March 2018

Per Annual Accounts		
Turnover	1,985,833	Mostly Rental Income some sundry items
Less Operating Costs	(1,559,856)	Cost of Management and Maintenance of our properties
Operating Surplus/(Deficit)	425,977	
Loss on Disposal of Housing	0	Technical loss on Component Replacement
Add Interest Receivable	875	Interest earned from money invested
Less Interest Payable	(30,019)	Interest paid on the loans taken out to finance the properties
Surplus/(Deficit) for the Year	396,833	Amount remaining after all expenses have been met
Pensions Deficit Remeasurement	3,000	Pension Adjustment
		399,833
Reserves brought forward	8,351,389	Last year's balance brought forward
Reserves carried forward	£8,751,222	Total Revenue Reserves at the year end

Balance Sheet as at 31st March 2018

Tangible Fixed Assets		
Housing Properties	10,238,596	Net Book Value of all our housing stock (after Grants & Depreciation)
Less Depreciation		
Other Fixed Assets	580,588	The office, office furniture & equipment & CCTV system and Community Hub costs
Total Fixed Assets	10,819,184	
Current Assets		
Debtors	202,962	Money owed to us
Cash at bank and in hand	1,785,866	Money in bank
Total Current Assets	1,988,828	
Current Liabilities		
Creditors due within one year	(729,351)	Money we owe in the near future
Net Current Assets	1,259,477	Current Assets less Current Liabilities
Total Assets Less Current Liabilities	12,078,661	
Creditors due after more than one year	(3,327,246)	The loans taken out to finance the newbuild & refurbished properties
Net Assets	£8,751,415	Net Value of Spire View Housing Association
Capital and Reserves		
Share Capital	193	This is the sum of the £1 membership fee
Revenue Reserves	8,751,222	Money built up from remaining surpluses
Total Capital and Reserves	£8,751,415	Net Funds of Spire View Housing Association

Community News and Partnership Working

We value our partnership work with various agencies tremendously and recognise that this helps us to achieve many of our objectives at Spire View. Detailed below is just some of what we achieved during the year:

Christmas Winter Wonderland

In December 2017 and in partnership with Copperworks Housing Association, Rosemount Lifelong Learning, Play at our place, St Roch's Nursery, Royston Primary and St Roch's Primary schools we held a hugely successful Christmas Winter Wonderland community event where we were able to give a small gift to over 400 local children who visited Santa in his Grotto and took photos with his Reindeer. This event was very well received by the whole community and finished off with the decorating of the Christmas tree and the switching on of our Christmas lights.



COPPERWORKS
Housing Association



Spring Clean Up 2018

In April 2018 we held our annual Spire View and Copperworks Community clean-up day in conjunction with Royston Primary, St Roch's Primary and Community Safety Glasgow. We were absolutely delighted that these willing young people and teachers came along and took part!



Capability Officer and Tenancy Support Worker

We were successful, working in partnership with 4 other RSL's, in securing funding of around £53,880 from the Scottish Government to allow us to continue to provide a Financial Capability Officer (Maureen McGowan) and a Tenancy Support Officer (Donna Ferguson) for a further one year period until March 2019. These services are very well used and provide excellent outcomes for our customers.



Royston Youth Action

Over several years we have forged an important partnership with Royston Youth Action. In 2017/2018 the Association was delighted to secure £100,000 of funding from People and Communities fund (PCF) for Royston Youth Action, bringing total funding for the 6 year period 2012-2018 to around £567,000. All the money we have secured has helped keep staff in employment at Royston Youth Action and assisted them in providing an extremely valuable service in the local community.



Money Advice Service

We continued to offer a free money advice service to our tenants and the local community, working in partnership with Greater Easterhouse Money Advice Project. This service is very much in demand and has seen some great outcomes for our tenants and residents.



Royston Community Facility

For several years, (in consultation with the local community), we have been working towards the creation of a new, state of the art, community facility at the Rainbow Hall site on Roystonhill. This project moved forward significantly during the year with funding awards confirmed from the Scottish Government's Regeneration Capital Grant Fund (£575,000), Big Lottery Fund (£1,098,748), The Clothworkers Foundation (£85,000), Copperworks Housing Association (£60,000), Glasgow Housing Association (£5,000), GCC Area Partnership (£5,000) Hugh Fraser Foundation (£10,000) and Rosemount Development Trust (£10,000). This project is now on site and will be completed around April 2019.

Funders:



LOTTERY FUNDED



The Scottish Government



COPPERWORKS
Housing Association



THE HUGH FRASER
FOUNDATION

Scottish Land Fund
Ionmhhas Fearainn Na H-Alba



Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2017/ 2018 we donated £1,765.00 to worthy causes including Royston Youth Action, North Connections Senior Forum, Glasgow City Mission, St Roch's Lunch Club, Young @ Heart 50+ Lunch Club and local schools.

Cash For Kids Christmas Grant

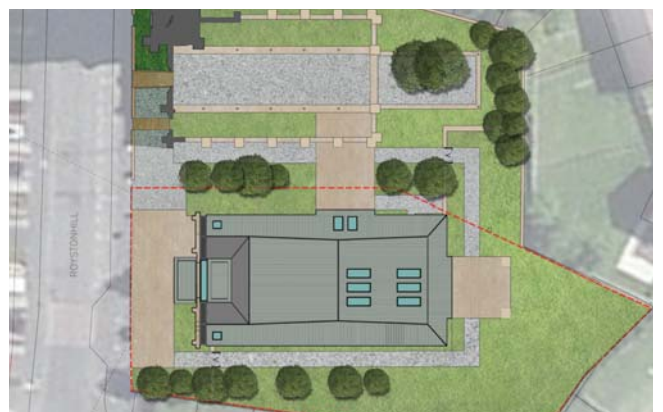
Cash for Kids operate a "Christmas Grant" whereby they provide a grant to help to alleviate some of the stresses that can be placed on families around this time of year. We assisted Cash for Kids to administer applications for this grant which offers £25 per child. This resulted in grants being awarded to 96 local children to help make Christmas day a bit more extra special for these families.

Other news...

Complaints Handling

We received a total of 16 complaints, of which 10 were resolved at stage 1. We had 6 cases that escalated to stage 2 as we required more information and had to investigate the complaint further.

All complaints were resolved within the appropriate timescale. 31 % of complainants were either very or fairly satisfied with the outcome of the complaint. 56% were neither satisfied nor dissatisfied and 13% of complainants indicated they were dissatisfied with the outcome of the complaint. In relation to how the complaints were handled, 50 % of complainants were satisfied with the way the complaint was handled, 37.5% were neither satisfied nor dissatisfied and 12.5% of complainants indicated they were dissatisfied with the handling of the complaint.



We will continue to publish statistics relating to complaints received and what action has been necessary to resolve them in our quarterly newsletter, and future annual reports.

Website / Social Media

We continued to take full advantage of advances in technology and regularly use Facebook, Twitter and now also Flickr to communicate with our tenants and other service users. We continue to frequently update our website and Social Media sites. This contains local news, community events, photos and much more.



Fruit Barra

This fantastic service operated by the North Glasgow Community Food Initiative continues to operate from our office every Thursday morning, providing good quality, affordable fruit and veg to the local community.

Pollok Credit Union

This great service continued to run from our office on Wednesday mornings, Staff from Pollok Credit Union assisted customers to open accounts, complete loan applications and provided advice on savings.



Our Spire View Team

Committee Members

Charlie Lunn	<i>Chairperson</i>
Alan Brown	<i>Vice Chairperson</i>
Jean Lunn	<i>Secretary</i>
Lynda Mulholland	<i>Treasurer</i>
Frances McEwan	<i>Committee Member</i>
Andrew Samson	<i>Committee Member</i>
Billy Tibbs	<i>Committee Member</i>
Clare O'Donnell	<i>Committee Member</i>
Stirling Wilson	<i>Committee Member</i> (resigned 27/11/17)
Tilly McIlroy	<i>Committee Member</i> (retired 30/10/17)
Isabel Heeps	<i>Committee Member</i>
Louise Irving	<i>Committee Member</i>
Eddie Heron	<i>Committee Member</i>
Thomas Boyle	<i>Committee Member</i>
Allan Stewart	<i>Committee Member</i> (Co-opted 26/3/18)

Staff Members

Fiona Murphy	<i>Director</i>
Margaret Brownlie	<i>Depute Director</i>
Donna Richardson	<i>Housing Manager</i>
Arlene Hooks	<i>Housing Officer</i>
Lesley Burrows	<i>Housing Officer</i> (part time)
Margaret Clowes	<i>Housing Officer</i> (part time)
Adele McGarth	<i>Housing Officer</i>
Stephen Hughes	<i>Housing Assistant</i>
Jacqueline Paterson	<i>Maintenance Officer</i>
Paul Rocks	<i>Maintenance Officer</i>
Tracy McDonald	<i>Finance Assistant</i>
Gillian Spence	<i>Corporate Governance Assistant</i>
Roddy Forrest	<i>Customer Services Assistant</i>
Mary Dunsmore	<i>Maintenance Assistant</i>

Consultants

AC Davidson & Co	<i>Finance Consultant</i>
French Duncan	<i>Auditors</i>
TC Young & Son / BTO	<i>Solicitors</i>
Maureen McGowan	<i>Financial Capability Officer</i>
Donna Ferguson	<i>Tenancy Support Officer</i>
Patrick Hanlon	<i>Money Advisor</i>
Maddie Ross	<i>Money Advisor</i>

Spire View publishes 5th 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 RSL's at 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 publish each year.

In 2017, 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. This is something we already do by inviting tenants to assist in the design and completion of Tenant Satisfaction Surveys. Furthermore, the most popular method of reporting Spire View's performance is through our quarterly newsletters which 72% of respondents favoured. We listened to what our tenants told us and have produced this report card in direct response to tenant requests and preferences.

As well as providing you with information on our performance, we have also provided the results for a number of other organisations to allow you to draw comparisons and better judge our performance. We believe we have chosen a good cross-section of organisations that many tenants will be familiar with; Cadder Housing Association (a similar sized local organisation), NG Homes (a larger local organisation) and GHA (a larger City wide organisation). We have also included the Scottish Average figures to enable you to see exactly how Spire View compares at a national level.

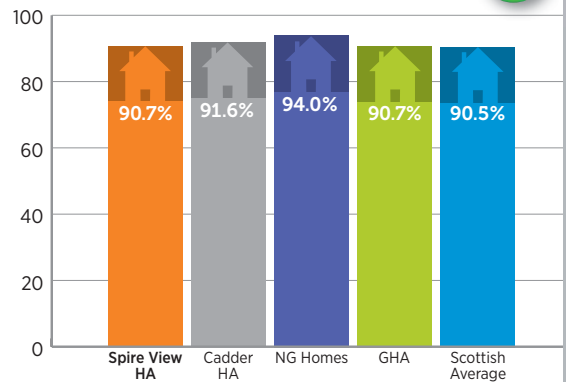
Better than the Scottish Average

Worse than the Scottish Average

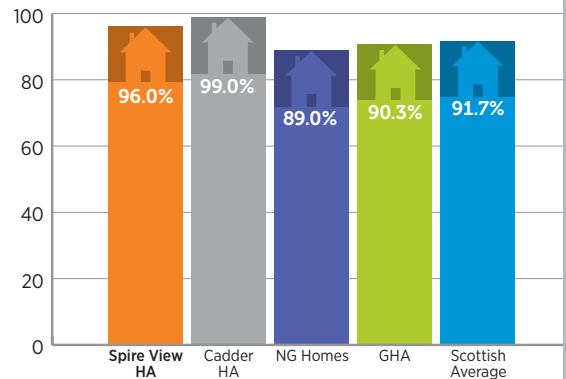
House Size	Spire View HA	Cadder HA	NG Homes	GHA	Scottish Average
2 apt	£52.51	£72.64	£74.63	£73.40	£73.33
3 apt	£58.94	£79.64	£80.86	£79.19	£74.94
4 apt	£69.47	£90.34	£91.08	£92.71	£81.37
5 apt	£70.30	£101.63	£100.65	£101.72	£90.39

Tenant Satisfaction...

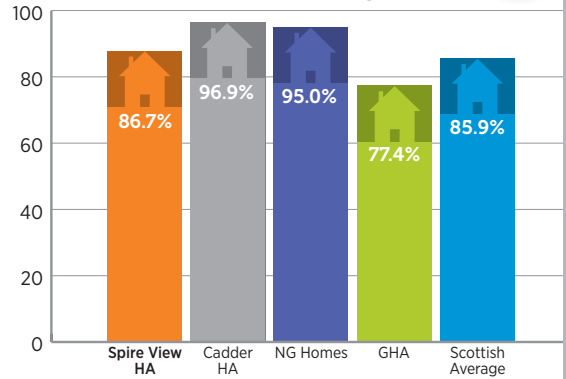
Percentage of tenants satisfied with the overall service provided



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

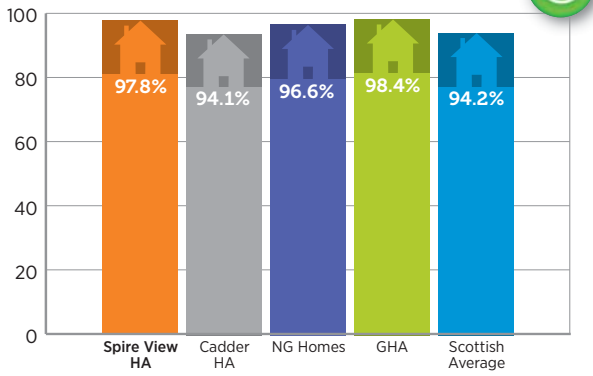


Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making

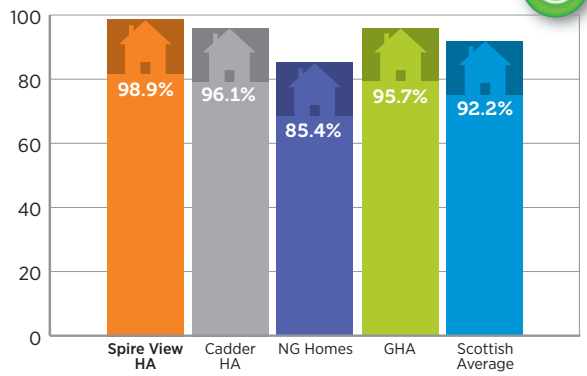


Quality and Maintenance of Homes...

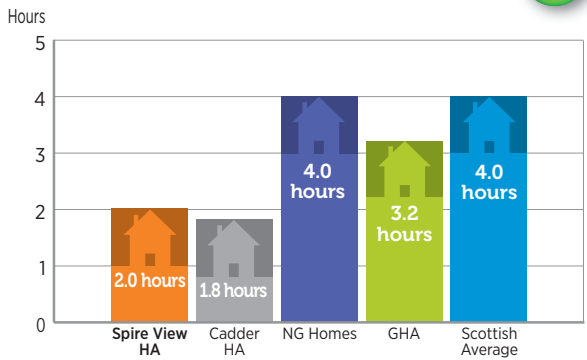
Percentage of homes meeting the Scottish Housing Quality Standard



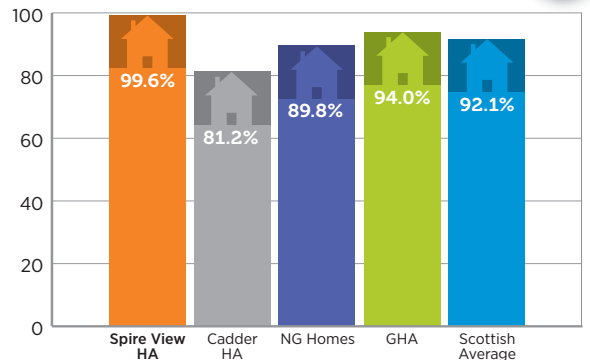
Percentage of reactive repairs carried out in the last year completed right first time



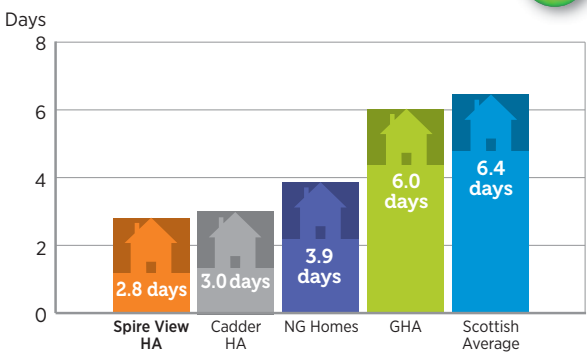
Average number of hours taken to complete emergency repairs



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

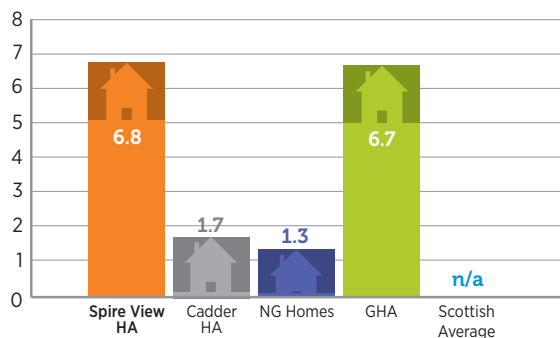


Average number of days taken to complete non-emergency repairs

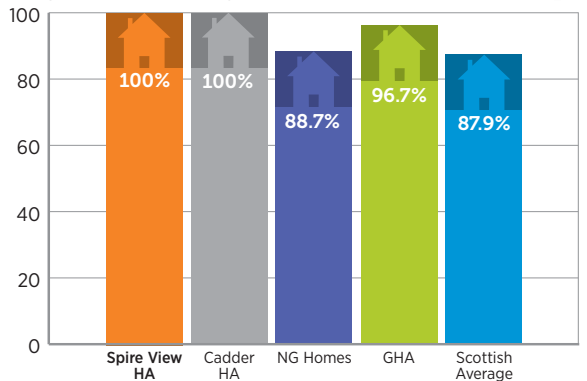


Neighbourhoods...

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

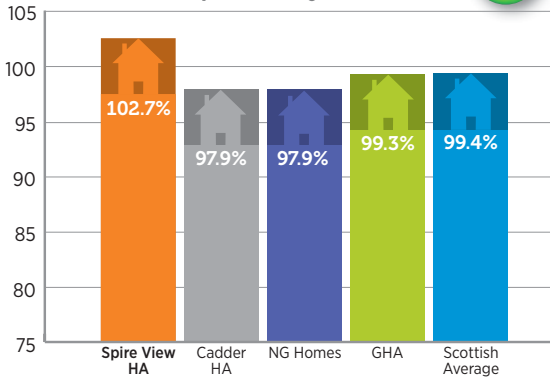


Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year

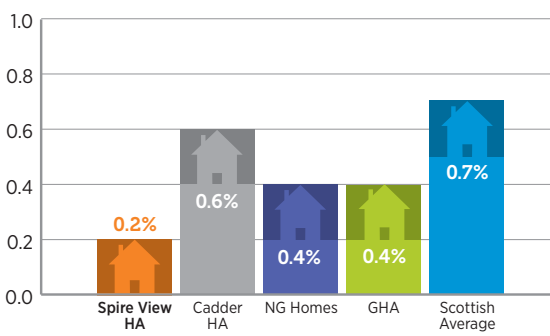


Value for Money...

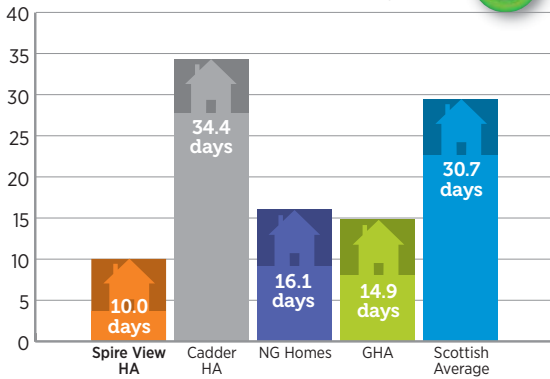
Percentage of total rent due collected in the previous year



Percentage of rent due not collected through homes being empty in the last year



Average length of time in days taken to re-let homes in the last year



As you can see, we are exceeding the Scottish average performance in every category (where available). Furthermore, in the majority of 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 or telephone **0141 559 5648**.



Help is on hand at Spire View...

As well as all the activities we have going on in our local community, don't forget that we also offer various types of support available to all our tenants and residents.

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.



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.



Money Advice Service

Patrick Hannon and Maddie Ross from Gemap are our Money Advisors and are available in the office by appointment on a Monday, Tuesday and Thursday. Patrick and Maddie 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 or Maddie, please contact the office and we can arrange it for you.



Find the bats is back...

We are 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 2018

Due to the roaring success of last year's Halloween costume competition we have decided to run this competition again this year. All you have to do is send us some of your fabulous photos for us to put up on of 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!!!!

The competition is open to all Spire View tenants. Deadline for entries is **Friday 9th November 2018 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?

Adaptations to your Home

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

If so, we can help. Subject to funding, the Association is able to carry out medical adaptations to ease your daily life and help you stay in your home for as long as possible. For an adaptation to be progressed, you will 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 £45,000 of funding 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 and gives them back their independence.

If you could benefit from this service or would like some information on adaptations please call into our office at 43 Tharsis St, **telephone 0141 559 5640** or **email jacquelinepaterson@spireview.org.uk**.



Technology is the way forward...

You told us and we listened... Spire View is now not only on Flickr but we are also on Instagram!! You can find us by simply searching Spireviewha.

Why not come on over and check us out here to get updates on our new Community Hub or alternatively you can join us on Facebook or Twitter!!! We use these pages to update our residents on all local points of interest, job opportunities and everything else we think you may find interesting. Why not 'have a wee look' at our pages? You will find us by searching for Spire View Housing Association on Facebook and Flickr, @Spire View HA on Twitter and finally Spireviewha on Instagram.



Car Parking Update

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

We know that most of our tenants park their vehicles sensibly and considerately which is a credit to the community and that is why we continue to work in partnership with City Parking and Police Scotland to ensure all of our tenants are protected and receive the best possible service.

We trust that all of our tenants are co-operating fully when parking their vehicles and if you wish to discuss this matter in more detail, please contact either Margaret, Lesley or Adele who will be more than happy to assist.

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

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

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

Vehicles parked on the pavement:
Police Scotland: 101



Jim Conway Award for Community Involvement

Michaela McPhilemy wins Rosemount Development Trust's Jim Conway Award for her voluntary community work with Royston Youth Action.

Director Jim Conway was delighted to meet Michaela and present her with her award and a cheque for £100. Each Year, in partnership with St Roch's Secondary School, the Trust presents a winning pupil, selected by the School, to receive an individual award and £100 for their voluntary contribution in supporting others in their local community. Congratulations to Michaela who also, earlier in the year, won No1 magazine's 'Amazing Young Woman' award.

The Jim Conway Award was created in recognition of the Trust's former Managing Director on his retirement in 2009.

The award recognises Jim's successful leadership and achievement in taking the organisation forward and building confidence in Voluntary Directors to develop and manage Rosemount Business Park, enabling commercial businesses to locate in Royston; presenting residents with the opportunity for local jobs and training.



ROSEMOUNT
DEVELOPMENT TRUST

Calling all Royston Residents!

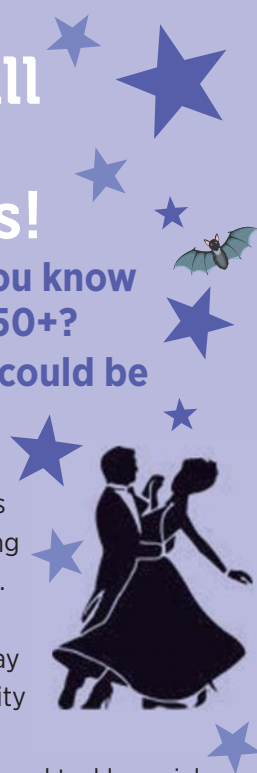
Are you or do you know someone aged 50+? Well this group could be for you!

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 play bingo, socialise and tackle social isolation through attendance at this club. We like to have tea dance afternoons and take part in loads of day trips.

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.

If you would like to join our day group please come along to the Roystonhill Community Centre any Thursday.



Rosemount Development Trust supports Royston's Young People

Isobel Kirkwood, Chair of Rosemount Development Trust presenting staff and Volunteer of Royston Youth Action with a donation of £10,000 to support sessional staff costs and core running costs.



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

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

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.

These types of repairs are referred to as “Qualifying Repairs” and to qualify, it must be one of the repairs listed below and the cost should not exceed £350. The table below also details the timescales that require to be met.

Repairs to be completed 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

Repairs to be completed 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

Repairs to be completed 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 used by the Association 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. Details of the scheme are also available on our website at www.spireview.org.uk.



Management Committee Vacancies

Here at Spire View we are always looking for new and prospective Committee Members. We currently have 13 members which means we have 2 vacancies for more willing local candidates.

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 about to

embark on our first new build development in over 13 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 would 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 hope to recruit 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**.

Reception/Admin Volunteer Vacancy



We have an opportunity for a Reception/Admin volunteer in our reception area. You will welcome our service users and have the chance to gain skills in reception and admin volunteering with us. The duties can be greeting clients, answering the phone and responding to a wide range of enquiries also booking tests and advising of current classes at our centre.

We can offer:

TRAINING

QUALIFICATIONS

LEARN NEW SKILLS

BUILD CONFIDENCE



Rosemount Lifelong Learning Learning and Events Space, 102 Royston Road G21 2NU

TO VOLUNTEER CALL US ON
0141 553 0808

Or email Christine at Christinet@rosemount.ac.uk



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. 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 every Thursday.



Right to Compensation for Improvements

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 559 5640** for advice on the information required for us to consider your request.

Alternatively, you can email jacquelinepaterson@spireview.org.uk.

Details of the scheme are also available on our website at www.spireview.org.uk

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

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

Rosemount Development Trust supports GN1FPSS (Glasgow's no.1 Baby & Family Support Service) to support others in need



Now in their 20th month of operation, GN1BFSS has come a long way since they started out in a double garage in January 2017.

Since then, with support from Rosemount Development Trust, GN1BFSS has grown from strength to strength. The Directors of the Trust were delighted to provide them with free temporary storage space at the Millburn Centre. This enabled them to grow and deliver their unique service to anyone suffering hardship, regardless of their status. The main purpose of the organisation is to provide relief for those who require it through storage and distribution of clothing, toys and other goods to families in poverty or in need.

Through its membership of the Development Trust Scotland (DTAS), the Directors were able to further support GN1BPSS, by securing a grant of £24,000 from DTAS and Scottish Community Alliance's (SCA) Local Resilience: Pockets and Prospects programme. The programme was funded by the Scottish Government



to support community led responses to austerity and welfare reform.

The funding enabled GN1BFSS to purchase a much-needed van and other equipment.

At the recent opening of their new premises in Forge Street, Germiston, Audrey Dempsey was quoted as saying:

“Our time at the Millburn was heavenly. It was warm, clean and an endless amount of space and it really gave GN1BFSS the time to grow, achieve registered charitable status

and get GN1BFSS recognised. Without the help that the Trust has given us we would have had to have thrown in the towel; They believed in us, supported us endlessly, and gave us a chance when no one else would.

What they did for us allows us to do for others; and we are forever grateful and thankful to the Trust.”



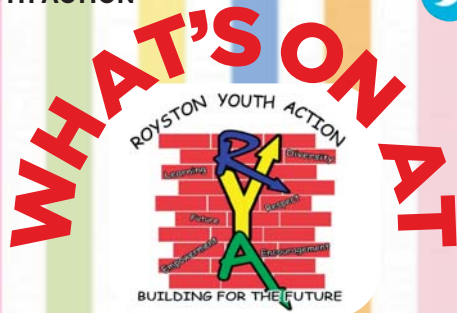
Policy Review – have your say...

The Association currently has a number of Housing Management Policies due for review.

- Allocations – how we let our properties
- Rent Arrears - how we deal with rent arrears
- Anti Social Behaviour - how we tackle anti social behaviour
- Estate Management - how we ensure we create and maintain a well managed environment
- Tenancy Agreement – outlines the terms and conditions of the tenancy agreement

When reviewing policies like this, the association is required to consult with tenants and customers and get their views and opinions on the proposals. The association would like to meet with anyone who may be prepared to give up a couple of hours of their time to help and have some discussion on these subjects. 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



MONDAY

Outreach work/Streetwork

FIRST Monday of every month Book Club 6pm-7:30pm

TUESDAY

Homework Club and Study Group 3:30pm – 5pm

WEDNESDAY

Girls Health Group 6pm-8pm

Sports Club 6pm-8pm

THURSDAY 6pm to 9pm

Workshop Night

Accredited Awards: Duke of Edinburgh/Youth Achievement/Dynamic Youth awards
Life skills workshop. Youth Forum workshop. Drama workshop.

FRIDAY

Rainbow Group 4.30pm to 5.30pm • **Youth Club** 6pm to 10pm

SATURDAY

Bike Club 9am to 12noon • **Youth Club** 6pm to 10pm

1st Year Plus

For more info call 0141 572 0984 or pop in and see the youth work team!

Complaints

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 7477 and we will send a copy out to you.

In the period April to June 2018, we did not receive any complaints.



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 conducting policy reviews. Please contact Gillian at the office and we will add your name to our consultation register.

We now have in place a new procedure to assist any groups interested in becoming an RTO. This provides a step by step guide to registration and details of the support available from the Association.

Copies of the RTO Procedure can be obtained from the office or from our website at www.spireview.org.uk

Staff Contact Details



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Customer Services Assistant



Our Services at Rosemount Lifelong Learning

Community Learning

At Rosemount Lifelong Learning we offer a wide range of learning opportunities in the topics of IT, Care, Creative, Literacy & Numeracy and English for Speakers of Other Languages (ESOL).



Positive Futures



Positive Futures is a project that encourages people to make positive changes within their own lives and the lives of others. PFF offer an international café on Every Tuesday. A new Future Focus course is starting Tuesday 9th October 2018 and will be every Tuesday and Thursday at 221 Milburn Street. For a space call Jenna on 0141 553 0808

Our Nursery

At Rosemount Lifelong Learning we have provided a quality childcare service in Royston for more than 15 years. We put children at the centre of everything we do and we want your child to be a happy, confident and successful learner. We have some spaces available call us on 0141 552 3090 for more information and to book a visit.



Rainbow Room - 6 months - 2 years



Sunbeam Room - 2-3 years



Shooting stars - 3-5 years

Time for a Change and Volunteering



Our Time for a Change is an employability based programme giving you the chance to make positive changes in your life. TFAC covers build your digital skills, goals and volunteering.

Young Parents Project

Our Young Parents project offers employability support and programmes, parent and child sessions and gives parents the chance to engage in fun activities, skills and team working. We have our Aim High programme starting 18th September 2018 focusing on goals and thinking skills



Learning & Event Space • 102 Royston Road • Glasgow G21 2NU • 0141 553 0808
www.rosemount.ac.uk

Nursery • 221 Milburn Street • Glasgow G21 2HL • 0141 552 3090
Charity No: SC028909 • Company No: SC190521



CONTACT DETAILS

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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**

