

The Spire View



MERRY CHRISTMAS!

& HAPPY NEW YEAR



On behalf of all staff and Committee at Spire View, we would like to wish all our tenants and owners a very Merry Christmas and a Happy New Year.

Inside this issue:

Tribute to Tilly McIlroy

see page 4

TSS results... fantastic results!!

see page 6

Christmas and New Year Bulk Uplift Service

During the festive season everyone has an excess of boxes and packaging after the visit of Santa and once all the festivities have died down. After the success of the roadside bulk uplift service we provided last year we thought we would go for it again.

This service is there for all residents whether in a tenement flat or a house. We will be arranging this on **Friday 28th December 2018 and Friday 4th January 2019.**

Therefore, if you have bulk items, please place them on the pavement outside your property (without causing obstruction) on the above dates by **10.00am** and our Contractor, Clyde Valley, will uplift the items thereafter.

Forthcoming Holidays

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

Christmas Closure

Tuesday 25th December 2018

Wednesday 26th December 2018

Thursday 27th December 2018

Tuesday 1st January 2019

Wednesday 2nd January 2019

Thursday 3rd January 2019

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.**



Community Hub Update

If you've been on or around Roystonhill recently, you won't have failed to notice that things are progressing very well with the new community hub.

We have attached some of the most recent photographs. The excitement is definitely building in anticipation of the new building being completed in April 2019.

As always, a huge thank you to all our fantastic funders!



Funders:



LOTTERY FUNDED



The Scottish Government



COPPERWORKS
Housing Association

THE CLOTHWORKERS' FOUNDATION

THE HUGH FRASER FOUNDATION

Scottish Land Fund

Bomhuas Fuarann Na H-Alba



Development Update

Glenbarr Street New Build

In our last edition, we advised that we were moving towards tender stage for the project. This is where we issue documents to several contractors for pricing and we carry out both a quality and price assessment of the returns.

This process has very recently been completed and we are working to assess the returns and work with our main funding body (Glasgow City Council, Development and Regeneration Services) to hopefully be in a position to progress the project early in the New 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**

Following approval to progress from our funders, we will arrange for a further open event to be held and we welcome all to come along and view the plans at that time.



Progress made on the Masterplan!

Copperworks were pleased to announce recently that they finally achieved their goal of purchasing the "Triangle Site".

We also previously reported the work being progressed by Copperworks Housing Association, Blochairn Housing Association and the Rosemount Development Trust to undertake a masterplan exercise to look at various buildings and pieces of land (specifically the Millburn Centre, old tennis courts and the Roystonhill Community Centre (Blue Roof).

We were delighted to hear that funding has been secured to allow this exercise to be carried out and Grant Murray Architects and their team have recently been appointed to get this underway.

The feasibility study into the future use of the Roystonhill Community Centre (Blue Roof) is also nearing completion and the information from this will form part of the masterplan considerations. We will keep you updated as things progress.



Triangle Site

Copperworks is now in the process of obtaining firm costs for the remediation work required on this site. It is hoped that work will commence in Spring 2019 and complete during the Summer.

The end result will be a clean, tidy site which has been levelled and seeded or turfed. Copperworks is also now exploring options for funding of the improvements that the local community said they would like to see.

Copperworks would like to thank their funders of the acquisition and remediation: Rosemount Development Trust, Scottish Land Fund, Scottish Government and Glasgow City Council.



Affordable Warmth Dividend Guidance

What is the Affordable Warmth Dividend?

The Affordable Warmth Dividend is a £100 payment made by the Council to Glasgow residents who are 80 years of age and older on or before 31 March 2019 to help keep warm during the winter.

Who is eligible for the Affordable Warmth Dividend?

All residents who are 80 years of age or over by 31 March 2019 and living in Glasgow.

Did you receive a payment last year?

If you received a payment last year then you will automatically receive a payment again this year. You will be sent a letter advising you when your payment will be made. You do not need to apply.

How can I make an application?

You can apply for the Affordable Warmth Dividend in two ways:

Online

To apply online use the following link. <https://www.glasgow.gov.uk/index.aspx?articleid=23298>

Application forms are available from:

- The Council's website at: www.glasgow.gov.uk/awd
- Telephone 0141 287 7961

If you would like to post in your completed application please return it to:

Glasgow City Council • P.O. Box 36
Glasgow G1 1JE

How long will the scheme be available?

Applications will be accepted from 5 November 2018 until 31 March 2019. Applications will not be accepted after this date.

How will payments be made?

The preferred method of payment is by BACS directly into your Bank Account, however if you only have a post office account an alternative payment can be arranged.

When will the payment be made?

The Council will aim to make a payment to you in the month after they receive your application.

What evidence is needed to support your claim?

- a letter from the Department of Work and Pensions that confirms your address
- birth certificate
- passport
- driving licence
- utilities bill, bank statement or similar documents confirming residency at a given address
- pension award letter

If you are unable to provide the above evidence but have other documents that confirm your age and your address you can post them with your completed application or upload them online and your Affordable Warmth Dividend claim will be considered.

Is the claim limited to one person in a household?

No. Anyone who meets the criteria can apply, including those living in residential homes and hospitals.

Can someone apply on my behalf?

Yes, someone can apply on your behalf.

- On the online form there is a section that can be completed by someone applying on your behalf.
- On the paper form, if you write their details in the section at the bottom of the paper form or online. You can either complete the rest of the form or ask your nominated person to do it for you. However, you should still sign and date the application form.

Where can I find out more information?

You can get more information from the council's website at www.glasgow.gov.uk/awd or phone 0141 287 7961.



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 please contact the office and we can arrange it for you.



Tilly McIlroy – A Formidable Woman

The Management Committee and Staff at Spire View were deeply saddened to learn that one of our former Committee Members, Tilly McIlroy, had passed away in October of this year.

Throughout her life, Tilly was always very active in the local community and first became involved in social housing as a Committee Member of Garngad Housing Association in the late 1980's / early 1990's. She held the Chairperson's position at Garngad for many years and was instrumental in bringing Garngad Housing Association and James Nisbet Housing Co-operative together in 2002 to form Spire View. Between 2002 and 2017 Tilly held a number of 'Office Bearer' positions including Vice Chairperson and Chairperson.

In spite of illness, Tilly continued as the Spire View Vice Chairperson until October 2017 at which point she felt the time was right to retire. This was a big loss to Spire View and the

Committee and Staff missed her passion, drive and determination to do the right thing for her local community.

Over the course of around 30 years, Tilly willingly volunteered an enormous amount of her time to Garngad / Spire View – there are few people can match this level of commitment! She played a massive part in the transformation of Royston and we are all indebted to her for this. Had it not been for Tilly, and others like her, local people would not be living in the fabulous homes that they now enjoy.

Tilly McIlroy was, by far, one of the most formidable characters you could ever meet. Her dedication to the local community was inspirational and she was well known for speaking her mind and standing her ground! She consistently fought the Spire View corner, never shied away from her responsibilities and always considered the needs of our tenants



(her neighbours) first and foremost. As well as this, Tilly was completely and utterly dedicated to her very extensive family. She spoke very fondly of all her children, grand children and great grand children. She entertained us with tales of the huge Sunday dinner gatherings... something which she enjoyed tremendously. She also frequently reminded us how proud she was of all their achievements. Our thoughts are with all of Tilly's family at this very sad time.



Fruit Barra

Roll up, Roll up... the Fruit Barra is in the office every Thursday morning from 9:30 to 11:30am. They provide a great selection of fresh fruit and veg at fantastic prices, right on your own doorstep. They also have 'Fairshare' items at real knockdown prices. Fairshare are generally branded items like Kelloggs cornflakes and also pasta and rice and loads of tins to choose from. Come along and bag yourself a bargain. An outreach Fruit Barra also operates from Rosemount Lifelong Learning on Royston Road from 12.30 – 1.30pm every Thursday. They also hold community meals on a regular basis and cookery classes and are always looking for volunteers to help out at these. Please contact Michael if you are interest in volunteering at volunteer@ngcfi.org.uk.

Day	Location	Time
Monday	Blochairn Housing Association, 1 Blochairn Road, G21 2ED	2:00 – 3:45pm
Monday	Royston Primary School, 102 Royston Road, G21 2NR (term time only).	2:45 – 3:15pm
Thursday	Spire View Housing Association/ Copperworks Housing Association, 43 Tharsis Street, G21 2JF	9:30am – 11:30am

Please note unfortunately the Fruit Barra is no longer available at Bright Street.

Wider Role Strategy Policy Review

For many years now most Social Housing Providers including ourselves have become increasingly involved in "Wider Role". Wider Role means anything that isn't housing related like:

- Money Advice Service, Financial Capability, Tenancy Support
- Community Events / Clean Up days
- Working with other agencies, i.e. Royston Youth Action, North Glasgow Community Food Initiative.
- Providing new community amenities such as the Spire View Hub or the Copperworks 'Park on the Hill'.

There are various reasons why organisations become more involved in these types of activities. We truly believe that Wider Role can help solve issues within the community, encourage greater tenant participation / community involvement, also enhance the community in which you live in.

We have had a Wider Role Strategy in place for a few years now and it is due for review.

If you are interested in working alongside us on how we can further develop / improve upon what we have achieved to date or take us in another direction then please contact Donna on **0141 559 6773** or alternatively email **donnarichardson@spireview.org.uk** we look forward to hearing from you.

Tenant Satisfaction Survey

We are delighted to announce that our Tenant Satisfaction Survey is now complete. The response we received was fantastic so a massive thank you to everyone who participated. A summary of our fantastic results is outlined below. A copy of the full report is available at the office.



Spire View Housing Association

Resident Satisfaction Survey 2018

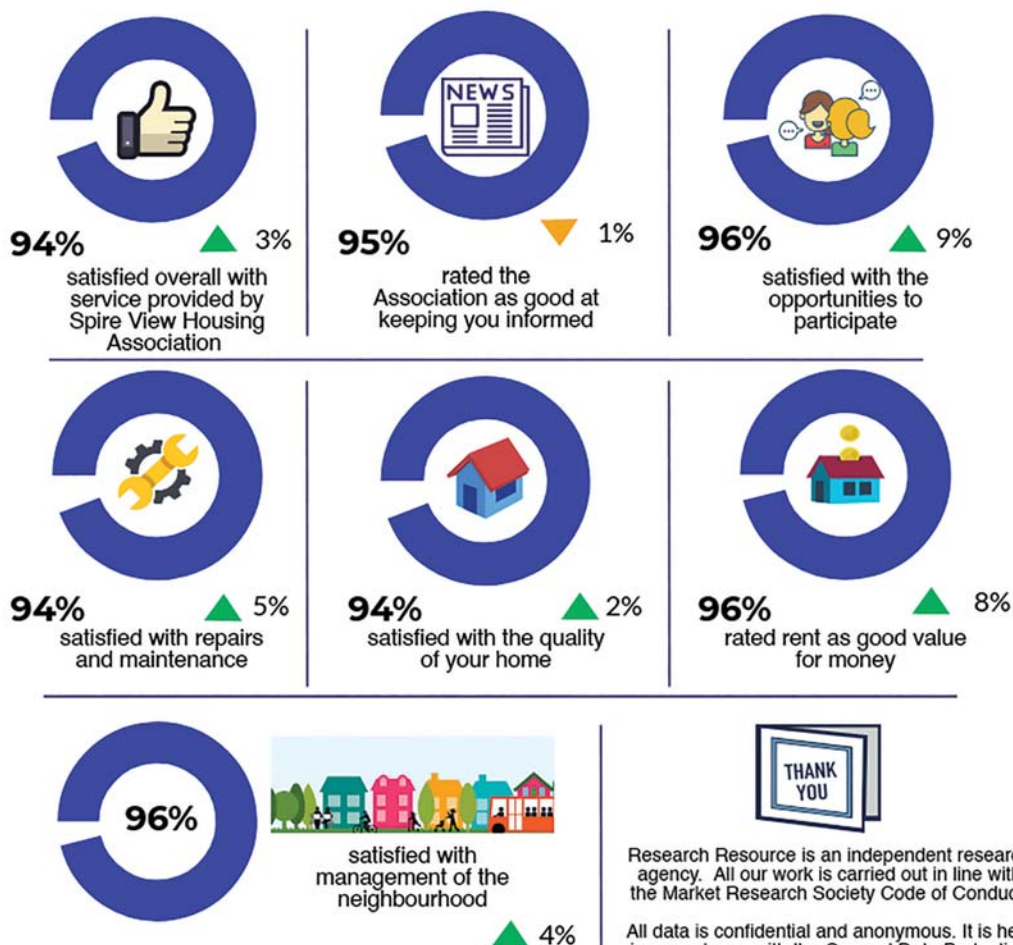
What did we do?

236

INTERVIEWS

We spoke to 233 Spire View tenants and 3 factored owners to find out how satisfied they were with the Association and the services they provide. This is done to report back to the Scottish Housing Regulator and allows the Association to improve their services for customers.

What did you tell us?



Research Resource is an independent research agency. All our work is carried out in line with the Market Research Society Code of Conduct.

All data is confidential and anonymous. It is held in accordance with the General Data Protection Regulations.

Tell us what you think...

Rosemount Development Trust is currently carrying out a short survey of residents and partners, it would really help the organisation if you could fill out the online survey form.

The form is confidential and only takes a couple of minutes.

If you have a few minutes please type the following link into your browser and have your say in what happens your community.

<https://www.surveymonkey.co.uk/r/RosemountDevelopmentTrust>





Royston Tea Dance...

...can we get a "woop woop!"

The dancing shoes were on again on Tuesday 27th November for our fabulous tea dance.

We had a great turn out yet again and were entertained by the wonderful Donnie Findlay, who was absolutely fantastic as usual. 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 a new dance "the walk of life" wow!... such a great time was had by all. We also had a wee sing-song with some fab singers who are always a pleasure to listen to. Delicious tea, sandwiches and cakes were enjoyed and we even had a wee game of bingo... fantastic! A big THANK YOU to Malky McDermid who was our bubbly bingo caller for the day – thanks Malky for giving up your time to entertain us.

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.

We would also like to pay a special tribute to one of our regular tea dancers... Wee Josie Cuthill who was the life and soul of the party and will be sorely missed by all.



Rent Charges 2019/2020 – Consultation – Please have your say!

Once again, it's the time of year when the Association's Management Committee has the very difficult task of considering the issue of the rent to be charged for the next financial year.

We have enclosed a separate consultation flyer on this and are very keen to hear your views on the rent review and would appreciate it if you would complete the questionnaire enclosed and return to us by Friday 11th January 2019. Everyone who returns their questioner will be entered into our fabulous prize draw with the chance to win a £40.00 love to Shop Voucher 😊

Halloween Competition Winners



We had a great response to our Facebook/ Twitter Halloween Competition. We really loved how imaginative the costumes were and it was great to see the photos. Although we struggled to pick a winner, in the end we chose Aoifè MacMahon with her very scary Skeleton outfit! Those zombies get everywhere. Well done to all who took part and in particular Aoifè who won herself £50 Love to Shop vouchers. You can see all the entrants on our Facebook page. We also had 2 winners with our Count the Bats competition Rhianna McKenna and Carly Johnstone who correctly counted 50 bats in our last edition and bagged £10 Love to Shop Vouchers



Now that Halloween is over we are marching ahead to the festive season and we have an action packed month ahead with loads of competitions starting with our Santa Selfie Competition on our Facebook and Twitters sites. So don't delay, pop over now and have a wee look next time it could be you!!!

Facebook & Twitter

Spire View HA has 429 likes on Facebook and 706 followers on Twitter!!

We have also recently set up an instagram, Snapchat and a flickr page – we plan to use these pages to update our community on the progress of the new Community Hub, to run competitions , update the community with local events, jobs, and things of interest as well as keeping you up to date with what is happening at Spire View. So there are plenty of interesting posts to have a wee nosey at. Come on over and check us out by simply searching for Spire View Housing Association. See you there...



Santa Selfie!

After the success of our Halloween photo competition, our Christmas competition is a "Santa Selfie". We are asking you to post a picture on our Facebook or Twitter page (or pm them to us and we will post them for you) of you with Santa.

The prize will be awarded to the photo with the most "likes" of Facebook or most "loves" on twitter. The competition is open to **everyone** in the G21 2 post code area. Deadline for this competition is Friday 4th January 2019 at 5pm. Winners will be announced on Monday 7th January 2019.



'Tis the Season to be jolly... ...Christmas News

Royston Winter Wonderland

On Wednesday 12th December Santa Claus made a very special visit to Roystonhill Community Centre.

He met with over 350 very excited local young people who took part in loads of activities including decorating our Christmas tree, making Christmas baubles to hang on the tree and arts and crafts. Santa very graciously agreed to have his 'selfie' taken with all the local kids and all the mums, dads, grandparents and guardians. At this event we asked everyone to post their 'selfies' on our Social Media pages to enter our 'Selfie with Santa' competition. I'm delighted to say we had a fantastic response by our community to this event and competition and all your pics are fab!! It's not too late to join in and post your photos the deadline for this competition is Friday 4th January 2019 at 5pm. Winners will be announced on Monday 7th January 2019.



Merry Christmas to one and all...

In time honoured tradition our staff will soon be out and about delivering a small Christmas gift to all our tenants aged 65 and older. We would like to take this opportunity to ask all tenants to be mindful of your elderly neighbours.

If you can, call in on them from time to time to make sure all is well, especially during bouts of bad weather. On behalf of all staff and Committee at Spire View we would like to wish you all a very Merry Christmas and peaceful New Year.



Management Committee Vacancies



Spire View Management Committee has 3 new members!!

We would like to say a huge Spire View welcome to our 3 new members Caitlin Heaney, Ross Love and Mark Shannon. The Management Committee are delighted to welcome these new members and are keen to continue this trend and recruit some more people.

Our Management Committee is made up of volunteers (elected by our members) who are involved in making decisions which determine how we provide services to our tenants and owners.

Our Committee is currently 13 strong, which means we have two vacancies for another two willing people to come on board with us. This is an exciting time for the organisation with our New Community Hub and the development of new houses at Glenbarr Street and with plenty to work towards it really is a great time to be part of our team. It is a fantastic way to get involved in decision making in your own community and to make a difference. You would also be eligible for training opportunities, which would significantly enhance 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.

Car Parking Update

As many of you will be aware, we have experienced parking issues for a number of years in our streets mainly due to our close proximity to Glasgow Royal Infirmary and local schools.

To try and reach a solution to these issues for our residents, we have been advised that Glasgow City Council will carry out a restricted parking consultation from April 2019. This will involve two areas; Dennistoun from the hospital to Alexandra Parade/Duke Street train station and Royston from the M8 to Royston Road and St Roch's pitch to Blochairn Housing Association. If Dennistoun residents agree to enforce parking restrictions, this will have a knock on affect in Royston; therefore it is important that people who live in Royston are included in the consultation too.

This will hopefully establish if residents wish to adopt restricted

parking which would mean the allocation of a parking space for each permit purchased. The cost for each permit is approximately £85.00 per year. The consultation will take approximately 2 years and tenants/residents will be advised of the outcome as soon as possible... so something to think about over the next few months.

Meanwhile... 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 are aware 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.

However if you do see a vehicle parked on double yellow lines, parked up on a pavement or parked across/partially across a driveway, 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 or blocking driveway:
Police Scotland: 101**



Winter Warning!

The daylight hours are getting shorter and the cold weather and winter chills are now well upon us.

Every year we issue a winter warning in our Christmas edition of the newsletter. Now is a good time to think about how to keep your home warm over the winter months and to make some small changes which have the potential to have a real positive effect.

If your boiler has a time function/programmer, it is worth taking some time to get the hang of it – with the clever use of your timer, you can make sure you always wake up warm and come home on those dark nights into a warm environment without having to leave your heating on 24/7. If you need any advice on how to use your timer, please contact our office for assistance.

Keep your radiators clear...

Keeping your radiators clear by moving furniture away from direct contact will allow the hot air to circulate more freely and warm up the room more effectively.

Stay in touch...

It is good advice to make sure you know how to contact your neighbours by phone – it's easy to lose touch in the winter months when people aren't out and about as much. If you know of an elderly neighbour near you, call in from time to time to make sure all is well. You should also continue to go to your social activities with friends or at your local community centre. If you can't get out for any reason, give them a call to let them know!

Contents Insurance...

Although we are hopeful that this winter will be incident free, accidents can happen and therefore we encourage you to have adequate contents insurance in place. This way, you will be able to be reassured that in the event of any incident occurring, your possessions are protected. If you want more information on how you can be insured cheaply and easily please contact the office and pick up an information leaflet and application form.

Dogs Trust Roadshow

On 20th November, Spire View and Copperworks hosted a Responsible Dog Ownership roadshow in Royston, in partnership with the Dogs Trust.



It was a very successful day with lots of dogs and their owners attending. The Dogs Trust Veterinary Nurse was able to offer free microchipping, nail clipping and carry out a general assessment of all the dogs health.

The team were also on hand to provide health & wellbeing advice including promoting the importance of:

- Taking out pet insurance
- Registering with a vet
- Neutering
- Maintaining a healthy weight
- Recognising signs of ill health
- Regular flea/worm treatment
- Annual vaccinations
- Regular dental checks

We would like to take this opportunity to say a big thank you to Ellie and Jillian from the Dogs Trust for all their assistance with this successful event!

Cash for Kids

Following on from our last newsletter, Spire View made **94** applications to the Cash for Kids Christmas Grants and we are delighted to announce that **93** were successful. We are hoping to receive the money mid-December. Once we receive the funds, we will contact successful applicants and arrange for you to call into the office to collect. Grant Recipients will need to sign a mandate before receiving any funds.

We are sure you will agree that this is a very worthwhile cause as many families struggle financially at this time of year; therefore we would like to take this opportunity to say a big thank you to Clyde 1 for all of their assistance and generosity.



What's on at the Blue Roof?

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

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 – please contact Gillian on **0141 552 7928**.
 Terms & conditions apply for hall hire.

It's that time again...

Spire View Housing Association is well known for carrying out Clean up Events! Each year we host a new event, more and more people get involved.

It never fails to amaze us the level of enthusiasm that each tenant and child has when participating in the clean-up of their area. I'm delighted to say that it's that time again...



We have set ourselves a fresh challenge in the spring of 2019 (Feb/ March) we are looking to hold another clean up event, are you up for it? Royston Primary and our Youth Committee are! Help us make the day another fantastic success. Watch this space and we will keep you updated or if you wish to help out simply contact the office and leave your contact details and we'll get back to you.

Contents Insurance

As you will be aware the Association has its own buildings insurance cover for our 554 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 you 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.



£75,000 Wren Grant supports Royston Spire Park Project

Rosemount Development Trust (the Trust) is delighted to have secured a major grant of £75,000 from Waste Recycling Environmental Ltd.'s. (WREN) FCC Scottish Action Fund, to regenerate and transform Royston's Spire Park into an improved and more user-friendly community space.



As our main funder, WREN's £75,000 contribution from the FCC Scottish Action Fund will enable us to move forward with our landscape and environmental plans for the Spire Park.

The project; to improve and enhance the park, will see much of the existing concrete removed and replaced with a new landscape design to improve the aesthetics, biodiversity and usefulness of the park for community events and activities, including recreation and health programmes.

The new landscape will include hard and soft landscaping, outlining the original Church footprint as well as re-introducing Royston's Rose 'Where the Heart Is', named after the original 'Save the Spire' campaign in the 1990's.

Rosemount Development Trust are delighted to be working collaboratively with Spire View Housing Association to ensure a

seamless programme of works for both projects, with landscape and environmental works due to start around November/December 2018, following completion of Spire View Housing's 'New Build' Community Centre.

Other funders to the project include:

BIG Lottery's 'Awards for All'

Fund provided a very generous contribution of £10,000 and Rosemount's subsidiary company, Rosemount (Workspace) Ltd has underwritten an agreement to fund any shortfall in funds.

Rosemount Development Trust's subsidiary Rosemount Workspace Ltd

will also provide financial support to the project.



The Trust is immensely grateful to WREN, as without their support, our project would not have been able to progress. Their support and the support of our other funders will ensure we have a lasting and positive outcome for Royston and its surrounding communities.

Completion of both projects is scheduled for April 2019.

Calling all Royston Residents!

Are you or do you know someone aged 50+?

Well this group could be for you!

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.



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 July – September 2018.

Complaints Received	July 18	Aug 18	Sept 18	Total
Complaints received at Stage 1	1	7	3	11
Complaints received at Stage 2	1	1	0	2
Complaints Resolved				
Complaints resolved at Stage 1	1	7	3	11
Complaints resolved at Stage 2	1	1	0	2
Escalations				
Escalations to Stage 2	0	0	0	0

Reason for Complaint	July 18	Aug 18	Sept 18	Total
Contractor	0	1	1	2
Staff	0	1	1	2
Equalities	0	0	0	0
Policies & Procedures	0	0	0	0
Governance	0	0	0	0
Finance	0	0	0	0
Maintenance	1	6	1	8
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	1	0	0	1

Satisfaction with Complaints	Very satisfied	Fairly satisfied	Neither sat/dis	Fairly dissatisfied	Very dissatisfied
How satisfied with outcome?	2	3	6	2	0
How satisfied with handling	2	3	6	2	0

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

Case Study 1

A local resident raised an issue regarding the redevelopment of the Rainbow Hall. Complainant felt that she was not consulted enough regarding this matter. She also asked for clarification on the ownership of the Spire part of this site and the dividing wall. This complaint was recorded as a stage 2 complaint and investigated. Staff offered to meet with the complainant to chat about this issue and also assisted the person in gaining the additional information requested and also offered to add this person onto our mailing list to keep them updated on progress at this site. Staff learned that when undertaking a project such as this development that it may be useful to host an evening information session and to include all local residents when sending out flyers and information leaflets.

Case Study 2

A tenant made a complaint as they were unhappy that a wet room could not be fitted to an upstairs cupboard. Following investigations from staff and a contractor it was found that the property was unsuitable for this type of adaptation. Staff have learned that although Stage 3 adaptations are requested by Occupational therapists or doctors, not all properties are suitable to have these carried out. Staff therefore will offer tenants the option to consider a move to a more suitable property.

Scottish Secure Tenancy Review

Every 3 years we review the Scottish Secure Tenancy. This is the Tenancy Agreement in place for all our tenants. When we carry out this review, we give all our tenants the opportunity to have their say on any proposed changes. This time around is no different.

Our review is due to be completed by March 2019. However, the Scottish Government is also making changes to the SST which are required following implementation of the Housing (Scotland) Act 2014.

Once the Scottish Government documents have been published we will carry out a review of our current tenancy agreement to incorporate these changes and will consult with our tenants. However if you have any questions regarding the changes or would like to take part in the review please contact Donna on 0141 559 6773 or alternatively email donnarichardson@spireview.org.uk

Maintenance Update

Kitchen and Boiler Replacements – the next phase...

As you will know from our last edition, CCG recently completed the first phase of planned maintenance works for this financial year.

We are now moving onto phase 2 and have written to all tenants who are affected by this.

We were delighted with the quality of work carried out by CCG in the first phase and we are confident that the same will apply to the next phase.

At the time of writing, we have met with CCG and discussed a proposed timescale for works. They will now write to all tenants affected and request access to carry out a house survey to allow them to plan effectively for the installation. By the time this newsletter hits your doorstep, we are hopeful that the majority of these surveys will be underway.

Tenants affected will also have received a letter from the Association inviting them to call into the office to make their kitchen selection, if applicable. If for any reason, you are unable to call into the office on the time



slots allocated, a member of the maintenance team will be happy to assist in making alternative arrangements.

We would like to take this opportunity to remind tenants of the Association's policy in relation to planned maintenance where tenancy related debt exists. This states that:

“for planned works to be progressed, tenants must have tenancy debt (arrears, legals and recharges) of no more than £300. In addition, tenants must have established and maintained an arrangement for 6 months continuously”.

If you are affected by this, please contact your Housing Officer to discuss.

Stock Condition Survey...

The Association will also be carrying out a stock condition survey in the coming months which will allow us to collect up to date information on the condition of our properties both internally and externally. Our Consultants will select a sample of homes to visit and if you are selected, your co-operation in providing access will be greatly appreciated.

We are very aware of the main areas highlighted by tenants within our recent tenant satisfaction survey and this information along with the stock condition survey information will inform our future investment strategy.

We look forward to sharing this with you in the near future.

Painting work nearing completion...

We are currently in year 5 of our 6 year painting partnering agreement with J S McColls and work to the properties listed below has been ongoing over the past few months.

Tenants and owners affected by these works have received separate notification of the planned works and

the relevant charges to be applied (where applicable).

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

We are aware that there have been some issues with the quality of the work carried out to date, which we

were surprised at as JS McColls work has been of very good quality up to now. However, we would like to assure tenants and owners that we carry out post inspections and will not pass any work that we feel is not up to standard. JS McColls have taken action to remedy any issues raised and will continue to do so until work is of a satisfactory nature.

Programme Dates	Location
3/9/2018 - 5/10/2018	50 & 60 Roystonhill (Internal & External)
8/10/2018 - 26/10/2018	2 & 6 James Nisbet Street (Internal and External)
29/10/2018 - 30/11/2018	11 & 15 James Nisbet Street (Internal and External)
3/12/2018 - 29/3/2019	73-85 James Nisbet Street (Internal only)

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Universal Credit Roll out & Policy

Universal Credit, introduced by the UK Government, is a single monthly payment that replaces six benefits.

As from the 31st October 2018, anyone making a new benefit claim, or updating a current claim, will be moved on to Universal Credit.

There are important differences to Universal Credit you need to know about:

- it can take six weeks from when you first make a claim until you get your first payment
- payments will be made once a month, on the same date every month
- the money is paid directly to your bank account and will include your housing costs (rent)
- we won't receive your rent payment directly so it's up to you to pay your rent every month
- you will be asked to sign a claimant commitment. If you don't follow this, you can be sanctioned and lose all of your benefits
- you will get an online journal which you will use to keep the DWP (Department of Work and Pensions) updated on your circumstances.

The Scotland Act 2016 introduced other ways people can receive Universal Credit. This is known as Scottish Choices and it's more flexible. You have the choice of:

- being paid Universal Credit twice a month rather than monthly; and
- having your Universal Credit housing element being paid directly to your landlord to cover your rent.

These choices will be offered to people making new claims for Universal Credit in full service areas. You'll find this option in your online journal at the start of your second assessment period.

Don't worry we are here to help you.

- you'll need to go online and have an email address. We can help you get online and update your online journal
- your money will go into a bank account. We can also refer you to our financial inclusion officer who will help you set up a bank account
- it's up to you to pay your rent. Our financial inclusion officer can help you budget and set up a direct debit payment
- If your circumstances change and you need to claim Universal Credit, do it quickly so your first payment isn't delayed

If you would like a copy of our new Universal Credit Policy please contact the office or download this from our website.



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EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water **01294 468113**

All Other Emergency Repairs **0800 595 595**