

The Newsletter for Residents of Spire View Housing Association

Issue 61 • Spring 2019

The Spire View



It's coming along nicely...

The excitement continues to build at Spire View and in the wider Royston Community as we await completion of our new £2.1m state of the art Community Hub. We are hoping that the building will be finished during May/June 2019 and we will open the doors over the Summer months. We are in no doubt that this will be a fantastic facility for our local community and look forward to welcoming you all! (continued on page 2)



Our Power

Last year the Association arranged for Our Power meters to be installed in all empty houses. This is because they provided the best



deal for tenants with pre-payment meters.

Unfortunately, Our Power has recently gone into administration.

Ofgem, who are responsible for regulating the electricity and gas market suppliers, have appointed Utilita as the replacement supplier for those who are currently supplied by Our Power.

Therefore, if you were an Our Power



customer, you should have received communication from Utilita by now in relation to your ongoing supply.

If you are having any difficulties, please contact the office and we will try to assist.

Community Hub Update



The new hub will have 2 fabulous halls for let, a wonderful commercial kitchen, a café area, a community shop / convenience store and some office space...not to mention the outdoor space with the most amazing views across the City! It really will be the envy of many... and it will be right here on your doorstep!



Most residents will know that

Spire View has been keyholding and managing lets at the Blue Roof building for almost 2 years now. We have a significant number of lets there, all of whom will transfer to our brand new hub in the coming months. This will mean we have an action packed programme at the hub from the very start however, because we have 2 halls, we will be able to accommodate so much more than at blue roof! If you are interested in making a booking for a club, children's party's or meeting please feel free to contact Gillian Spence at the office who will be more than happy to assist you with this.

In the meantime, we have included some very recent photographs to whet your appetite and let you see the amazing progress that is being made.

Forthcoming Holidays

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

Easter

Friday 19th April and Monday 22nd April 2019

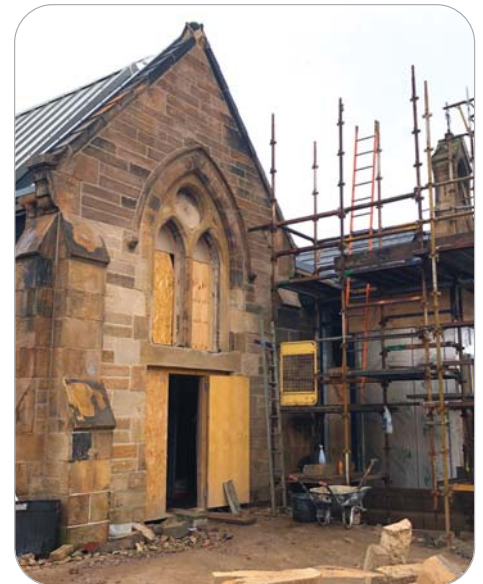
May Holiday Weekends

Monday 6th May 2019

Friday 24th May and Monday 27th May 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.



Funders:



Maintenance Update

Kitchen and Boiler Replacements

We are pleased to provide an update and advise that our Contractor, CCG, has now been appointed to carry out the next phase of replacement kitchens and boilers at 100 – 114 James Nisbet Street and 102 – 132 Roystonhill.

Works got underway on 4th March 2019 and should be finished by early April. Therefore, by the time this newsletter hits your doorstep, we are hopeful that the majority of these installations will be complete.

All tenants affected were contacted to make their kitchen selections, and were also provided with their planned installation date. The maintenance team will be on hand throughout the installation process to offer advice and answer any queries tenants may have.

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.

We will now be looking to progress works planned for financial year 2019/20.

Stock Condition Survey ...

Our Stock Condition Survey is now well underway. Our surveyor has carried out all the surveys required and we are now reviewing the information and data collected. This exercise allows us to gather robust information on the condition of our properties to allow us to plan future repairs and improvements to ensure our stock remains in tip top condition.

Thank you to all tenants who provided access during this process as it has really helped us to complete the exercise quickly.

We are also very aware of the main priority areas highlighted by tenants within our recent tenant satisfaction survey. This feedback 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

Painterwork... the last stretch

We are now in year 5 of our 6 year painting partnering agreement with J S McColls and work to the properties listed below has recently been completed.

Tenants and owners affected by these works have received separate notification of the planned works and the relevant charges to be applied (where applicable)

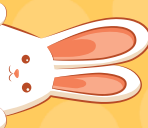
We continue to consider other possible window and render repair works to the exterior of the blocks at 11 & 15 and 73-85 James Nisbet Street.

As a result, all external painterwork was placed on hold this year.

We became aware of some issues with the quality of the work carried

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 only)
3/12/2018 – 29/3/2019	73-85 James Nisbet Street (Internal only)

out during this year's work. We raised this with JS McColls who took immediate action to rectify the issue. We would like to reassure tenants and owners that we carry out post inspections and will not pass any work that we feel is not up to standard.



How does a rabbit throw a tantrum?
He gets hopping mad!

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



What kind of music do bunnies like?
Hip Hop!

Development Update

Glenbarr Street New Build

We are delighted to advise that we have now completed the tender process and have had our grant funding confirmed by Glasgow City Council Development and Regeneration Services. We would like to thank them for the funding and their assistance in getting the project to this stage

We are currently still awaiting planning consent and Building Warrant approval but are hopeful that these will be received in the very near future which will allow us to award the

contract and agree a formal start date with the preferred contractor.

This project will see over £3m of housing investment in the area and is the first development project taken forward by Spire View in many years. We are therefore very excited to be providing some much needed new homes in the area as well as providing a much needed facelift to the site at Glenbarr Street which I am sure you will all agree has been a bit of a blight for the past few years.

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 appointed our contractor and have more information in relation to timescales etc we will arrange a further open event and we welcome all to come along and view the plans at that time.



Progress made on the Masterplan!

This masterplan is being progressed by Copperworks Housing Association, Blochairn Housing Association and Rosemount Development Trust who all have a vested interest in the sites being considered under the plan i.e. The Millburn Centre and the old tennis courts.

The design team appointed have been working on some initial design proposals and once they have firmed this up, the partner organisations will arrange a consultation event to gauge the views of the community.

We will keep you updated as things progress.



Triangle Site

Our neighbours and colleagues at Copperworks have been working hard to get works underway at the triangle site. They recently concluded the tender process for remediation works, and works got underway on 8th April 2019. The contract will run for around 6 weeks and we expect to see some massive changes by the time Summer comes around.



The end result will be a level, clean, tidy site which has been seeded.

Once this task is complete, Copperworks will turn their attention to securing funding for the improvements that the local community want to see.

Copperworks would like to express their sincere thanks to their funders. Without their support, acquisition and remediation would not have been possible and the site would have remained an eyesore for many years to come.

Spire View would like to express their thanks to Copperworks and the Rosemount Development Trust for making the triangle site great again!

What a wonderful achievement!



Royston Strategy Group

The Strategy group are continuing to meet regularly and all members around the table remain committed to the Royston Vision and Strategy which was recently reviewed and updated.

Various issues are discussed around the meeting table and this article gives an update on where progress has been made to date:



- Spire View are progressing with the development of the Community Facility on Roystonhill and full details on this exciting venture can be found in our separate article.



- Royston Youth Action progressed consultation and development of proposed plans for a new sports facility in Glenconnor Park and discussions/considerations are still ongoing on what the next steps should be.



- Copperworks Housing Association continues to take the lead on behalf of the Strategy Group in relation to the "Triangle site" and completed the acquisition of this in September 2018.

They are now working to progress the remedial works required to make the site safe and pleasant for the local community to use. A Feasibility Study for the site was also commissioned to look at the possible future use of the site for open space and play and the design was presented to the community and met with a great response. The proposals contained within this design will form part of the next stage of works to be progressed should funding become available.



- Rosemount Development Trust hosted a very successful Christmas light event and I am sure all readers would agree. They are also working on a couple of other projects including:

- A feasibility study into the old janitor's house at Royston Primary School to see if this could be brought back into community use.
- A floral tribute on Royston Road. They continue to liaise with various parties to move this forward.

Environmental Improvements

The Association conducted a feasibility study some years ago to look at open spaces within our area. This resulted in some work being carried out at the disused car park in James Nisbet Street, the "greeny" – open space at the rear of 80/90/100 Roystonhill and The Star at the bottom of Roystonhill. We recently decided to update this feasibility study and some initial proposals for consideration have been developed. These include some possible environmental improvements to James Nisbet Street and Rhymer Street as well as a few other pockets of land. We will keep you updated as things progress.

Blue Roof

Once we move to the new Community Hub, we will, sadly, be giving up our key-holding at the Blue Roof. This will likely be around August 2019.



This building and the agreement with Glasgow Life, provided us with a fantastic opportunity to 'decant' groups from the old Rainbow Hall and build our experience in managing a community facility. It also allowed us to extend the opening hours and provided much needed facilities in the local area. Whilst we will be sad to leave, we are delighted that the Blue Roof will have a future and will be taken over by Glasgow City Council's Education Department, who intend to convert it to a Nursery. We believe works will get underway very soon after our departure and should be completed late 2019 / early 2020.

Are you keeping yourself safe??

As a landlord, we have certain legal duties including carrying out an annual gas safety check and ensuring that your smoke detection system is in good working order.

However, as a tenant, are you keeping yourself safe?

There are a few minor actions that you can take to ensure that you are keeping you and those around you safe including:

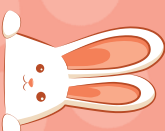
- Test your smoke and heat detectors weekly
- Keep your detectors clear of debris and dust
- Provide access for your gas and smoke detector checks when requested.

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

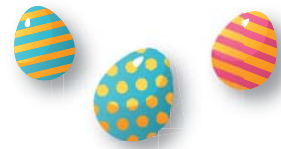
What do you call a rabbit with the sniffles?
A runny bunny!



What do you call a sleeping egg?
Egg-zosted!



Legionella and Water Safety Advice



What is Legionnaires Disease?

Legionnaires Disease is a type of pneumonia that can kill. The bacterium that causes the disease is called Legionella pneumophila and it can be found living in rivers, lakes and reservoirs; normally in low numbers that cause no problems. They can also live in purpose built water systems; including hot and cold water systems, Cold Water Storage Tanks (CWSTs), pipe work, taps and showers where if conditions are suitable numbers can increase.

Although Legionella are usually associated with larger water systems such as in factories, hotels, hospitals and cooling towers, they can also live in smaller water supply systems used in homes and other residential accommodation.

It can affect anybody but mainly affects people who are vulnerable. This may be due to age, illness, smoking or a lowered immune system. Due to its nature it can only be contracted by someone inhaling droplets of water contaminated with the bacteria.

In the right conditions (time, nutrients, temperature), the bacteria may multiply increasing the risk of Legionnaires' disease, so it is important to control the risks. Legionella can survive in low temperatures, but thrives at temperatures between 20° Centigrade (68° Fahrenheit) and 45° Centigrade (113° Fahrenheit). High temperatures over 60° centigrade (140° Fahrenheit) and over will kill them.

What can I do to reduce the Legionella risk in my home?

The risk of legionella in a residential environment is very low, but you can take steps to avoid it. The risk is greater when you move into a new home and

also higher if you are returning after a long break.

- Run your shower (minimise your exposure to the spray) and all taps continuously for at least 5 minutes when you move in or return after a long break (more than 7 days). This flushes out any bacteria that may have been present. To further reduce the risk submerge the showerhead in the water run off through the taps.
- Keep your Cold Water Storage Tank covered, insulated, clean and free from debris.
- Your hot water has been set at 60 degrees centigrade; please keep it at this setting.
- Physically clean and disinfect your showerhead every 3 months.

Hot water safety

Accidents involving overheating hot water cylinders are thankfully rare. However if you know the warning signs, you can help to make sure you and your family are safe if your cylinder does overheat.

These are the warning signs to look out for:

- Excessively hot water coming out of the hot water taps.
- Excessive noise or 'bubbling' from the hot water cylinder.
- Hot water coming out of certain cold water taps (some Cold Water Storage Tanks, also feed cold water taps in the bathroom).
- Steam / moisture in the roof space.

If you think your thermostat may be overheating, please turn it off and contact us. If you report a problem with an immersion heater, we will check whether any of the warning signs are present. We will ensure that all immersion heaters we repair or replace have a safety cut out feature.

Invitation...

Yes, it's that time again to get your glad rags on and join us for an afternoon of singing, dancing, tea and cakes at

the Blue Roof, 15 Forrestfield Street on...

Tuesday 14th May 2019
from 2pm - 4pm

(doors open at 1.45pm)

So get your dancing shoes on and join us for an afternoon of fun, music and dance... and we even throw in a wee game of bingo!

We are delighted to announce that we have the famous Christian (some of you will know him as Chris McClure) coming along to provide the entertainment for the day, so it will be very busy. If you are interested in coming along, please contact the office to book your tickets which are £3.00 each.



Remember to book as soon as possible to avoid disappointment! See you all on the 14th!

Please report repairs ...

We would ask that all our tenants be mindful of reporting repairs as soon as it becomes apparent that there is a problem with the functioning of the fixtures and fittings we have provided as part of your property. We would like to carry out repairs when the repair is minor, when it is easier to fix and there is less of an upheaval for you and your neighbours.

In particular if you notice that your boiler pressure is constantly needing to be topped up - there may be a leak somewhere, or if you notice a wee leak at a tap/ pipe/ shower/ toilet or a damaged bath seal. These may be a minor irritation to you, but to one of your neighbours it may be a major issue.

Smelling gas in your property, in the close, or outside the property is a MAJOR SAFETY CONCERN. We would ask that you call TRANSCO on 0800 111 999, they will attend to check this out. If you smell gas indoors - do not smoke. Open your windows. Do not turn on anything electrical or ignite your gas appliances. Do not go down into basements or the bottom of the close as gas will settle in these areas. If you are unsure of what to do contact the office during opening hours or GasSure out of hours on 01294 468 113.

We would also ask that you report damaged smoke alarms as soon as you notice a problem with these, as this is an important safety mechanism to alert both your household and your neighbours and to ensure a speedy evacuation of the building should there be a fire.

If you are unsure about what we would consider a repair, please ask, we are happy to give advice and of course arrange repairs. You can contact the maintenance team (Jacqueline or Mary) during office hours. Contact details are on page 16.



Spring Clean-up – update



Spire View's Housing Association along with the Youth Forum have been working hard over the last few years to provide the Community with numerous events in which we encourage all members of the community to become involved in, all of which have been a great success and been well received by the wider community of Royston.

This year's community events will kick off with our annual litter pick, which will take place on Friday 17th May 2019 at 1pm. Our starting point will be the Blue Roof Community Centre at 15 Forrestfield Street and everyone is welcome to come along and join us. Why not come along for a short while and help us make the day another fantastic success. If you wish to help simply turn up on the day to collect your litter pickers and refuse bags. See you all there...

Volunteer Opportunity

The Young @ Heart 50+ lunch club who are based in the Blue Roof every Thursday 9-4pm are currently looking for volunteers to assist them with a variety of different roles such as carrying out social activities, cooking and driving a mini bus.

They are looking for a motivated individual(s) who could spare a couple of hours each week to help them with these roles. If you are interested in becoming a local volunteer please contact Gillian at the office on 0141 559 5644.



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



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

Fruit Barra

Roll up, Roll up... the Fruit Barra is in the office every Thursday morning from 9:30 to 11:30am. They provide a great selection of fresh fruit and veg at fantastic prices, right on your own doorstep. They also have 'Fairshare' items at real knockdown prices. Fairshare are generally branded items like Kelloggs cornflakes and also pasta and rice and loads of tins to choose from. Come along and bag yourself a bargain. An outreach Fruit Barra 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 Julia if you are interest in volunteering at volunteer@ngcfi.org.uk.



Day	Location	Time
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

Well done Julie!

St Roch's Secondary School Pupil, Julie Davis wins Rosemount Development Trust's Jim Conway Award for her voluntary work in supporting her local community.

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.

Director, Jim Conway was delighted to meet Julie and present her with her award and a cheque for £100.

Julie is involved with 'SiMY Community Development'.

She supports her local community by attending local community council meetings once a month, helping with funding applications to support different activities that young people have chosen. Julie is extremely busy and volunteers her spare time, 3 to 4 times per week, to support her local community and its young people. Julie teaches others to ski, wrote a petition to save her local bowling green, assists other leaders come up with different activities for the younger groups and games for the older groups. A very busy, and worthy winner of the Jim Conway Award.

Congratulations Julie from all at Rosemount Development Trust!



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; providing opportunity for local jobs and training.

Spire View Rent Increase 2019 / 2020

In November 2018, Spire View's Management Committee met to discuss their proposal for a rent increase of either 3.4%, 3.9% or 4.4% for 2019/2020.

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

We received a total of 8 responses from tenants which, whilst still very low, is on a par with previous years. However, we intend to review our consultation methods again this year to ensure we obtain even more responses next year!

The winner of the prize draw for this consultation was Claire O'Donnell who won £40 Love to Shop Vouchers, well done Claire!

Following the consultation exercise, the Management Committee met again on the 5th February 2019 to consider the responses, alongside the requirements of our business plan and asset management strategy. It was agreed that the best way forward would be to apply an increase of 4.4% for the coming year.

We appreciate that any increase is unfortunate however, it is necessary to enable the association to maintain your property to a high standard by

carrying out planned maintenance works like new bathrooms, new kitchens and new boilers.

Even with an increase of 4.4% our rents are still cheaper than all other local associations..... in fact, we are one of the cheapest you will find anywhere.

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

Contact details are on the back page.

What part did the egg play in the movies? He was an "Egg-stra"!!

Calling all Royston residents...



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

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

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

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

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

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



Christmas Competition

Selfie with Santa

We loved hosting Santa and his reindeer again this year and due to the huge success of previous competitions we decided to run our 4th 'Selfie with Santa' photo competition on Facebook and twitter. The winning selfie with a whopping 20 'likes' was our very own Jamie Mulholland. This competition has proven to be very successful and we would encourage all our tenants to send us in their photos to display on our page. This can be anything from new babies, kids starting school or nursery or any happy event that you would like us to share and help you celebrate, we will display these photos on our social media pages, website and in our newsletter.



Do you know your rights? Your right to information and consultation...

As a tenant of a housing association in Scotland you have the right to receive information and be consulted on certain issues. This means that we must:

- Give you certain information
- Develop a tenant participation strategy and put it into practice
- Set up arrangements for tenant groups to register with us as registered tenant organisations (RTO's) and keep a register of these organisations which anyone can inspect, and
- Consult with you and any RTO's on tenancy issues which affect you.

What information can I receive?

We must give you a Scottish Secure Tenancy agreement and information about our complaints handling procedure. If you ask we must also give you information on:

- Rent Setting /Service Charges
- Applying for a house
- Exchanging homes
- Internal Transfers
- Repairs and Maintenance
- Tenant Participation Strategy

What should you be consulted on?

The Association is obliged to ask you what you think before making any new housing management policies or making any changes to existing policies that are likely to affect you. We will take into account what you think before making a final decision.

Consultation may be carried out in a number of different ways, for example public meetings, surveys, individual letters, etc. Our Tenant Participation strategy describes how we will consult with our tenants and how your views will be taken into account.

2019 Easter Competitions

As you know we run a competition in every issue of our newsletter, giving you all a chance to win a fabulous prize. For our Easter 2019 issue we have not one but two chances to win.

For both you will need to have 'your eyes peeled' and a pencil!! Our first one is easy to find it's a wordsearch, it may be a bit harder to find the words though. Our second is scattered all through the newsletter.... Easter eggs!

They are hidden all over the newsletter... so get counting and remember to check you have them all. Please return your competition entries to the office.

Easter Wordsearch

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

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

Name & Address:

Telephone:

Age:

How many Easter Eggs did you find throughout our newsletter?

Name:

Address:

Age:

Telephone:

How many Easter Eggs?

Consultation Register

Have you heard of our Consultation Register? Spire View Housing Association holds a register of tenants who would like to be included or consulted on all aspects of the work we do here. We would love to hear your thoughts and views. You can get involved in loads of different ways from participating on

joining steering groups to helping out at fun days or events.

We are delighted that some of you have already put your names forward to be consulted on various works that we carry out within the Association that may affect you.

But we want more people to come on board... Maybe you are a new tenant who was unaware that this register existed, or an existing tenant who maybe hadn't given much thought that you could be consulted

on reviewing the many policies we have in place or alternatively have your say on the ones that appeal to you. The Association is keen to give you the opportunity to do so, so why not contact our Corporate Governance Assistant, Gillian Spence, at the office to register your name and we will add it to the Consultation Register and you could help make a difference for the good of your community. Gillian's contact details are on the back page.

Car Parking Update

We have for many years now been experiencing parking issues 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 in 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 restricting 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. Also, the law will be coming into force soon which will mean that you can no longer park your vehicle on a pavement. If you do so, you can expect to receive a fine or have your vehicle removed; therefore please be careful when parking that none of your tyres are parked on the pavement.

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. In fact we are pleased to see that several

"abandoned" vehicles were uplifted and removed by the Vehicle Pound as they were taking up valuable parking space which can now be utilised by our tenants.

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

Summer is approaching – it's time to start cutting your grass

Spring is nearly upon us, so time to get those green fingers into action and start prepping your garden and backcourts for the summer.

Unless we have an agreement in place to take care of your grass you must take reasonable care to keep it from becoming overgrown or untidy. We will be carrying out regular inspections throughout the summer to ensure this is being done.

As in previous years, we reward you for all your hard work in looking after the gardens and backcourts by awarding 1st, 2nd and 3rd prizes in our **ANNUAL GARDENING COMPETITION** in September.

Over the years, we have been overwhelmed by the standard of work and commitment put in by our tenants and residents. The array of colourful flowers, shrubs and ornaments are outstanding.

We are always looking for more tenants and owners to become involved, and as the season is just about to begin, there is no better time to start . Good luck to you all and Happy Gardening.

Calling all owners!

Welcome to the first dedicated owners page in our Newsletter. We are interested in your views and feedback on this section of our Newsletter. What would you like to see in this page? This page is being developed for owners based on information and feedback that we receive from you.

So if you have anything specific you'd like to see included let us know and we will ensure it features in forthcoming issues.

Factoring Contact

Our Finance Assistant, Tracy McDonald is responsible for Factoring at the Association and she can be contacted on **0141 559 5641**, by email **tracymcdonald@spireview.org.uk** or in person at the office at 43 Tharsis Street, Glasgow G21 2JF

Benefits of Spire View Housing Association being your Factor

There are benefits to being factored by Spire View!

These include, at no additional cost to your factoring fee, access to the Association's Financial Capability Officer and our Money Advice Officer and all our Community Events including Community Meals, Young @ Heart 50+ Club and many more. You will find information on these services elsewhere in this newsletter.

Essential Contact Information

In February we sent out an Essential Contact Information sheet for completion and return. If you haven't taken the time to return this please do so as soon as possible.

This helps us to keep in touch by advising us of your most up to date telephone numbers, email addresses and correspondence address, if different from the factored property address. You can call us on 0141 559 5641 or by email to tracymcdonald@spireview.org.uk. This is especially helpful should we need to contact you regarding any estate management issues or emergencies that you should be aware of.

This information is also used to ensure all our owners are included in our regular "rewards" initiatives. At Christmas all residents aged 65+ received a £10 Tesco Gift card from the Association. If we don't have vital information relating to age etc. you may miss out on these opportunities. To ensure you are included in future please return this form as soon as possible.

Under one roof

We would like to make you aware of a very useful website, Under One Roof, developed for homeowners who live in flats or other developments with common/shared facilities. It is an impartial guide to lots of things that may be important to you particularly with regard to shared ownership responsibilities and rights. You will find this site at www.underoneroof.scot



What you told us...

Spire View Housing Association is committed to providing high-quality customer service. We value feedback (negative or positive) from tenants. Feedback helps us to ensure that we are providing a service that meets the needs of our tenants and other customers.



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

The table below shows the number of complaints received from October – December 2018.

Complaints Received	Oct 18	Nov 18	Dec 18	Total
Complaints received at Stage 1	0	3	2	5
Complaints received at Stage 2	0	0	1	1
Complaints Resolved				
Complaints resolved at Stage 1	0	3	2	5
Complaints resolved at Stage 2	0	0	1	1
Escalations				
Escalations to Stage 2	0	0	0	0

Reason for Complaint	Oct 18	Nov 18	Dec 18	Total
Contractor	0	1	1	2
Staff	0	0	0	0
Equalities	0	0	0	0
Policies & Procedures	0	0	1	1
Governance	0	0	0	0
Finance	0	0	0	0
Maintenance	0	2	0	2
Housing Management	0	0	1	1
Money Advice	0	0	0	0
Factoring	0	0	0	0
Estate Management	0	0	0	0
Wider Role	0	0	0	0

Satisfaction with Complaints

	Very satisfied	Fairly satisfied	Neither sat/dis	Fairly dissatisfied	Very dissatisfied
How satisfied with outcome?	0	2	3	1	0
How satisfied with handling	0	2	3	1	0

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

Case Study 1

A tenant made a complaint regarding a contractor arriving late to carry out works at a property resulting in the tenant not being at home and a 'no access' recorded. Staff investigated this matter and found that the works had been booked in for a PM call out and not an AM call. Staff apologised for this error and rearranged the appointment at a suitable time for the tenant. During the investigation of this complaint staff learned the importance of recording the correct details and checking that these details make their way to the contractor to avoid miscommunication.

Case Study 2

A tenant made a complaint due to being removed from the planned maintenance cycle resulting in not being offered a new kitchen. The tenant was removed due to tenancy related debt on account. The tenant felt this was unfair and wished for a complaint to be raised. The tenant advised that she was unaware of any outstanding debt however following investigation staff noted the all correct procedures were followed in relation to pursuing this debt, therefore until payment was received, the original decision to remove the tenant from the planned maintenance cycle was upheld.

Facebook, Twitter & Flickr

Spire View HA has 429 likes on Facebook and 754 followers on Twitter!!

We use these pages 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! We also have a Flickr page where we post photos of the progress at the new Community Hub which is definitely worth a look!! See you there...



Service Standards

The Association is about to review our policy on Service Standards. The policy outlines the standards of service that you, our tenants and service users expect. We will be looking at the following:

- Who are our service users?
- What are service standards?
- Key service standards

- Customer service
- Housing Management & Maintenance Service

Changes to this policy could have an impact on you and other tenants and we therefore want you to become involved. All we ask is you provide us with an hour of your time to help review the policy.

If you are interested in helping review this policy, please contact Gillian at the office.



New Scottish Secure and Short Scottish Secure Tenancies from 1 May 2019

The tenancy agreement you have with us is a Scottish Secure Tenancy Agreement. In October 2018 we issued all tenants with a "Changes to your Scottish Secure Tenancy Booklet" which explained the changes to Scottish Secure Tenancy Rights made by the Housing (Scotland) Act 2014.

From 1 May 2019 onwards landlords are required to use revised **Scottish Secure Tenancy Agreements** which include all the changes made by the Housing (Scotland) Act 2014.

If you are an existing tenant there is no requirement to sign a new/revised Scottish Secure Tenancy agreement. The new tenancy agreements are for new tenants only.

What's on at the Blue Roof?

Roystonhill Recreation Centre
15 Forrestfield Street • Glasgow G21 2HG
0141 552 3218

FACILITY PROGRAMME

MONDAY

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

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.

Universal Credit now live in Glasgow...

As some of you may already know, Universal Credit went live in Glasgow on the 31st October 2018. This means if you are in receipt of any of the benefits below:

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

and you have a change in circumstances (that means you would have to claim a different legacy benefit) you will now need to apply for 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 also 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.



Staff Contact Details

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

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

Donna Richardson 0141 559 6773
donnarichardson@spireview.org.uk
Housing Manager

Adele McGarth 0141 559 5647
adelemcgarth@spireview.org.uk
Housing Officer

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

Paul Rocks 0141 559 5642
paulrocks@spireview.org.uk
Maintenance Officer

Mary Dunsmore 0141 471 7822
marydunsmore@spireview.org.uk
Maintenance/Admin Assistant

Tracy McDonald 0141 559 5641
tracymcdonald@spireview.org.uk
Finance Assistant

Lesley Burrows 0141 559 5646
lesleyburrows@spireview.org.uk
Housing Officer

Margaret Clowes 0141 559 5645
margaretclowes@spireview.org.uk
Housing Officer

Stephen Hughes 0141 559 5649
stephenhughes@spireview.org.uk
Housing Assistant

Gillian Spence 0141 559 5644
gillianspence@spireview.org.uk
Corporate Governance Assistant

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



YOUNG PARENTS PROJECT 16-24 (26 if care leaver)

Something new for you...

Are you a young parent thinking about making changes but don't know how, when or where to start?



The Young Parents Project can help!

What does the Young Parents Project offer?

- **Aim High** – Aim High is a eight week employability course for young parents covering employability focused provision, confidence building, CVs and interviews and workshops
- **One-to-one support** - We offer extensive one-to-one support to help you make positive changes in your life covering childcare provision, housing issues, financial capability and benefit advice
- **Teeny Weenies** -Fun Parent&Child sessions giving you and your child some bonding time and chance to meet other parents.

If you are looking for support or just what more information please contact Carol or Kiran on 0141 553 0808 or message us on our Young Parents Project Facebook.

Young Parents Project

Text Carol: 07539 932 902



Learning & Event Space

102 Royston Road • Glasgow G21 2NU • 0141 553 0808

Nursery • 221 Millburn Street • Glasgow G21 2HL • 0141 552 3090

www.rosemount.ac.uk

Charity No: SC 028909 • Company No: SC 190521



CONTACT DETAILS

Tel **0141 552 7928**

Fax **0141 552 0086**

Email info@spireview.org.uk

Website www.spireview.org.uk

EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water **01294 468113**

All Other Emergency Repairs **0800 595 595**