

The Newsletter for Residents of Spire View Housing Association

Issue 63 • Autumn 2019

# The Spire View

## A Double Achievement for the Royston Community!

See page 2...



**Inside this issue:**  
Annual Report 2018/2019 and  
Landlord Report Card 2019  
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# A Double Achievement for the Royston Community!

On Friday 16th August 2019, there were 2 huge reasons to celebrate in Royston... and Spire View and Copperworks certainly celebrated in style! A hugely successful event took place firstly at Copperworks to mark completion of the remediation works at the Triangle Site. This was followed by a second event at Spire View to unveil the new Roystonhill Community Hub (The Hub on the Hill).

Later in the day, we were joined by a huge number of our local residents who called in to see the new Hub....and had a slice of our celebratory cake. The feedback we received was overwhelmingly positive and we are delighted with the achievements of both Copperworks and Spire View.

All our funders and partners came along to help us celebrate these landmark achievements and we would like to sincerely thank all our supporters.

We are delighted to report that Roystonhill Community Hub, otherwise known as The Hub on the Hill, is now fully operational. After some technical hitches, the building is now open and available for let for any appropriate community use.

Let holders at the Blue Roof will be moving to the new Hub during November and we are already taking bookings from new users. If you would like to enquire about the availability of the Hub, please drop into the centre or contact our Corporate Governance Officer, Gillian Spence. Contact details can be found on the back page.







# Glenbarr Street New Build



We are delighted to advise that demolition works have now commenced on site. From the pictures, you will see that this is well on the way to completion and we hope that construction on the new properties will commence at the end of October/early November.

The Association is very excited as they have not carried out any new build housing projects since 2005 and this will bring over £3m of housing investment to the area.

21 x 3 apartment, 4 person flats

2 x 3 apartment, 3 person wheelchair adaptable flats

1 x 4 apartment, 5 person flat

We are working with our Design Team and Contractor to finalise all details and once more firm information is available, we will arrange a further open event and welcome all to come along and view the plans and raise any questions you may have at that time.



## Update on Progress of the Roystonhill Masterplan!

Copperworks Housing Association and their partners at Blochairn Housing Association and Rosemount Development Trust have continued to work with their design team on developing the masterplan.

The plans were presented at our recent AGM and also at our 30th Anniversary event. However, don't worry if you did not get the opportunity to view these as we will be carrying out further community consultation in the near future and are really keen to get your views.

The next step is to meet with various departments within Glasgow City Council to discuss potential funding and other issues that would allow the plans to be progressed.

We will keep you updated as things progress.



## Office Closure

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

### Christmas

**Wednesday 25th, Thursday 26th and Friday 27th  
December 2019**

### New Year

**Wednesday 1st, Thursday 2nd and Friday 3rd January 2020**

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**



**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!



# Spire View AGM 2019



The Association held another successful AGM on 19th September 2019. Our new venue at Roystonhill Community Hub (The Hub on the Hill) proved a hit and we were delighted to welcome along 35 members of the Association along with representatives from other local organisations, including Pupils from St. Roch's Secondary School who told us all about their recent trip to La Ciotia.

As is required each year, 1/3 of our management committee members stood down at the AGM, most of whom expressed a wish to continue and were duly re-elected.

The Management Committee were very saddened to announce that both Frances McEwan and Jean Lunn decided to retire from the Management Committee at this year's AGM. Between them they had over 50 years Management Committee experience! We would like to take this opportunity to thank both Frances and Jean for their hard work, dedication and commitment over the years. Their support has been phenomenal and we wouldn't have got to where we are today and celebrating our 30th year if it wasn't for people like Frances and Jean.

We now have 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.

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

Charlie Lunn	<i>Chairperson</i>
Alan Brown	<i>Vice Chair</i>
Clare O'Donnell	<i>Secretary</i>
Lynda Mulholland	<i>Treasurer</i>
Andrew Samson	
Mark Shannon	
Caitlin Heaney	
Ross Love	
Rachel Cooper	
Allan Stewart	
Andy White	
Andrew Wilkie	

## Painterwork... nearing completion

**As reported in our last edition, we are currently in the final year of our 6 year painting partnering agreement with J S McColls.**

**The revised programme of works for this year was as detailed below:**

**3rd June 19 – 2nd August 19**  
8-38B Tharsis Street - Exterior

**5th August 19 – 6th September 19**  
223-257 Roystonhill - Exterior

**9th September 19 – 31st October 19**  
11 & 15 James Nisbet Street - Exterior

We are aware of issues with the quality of work carried out and met with JS McColls who took immediate action to rectify. We would like to continue to reassure tenants and owners that we carry out post

inspections and will not accept or approve any work that we feel is not up to standard. However, should you have any issues or concerns, please do not hesitate to let us know.

Unfortunately, issues with quality and weather resulted in some delays with completion of works but we are delighted to say that our Contractor is now back on track and all works are scheduled for completion by the end of October as planned (weather dependant) Tenants and owners affected by these works should have received separate notification of the planned works and the relevant charges to be applied (where applicable)

As you will see from our article on our Investment Plans, we are looking to progress window and render repair works to the exterior of the blocks at 73-85 James Nisbet Street and therefore, all external painterwork was placed on hold this year.



# Warm Home Discount open now – don't miss out!

## Call Home Energy Scotland to check if you're eligible

Good news! The UK Government's Warm Home Discount scheme has opened, which means that if you are eligible, you could benefit from a one-off discount from your energy supplier of up to £140.

If you have qualified in the past, now is the time to re-apply, as not all energy suppliers automatically renew their customers' special discounts each year.

If you are, a friendly advisor can help you apply, and also see if there is any other support available for you. If you're not sure if you got the discount last year, just give Home Energy Scotland a call and they can check for you.

If your circumstances have changed, and the team find you no longer qualify for discount, there may be other ways we can help you make your home easier to heat which will reduce your bills.

Home Energy Scotland is funded by the Scottish Government and managed by the Energy Saving Trust. Their mission is to help people create warmer homes, reduce their bills and help tackle climate change.

Jacqui Mackenzie from Home Energy Scotland said: *"Our advisors love helping people to reduce their bills by making sure they can access all the funding and help that's available, so get in touch so we can start helping you."*

HOMEENERGYSCOTLAND.ORG  
**0808 808 2282**  
FUNDED BY THE SCOTTISH GOVERNMENT



To speak to a Home Energy Scotland advisor free of charge call **0808 808 2282**, or email [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org) and they'll call you back.



## Keep cosy for less this winter – top tips

With winter just around the corner, here are a few top tips from Home Energy Scotland to help keep you cosy for less.

- 1 Set your heating controls to manage the temperature of your home. Remember to use the weekday and weekend settings.
- 2 By regularly bleeding your radiators you will avoid cold spots and get the most out of your heating system.
- 3 Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder, and can also encourage condensation and mould growth.
- 4 Your room thermostat should be set to the lowest comfortable temperature (typically between 18°C and 21°C) Turning down the room thermostat by one degree can save up to £80 a year.
- 5 A quick shower uses less water and energy than taking a bath. For every minute you shave off your daily shower, you'll save £7 a year on your energy bills.
- 6 Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.

## 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.







# 30th Annive What a day!

We are delighted to say that on Saturday 21st September we held a very successful 30th Anniversary Family Fun Day in the new Roystonhill Community Hub (Hub on the Hill).







# rsary event

The sun made a very rare appearance and we saw almost 400 people come through our doors! We were delighted with the turn out and support we received from the local community. Some members of our community even went above and beyond to assist and support this event and I would like to give a massive Spire View thank you to Charlie Lunn, Pauline Frati, May McCusker and Nancy Gillespie who all volunteered to supply and serve the food in the café. They did a wonderful job! Thank you.





# CREDIT UNION

## ROYSTON BRANCH

Pollok Credit Union are opening their new Royston collection point at the Roystonhill Community Hub on 5th November (open Tuesday & Thursday 10-2).

The point provides easy access to financial services for those in Royston and the surrounding areas.

### What can PCU offer you?

- Savings accounts
- Loans at competitive interest rates
- Life assurance and loan protection
- Online and mobile app services
- Pre-paid card



## Rosemount Walking Group

Every Tuesday and Wednesday

Come along to our regular accompanied walks to meet new friends and boost your health.

Walking is a fun, free and easy way to feel happy and healthy and make new friends. Just come along to our Learning and Events Space and join in.

COMMUNITY



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](http://www.rosemount.ac.uk) Charity No: SC 028909 • Company No: SC 190521

# TO SMILE

HEALTHY TIPS FOR HEALTHIER KIDS

AGED:  
0-2 BABIES AND  
CHILDREN

- Playing and Learning
- Dental Care and Oral Health
- Health and Wellbeing
- Information and Support

### FREE TODDLER GROUP

EVERY WEDNESDAY STARTING 2ND OCTOBER 2019  
1:30PM - 2:30PM

Come along to our toddler group if you are a new Mum or Dad

Come along and meet other parents with your little one. We have active play, fun activities, chats and information about your babies health along with 1:2:1 support to access what you need or your baby need.

The group will be at Rosemount Lifelong Learning, 102 Royston Road

### HEALTH WORKSHOPS FOR NEW MUMS AND PREGNANT MUMS

The workshops will cover the benefits of health for your baby from health and well-being such as play and weaning to oral health and important things for your babies health. We will cover baby first aid, physical development and services and entitlements you can access.

### 1:2:1 SUPPORT IN YOUR LOCAL AREA

Personalised support to help you create a plan for your health and your childrens health. Help with registering with a Dentist and other support

FOR MORE INFORMATION CALL OR EMAIL KIRAN AT : 07701 338 495  
OR [KIRAN.KAUR@ROSEMOUNT.AC.UK](mailto:KIRAN.KAUR@ROSEMOUNT.AC.UK)

Learning & Event Space 102 Royston Road Glasgow G21 2NU • 0141 553 0808  
[www.rosemount.ac.uk](http://www.rosemount.ac.uk) CHARITY NO: SC 190521



## ROYSTON SPIRE PARK PUBLIC ART AND HERITAGE PROJECT

funded by The National Lottery Heritage Fund and Rosemount Workspace

# MOSAIC

### FREE WORKSHOPS FOR ADULTS

Learn how to make mosaics - no experience necessary. Join us at our specially dedicated art space and help to create 12 mosaic panels to be sited permanently in Royston Spire Park.

#### WORKSHOP VENUE

Rosemount Development Trust, Rosemount Business Park,  
UNIT W15, 141 Charles Street, Glasgow, G21 2QA

#### WORKSHOP TIMES

Mornings 9.30 am - 11.45am & Afternoons 12.30 - 3pm

#### WORKSHOP DATES

Monday 28th October, Tuesday 29th October, Wednesday 30th October  
Monday 4th November, Tuesday 5th November, Wednesday 6th November

For further information contact Maureen on 0141 552 1199



visit our blog  
[roystonspirepark.wordpress.com](http://roystonspirepark.wordpress.com)



# Spire View Housing Association

Annual Report  
2018-2019

Landlord Report  
Card 2019





# Chairperson's Report



**It gives me great pleasure to present Spire View Housing Association's 2018/2019 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 in partnership with 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 North Glasgow Community Food Initiative, local schools, Greater Easterhouse Money Advice Project (GEMAP), The Simon Community, Rosemount Lifelong Learning and Rosemount Development Trust. 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. We carried out a comprehensive Tenant Satisfaction Survey from which we received overwhelmingly positive feedback. The outcomes were reported in full in our newsletter and on our website. In consultation with tenants and

owners we updated a range of policies and procedures including our Complaints Handling Procedure, Privacy Policy, Anti-Social Behaviour Policy and our full suite of Maintenance Policies to name just a few. Furthermore, we once again published and distributed our Landlord Report Card. This document provides valuable information for our tenants and we will continue to issue this by October of each year.

The Association has been working extremely hard over the past few years to deliver the brand new Roystonhill Community Facility (The Hub on the Hill) on the site of the former Rainbow Hall. I am delighted to report that significant progress was made throughout the course of 2018/2019 and by 31st March 2019, the project was nearing completion.

This new development would not have been possible without funding support from our numerous partners, all of whom are noted in the Community News / Partnership section of this report. We are extremely grateful to all partners for contributing to this project.

In March 2018 the Association concluded on the acquisition of the old Social Work building at Glenbarr Street. Significant progress was made during the year with demolition being imminent and to be followed by the construction of 24 new build flats for rent. We will of course continue to consult with our community about this project each step of the way. We have come a long way in 30 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 2018/19, 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 2019 we had healthy waiting lists with a total of 274 applicants.

We let 26 properties during 2018/19, 19 of which were let to applicants on our waiting list. A further 6 properties were let to applicants on our internal transfer list and 1 property was let to a homeless referral.

The 26 properties allocated varied in size and can be broken down as follows:



The average time taken to re-let our void properties was:



## Rent and Arrears

The Association continued to enjoy an extremely positive relationship with Glasgow City Council Housing Benefit

Department over the past year and this was reflected in the low level of technical arrears (0.35%) recorded at 31st March 2019. The level of non-technical arrears at 31st March 2019 was **1.47%**.

The percentage of Spire View tenants claiming housing benefit and housing costs through universal credit remained low and at 31st March 2019, just **33%** of tenants were in receipt of full housing benefits and **14%** in receipt of partial housing benefit. We also have **3.8%** of tenants in receipt of Universal Credit. Once again, we were very busy collecting more cash from tenants than in previous years and we 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 also organise regular clean up campaigns with tenants, local schools and Neighbourhoods and Sustainability to clear out litter and debris from all grassed areas and common paths etc.

We are delighted to work in partnership with partner agencies such as Neighbourhoods and Sustainability, Police Scotland, local councillors and MSP's to help to keep our community environment 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 2018/19 we received a total of 41 Anti-Social Behaviour complaints. We were able to resolve 34 of these through 'management actions', for example advice, letter, mediation etc and a further 6 were resolved through serving breach of tenancy letters. Only 1 Notice of Proceedings had to be issued. We did not require to issue any Unacceptable Behaviour Notices (UBNs) or Acceptable Behaviour Contracts (ABCs). 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



## Day to Day Repairs

The Association continues to provide an excellent repairs service. We believe that 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 against our targets as outlined below:

### Performance 2018/19

Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	272	4 hours	2.75 hours
Non-Emergencies			
Urgent	39	1 working day	2 days
Routine	1363	5 working days	3 days
Right to Repair 1	18	1 working day	1 day
Specialist	80	30 working days	8 days
On Order	61	20 working days	9 days
Totals	1561		2.97 days

## Right First Time



All Registered Social Landlords are required to report on the number of reactive repairs that were deemed as completed "Right First Time". During 2018/19, 1561 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1557 of these were completed 'right first time' giving an overall performance rate of **99.74%**.

## Gas Safety Checks



The Association is required to ensure that all properties with gas installations receive an annual service/safety check each year. During 2018/2019 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

Each year we receive request from occupational therapists, nurses, doctors etc. for medical adaptations on behalf of our tenants. During 2018/19 we secured £57,901.70 of funding which allowed us to carry out a total of 17 adaptations as listed below:

- 1 x Overbath Shower
- 1 x External Stair Lift
- 1 x Boundary Wooden Fencing
- 6 x Level Access Showers
- 1 x set kitchen lever taps
- 1 x bath (removing level access shower)
- 1x Close off kitchen re. safety issues
- 1 x Internal handrail
- 1 x Paint yellow lines on external steps (to assist poor eyesight)
- 1 x wet floor
- 2 x external handrails

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%



## Other Maintenance News:

### Tenant Satisfaction with Repairs Survey Results 2018/19

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 209 Tenants who had repairs carried out during 2018/19 and asked overall how satisfied were they with the repairs service provided by the Association. We were extremely pleased with the results as 100% of tenants advised that they were very satisfied with the overall repairs performance provided by the Association during the financial year.

## 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, the Association has a comprehensive planned maintenance programme in place to ensure that the properties are maintained to the highest standard.

In 2018/19, we replaced 49 kitchens and 57 boilers. The total spend associated with these works was £333,580.60.

As well as planned maintenance, we also have a cyclical works programme in place which includes services such as gas servicing and maintenance, grounds maintenance/grass cutting.

The costs for our Cyclical Maintenance programme for 2018/2019 are given below:

Overall costs for:



Gas servicing and maintenance

**£67,800.20**



Grounds maintenance and grass cutting

**£47,797.20**

We also completed Year 5 of a 6 year redecoration contract which involved painting at common areas such as closes, external windows, doors, fences, clothes poles and gates at 50 & 60 Roystonhill and 2 & 6 James Nisbet Street. We also completed internal close painterwork to 11 & 15 James Nisbet Street and 73-85 James Nisbet Street. The cost for year 5 works totalled £62,120.40.

## Development

Over the past year, we have also been working hard to progress our development plans at Glenbarr Street, which involves the demolition of the old Social Work Building and replacement of this with 24 new build flatted properties.

At the end of the financial year, we were very close to receiving Planning Permission and Building Warrant approval to allow the works to progress and we are very much looking forward to progressing works on site during the next financial year.



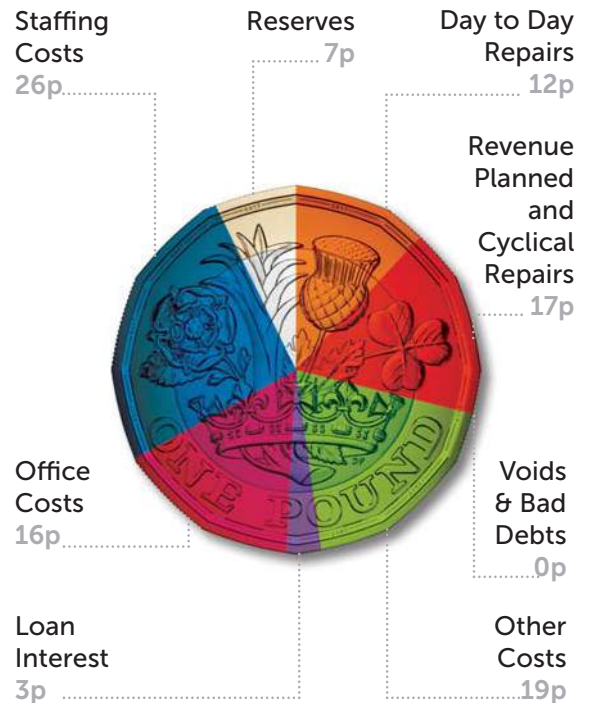




## Income & Expenditure Account for the Year Ended 31 March 2019

Per Annual Accounts		
Turnover	2,085,667	Mostly Rental Income some sundry items
Less Operating Costs	(1,653,471)	Cost of Management and Maintenance of our properties
<b>Operating Surplus/(Deficit)</b>	<b>432,196</b>	
Loss on Disposal of Housing	(15,726)	Technical loss on Component Replacement
Add Interest Receivable invested	3,425	Interest earned from money
Less Interest Payable	(53,188)	Interest paid on the loans taken out to finance the properties
<b>Surplus/(Deficit) for the Year</b>	<b>364,707</b>	Amount remaining after all expenses have been met
<b>Pensions Deficit Remeasurement</b>	<b>(262,000)</b>	Pension Adjustment
	<b>102,707</b>	
Reserves brought forward	8,751,222	Last year's balance brought forward
Reserves carried forward	<b>£8,853,929</b>	Total Revenue Reserves at the year end

## How every pound is spent...



## Balance Sheet as at 31st March 2019

### Tangible Fixed Assets

Housing Properties	10,413,339	Net Book Value of all our housing stock (after Grants & Depreciation)
Less Depreciation		
Other Fixed Assets	2,127,275	The office, office furniture & equipment & CCTV system and Community Hub Costs

### Total Fixed Assets

**12,540,614**

### Current Assets

Debtors	188,385	Money owed to us
Cash at bank and in hand	1,800,639	Money in bank

### Total Current Assets

**1,989,024**

### Current Liabilities

Creditors due within one year	(801,575)	Money we owe in the near future
Net Current Assets	1,187,449	Current Assets less Current Liabilities

### Total Assets Less

**13,728,063**

### Current Liabilities

Creditors due after more than one year	(2,739,668)	The loans taken out to finance the newbuild & refurbished properties
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### Net Assets

**£8,854,122**

Net Value of Spire View Housing Association

### Capital and Reserves

Share Capital	193	This is the sum of the £1 membership fee
Revenue Reserves	8,853,929	Money built up from remaining surpluses
<b>Total Capital and Reserves</b>	<b>£8,854,122</b>	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 in 2018/2019:**



## Christmas Winter Wonderland

In December 2018 and in partnership with Copperworks Housing Association, we held a hugely successful Christmas Winter Wonderland community event where we were able to give a small gift to over 450 local children who visited Santa in his Grotto. 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 and Community Safety Glasgow. We were absolutely delighted that these willing young people and teachers came along and took part! By the end of our clean-up day our 'wee' corner of Royston looked fantastic and very well maintained.



## Money Advice Service

Throughout the year 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 available from the office 3 days per week and is very much in demand. This has resulted in some great outcomes for our tenants and residents.



## Financial Capability Officer and Tenancy Support Worker

During the year working in partnership with 4 other RSL's, we received funding of £53,880 from the Scottish Government to allow us to continue to provide a Financial Capability Officer (Maureen McGowan) and a Tenancy Support Officer (Geraldine Burgess). These services are very well used and provide excellent outcomes for our customers.





# Community News and Partners



## Royston Community Facility

Over the course of the last few years, Spire View (in consultation with the local community) has been working towards the creation of the new, state of the art, Roystonhill Community Hub (the Hub on the Hill). This project achieved a site start in February 2018 and moved forward significantly during 2018/2019. Completion is expected in July 2019. This project would not have been possible without the funding support received from the Scottish Government's Regeneration Capital Grant Fund (£575,000), Big Lottery Fund (£1,183,848), The Clothworkers Foundation (£85,000), Copperworks Housing Association (£60,000), Glasgow Housing Association (£5,000), Area Partnership (£5,000), Hugh Fraser (£10,000) and Rosemount Development Trust (£10,000)

### Funders:



## Royston Youth Action

Over several years we have forged an important partnership with Royston Youth Action. In 2018/2019 the Association was delighted to secure £95,000 of funding from People and Communities fund (PCF) for Royston Youth Action, bringing total funding for the 7 year period 2012-2019 to around £662,000.

All the money we have secured in the last few years has helped keep staff in employment at Royston Youth Action and assisted them in providing an extremely valuable service in the local community.



## Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2018/ 2019 we donated £2,700.00 to worthy causes including Alexandra Park Festival, Royston Primary, St Roch's Primary, St Roch's Secondary, North Connections Senior Forum, Glasgow City Mission and Young @Heart 50+ Lunch Club.

## 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 from our customers for this grant which offers £25 per child. This resulted in grants being awarded to 93 local children to help make Christmas day a bit more extra special for these families.



## Other news... Complaints Handling

During 2018/2019 we received a total of 25 complaints, of which 21 were resolved at stage 1. We had 4 cases that escalated to stage 2 as we required more information and had to investigate the complaints further.

All complaints were resolved within the appropriate timescale. 40% of complainants were very / fairly satisfied with the outcome of the complaint. 48% of complainants indicated that they were neither satisfied nor dissatisfied with the outcome of the complaint and 12% of complainants indicated they were dissatisfied with the outcome of the complaint.

In relation to how the complaints were handled, 40 % of complainants were satisfied with the way the complaint was handled, 48% (5 complainants) were neither satisfied nor dissatisfied and 12% 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, Flickr and Snapchat to communicate with our tenants and other customers. 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.

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

## Our Spire View Team for 2018/2019

### 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> (co-opted 3/12/18)
Andrew Samson	<i>Committee Member</i>
Billy Tibbs	<i>Committee Member</i> (deceased April 18)
Clare O'Donnell	<i>Committee Member</i>
Isabel Heeps	<i>Committee Member</i> (resigned 27/11/17)
Louise Irving	<i>Committee Member</i> (resigned 5/2/19)
Eddie Heron	<i>Committee Member</i> (resigned 3/12/18)
Thomas Boyle	<i>Committee Member</i> (resigned 3/12/18)
Allan Stewart	<i>Committee Member</i>
Caitlin Heaney	<i>Committee Member</i> (co-opted 30/5/18)
Ross Love	<i>Committee Member</i> (co-opted 30/5/18)
Mark Shannon	<i>Committee Member</i> (co-opted 26/11/18)
Rachel Cooper	<i>Committee Member</i> (co-opted 25/3/19)
Andy White	<i>Committee Member</i> (Co-opted 25/3/19)
Andrew Wilkie	<i>Committee Member</i> (co-opted 25/3/19)

### Staff Members

Fiona Murphy	<i>Director</i>
Margaret Brownlie	<i>Depute Director</i>
Donna Richardson	<i>Housing Manager</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>
Mary Dunsmore	<i>Maintenance Assistant</i>
Gillian Spence	<i>Corporate Governance Assistant</i>
Tracy McDonald	<i>Finance Assistant</i>
Roddy Forrest	<i>Corporate Services 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>
Geraldine Burgess	<i>Tenancy Support Officer</i>
Patrick Hannon	<i>Money Advisor</i>





# Spire View publishes 6th 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



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

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](http://www.scottishhousingregulator.gov.uk). This website also allows you to compare our performance with other landlords. Spire View is required to report performance in achieving our progressing towards the Charter outcomes and standards to our tenants and service users who use our services. This is the purpose of this report card, which we will publish each year.

In 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 last years performance figures to give a comparison and the Scottish Average figures to allow you to see exactly how Spire View compares at a national level.

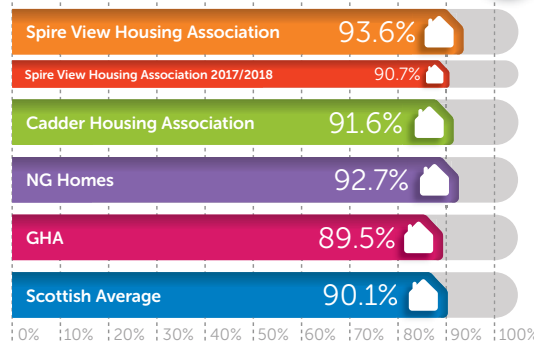
Better than the Scottish Average

Worse than the Scottish Average

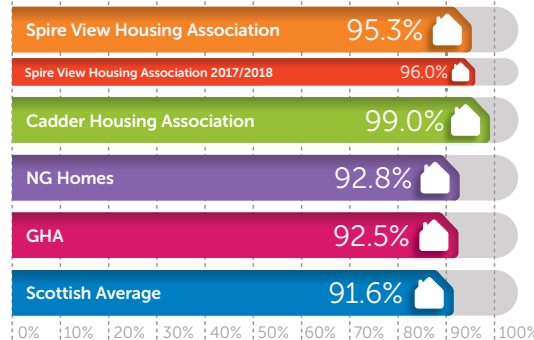
House Size	Spire View HA	Cadder HA	NG Homes	GHA	Scottish Average
2 apt	£54.40	£75.55	£76.71	£76.91	£76.10
3 apt	£61.02	£82.86	£83.73	£81.84	£77.70
4 apt	£71.85	£95.28	£93.30	£95.68	£84.44
5 apt	£72.65	£106.84	£103.69	£104.80	£93.49

## Tenant Satisfaction...

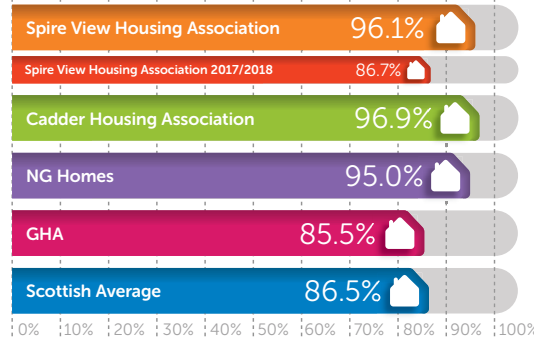
### Percentage of tenants satisfied with the overall service provided



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

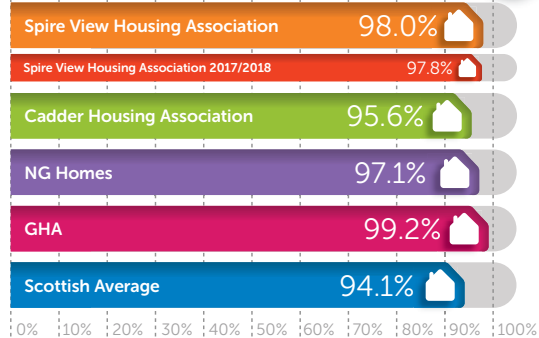


### Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making

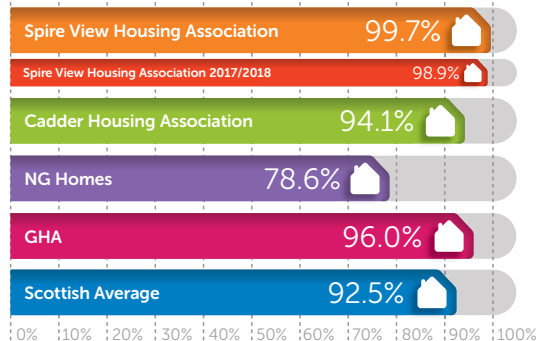


## Quality and Maintenance of Homes...

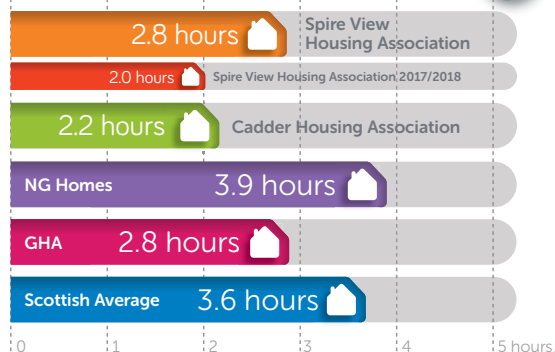
### Percentage of homes meeting the Scottish Housing Quality Standard



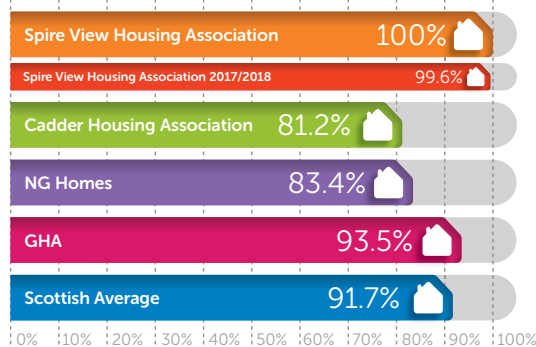
### Percentage of reactive repairs carried out in the last year completed right first time



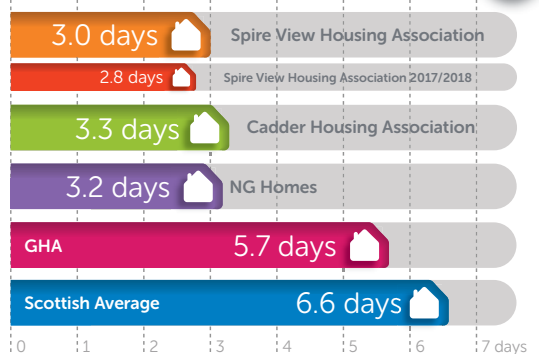
### Average number of hours taken to complete emergency repairs



### 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

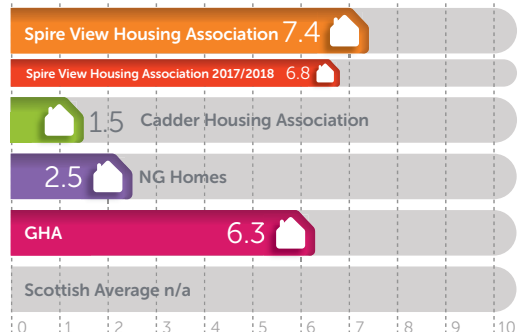


### Average number of days taken to complete non-emergency repairs

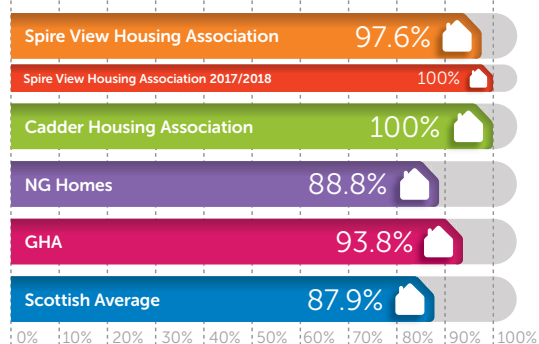


## Neighbourhoods...

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

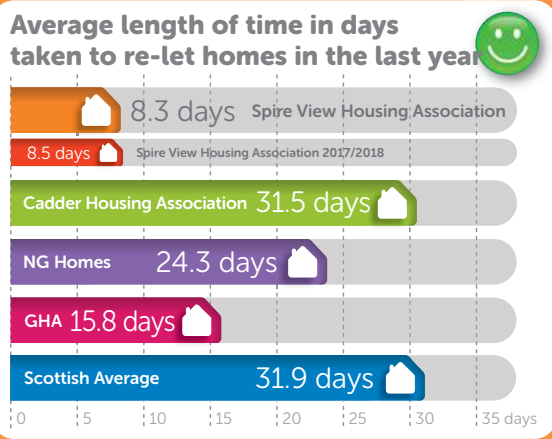
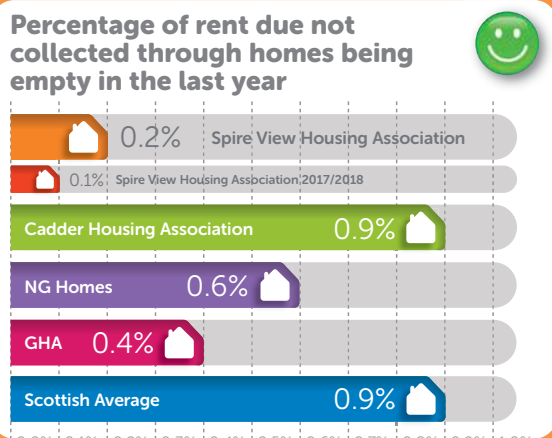
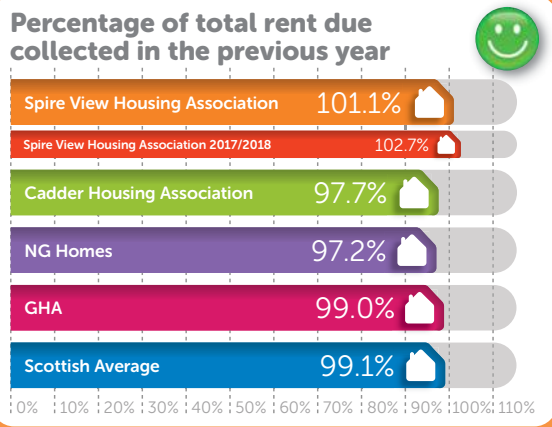


### Percentage of anti-social behaviour cases resolved within locally agreed targets in the last year





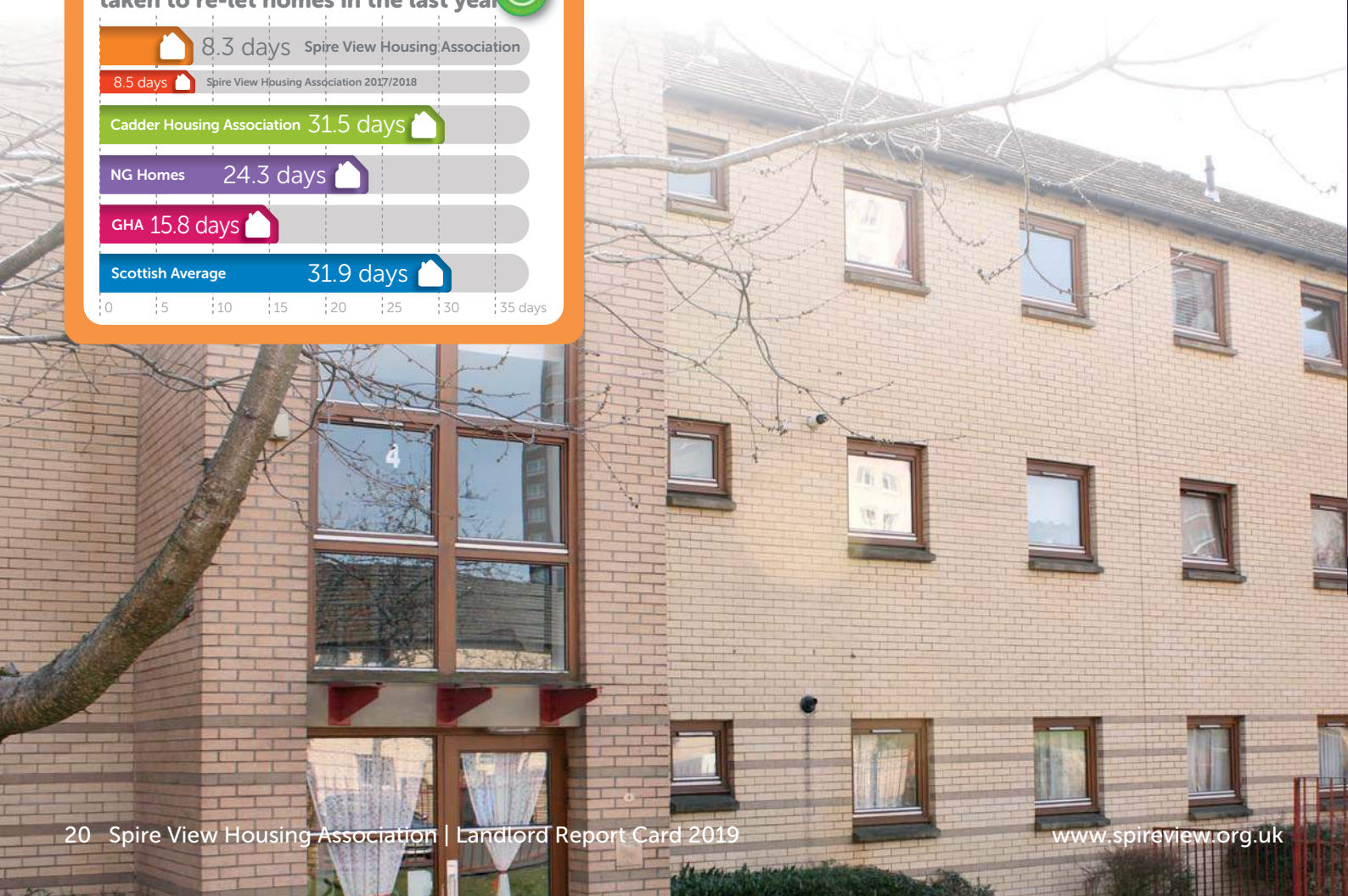
### Value for money...



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, thoughts and comments.

Finally, what do you think of this report card? Is this the way you want this information provided? Does it meet your needs and expectations? Is there anything you think we should do differently in future? Please share your views with us by emailing our Director [fionamurphy@spireview.org.uk](mailto:fionamurphy@spireview.org.uk) or telephone **0141 559 5648**.



# 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

Geraldine Burgess our Tenancy Support Officer 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 Geraldine.



## Money Advice Service

Patrick Hannon is our Money Advisor and he is available in the office by appointment on a Monday, Tuesday and Thursday. Patrick can also carry out a Home Visit for those tenants who have mobility issues and can't make it into the office. To make an appointment 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 2019

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 our Facebook page. Best costume could win up to £30 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 **Monday 11th November 2019 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?



# Progressing our Plans....

## Kitchen and Boiler Replacement Works

As you will see from the Investment Plan, the next phase of our planned maintenance programme is the progression of kitchens, where required, 121-185 Roystonhill; 112-140 Rhymer St, 42 Tharsis St & Roystonhill Place and we will be in touch with tenants affected in the near future.



We are now taking steps to procure these works which could take several months but we will keep you updated on progress as we move forward.

Meantime, 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. If you are affected, you may also receive a letter from us to advise you of this, if you are included in the forthcoming planned programme.

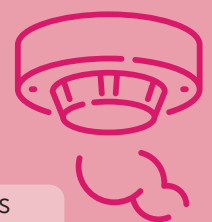
## Window and Render Repairs/ Replacement Works – 73-85 James Nisbet Street

The next phase of our investment plans also include works to 73-85 James Nisbet Street and tenants will be aware of the ongoing issues we have been looking at for some time now.

We have begun the procurement process for these works and will keep tenants and owners notified of progress as we move forward.

## Smoke Detector Upgrade Work

Tenants may be aware of new legislation in relation to the equipment we must install within our properties to meet a revised criteria for “satisfactory equipment for detecting fire and giving warning in the event of a fire or suspected fire”



This requires the Association to install and maintain:

- one smoke alarm in the room most frequently used for general daytime living purposes (normally the living room/lounge);
- one smoke alarm in every circulation space on each storey, such as hallways and landings;
- one heat alarm in every kitchen;

All smoke and heat alarms MUST be ceiling mounted AND they MUST be interlinked i.e. if one goes off, all others will do the same.

The Association requires to comply with this new legislation by February 2021 and we are in the process of tendering for these works. We hope to be in a position to award this contract in November 2019 and commence works shortly thereafter.

These works are required to ALL properties and as such, we will contact all tenants with a proposed installation date once we have all information available. The systems being installed are for your (and your neighbours) safety and therefore your co-operation in providing access when requested will be greatly appreciated.



# Our Investment Plans for the next three years

We reported previously that we were working on completing our future investment plan and we are pleased to present our proposals for the next three years.

April 2019 to March 2020		
Kitchens (inc Extract Fans)	£162,000	121-185 Roystonhill; 112-140 Rhymer St, 42 Tharsis St & Roystonhill Place
Central Heating Source (Boilers)/Distribution	£108,000	
Render Repairs/Window Replacement (front)	£100,000	73-85 James Nisbet Street
Smoke Detector upgrades	£100,000	All properties split across two years
<b>Sub-Total</b>	<b>£470,000</b>	
<b>Total with VAT and Fees</b>	<b>£587,500</b>	
April 2020 to March 2021		
Kitchens (inc Extract Fans)	£83,250	Ad-hoc replacements
Entrance Doors	£34,000	Ad-hoc replacements
Bathrooms	£8,000	Ad-hoc replacements
Bathroom Extract Fans	£14,000	Ad-hoc replacements
Balcony Doors	£14,300	Ad-hoc replacements
Door Entry Systems	£1,300	Ad-hoc replacements
Render Repairs/Window Replacement (front)	£300,000	73-85 James Nisbet Street
Smoke Detector upgrades	£100,000	All properties split across two years
<b>Sub-Total</b>	<b>£554,850</b>	
<b>Total with VAT and Fees</b>	<b>£693,562</b>	
April 2021 to March 2022		
Kitchens (inc Extract Fans)	£193,825	Various phases ad-hocs
Entrance Doors	£5,720	91-99 James Nisbet Street
Bathrooms	£2,000	Ad-hoc replacements
Bathroom Extract Fans	£6,270	Ad-hoc replacements
Central Heating Source (Boilers)/Distribution	£100,100	91-99 James Nisbet Street and Ad-hoc replacements
Gutters	£6,500	73-85 James Nisbet Street
Balcony Doors	£28,600	Ad-hoc replacements, various phases
Door Entry Systems	£1,300	Ad-hoc replacements
Render Repairs/Window Replacement (front)	£50,000	73 - 85 James Nisbet Street
<b>Sub-Total</b>	<b>£394,315</b>	
<b>Total with VAT and Fees</b>	<b>£492,893.75</b>	
<b>Total Investment</b>	<b>£1,773,956.25</b>	

If you would like any more information on our Investment Plans, please contact our Depute Director, Mags Brownlie. Contact details are on the back page.

## 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) shortly to relocate to the Roystonhill Community Hub (Hub on the Hill).

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 and the club runs from 10am-3pm every Thursday.

If you would like to join our day group please come along.

## Domestic abuse – there's no excuse

Domestic abuse can include, but is not limited to, the following:

- Coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)
- Psychological and/or emotional abuse
- Physical or sexual abuse
- Financial or economic abuse
- Harassment and stalking
- Online or digital abuse

The Association has recently developed a new policy on how we will deal with people subject to domestic abuse. This policy is available to download from our website or you can request a copy from our office.

What room does a ghost not need?

A living room!

Why don't ghosts like rain on Halloween?

It dampens their spirits!



# 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](mailto: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

## What you told us...



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



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

The table below shows the number of complaints received from April – June 2019.

Complaints Received	Apr 19	May 19	Jun 19	Total
Complaints received at Stage 1	2	2	1	5
Complaints received at Stage 2	0	0	0	0
Complaints Resolved				
Complaints resolved at Stage 1	2	2	1	5
Complaints resolved at Stage 2	0	0	0	0
Escalations				
Escalations to Stage 2	0	0	0	0

Reason for Complaint	Apr 19	May 19	Jun 19	Total
Contractor	0	1	1	2
Staff	0	0	0	0
Equalities	0	0	0	0
Policies & Procedures	0	0	0	0
Governance	0	0	0	0
Finance	0	0	0	0
Maintenance	2	1	0	3
Housing Management	0	0	0	0
Money Advice	0	0	0	0
Factoring	0	0	0	0
Estate Management	0	0	0	0
Wider Role	0	0	0	0

Satisfaction with Complaints					
	Very satisfied	Fairly satisfied	Neither sat/dis	Fairly dissatisfied	Very dissatisfied
How satisfied with outcome?	1	0	4	0	0
How satisfied with handling	1	0	4	0	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 lack of repairs being carried out on time and felt that they always have to chase these up. Staff investigated this matter and found that the tenant was not made aware of the timescale involved in the call out or that parts had been ordered. Staff apologised for this and learned the importance of ensuring tenants are kept fully updated on timescales involved at each step in the process.

### Case Study 2

A resident made a complaint regarding Contractors carrying out work on a Sunday and felt this disturbed people at the weekend. Staff investigated this matter and found that the Contractor did attend on a Sunday however following negotiations it was agreed that Contractors will not carry out noisy works at the weekend unless they have gained prior permission from the Association and all resident informed of this beforehand. Staff learned the importance of good communication with all parties.



# Garden Competition Results

Once again, the number of budding gardeners, who participated in this year's garden competition, by turning the gardens into a haven of colourful flowers, water features, vegetable patches and ornaments overwhelmed us.

The gardens look amazing. You certainly surpassed yourself, despite the weather, with your achievements. It definitely brightens up the area and sets the barrier even higher for next year's competition.

We invited an independent judge to make that difficult decision and pick a winner. She welcomed the task with great delight and was very impressed by the standard of work. She would like to congratulate all those who participated and thanked the organisation for involving her in this event.

We would like to give a massive thanks to Councillor Long for assisting us with this difficult task.

The wait is finally over and we are delighted to announce our winners:

## 1st Prize

**Mr Stirling Wilson 15 James Nisbet Street 0/1**

## 2nd Prize

**Ms Tracy Reid, 38B Tharsis Street**

## 3rd Prize

**Mr John Byrne 85 James Nisbet Street**

## We also have a number of runners up:

1. Elaine Clark 22 St Josephs View
2. Elizabeth Gallagher 24 St Josephs View
3. Mr & Mrs Tibbs 101 Roystonhill
4. Ruby McLaughlin 75 James Nisbet St 0/1
5. Moira Ann Martin 73 James Nisbet St 0/2



# 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 which allows us to carry out these

necessary works. Tenants who have previously benefitted from these works have told us that it helps them to continue to live in their own homes and gives them back their independence.

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

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

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



# Car Parking Update



Following on from our last newsletter, consultation on the parking in Royston took place on Wednesday 24th July 2019. The purpose of the consultation was to 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 £85.00 per year or £23.75 quarterly. The consultation was the first stage of this process to find out more details of the proposals and allow you to give your comments.

Following the meetings all the feedback received will now be assessed and considered. If the decision is made to proceed, Glasgow City Council will commence a full consultation. We will update you in our next newsletter of progress.

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**

## Bulk Uplift

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 (not any earlier please)** for collection next day 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**.



## Introduction to Digital Photography

Improve your photography skills by learning simple techniques:

- Composition
- Viewpoint
- Lighting
- Basic Photo Editing and enhancement



This course will also teach you some of the do's and don'ts of Photography based on practical exercises to make you a better photographer.

Please bring your own camera devices this includes mobiles phones, point and shoot cameras, tablets and DSLR cameras. The course is delivered in partnership with Glasgow Kelvin College.

This course is free and open to anybody aged 16 and over. Priority given to people living and working in the North East Glasgow area.

Starting Friday 8th November 1 pm – 3 pm for six weeks.  
Venue – Rosemount Lifelong Learning, 102 Royston Road.

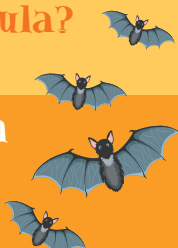
Please phone Sam or June on **0141 553 0808 / 0141 212 6524** to book or email **sam.ross@rosemount.ac.uk**

## 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!!



# Calling all owners!!!



## Future editions/ Owners section

We would love to hear from our owner occupiers and 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 was previously responsible for Factoring, however Tracy has now left the Association and we are currently recruiting to fill her post.

In the meantime, Donna Richardson, our Housing Services Manager will be responsible for the factoring and she can be contacted on **0141 559 6773** or by email **donnarichardson@spireview.org.uk** and 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.

## 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**.

## Essential Contact Information

**Earlier this year we sent out an essential Contact Information sheet for completion and return. If you haven't done so please return this please do so as soon as possible or contact the office to update your details.**

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 6773 or by email to [donnarichardson@spireview.org.uk](mailto:donnarichardson@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 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.





# Tea Dance

## It's that time again...



Come and join us for some tea/coffee, sandwiches, dancing, singing and a game of bingo, in the new Roystonhill Community Hub, on Tuesday 19th November, between 2-4.pm, with the fabulous Donny Findlay. (Doors open at 1.30pm)

**Tickets are £3.00 per person. Please contact Sharon or Margaret at the office to secure your tickets.**



## Staff Contact Details

Fiona Murphy	Director	Mary Dunsmore	Maintenance/Admin Assistant
fonamurphy@spireview.org.uk	0141 559 5648	marydunsmore@spireview.org.uk	0141 552 7477
Margaret Brownlie	Depute Director	Lesley Burrows	Housing Officer
margaretbrownlie@spireview.org.uk	0141 559 5643	lesleyburrows@spireview.org.uk	0141 559 5646
Donna Richardson	Housing Manager	Margaret Clowes	Housing Officer
donnarichardson@spireview.org.uk	0141 552 7928	margaretclowes@spireview.org.uk	0141 559 5645
Adele McGarth	Housing Officer	Stephen Hughes	Housing Assistant
adelemcgarth@spireview.org.uk	0141 559 5647	stephenhughes@spireview.org.uk	0141 559 5649
Jacqueline Paterson	Maintenance Officer	Gillian Spence	Corporate Governance Officer
jacquelinepaterson@spireview.org.uk	0141 559 5640	gillianspence@spireview.org.uk	0141 559 5644
Paul Rocks	Maintenance Officer	Roddy Forrest	Customer Services Assistant
paulrocks@spireview.org.uk	0141 559 5642	roddyforrest@spireview.org.uk	0141 552 7928



## CONTACT DETAILS

Tel 0141 552 7928

Fax 0141 552 0086

Email [info@spireview.org.uk](mailto:info@spireview.org.uk)

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

### EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water 01294 468113

All Other Emergency Repairs 0800 595 595