

The Newsletter for Residents of Spire View Housing Association

Issue 64 • Winter 2019

The Spire View

Would you like to 'Power Up' your Digital Skills?? Free Classes in Royston...for EVERYONE!!!

Have you ever wished you could do more using the internet?

Do you wish you knew how to better use your smart phone, ipad or laptop?

Would you like to learn how to better use technology to enhance your employment opportunities?

Do you want to learn about online banking, saving money or even applying for Universal Credit?

Maybe you would like to learn more about creative music and film / video making and photography?

If you have answered 'yes' to any of the above, then we have just the thing for you...

Spire View Housing Association is absolutely delighted to be a partner of the **Power Up** initiative, which is supporting our local community in tackling the digital skills gap. Thanks to



a generous funding award of over £75,000, we will be delivering digital skills workshops to the entire Roystonhill community, every week for the next 18 months.

We are working in partnership with **Rosemount Lifelong Learning**

who will be providing us with a Digital Engagement Officer and **Access Technology**

Scotland who will be delivering the classes every week.



Who are the classes for?

The short answer is **'Everyone in Roystonhill'**. It doesn't matter if you have no digital skills or if you are more of an expert. There's room for everyone and classes will reflect your level of experience and work at a pace that suits you. There is also the possibility of gaining a recognised qualification, which would look great on that new CV you could create!!

We already have a number of local people attending and we have used their feedback to structure 4 classes at the moment;

- 1. Digital Essentials** – a basic device and network class
- 2. Digital Employability** – how to create a career pack including CV, LinkedIn page and online portfolio. This class will cover how to find and apply for jobs.
- 3. Digital Finance** – Online banking, saving money and Universal Credit!
- 4. Digital Arts** – Creative music and film / video making and photography...this could also help with employment opportunities!

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Merry Christmas to one and all...

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

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





Winter Warning!

Yes, it is that time of year again! Daylight hours are getting shorter and the cold weather and winter chills are creeping up on us.

Every year we issue a winter warning in our Christmas edition of the newsletter and this year is no different!

Now is a good time to think about how to keep your home warm over the winter months and to make some small changes which have the potential to have a real positive effect.

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

Keep your radiators clear...

Keeping your radiators clear by moving furniture away from direct contact will allow the hot air to circulate more freely and warm up the room more effectively. Also, if possible do not dry lots of washing using your radiators.

Stay in touch...

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

Please don't be a drag on our drains!

The Association would like to raise awareness in relation to the dangers of what we put down our drains and the nasty consequences this can have.

We would like to remind tenants and residents that we need to be careful of the type of things we put down our drains, oil, fat, rice amongst other things can result in blockages and inconvenience.

Over the last year, the Association has had a number of issues relating to blocked drains with the main culprit in all of this being disposal of baby wipes or "flushable" wipes down toilets.

As you will see from the pictures, the impact of this can be quite significant. These photos show our Contractor mid-clearance with two bags already full of waste.

We are sure those of you who have witnessed the result of a blocked drain (overflowing sewage into back court areas etc.) will agree that this is not pleasant for anyone.

As well as the unpleasant result of a blocked drain, the clearance exercise can often be very disruptive and expensive and all costs must be met from the Association's budget and therefore ultimately, tenants rents.

Therefore, we are asking all tenants and residents to kindly refrain from flushing anything other than toilet paper down your loos and to take care also of what you put down your sink!

Thank you for your co-operation with this!



Rent Increase Consultation

The rent consultation exercise for 2020 / 2021 is now underway. You should have received our special edition 'Rent Consultation Newsletter' already, but if not, please contact any member of our Housing Management team who will be able to help you. Everyone who completes and returns the survey will be entered into a prize draw for a chance to win £50 in Love To Shop Vouchers 😊

Would you like to 'Power Up' your Digital Skills??

Free Classes in Royston...for EVERYONE!!!



When?

Classes are running every Thursday from 12noon until 4pm at the moment. This may change to suit those attending if another day or time suits the majority better... we will be very flexible.

For now, the classes running are;
12noon – 1.00pm: Digital Essentials
1.00pm – 2.00pm: Digital Employability
2.00pm – 3.00pm: Digital Finance
3.00pm – 4.00pm: Digital Arts

Where?

Classes will be running in the fantastic new, state-of-the-art, Roystonhill Community Hub (The Hub on the Hill) at 174 Roystonhill. There could be no better venue!

How to sign up

Drop into the Hub on Thursdays between 12 and 4pm and have a chat with Stuart from Access Technology Scotland, who will be delighted to help you decide which class suits you best (maybe even more than one class!)

Alternatively, contact Stephen Hughes or Hollie McGowan at the Spire View / Copperworks office who can point you in the right direction! You can call Stephen and Hollie on 0141 552 7928 or 0141 552 7477.

Volunteering Opportunities

This project will also provide some fantastic volunteering opportunities for local people. Keep an eye on our social media for more details, once we have our Digital Engagement Officer in place.

Anything else?

As if that wasn't enough, look out for future details of our 'Tech Hub' drop in coming your way. This will provide an opportunity for residents to drop into the hub for technical advice at other times too!

Power Up is run by Good Things

Foundation, with Financial Support from J.P. Morgan.



Royston Tea Dance at the Hub on the Hill

We had another tea dance on Tuesday 19th November in the new hub and what a fantastic day we had!

The day started with a lovely buffet of sandwiches and cakes, followed by a few games of bingo, with some fantastic prizes.

This time the delightful Donny Findlay, who was his usual fabulously, amusing self, entertained us. He serenaded us with a wide range of music from through the decades and everyone danced the day away.

We had the amazing "alley cat", "slosh" and some excellent line dancing, those ladies can certainly dance. We finished the day with some remarkable singers. Again, we would like to say a very big thank you to Donny for coming along and being a part of our fabulous community event and to those ladies who ventured out despite the cold weather and traffic restrictions. Everyone agreed the hub was a fantastic venue and looking forward to the next tea dance.





It's a "Go" at Glenbarr Street...

Demolition is now complete and construction works will start in earnest in the New Year. Meantime, the contractor is on site, preparing the ground for the new build construction. During December, residents may experience some noise disruption and vibration as a result of this 'preparation' and we apologise in advance for this.

The excitement is building within the Association as we move towards the start of our first new build development since 2005. The project will create 24 new flats, comprising:

21 x 3 apartment, 4 person flats

2 x 3 apartment, 3 person wheelchair adaptable flats

1 x 4 apartment, 5 person flat

In the New Year, the Association will be holding further open events where residents can come along and view the final plans and ask any questions you may have.

We will also be looking at the allocations process early next year and we will keep you posted via our newsletter, our website and social media pages.



Investment - what we are planning to do:

Kitchen and Boiler Replacement Works

In our Autumn Newsletter, we set out our investment plan for the next three years. The next phase of this includes kitchen and boiler renewal, where required, to properties listed below:

- 121-185 Roystonhill
- 42 Tharsis St
- 112-140 Rhymer St
- Roystonhill Place

The process of appointing a Contractor to carry out these works is now underway. Due to the legal requirements of this process, this can take several months and we will keep you updated on progress as we move forward.

We will be contacting tenants with properties that are included in this programme in the very near future.

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.

Smoke Detector Upgrade Work

We will be progressing works to upgrade the smoke and heat detection system within all of our properties, which is required as a result of new legislation.

This new legislation 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 is required to comply with this new legislation by February 2021.

We are pleased to advise that we have recently appointed James Frew (Gas Sure) to progress these works and are currently working on a programme which is likely to commence around February 2020.

We are hoping that smoke detection upgrade works can be carried out at the same time as your annual gas safety check. You will receive separate notification nearer the time of your intended installation from the Contractor.

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.

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

The next phase of our Investment Plan includes window replacement and partial re-rendering to properties within the above tenement properties.

The front elevation and gables are the worst affected and we are currently moving towards tender for these

works. The process of appointing a Contractor is very robust and as such, can take several months to complete. However, we are hopeful that work will get underway in early April 2020.

We appreciate the patience and understanding shown by tenants within these properties during this process and will update you frequently.

Meantime, if you require any further information, please do not hesitate to contact a member of our maintenance team at the office.

Forthcoming Holidays.

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

Christmas Closure

- Wednesday 25th December 2019 • Thursday 26th December 2019
- Friday 27th December 2019 • Wednesday 1st January 2020
- Thursday 2nd January 2020 • Friday 3rd January 2020

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.

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



Affordable Warmth Dividend Guidance

What is the Affordable Warmth Dividend?

The Affordable Warmth Dividend is a £100 payment made by the Council to Glasgow residents who are 80 years of age and older on or before 31 March 2020 to help keep warm during the winter.

Who is eligible for the Affordable Warmth Dividend?

All residents who are 80 years of age or over by 31 March 2020 and living in Glasgow.

Did you receive a payment last year?

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

How can I make an application?

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

Online

To apply online use the following link.

<https://www.glasgow.gov.uk/article/23298/Affordable-Warmth-Dividend--Application-Form?>

Application forms are available from:

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

If you would like to post in your completed application please return it to: Glasgow City Council
P.O. Box 36 • Glasgow G1 1JE

How long will the scheme be available?

Applications will be accepted from 5 November 2019 until 31 March 2020. Applications will not be accepted after this date.

How will payments be made?

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

When will the payment be made?

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

What evidence is needed to support your claim?

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

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

Is the claim limited to one person in a household?

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

Can someone apply on my behalf?

Yes, someone can apply on your behalf.

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

Where can I find out more information?

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



Help is on hand at Spire View...

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

Financial Capability Officer

Maureen McGowan from the Greater Easterhouse Money Advice Project (GEMAP) provides information and support to our tenants and residents on topics such as budgeting, bank accounts, benefits advice, credit etc. If you need help or advice, please contact our office and we would be glad to refer you on to Maureen.



Tenancy Support Officer

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 and Frank Devaney are our Money Advisors and are available in the office by appointment on a Monday, Tuesday and Thursday. Patrick and Frank 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.



Repairs Satisfaction Survey – Winners

We recently changed how we gather satisfaction survey information here at Spire View.

Instead of trying to contact tenants by telephone, we now issue a repairs satisfaction survey. Every month we will be sending out the survey to tenants who have had a repair carried out in the previous month. These forms can be completed and handed into the office or scanned and emailed in to marydunsmore@spireview.org.uk or can be carried out by telephone by calling Mary on 0141 471 7822.

All submitted forms are then entered into a monthly prize draw, where the winner will receive a £20 love to shop voucher.

We would like to thank all our tenants who very kindly took the time to complete our monthly surveys.

We greatly appreciate this feedback as it allows us to monitor our maintenance service and contractors performance, and helps ensure that we maintain the standards you have come to expect.

The first of our winners are: **July** Stirling Wilson, **August** Mr & Mrs Donald, **September** Veronica Rutherford, **October** Mary Paton, and for **November** Hasfat Abdullahi Garba.



Mrs Rutherford

Join our Team

Earlier this year, we ran a very successful advertising campaign in our bid to recruit new Committee Members. We are delighted to report that we successfully recruited 3 new members.

However, following a couple of retirements at the AGM, we still have 4 spaces remaining on our Management Committee and would love to fill these with some more local residents. This is an exciting time to be part of the Spire View team as our fantastic, state of the art Community Hub has just been completed and recently opened to the public. In addition, our first new build housing development in 14 years is about to get underway.

This is a voluntary position however we can offer Committee members full training and Management Committee experience. You will be encouraged to undertake training sessions and attend seminars and conferences on behalf of the Association.

Should you wish to join or just want more info regarding this opportunity, please contact Gillian on 0141 559 5644.

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 and 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



Condensation

What is condensation?

Condensation is a form of dampness which occurs when moist air comes into contact with a cool surface and water droplets form.

An example of this is when your bathroom mirror steams up after a shower or a bath or when the glass on your window mists up and drops of water run down the window onto your sill.

Another example is when water forms on your toilet fittings and this can often be confused with a leak especially if this moisture drips onto the floor. You can check this by drying the moisture off the fitting and then monitoring this to see if any water continues to drip.

If moisture attaches itself to a wall or another surface such as window sills, and it is left untreated, this can result in **MOULD** growing.

Years ago our buildings had natural ventilation through chimneys, for example. There were often draughts at doors and windows. The homes that we are building now are more insulated, they are better sealed and draught proofed. Therefore, we need to do something to let the moisture out!!

Where does it come from?

- From you – when you breathe or perspire – This is more noticeable when you do exercise and overheat
- From what you do:
 - Bathing
 - Showering
 - Cooking
 - Drying clothes indoors or in unvented tumble driers
 - Ironing

The list goes on but you probably get the idea!!

Where it can happen

Condensation happens in areas where there is a lack of air movement. A change in temperature and ventilation is often all a home needs to protect it from condensation.

Condensation can appear on:

Walls - particularly in corners near the skirting and on the ceiling. The side walls are often affected as they can be even colder.

Areas with poor ventilation will get condensation. This could be behind furniture, particularly wardrobes and beds if they have been placed against an outside wall.

Double glazed windows are unlikely to have surface condensation except temporarily. If it is on the window you must wipe it up. Condensation settling where the glass meets a timber window frame can cause the timber and seals to **ROT**.

Moisture can also be found on tiled surfaces. To prevent **MOULD**, open windows and wipe the tiles down.

Moisture can form on the cistern and on the walls behind in bathrooms so make sure you dry and clean this to prevent **MOULD**.





How to remove mould

MOULD can be easy to remove. You can normally wipe it off with a disposable cloth, using some household cleaner. There is no need to use strong chemicals. Wipe over the area again every few days using diluted household cleaner to stop the mould growing back. **This should become part of your regular cleaning routine.**

How can you prevent condensation in your home?

Heat and Ventilation are key:

- ✓ Keep a window open when drying clothes indoors.
- ✓ Don't dry clothes over warm radiators.
- ✓ Keep the kitchen door closed when cooking.
- ✓ Keep lids on pots and pans when cooking.
- ✓ Keep the bathroom door closed when running a bath and bathing.
- ✓ Don't overfill cupboards and wardrobes - make sure air can circulate.
- ✓ Make sure you use the extractor fan in the kitchen and bathroom.
- ✓ Don't keep furniture and beds hard against walls – air has to circulate.
- ✓ Keep your heating on low throughout the day in cold weather.
- ✓ Set the time clock on your central heating so that you heat your home at least part of the day. Using the timer your house can be warm for you getting up in the morning or getting home from work.
- ✓ Don't use gas or paraffin heaters - they produce a lot of moisture.
- ✓ Make sure you properly heat and ventilate rooms at risk.
- ✓ Make sure the tumble dryer hose is put out the window or door.
- ✓ Don't trap heat – don't put furniture in front of a radiator.
- ✓ Keep curtains above radiators.
- ✓ Thick curtains stop heat escaping – remember to close them at dusk.
- ✓ Keep curtains open on sunny days to help warm rooms.
- ✓ Keep doors open in sunny rooms. Let warm air circulate in your home.

What to do next

If you continue to find condensation and problems with mould contact the Association. We will visit to discuss this with you.

What's on at...



Roystonhill Community Hub

The Hub on the Hill

174 Roystonhill, Glasgow, G21 2LG
0141 212 7386

MONDAY

St Roch's Nursery 2.30pm - 3.30pm
Karate 7.00pm - 9.00pm
MM Dance 5.00pm - 9.00pm

TUESDAY

Pollok Credit Union 10.00am - 2.00pm
Dance Boot Camp 6.30pm - 7.30pm
Relax & Restore Class 7.30pm - 8.30pm

WEDNESDAY

St Roch's Nursery 2.15pm - 3.15pm
Karate 6.00pm - 7.00pm
Bingo 7.00pm - 9.00pm
MM Dance 5.00pm - 9.00pm

THURSDAY

Pollok Credit Union 9.00am - 2.00pm
Fruit Barra 9.00am - 11.00am
Digital Skills Class 12.00pm - 4.00pm
Young @ Heart Club 9.00am - 4.00pm
Toon Speak Drama 6.00pm - 8.00pm

FRIDAY

St Roch's Nursery 2.15pm - 3.15pm
Bingo 7.00pm - 9.00pm

Hub on the Hill is available to hire please contact Gillian on **0141 552 7928**



Roystonhill Community Hub

The Hub on the Hill

174 Roystonhill, Glasgow, G21 2LG

Spire View Housing Association are delighted to announce the opening of our new state of the art Community Hub. Our Hub has a number of terrific spaces for all of your event and training needs:

Meeting and Event Space



Children's Parties



Office space



Email: communityhub@spireview.org.uk
Tel: **0141 212 7386**

Fruit Barra

Roll up, Roll up... the Fruit Barra is in the Community Hub every Thursday morning from 9:00 to 11:00am. 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 Royston Primary School 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	Roystonhill Community Hub, 174 Roystonhill, G21 2LG	9:00am - 11:00am

Christmas and New Year Bulk Uplift Service

During the festive season everyone has an excess of boxes and packaging after the visit of Santa and once all the festivities have died down. After the success of the roadside bulk uplift service we have provided for the last two years we thought we would go for it again. This service is there for all residents whether in a tenement flat or a house. We will be arranging this on **Friday 27th December 2019** and **Friday 3rd January 2020**. Uplift will take place between 9.00am and 2.00pm.

Therefore, if you have bulk items, please place them on the pavement outside your property (without causing obstruction) on the above date before **9.00am or else the evening before**, and our Contractor Clyde Valley will uplift the items thereafter.



cashforkids update

We are pleased to announce that we have been awarded grants for 62 out of the 67 applications made this year. We are waiting to hear from Cash for Kids in relation to when they will be distributing the grants. We will be in touch with all applicants in due course, to arrange a day in the office for collection. If you have any questions in the meantime, please don't hesitate to contact Stephen in the office on 0141 559 5647.

Halloween Competition - Best Costume - Winner

We had a great response to our Facebook/ Twitter Halloween Competition.

We really loved how imaginative the costumes were and it was great to see the photos. Although we struggled to pick a winner, in the end we chose Evie and Jamie McKay with their very creative outfits! Well done to all who took part and in particular Evie and Jamie who won themselves Love to Shop vouchers.

You can see all the entrants on our Facebook page.



What you told us...

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



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

The table below shows the number of complaints received from July – September 2019.

Complaints Received	Jul 19	Aug 19	Sep 19	Total
Complaints received at Stage 1	3	0	0	3
Complaints received at Stage 2	0	0	0	0
Complaints Resolved				
Complaints resolved at Stage 1	2	0	0	2
Complaints resolved at Stage 2	1	0	0	1
Escalations				
Escalations to Stage 2	1	0	0	1

Reason for Complaint	Jul 19	Aug 19	Sep 19	Total
Contractor	0	0	0	0
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	3	0	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	2	0	0
How satisfied with handling	1	0	2	0	0

We have recently reviewed the way we report complaints to you and have now included a 'you said we did' section in the newsletter. You will see this below;

What you said...

"My repair was not carried out satisfactorily, resulting in an emergency call out of the out of hours service. The out of hours service failed to identify the problem."

What we did...

On arrival at the office the next day staff immediately responded to this issue. We contacted another Contractor and had the repair resolved at a time that was suitable to the tenant. Staff learned the importance of clear communication between staff, contractors and residents to ensure works are carried out right first time. Staff also learned the importance of carrying out post inspections on repairs which reduces the risk of repairs not being 'right first time'.

What you said...

"The length of time taken to have planned maintenance works carried out is too long. These works should be carried out sooner."

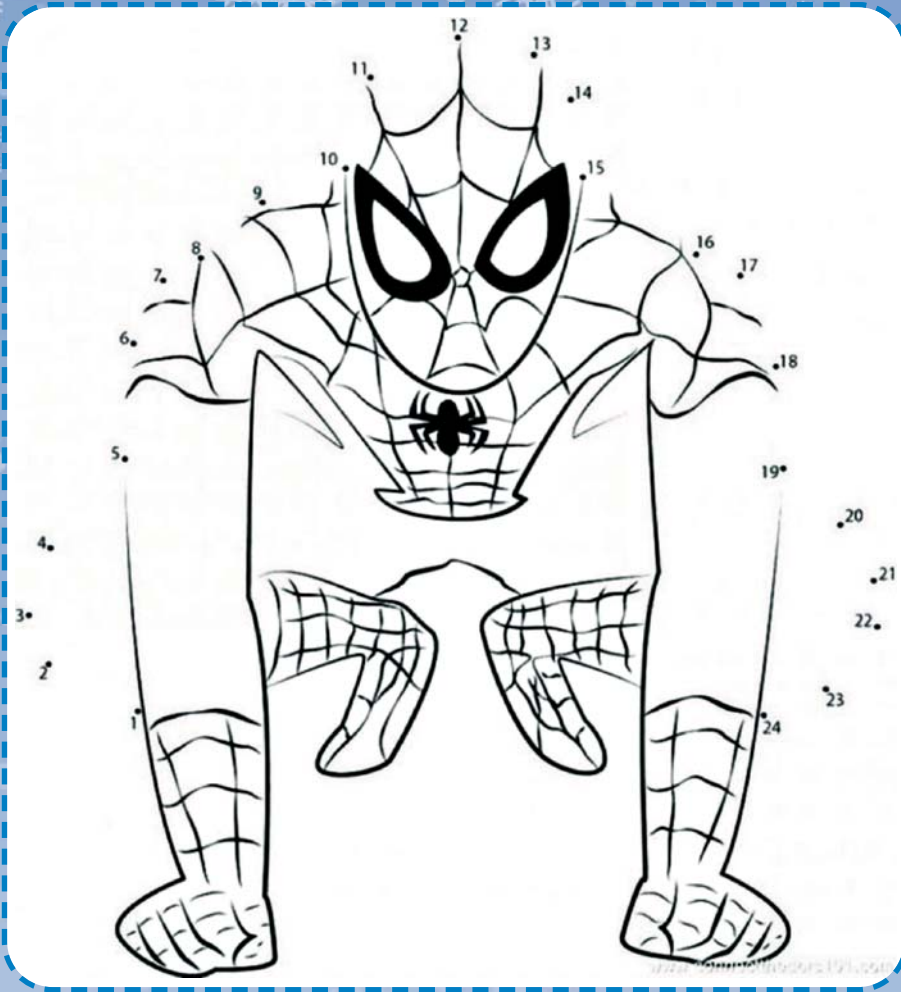
What we did...

Staff fully explained that a full stock condition survey was underway and that a 5 year planned maintenance program was currently ongoing. We further explained that some of the works that the tenant had requested were due to take place in the next few weeks and provided timescales of other works that were due to take place at that property..

Staff learned the importance of publishing this information to keep everyone abreast of the plans.

Games page...

Here are some wee activities to pass the time...



Spot the 7 differences between our Christmas Gingerbread men!



How many Santas?



Can you Sudoku?

Everyone's doing them – all you have to do is fill in the grid so that each row, each column and each 3x3 box contains just one of each number from 1 to 9.

7	1				5			6
		9	2	6			3	4
		2	9			8		
5				4		6	2	
1			7		3			9
	8	3		5				7
		5			8	3		
4	3			7	2	9		
9			4				5	1

Calling all Royston Residents!



Are you or do you know someone aged 50+?

Well this group could be for you!

Well this group could be for you! Royston's very own **Young @Heart** over 50's group is currently looking to recruit new members. We are a social group that meet every Thursday in 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.

Contents Insurance

Although we are hopeful that this winter will be incident free, accidents can happen and therefore we encourage you to have adequate contents insurance in place.

This way, you will be able to be reassured that in the event of any incident occurring, your possessions are protected. If you want more information on how you can be insured cheaply and easily please contact the office and pick up an information leaflet and application form.



MM DANCE

with Megan McCabe

Class Schedule

COMMENCING
9TH DECEMBER

Babies age 2-4 years

Juniors age 5-8 years

Intermediates age 9-11 years

Seniors 12+ years

MONDAY

LARGE HALL
5pm - 9pm

Intermediates

Combination

5pm - 7pm

Seniors

Combination

7pm - 9pm

WEDNESDAY

SMALL HALL
5pm - 9pm

Babies and Juniors

5pm - 7pm

Competition Class

7pm - 9pm

ROYSTONHILL COMMUNITY HUB, 174 ROYSTONHILL, GLASGOW G21 2LG

Find us on

Policy Review – Have your say

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

- **Tenant Participation Strategy** - This details to tenants, staff and committee members how tenants can get involved and influence housing services.
- **Estate Management** - How we consult with and inform tenants. The need for a multi-agency response. Building relationships with tenants to help fulfil the terms of the missive. How we report outcomes of the policy to the committee.
- **Factoring Debt Recovery** - How the Association deals with factoring sums due.

When reviewing policies like these, the Association is required to consult with tenants and customers and get their views and opinions on the proposals. The Association would like to target a selection of individuals and set up a focus group, who may be prepared to give up a couple of hours of their time to help and have some discussion on these subjects. Any contribution you could make would be very welcome and appreciated.

If you are interested in becoming involved in the review of these policies, please contact Donna on **0141 559 6773** or donnarichardson@spireview.org.uk

Stage 3 Medical Adaptations

Do you have a medical or health issue that may require additional equipment or changes made to help you in your home?

Subject to funding availability, Spire View is able to carry out medical adaptations to ease your daily life and help you stay in your home for as long as possible. Works could include minor adaptations from handrails, additional door entry handsets to major works like over bath showers or installing wet floor shower rooms.

This year alone Spire View has successfully applied and been granted funding of £50,000 to allow us to help our tenants with adaptations.

We ask that you contact your local Occupational Therapist (OT), 400 Petershill Road, Glasgow G21 4AA or telephone 0141 276 4710. They will recommend what alteration(s) or equipment is required to meet your particular needs, and apply to the Association on your behalf.

An assessment will be carried out by the OT on your ability to carry out everyday tasks in your own home. If the OT feels an adaptation is required to your property they will make a request to Spire View giving details of the works that are required.

Alternatively a doctor may be able to provide us with a recommendation for any facility that you may require.

If you have any questions please do not hesitate to call into our office at 43 Tharsis Street, telephone **0141 559 6775** or email jacquelinepaterson@spireview.org.uk or paulrocks@spireview.org.uk



Update on Progress of the Roystonhill Masterplan!

The partners (Copperworks Housing Association, Blochairn Housing Association and Rosemount Development Trust) met with various departments within Glasgow City Council to discuss potential funding and other issues that would allow the Roystonhill masterplan to be progressed.

Debate is continuing regarding the options in relation to the retention and conversion of the Millburn Centre or alternatively, demolition and new build. Further information was requested for submission to departments within the City Council and the partner organisations have been working together to provide this.

The plan is for all parties to meet again in the New Year and we will provide a further update to you at that time.



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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
www.rosemount.ac.uk

Nursery 221 Millburn Street Glasgow G21 2HL 0141 552 3090
Charity No. SC028838 Company No. SC16142



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EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water 01294 468113

All Other Emergency Repairs 0800 595 595