

The Newsletter for Residents of Spire View Housing Association

Issue 66 • Summer 2020

# The Spire View

## Royston Coronavirus Response Group – Leading the way

Royston has always been known for its strong and unwavering community spirit. Since the Coronavirus outbreak, this strength and determination has moved to a whole new level.

With lockdown looming in the middle of March, Spire View, Copperworks and Blochairn Housing Associations, along with Royston Youth Action, Rosemount Development Trust, Help 4 the Homeless, The Hub on the Hill Café, Rosemount Lifelong Learning, North Glasgow Community Food Initiative, North Glasgow Healthy Living Community and Councillor Allan Casey got together to formulate a plan of action. The aim was to ensure that every single resident who required support would receive it. This was the beginning of the Royston COVID Response Group.

The partners got to work quickly to put together a co-ordinated list of those people requiring support, as well as a list of volunteers. Meanwhile, Spire View Housing Association quickly prepared a funding bid for submission to The National Lottery. The end result was funding of £63,040

to allow delivery of food parcels and hot meals across our local community for a period of 16 weeks. In the first 10 weeks alone over 1,500 food parcels and over 1,200 hot meals have been distributed. A further 30 food parcels are also received from the North Glasgow Community Food Initiative every week for onward distribution.

This 'hub' of activity takes place at the Roystonhill Community Hub, which Spire View and Copperworks have kept open throughout the COVID outbreak. Preparation and delivery of food parcels is co-ordinated by the Housing Associations' Tenancy Support Officer Geraldine Burgess, supported by her Colleague Tracey Blair and Copperworks' Estate Caretaker David Manners, along with a group of incredible volunteers. Hot meals are prepared by The Hub on the Hill Café chef Pauline Frati and her assistant Elaine McKergow. Pauline had only just launched her new business venture within the Roystonhill Community Hub a few weeks before lockdown. The spirit and determination of these two ladies is just remarkable!

*(continued on page 2)*



Scottish Government  
Riaghaltas na h-Alba  
gov.scot



*The hub on the hill café*

# Royston Coronavirus Response Group – Leading the way

*(continued from page 1)*

Glasgow and West of Scotland Forum of Housing Associations supported the group to make an application to the Scottish Government which resulted in an additional £48,605 of funding being made available. This has allowed the group to retain the Tenancy Support Officer / COVID Response Co-ordinator. It has also allowed Royston Youth Action to continue to distribute over 250 packed lunches every week to local children, again in partnership with The Hub on the Hill Café. Furthermore, RYA have been extremely busy preparing and distributing over 180 activity packs to local children and elderly / vulnerable residents every week since May during this very challenging time. RYA are one of the most incredible organisations in our community and their engagement is second to none!

Another member of the group, Rosemount Development Trust, secured over £20,000 Scottish Government Funding to support Royston Youth Action in other areas of work providing emergency support to local children and families in the form of mobile top ups, food vouchers and wellbeing / care packs. RDT were also able to assist Rosemount Lifelong Learning with funds for family activity packs.

North Glasgow Healthy Living Community took the bull by the horns and secured funds from Glasgow City Council's Area Partnership to provide local people with a 'Saturday Night Fakeaway'. The pack includes ingredients and a recipe card for a healthy meal, along with fun and engaging activities for recipients. Packs can be collected from 3 locations across the local community.

As a result of a funding partnership with Good Things Foundation, Spire View were able, through DevicesDotNow, to acquire 10 brand new electronic tablet devices for distribution to people in the Royston community who were completely digitally disconnected. Recipients have been provided with the devices and 24gb of data and are being supported by Spire View's Digital Engagement Officer.

Special recognition needs to be given to the incredible Mel from Help 4 the Homeless. H4TH is a charity based at Spire View's former office premises in James Nisbet Street and Mel works tirelessly to support the group. She collects FareShare donations and provides vital food supplies for our food parcels and The Hub on the Hill Cafe. This is in addition to continuing to support countless other groups, individuals and foodbanks across the City.

Local GCC Councillor, Allan Casey, has been a fantastic support throughout; collecting food

supplies, assisting partners at the hub, supporting funding applications and bringing in countless donations of much needed items such as toiletries and soap.

The group has also been supported by local MP Anne McLaughlin who picks up and delivers food supplies every week in the big yellow van... and she's always telling us that what we are doing is just great!

We also owe a very special thanks to Stephen Singer and Louise Bacon at Community Links Scotland who help and support us with all our funding bids at Spire View and Copperworks. Their hard work, determination and professionalism has been crucial in securing not just Covid funding but also funds for other projects such as the Roystonhill Community Hub and the triangle site.

As well as this co-ordinated partnership response in our community all partners continue to engage with their service users. The Housing Association's Housing Management teams are contacting elderly and vulnerable customers on a weekly basis to ensure they are supported and feel less isolated. Financial Capability and Money Advice Services continue to operate and are supporting those in need of their services at this very challenging time.



**The group is delighted to work in partnership to provide this support to the community during these difficult times. The partners take great pride in the Royston community and are overwhelmed by the amount of support received from fellow partners, local businesses and volunteers, without them none of this would have been possible. A special thanks to Morrisons Auchinlea, FareShare, Asda Robroyston, Rossvale FC, St. Roch's Junior FC, Glasgow Caring City, Soapworks, Warburtons, Hovis, Food for Good Glasgow, Glasgow Girls & Women FC, Failte Foods, North Curve Celtic, Lorna Finn, Mast Architects, Reid Associates and G3 Engineering Consultants.**

# Thank You!

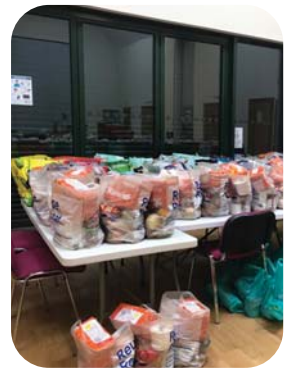
## ...to all our wonderful volunteers!

We are so lucky to have an amazing group of volunteers working with us during the Covid pandemic.

These amazing people have rolled up their sleeves and worked very hard over the last few months by doing a wide variety of duties from keeping all the food parcel/hot meal lists up to date and answering the phone, preparing and delivering food parcels not to mention preparing and delivering hot food to our most vulnerable tenants. Some of our volunteers have even been assisting with collecting supplies from various supermarkets and suppliers. We are very grateful for all your support during this very challenging time. You are all a credit to your community!

Some of our volunteers were a wee bit camera shy but here is a selection of photos of them hard at work.

- We would therefore like to thank the following people;
- Angie Fraser
  - David Freeman
  - Kevin Wilson
  - Darren Paramasivan
  - Billy Blair
  - Melody Whitley
  - Sheila Stewart
  - Frances Tierney
  - Claire MacPhee
  - Lynsey Cameron
  - Caitlin Buchanan
  - Angela Brown
  - Susan Manners
  - Allan Casey
  - Anne McLaughlin
  - Sharon Bowie
  - Pauline Sharkey



### Forthcoming Holidays

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

- Glasgow Fair** Friday 17th July and Monday 20th July 2020
- September Weekend** Friday 25th and Monday 28th September 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**.

# Making the most of lockdown



Are you stuck at home looking to improve your digital skills or even find out how to use your mobile/iPad or tablet?

Then join our virtual chat room each Wednesday at 11am or 1.30pm.

To find out more or book your slot simply email [digital@spireview.org.uk](mailto:digital@spireview.org.uk) or call Sam on 07921 464134.



## STUCK INSIDE?

THESE USEFUL LINKS WILL HELP YOU MAKE THE MOST OF YOUR TIME!

### INFORMATION

UK Gov COVID-19 info  
<https://www.gov.uk/coronavirus>

NHS COVID-19 info  
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

BBC NEWS COVID-19  
<https://www.bbc.co.uk/news/coronavirus>

DOMESTIC ABUSE COVID-19 info  
<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

### HEALTH AND WELLBEING

NHS FITNESS STUDIO  
<https://www.nhs.uk/conditions/nhs-fitness-studio/>

FREE YOUTUBE WORKOUTS  
<https://greatist.com/move/best-free-workout-videos-youtube>

BBC GOOD FOOD RECIPES  
[www.bbcgoodfood.com/](http://www.bbcgoodfood.com/)

RECIPE CALCULATOR  
<https://www.foodwise.com.au/recipe-room/our-recipe-finder/>

### EDUCATIONAL

SQA PAST PAPERS  
<https://www.sqa.org.uk/pastpapers/findpastpaper.htm>

SQA COVID-19 info  
<https://www.sqa.org.uk/sqa/93717.html>

FREE LANGUAGE APP  
<https://www.duolingo.com/>

FREE SHEET MUSIC AND APP  
<https://musescore.org/en>

FREE ONLINE DRAWING LESSONS  
<https://www.thoughtco.com/free-online-drawing-classes-1098200>

ONLINE TOUCH TYPING LESSONS  
<https://www.keybr.com/>

FREE ONLINE ENGLISH COURSES (ESOL)  
<https://www.esolcourses.com/>

### ENTERTAINMENT

FREE GAMES FOR KIDS  
<https://pbskids.org/games/>

NAT GEO KIDS  
<https://www.natgeokids.com/uk/>

FREE DIGITAL BOOKS  
<https://www.gutenberg.org/>

CROSSWORDS & PUZZLES  
<https://www.theguardian.com/crosswords>

## WOULD YOU LIKE A FREE LOAN OF A DIGITAL DEVICE?

**THIS COULD HELP YOU:**  
GET ONLINE • STAY UP TO DATE • COMMUNICATE WITH FRIENDS AND FAMILY  
LEARN NEW THINGS • ACCESS ENTERTAINMENT

**CONTACT: SAM ROSS • 07921 464134 • [digital@spireview.org.uk](mailto:digital@spireview.org.uk)**

# Estate Management

We recently asked all our tenants whether they agreed or disagreed to introduce Close Cleaning and Grass Cutting Services. A huge thank you to everyone who took the time to participate in our consultation exercise. We received a massive 315 responses, representing just over 50% of our tenants.

Of the 315 responses received, **93.97%** agreed with the proposed introduction of these services and **6.03%** disagreed.

The management Committee considered all of the responses at their meeting in March and provided approval for these services to be introduced. We are pleased to advise that the introduction of close cleaning services has now commenced. We are in the process of tendering for the grass cutting service and will provide a further update in due course.

The winner of the prize draw for this consultation was Christine Bain who won £30 Love to Shop Vouchers. Well done Christine...

# Home Energy Scotland support for households in lockdown



As many of us will see our energy bills rise because of the current lockdown due to the coronavirus (COVID-19) outbreak, we continue to work with Home Energy Scotland who are keen to speak to anyone who is worried about this.

Home Energy Scotland is an energy advice service funded by the Scottish Government that provides free, impartial advice to help people stay warm, make the best use of energy and save money on their bills.

Advisors can help with any questions people may have around staying warm and saving energy whilst self-isolating, working from home, or getting to grips with home-schooling duties. The team is providing support to people with prepayment meter issues as well as general energy advice and help to access grant funding.

They are also providing the latest information on emergency measures by energy suppliers to make sure vulnerable people do not get cut off during the coronavirus outbreak.

## How to get in touch

To find out how Home Energy Scotland can help you, phone **0808 808 2282** or email **adviceteam@sc.homeenergyscotland.org** and a friendly advisor will be in touch. Calls are free and lines are open Monday to Friday 8am to 8pm and Saturday from 9am to 5pm.

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



# Lifesaving equipment donated by local family

Spire View Housing Association is delighted to announce that we now have a defibrillator at the Roystonhill Community Hub. This defibrillator is accessible 24 hours a day 7 days a week to our community. Should you require this life saving equipment please call 999 and they will assist you to open the locked cabinet and talk you through how to use.

This life saving equipment was very generously donated to Spire View by the Tibbs family. The Tibbs family supported Ben Tibbs to climb Ben Lomond to raise funds to purchase this defibrillator in memory of his late grandfather Billy Tibbs. The community was



touched by his efforts joined forces to help him to achieve his fundraising target. We have been overwhelmed by this generosity and cannot thank Ben enough! You are a credit to your family and your community Ben.

# Drains – the downfalls!

We published an article in our Winter edition about 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, one of the main culprits associated with blocked drains has been the disposal of baby wipes or “flushable” wipes down toilets. This can have very upsetting consequences for residents who suffer as a result of this with the backflow of sewage into gardens and even back up via their toilets.

We are sure those of you who have witnessed the result of a blocked drain will agree that this is not pleasant for anyone.

As well as the unpleasant result of a blocked drain and the upset and distress it can cause people, 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!

# Fancy a ‘Fakeaway’?

North Glasgow Healthy Living Community are currently providing the community with all the healthy ingredients that you will need for a Saturday night fakeaway, they even provide all the cooking instructions! Sign me up I hear you say....!

To apply for this ‘fakeaway’ all you have to do is contact [info@healthynorthglasgow.co.uk](mailto:info@healthynorthglasgow.co.uk) or call **0141 336 7000** and arrange to be added to their referral list. You can collect your pack at the following pick up points.

## Friday

**Roystonhill Community Hub** between 2pm and 3pm

## Saturday

**North Glasgow Healthy Living Community offices** at Charles Street between 10am and 11am

**Milburn Centre** between 12 and 1pm

North Glasgow Healthy Living Community presents

# Royston Saturday Night FAKEAWAY

recipe takeaways to healthy fakeaway

activities & competitions

cook your way around the world

get involved

fun for all

working together through Covid-19 and beyond!

For more information email Catherine:  
[info@healthynorthglasgow.co.uk](mailto:info@healthynorthglasgow.co.uk)  
Or leave a message on **0141 336 7000**

Funded by Glasgow City Council

Supported by Royston Coronavirus Response Group

Find us on Facebook [axishealthhubs](https://www.facebook.com/axishealthhubs)

# Lockdown Photo Competition...

For our Facebook friends, we have a competition just for you... **Lockdown selfies!**

This one is open to all age groups. We know that during these unprecedented times you have all had to learn to work from home while juggling housework, schoolwork and keeping the kids entertained. We are also aware that loads of you have taken on fabulous DIY and gardening

projects therefore we would love to see what you have all been up to. Please ensure you remain safe though so do not do anything silly or dangerous! You can post the pictures on our Facebook page. All pictures should be posted by Friday 31st July 2020, for your chance to win a prize.



# Glorious Gardens

Summer is now here and with it comes the growing season. As we have advised, the Association recently consulted on the provision of garden maintenance services and we are in the process of tendering for this.



Meantime, the lockdown will provide you with an ideal opportunity (weather permitting) to get out in the garden and get it looking its very best.

I'm sure you'll all agree that the area looks lovely when people take the time to look after their gardens and keep all paths/driveways free of litter and weeds.

On that note... this year we want to see all those tenants who have a garden take part in our **ANNUAL GARDENING COMPETITION**. Around mid-September, we will ask an independent guest to come along and judge the best gardens. So get those green fingers in motion! Winners will be awarded prizes for their hard work and effort.

Here are some useful websites which may help you improve your gardening skills!

[www.gardenresources.co.uk](http://www.gardenresources.co.uk) • [www.KidsGardening.org](http://www.KidsGardening.org) • [www.gardenguides.com](http://www.gardenguides.com)



# Investment for the Future

We are delighted to advise that now that the lockdown has begun to be loosened slightly, we are moving towards a position where we can get tenders moving again for our planned works.

This article will give you a brief update on where we are with progress on our planned investment programme.

## Kitchen/Boiler Renewal

The next phase of works for kitchen and boiler renewal will be to properties in the phases listed below:

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

The process of appointing the contractor to carry out these works had been delayed slightly as we were unable to issue tender documents because many key staff in the Construction industry had been placed on furlough. However, we are pleased to say that they are now slowly returning to work and we are working with them to ensure that we issue tender documentation as soon as we practically can.

Whilst we are unable to provide any firm timescales at the moment for when works are likely to start, we will do so as soon as we can.

**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

Whilst we are not yet in a position to recommence these contract works, we are monitoring this situation closely and are hopeful, with lockdown relaxation measures being phased in, that we will be able to recommence these works as soon as possible.

Again, please keep an eye on our social media pages and website for updates.

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

We have been working over recent months with our consultants to get the tender process for these works underway. Similar to other planned works, we were unable to move this forward due to the coronavirus lockdown and the unavailability of staff who are responsible for pricing works within the construction industry. However, we are pleased to advise that they are now slowly returning to work and we are working with them to ensure that we issue tender documentation as soon as we practically can.

If you have any current issues or wish any further information, please do not hesitate to contact a member of our maintenance team (details provided at the end of this newsletter).

## Repairs Satisfaction Winners

*Who doesn't like a wee prize?*

Once again we would like to thank all of our tenants who very kindly take the time to complete our repairs satisfaction surveys, especially during these difficult times. We would normally post out surveys for those who have had repairs to complete, but currently we will be contacting tenants who have recently had repairs by telephone.

The feedback is greatly appreciated as it allows us to monitor both the quality of our maintenance service and the performance of our contractors and to continue to provide the high level of service you expect to receive. For those who complete a survey we enter all of these into our monthly prize draw. We would normally ask the winners to come into the office to receive their prize and to allow us to take a photo for our wee article here....however although we can still do the prize draw we are unable to have visitors into the office.

If you are a winner you will receive your vouchers by mail.

**January: Marie Chambers • February: Margaret Morris • March: David Fisher**



# Attention! A note from Santa's Little Helpers...



## We are getting to work early this year!

Spire View is delighted to announce that we will once again be assisting Cash for Kids with their annual Christmas Grants this year. If you need a little help to make Christmas that bit more special, then Cash for Kids may be able to do just that.

If you have any children who are 16 or under and you wish to apply, please complete the enclosed tear off slip and return it to the office by 16th October 2020. Alternatively, you can phone our Housing Assistant Stephen Hughes and provide the relevant information. Contact details are on the back page.

Please note, **only** parents/guardians can apply and your child must be residing with you and be named on your tenancy agreement to have their name put forward. If you wish to make any changes to your tenancy agreement please do not hesitate to contact any member of our Housing Management team.

| Cash for Kids 2020            |                          |             |                          |               |                          |
|-------------------------------|--------------------------|-------------|--------------------------|---------------|--------------------------|
| Parent/Guardian's Name        |                          |             |                          |               |                          |
| Address                       |                          |             |                          |               |                          |
| Flat Position                 |                          | Postcode    |                          |               |                          |
| Contact Number                |                          |             |                          |               |                          |
| Children's Names              |                          |             | Male/Female              | Date of Birth |                          |
| 1                             |                          |             |                          |               |                          |
| 2                             |                          |             |                          |               |                          |
| 3                             |                          |             |                          |               |                          |
| 4                             |                          |             |                          |               |                          |
| 5                             |                          |             |                          |               |                          |
| Ethnic Origin (please tick ✓) |                          |             |                          |               |                          |
| White British                 | <input type="checkbox"/> | White Other | <input type="checkbox"/> | Bangladeshi   | <input type="checkbox"/> |
| Pakistani                     | <input type="checkbox"/> | Chinese     | <input type="checkbox"/> | Other Asian   | <input type="checkbox"/> |
|                               |                          |             |                          | Indian        | <input type="checkbox"/> |
|                               |                          |             |                          | Black         | <input type="checkbox"/> |

## Committee Recruitment – join our team

Spire View recently ran a very successful advertising campaign in our bid to recruit new Committee Members. We are delighted to report that we successfully recruited not only 1 but 2 new members. We would like to give a huge Spire View welcome to Susan Costley and Craig Allan.

Both of our new co-optees are very keen to get to work and have already commenced their Committee induction and training. However, it's not too late for you to come along and join the fun. We still have space for two more members. We pride ourselves in leading the way and are delighted to have been able to put technology to good use during these recent difficult times by carrying out Committee interviews and meetings via video conference calls to ensure we comply with social distancing and keeping our Committee Members safe. If you would like to find out more about this exciting opportunity please contact **Gillian Spence** on **0141 559 5644**.



# 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 complaint 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 January – March 2020.

| Complaints Received            | Jan 20 | Feb 20 | Mar 20 | Total |
|--------------------------------|--------|--------|--------|-------|
| Complaints received at Stage 1 | 1      | 2      | 1      | 4     |
| Complaints received at Stage 2 | 0      | 0      | 0      | 0     |

| Complaints Resolved            | Jan 20 | Feb 20 | Mar 20 | Total |
|--------------------------------|--------|--------|--------|-------|
| Complaints resolved at Stage 1 | 1      | 2      | 1      | 4     |
| Complaints resolved at Stage 2 | 0      | 0      | 0      | 0     |

| Escalations            | Jan 20 | Feb 20 | Mar 20 | Total |
|------------------------|--------|--------|--------|-------|
| Escalations to Stage 2 | 0      | 0      | 0      | 0     |

| Reason for Complaint  | Jan 20 | Feb 20 | Mar 20 | Total |
|-----------------------|--------|--------|--------|-------|
| Contractor            | 0      | 0      | 1      | 1     |
| 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           | 1      | 2      | 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              | 2                | 1               | 0                   | 0                 |
| How satisfied with handling  | 1              | 2                | 1               | 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...

*"After reporting a repair, it took a long time for this to be carried out."*

## What we did...

Staff investigated this matter and found that the contractor did attend however 3 further visits were required and a part needed to be ordered and fitted. This was further complicated as it was over the festive period. However better communication could have been implemented. Staff liaised with all parties and this repair was carried out to the tenant's satisfaction. Staff learned that good communication is the key to tenant satisfaction.

## What you said...

*"I reported a repair and the Contractor failed to attend."*

## What we did...

Staff investigated this matter and found that the contractor did in fact attend and that the tenant was not at home when he called however the Contractor failed to return to the property or update the association. Staff raised this non-attendance with the Contractor in question to ensure it does not happen again. Staff arranged for another call out at a convenient time for the tenant and apologised for this error. Staff learned the importance of good communication, keeping up to date records and carrying out post inspections.

# Glenbarr Street – light at the end of the tunnel!

Over the past couple of months, you will be aware that the site has been closed down due to the Coronavirus lockdown. As things are slowly moving forward, the Scottish Government are phasing in the return of operational activity on building sites. This involves Contractors having a clear plan on how operations will move forward taking account of social distancing rules and sanitisation requirements.



McLaughlin Construction, our Contractor for these works has been working hard over the past few weeks to establish clear method statements and procedures to allow the site to re-open and for building works to re-start whilst ensuring that they comply with Scottish Government guidance.

We are delighted to advise that works were able to re-start on site on Monday 22nd June 2020 and things are on the move again. The Association is looking forward to delivering the provision of these new homes within our community.

The project will create 24 new flats, comprising:

21 x 3 apartment, 4 person flats

2 x 3 apartment, 3 person wheelchair adaptable flats

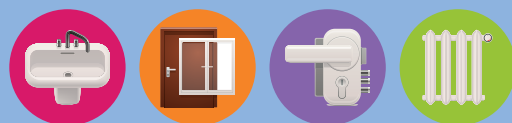
1 x 4 apartment, 5 person flat

We are hopeful that we will be able to hold another open event at some point in the near future. However, we are also investigating how we might provide information to you digitally on our social media pages and website should lockdown measures continue to prevent us from delivering a physical face to face event.

Meantime, continue to keep a close eye on our website as that will provide up to date information on progress with the site and will also provide advice in relation to the allocation process.

If you have any questions regarding the development, please do not hesitate to give the office a ring and a member of staff will be only too happy to assist.

## Right to repair – what is this and do you know about it?



'Right to Repair' is legislation that allows tenants to have certain small, urgent repairs (up to the value of £350) carried out in a specific timescale. The repairs covered under the scheme are referred to as "Qualifying Repairs" and are detailed in the table below:

|  |  |
|--|--|
| Unsafe power or lighting socket or electrical fittings   | Significant leaks or flooding from water or heating pipes, tanks, cisterns |
| A blocked flue to an open fire or boiler   | Blocked sink, bath or basin  |
| Loss of part loss of water supply  | Loss or part loss of electric power or gas supply                          |
| Insecure external window, door or lock   | Unsafe access path or step   |
| Loss or partial loss of space or water heating where no alternative heating is available               | Toilet not flushing where there is no other toilet in the house            |
| Loose or detached banister or hand rail  | Unsafe timber flooring or stair treads                                     |
| Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house | Mechanical extractor fan in internal kitchen or bathroom not working       |

When you report a Qualifying Repair, a member of staff should advise you of your rights under the scheme. We may require to visit your home prior to confirming whether your repair qualifies and arrangements will be made to do this if necessary. Full details of your rights under this scheme and timescales for each repair listed above are provided in our "Right to Repair" leaflet which is available on our website at [www.spireview.org.uk](http://www.spireview.org.uk). Alternatively, please contact any member of our maintenance team who will post a copy to you.

If you wish to discuss your rights or seek clarification on Right to Repair, please contact our Technical Officer, Jaqueline Paterson by emailing [jacquelinepaterson@spireview.org.uk](mailto:jacquelinepaterson@spireview.org.uk) or calling **0141 559 5640**.



# Are you leaving us? Did you know you might be entitled to compensation for improvements?

We don't like to see anyone leave us but if you do, you might be entitled to receive compensation for improvements you have made to your home.

Legislation introduced under the Housing (Scotland) Act 2001, introduced the Right to Compensation for tenants for improvements they have made to their home on or after 30th September 2002. In order to qualify for compensation, there are certain conditions that require to be met and a full breakdown of these is provided in our 'Right to Compensation' leaflet.

The types of improvements which may qualify for compensation include fitting a shower, replacing a kitchen or bathroom suite etc. Decorating the inside of your home does not qualify for compensation.

## How do I get compensation?

You must make a claim in writing to the Association within the period starting 8 days before and ending 21 days after your tenancy comes to an end. If in doubt contact the Association's office. The information should include your name and address, what improvements you have made, how much each improvement cost and the date the improvements were started and finished. It may also be appropriate that we inspect the improvements.

Full detail of this scheme are provided in our "Right to Compensation for Improvements" leaflet which is available on our website at [www.spireview.org.uk](http://www.spireview.org.uk). Alternatively, please contact any member of our maintenance team who will post a copy to you.

If you would like to discuss the scheme in detail or enquire to see if you qualify, please contact our Technical Officer **Jacqueline Paterson** by emailing [jacquelinepaterson@spireview.org.uk](mailto:jacquelinepaterson@spireview.org.uk) or calling **0141 559 5640**.

## AGM Save the Date!

We would like to invite all our members to attend our Annual General Meeting which we plan to hold on Thursday 17th September 2020 at 6pm.

Due to lockdown restrictions, it may not be possible to hold this years AGM at the Roystonhill Community Hub and we may have to go digital! We will keep you updated with developments and will be writing to all members with full details in due course.

This event is open to all Spire View Housing Association members and is an opportunity to find out more about your local housing association and the work we do here in Royston. We will also be holding our fantastic annual prize draw at the end of the meeting so make sure you come along and don't miss out!!

## 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. Although Maureen cannot currently meet people face to face, GEMAP continue to provide these services by phone. If you need help or advice from Maureen, 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. This is in addition to all the fantastic work she is doing at the Hub to co-ordinate preparation and delivery of food parcels! 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 who can assist with benefit enquiries and although Patrick and Frank are unable to meet people face to face, they are still on hand to assist via telephone. If you feel you would benefit from their advice, please contact the office and we arrange a call back from Gemap who will book you in for a telephone appointment.



# Help 4 The Homeless - loving life in James Nisbet Street

Residents will be aware that, since July 2019, Help 4 The Homeless have been leasing the property at 98 James Nisbet Street and it has been a vital lifeline for them to continue their operations.

For those of you who don't know, Help 4 The Homeless are a non-profit making organisation who have been established for over 4 years.

A large group of volunteers come together every Thursday night at Cadogan Street in Glasgow City Centre, to provide hot food, clothing, toiletries and sleeping bags to homeless people and people in need.

We answered their call for assistance when they began to out-grow their storage base and as such were on the lookout for somewhere new to store their clothing/other donations and to serve as a base for the general running of the group.

As many of you will also have seen from our newsletters and social media posts, Mel Whitley, one of the main founders of Help 4 The Homeless, has not only been working tirelessly to serve the homeless in our city but she has also been a leading example of community partnership working in her incredible support of our Royston Coronavirus Response. No request is too much for the amazing Mel and we are very grateful to her for everything she has done and continues to do for our residents.

We are delighted that residents of our community have welcomed Help 4 The Homeless into our community and indeed many of you have also provided donations to the group which have been gratefully received.

The group have now been operating at 98 James Nisbet Street for almost a year and we have recently agreed to extend their lease for a further 6 months to allow them to continue to deliver this much needed service.

We hope that all residents will agree that this is a very worthwhile cause and will continue to welcome them into our community.



## Over 50s Lunch Club – come and join us!



The Young @ Heart 50+ lunch club usually meet at the Roystonhill Community Hub every Thursday from 10-3pm where they enjoy a delicious lunch and entertainment.

Although the club is not operating at the moment due to lockdown, we would still be pleased to hear from you and plan for you to join us as soon as we are able to start up again. If you would like to come along, you will be welcomed with open arms. Spire View have been delighted to have been able to support this group over the last two years and more so recently with providing a hot meal twice a week as well as weekly food parcels and activity packs to all the groups members.

Members of this group welcomed this support and feedback has been very positive. If you would like more information on how you can join this club please contact our Corporate Governance Officer, Gillian Spence. Contact details are on the back page.

## Facebook & Twitter

**Spire View HA has 569 likes on Facebook and 878 followers on Twitter!!**

We have used these pages recently during lockdown to engage with our community, get word out quickly of how we planned to manage lockdown and the services we were providing as well as sharing anything that we thought would be of interest to you. So there are plenty of interesting posts to have a wee nosey at. Come on over and check us out!



## Pollok Credit Union

Pollok Credit Union continue to operate during lock down from their branches in Silverburn and Maryhill. If you would like to get in touch with any of the Credit Union staff please call **0141 881 8731**.



# Fruit Barra

Although the fruit barra is not running at the moment due to lockdown, our friends at North Glasgow Community Food Initiative have still been hard at work providing us with over 30 food parcels each week for distribution, as well as assisting with the Royston Coronavirus Response.



We hope to see the Fruit Barra and the community meals up and running again soon but meantime, we would like to extend our thanks and appreciation to our colleagues at NGCFI for their continued help and support.

# Contents Insurance

As you will be aware, the Association has its own buildings insurance cover for all its 557 properties but we do not hold individual contents insurance for each tenants home.

So, let us ask you... what would you do if you were flooded from the flat above? How would you replace your individual belongings if they were water damaged?

There are many individual contents insurance providers that offer very affordable contents insurance rates, some for as little as £2.50 per week. Whilst it is not mandatory that you have contents insurance, we strongly recommended that tenants consider purchasing contents insurance in case the worst should happen.

We would recommend that you shop around and gain a few quotes just like you would with your car insurance before you take the plunge. There are superfast search engines out there that can find you lots of quotes with minimum effort on your part. Why not try Money Saving Expert, This Contents Insurance or Go Compare for a free no obligation quote.



# Post Lockdown Celebration

We are so proud of how our community has pulled together during the recent COVID-19 outbreak.

It has been heart-warming to see how everyone has supported each other, their neighbours and their housing association during these difficult times. As you know we like nothing better than to get the whole community together to celebrate usually in the form of our annual gala day and we know how many of you loved our Royston's Got Talent event. We were very disappointed that lockdown prevented us from hosting this year's event however, Spire View Housing Association is made of tougher stuff and plan to have a post lockdown celebration event when it's safe to do so. If you, or anyone you know, would like to get involved in planning this event please contact Gillian Spence – contact details are on the back page.

# Useful information during lockdown

It's important to make sure we try to protect our mental wellbeing and do what we can to support the people we care about during these difficult times.

As lockdown begins to ease in Scotland, it's normal to feel worried or stressed about doing things that haven't been part of your regular routine for some time, such as meeting up with loved ones from another household, returning to work or going outside more. Plus, social distancing can affect the activities you usually take part in to maintain your mental health.

But there are still ways you can protect your mental health and wellbeing, even in these challenging times. Check out our dedicated information hub below;



## Women's Aid

If you are in need of information and support, please email [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk) or accessing [www.womensaid.org.uk/domestic-abuse-directory](http://www.womensaid.org.uk/domestic-abuse-directory) for more information.

## women's aid

until women & children are safe  
[www.womensaid.org.uk](http://www.womensaid.org.uk)

## Samaritans

24-hour helpline offering emotional support for anyone feeling down, distressed or struggling to cope.

Phone: **116 123**

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Visit: [www.samaritans.org](http://www.samaritans.org)

## SAMARITANS

## SAMH

Whether you're seeking support, are looking for more information for you or someone you love, or if you just want to have chat about mental health, we're here to help.

Available: 9am to 6pm, Monday to Friday

Phone: **0344 800 0550**

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



## Breathing Space

A confidential out of office hour's telephone line for people experiencing low mood, anxiety or depression.

Phone: **0800 83 85 87**

Visit: [breathingspace.scot](http://breathingspace.scot)



## NHS 24

NHS24 is a 24-hour health service for Scotland.

Phone: **111**

Visit: [www.nhs24.com](http://www.nhs24.com)



## Childline

A free, private and confidential service for anyone under 19 in the UK.

Available: 24 hours, 7 days a week

Phone: **0800 1111**

Visit: <http://www.childline.org.uk>

## childline

ONLINE, ON THE PHONE, ANYTIME  
[childline.org.uk](http://childline.org.uk) | 0800 1111

# Roystonhill Masterplan

Readers will know from previous articles, that this is being progressed in partnership by our colleagues at Copperworks Housing Association, Blochairn Housing Association and Rosemount Development Trust. They had been tasked with providing further information and projected costs to the Planning Department (Glasgow City Council) which they submitted in February.

They have recently received a response to this and all partners are meeting (albeit remotely) to discuss this response and agree how to move forward.

Please watch out for updates on our social media pages and website.

# Staff Contact Details

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# Welcome to...



## Rosemount Lifelong Learning Childcare



**We know that the early years of a child's education are crucial to their future development and achievement and we want your child to be a happy, confident and successful learner.**

We put the children at the centre of everything that we do and provide a safe, fun and nurturing environment for children aged between 6 months and 5 years.

Our nursery works within the Scottish Government's pre-birth to 3 framework and Curriculum for Excellence with a focus on **Getting It Right For Every Child**.

### Staff

Our staff are qualified and registered with the SSSC. Every child is allocated their own key worker who is responsible for supporting them and recording their individual experiences and development.

### Rooms

**Rainbow room** is for children aged between 6 months and 2 years.

**Sunbeam room** is for children aged between 2 and 3 years.

**Shooting stars room** is for children aged between 3 and 5 years.

We are a partnership nursery with Glasgow City Council, which means that you can access your early years entitlement – up to 900 hours per year once your child is aged 3. (*Eligibility rules apply*).

**Opening hours**  
8am to 5.30pm

For more information, visit...

**[www.rosemountllchildcare.org](http://www.rosemountllchildcare.org)**

**Rosemount Lifelong Learning**

**Childcare at the Millburn Centre**

221 Millburn Street, Glasgow G21 2HL

**☎ 0141 552 3090**



## 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