

The Newsletter for Residents of Spire View Housing Association

Issue 68 • Winter 2020

The Spire View

Merry Christmas to one and all...



In time honoured tradition our staff have been 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 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.

Forthcoming Holidays

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

Christmas Friday 25th, Monday 28th and Tuesday 29th December 2020

New Year Friday 1st January, Monday 4th January and Tuesday 5th January 2021

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**.



Winter Warning!

Yes, the dark nights are here again and winter chill is slowly creeping in!

Around this time every year, we include an article in our Newsletter with some winter advice and this year we are continuing with this tradition.

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 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...

If you are able to, move furniture away from direct contact and this will allow the hot air to circulate more freely and warm up the room more effectively. Also, if possible try not to dry lots of washing using your radiators.

Stay in touch...

We know COVID makes physical contact and visiting others in their homes difficult in these times so it is even more important this year to know how to reach people by phone, including your neighbours. Also, if you know of an elderly neighbour near you, maybe call them from time to time to make sure all is well. If you are particularly concerned about anyone, let us know too as we may be able to be of assistance.

REMEMBER.... We are more than just a landlord, we are here for our community and will be happy to assist in any way we can!

Drains and the downfalls!!

We are using this edition to issue another reminder in relation to the dangers of what we put down our drains and the nasty consequences this can have.

We would like to take this opportunity to remind you 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 couple of years, 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.

We are therefore 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 2021/2022 is now underway. You will shortly receive our special edition ‘Rent Consultation Newsletter’.

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 😊

Royston's Coronavirus Response

It seems like a lifetime ago since we first reported the response to COVID-19 across our local community. We are delighted to have been at the heart of this response, securing funding and developing our very own response to allow us to support our local tenants and residents.

Our food parcels and hot meals were a roaring success story and we believe our partnership with other local agencies was second to none across the City. Our volunteers were phenomenal and the feedback we received from our local community was just incredible.

Over the past few months we have been developing our 'COVID Recovery Strategy' and are delighted to report that we have been awarded £72,132 from the Scottish Government's Communities Recovery Fund to help us on our way.

These funds will allow us to deliver all of the following;

- We can keep our Tenancy Support Officer in post for a further 6 months, providing invaluable support to tenants from Spire View, Copperworks, Blochairn, Hawthorn and Cadder Housing Associations
- We have been able to employ a local resident to the new Volunteer Assistant post at Roystonhill Community Hub for a 6 month period.
- We can continue to sanitise the Hub daily and ensure all service users have access to hand sanitiser and other PPE as required.
- We are supporting the Young@Heart 50+ lunch club for 6 months whilst they continue to tackle social isolation
- We are supporting a new Wellbeing Class at the Hub, again to help improve the issues local people have experienced in relation to isolation and mental health.
- In partnership with North Glasgow Community Food Initiative (NGCFI) a new Community Pantry has been established at the vacant shop unit in Roystonhill Community Hub.
- NGCFI will deliver youth gardening workshops over the next few months.

The activities enable by this funding will make a massive difference in our community and ensure Royston emerges from COVID stronger than ever! We

would like to take this opportunity to thank the Scottish Government for their support, as well as the Glasgow and West of Scotland Forum of Housing Associations (GWSF) and the Development Trust Association Scotland (DTAS) for their support of our bid and assistance with administering the funds.

Please read on for more details about the community food pantry...



Scottish Government
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DEVELOPMENT
TRUSTS ASSOCIATION
SCOTLAND
the community-led regeneration network



GWSF
Glasgow and West of Scotland
Forum of Housing Associations

Royston Community Pantry

We are delighted to be working in partnership with the North Glasgow Community Food Initiative (NGCFI) on this fantastic project.

Thanks to funding from the Scottish Government, the new Royston Community Pantry opened its doors on Tuesday 8th December 2020 and we are sure it will be another roaring success story.

Please keep an eye on NGCFI and Spire View social media pages for further updates.



Royston Community Pantry
NGCFI

A membership-based shop with good food at a subsidised rate

Registered charity no. SC036842

VISIT US	OPENING TIMES	GET IN TOUCH
Roystonhill Community Hub G21 2LG	Tuesday 16.00-19.00 Thursday 13.00-16.00	roystonfoodhub@ngcfi.org.uk 07758093754

Our Maintenance plans in motion!

After a very challenging time recently, we have been working to get things moving again. During lockdown, we were restricted in the type of works that could be carried out but we are delighted to let you know that we have been able to make some progress since our last update.

Kitchen/Boiler Renewal

We are pleased to advise that we have now concluded the process of appointing a Contractor and CCG will carry out the next phase of replacing kitchens and boilers up to March 2022.

The first phase of these planned works will be carried out to applicable properties within the following areas:

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

If your property is within one of the above areas and your kitchen is due for replacement, we will contact you with further information on programming of the works and arrange for you to choose your kitchen.

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 tender returns for this work were received at the end of October and we are in the process of considering the content of these and liaising with the different contractors on clarification of a few issues. We hope to be in a position to provide a further update as soon as possible.

Meantime, 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).

Smoke Detector Upgrade Work

New legislation places a legal duty on the Association to carry out upgrade works in relation to smoke and heat detection which involves the installation of:

- 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 is activated, all others are too.

As part of the upgrade, we will also install Carbon Monoxide detectors, if you do not have one currently installed.

The contract was awarded to James Frew (Gas Sure) and they commenced these works with the intention to upgrade systems at the same time as Annual Gas Safety Checks were being conducted.

This was going well and running to plan when unfortunately, COVID 19 struck and as a result, the availability of materials was affected. As a consequence of this, the Contractor has been unable to carry out installations in certain circumstances where supply has not been available.

Originally, compliance with the new legislation had a deadline set of March 2021. However, the Scottish Government has revised the date for compliance to March 2022.

Given the above, we have agreed with the Contractor that works should be progressed where supply permits. However, where there are issues with supply, the Annual Gas Safety check will be carried out and the upgrade works will be completed at the time of the next Annual Check. This will allow us to complete all works within the revised timescales.

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.

Fixed Electrical Checks

The Association recently tendered for Fixed Electric Checks for the period up to March 2022. Consilium Contracting Services Ltd was the successful Contractor and has now been appointed for this contract. We are discussing programming with them and once we have detailed information, we will write to all tenants at the appropriate time to advise that the check is due and provide a date of when this will be carried out.

This involves a full check of the electrical wiring and fixings within your home and is done to ensure your ongoing safety and the safety of others around you. Therefore, we would appreciate your co-operation in providing access when requested.

Hub on the Hill Café

The Hub on the Hill café is now open from 9am-3pm Tuesday – Friday and 9am-2pm Saturday and Sunday.

We really can't recommend this Café enough! The food Pauline prepares is amazing and nothing is too much trouble! Even if what you fancy isn't on the menu just ask Pauline and she will do her best to accommodate you.

You can place orders over the phone to be collected by calling **07455 216 504**, don't forget to follow @HubontheHillCafe on Facebook and Instagram!

Hub On The Hill Café	
Lunch Menu - Served From 12pm	
Contact us - 07455216504	
Panini, Toastie or Wrap	
Tuna, Cheese, Chicken Mayo, Ham or Turkey	£2.60
Add Chips	£4.00
Spicy Chicken Fillet Wrap	£2.90
Served toasted with your choice of salad	£4.50
Add Chips	
Cheese Burger	£2.70
Served on a brioche bun with salad	£4.20
Add Chips	
Chicken Fillet Burger	£2.70
Served on a brioche bun with salad	£4.20
Add Chips	
Soup	£1.60
Add a sandwich	£3.50
Chips	£1.80
Chips and Gravy	£2.50
Chips and Curry	£2.50
Chips and Cheese	£2.50
Roll and Chips	£1.80

Hub On The Hill Café	
Breakfast Menu - Served All day	
Contact us - 07455216504	
Full Breakfast	
Sausage, Bacon, Potato Scone, Black Pudding, Egg, Beans and Toast. Choice of Tea or Coffee	£4.50
Omelette	
Ham, Mushroom, Cheese, Tomato, Spinach or Onion	£2.90
Poached Egg & Spinach	£2.80
Served on Toast or Muffin	
Hot Filled Rolls	
Sausage	£1.50
Potato Scone	£1.50
Black Pudding	£1.50
Egg	£1.50
Bacon	£1.50
Doublet	£1.60
Triplet	£2.20
	£2.90
Drinks	
Canned Juice	£1.00
Bottled Juice	£1.50
Bottled Water	£1.00
Tea	£1.00
Coffee	£1.00
Cakes	£1.00
Biscuits	£1.20
Fruit	50p
	30p

Win your Christmas Dinner

How do you fancy winning your Christmas Dinner?

Spire View would like to invite you to take part in a free raffle to win a £100 love to shop voucher which you can use to buy this year's Christmas dinner.

All you have to do is complete the tear off slip below and return it to our office by Wednesday 23rd December at 5pm.

Alternatively, you can enter on our Facebook page by liking our page and Christmas competition post.

The draw will take place on Thursday 24th December at 10.00am and we will deliver the vouchers to our lucky winner on the same day. Good luck!



Win your Christmas Dinner – Entry Form

Name:

Address:

Contact Number:

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.

Repairs Satisfaction

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 have returned to posting surveys out, so keep your eyes peeled if you have had a repair done recently. These can be returned by post, you can pop them through the letter box, or by email:

marydunsmore@spireview.org.uk if you prefer you can call Mary Dunsmore, Maintenance Assistant on 0141 471 7822 to carry out the survey on the phone.

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 a high level of service. For those who complete a survey we enter all 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 next article. However, although we can still do the prize draw we are still unable to have visitors into the office for the time being.

If you are a winner you will receive your vouchers by mail in time for Christmas.

**August winner is:
Mrs & Mr Andrew**

**September winner is:
Mr & Mrs Haldane**

**October winner is:
Mrs Donald**

We are more than just a Housing Association...

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. Maureen is now able to meet people face to face at the Roystonhill Community Hub for essential matters. If preferred, Maureen will be happy to speak to you on the phone too. 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 who can assist with benefit enquiries. Patrick and Frank are now taking essential appointments at the Roystonhill Community Hub to meet people face to face. They are also still on hand to assist via telephone. If you feel you would benefit from their advice, please contact the office and we can arrange an appointment for you.



Spire View has a new Chairperson!

We would like to say a very big welcome to our new Chairperson, Alan Brown. Alan has been part of our management Committee for many years and brings with him a wealth of experience to the role. During his tenure with Spire View, Alan has held the position of office bearer and more recently Vice Chairperson. I'm sure you will all join us in giving Alan a very warm welcome as Chairperson. The entire Committee along with the Vice Chairperson, Charlie Lunn will support Alan in this new role. We look forward to a new and exciting year ahead in 2021.





Stairway to success – Glenbarr Street Reaching New Heights!

The photos show the amazing progress that has been made on our Glenbarr Street development since the site re-opened.

The stairways have been formed and you can really see the property layouts starting to take shape. COVID 19 has obviously introduced some challenges in relation to working practices. However, the Contractor is on top of these and all safety measures are in place. Originally, the works were scheduled to come off site in January 2021. However, due to

delays, the new estimated completion date is June 2021. We are working away in the background thinking about timescales for allocating properties and we will keep you updated.

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 present our plans and updates

on the proposed allocation timescales early next year at an Open Event. However, this is very much dependant on where we are with guidance in relation to COVID at that time. Meanwhile, we continue to consider the possibility of how to engage with you should we not be able to hold a physical event. Please keep an eye on our social media pages and website for any updates on this.

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



Spire View publishes 7th 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 (November in 2020 due to COVID-19) 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 RSLs at 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 publish each year.

In 2020, 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, 10% 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 86% 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.

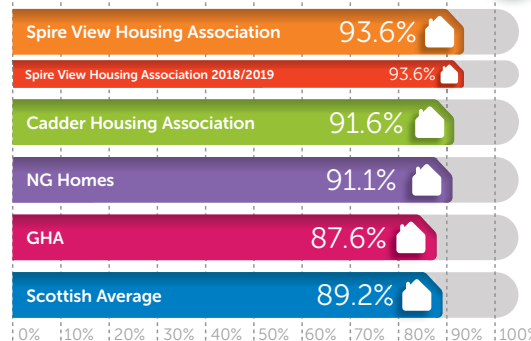
As well as providing you with information on our performance, we have also provided the results for a number of other organisations to allow you to draw comparisons and better judge our performance. We believe we have chosen a good cross-section of organisations that many tenants will be familiar with; 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

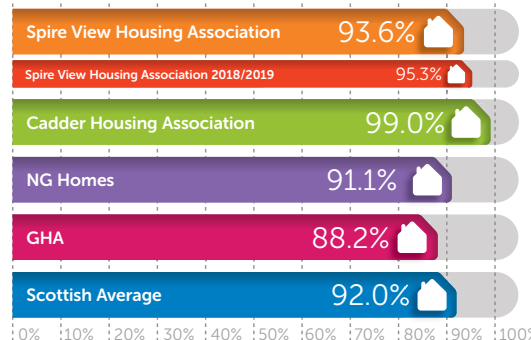
House Size	Spire View HA	Cadder HA	NG Homes	GHA	Scottish Average
2 apt	£56.91	£79.03	£78.96	£79.33	£78.02
3 apt	£63.62	£85.22	£86.06	£84.57	£80.10
4 apt	£75.04	£97.74	£95.50	£98.88	£87.08
5 apt	£76.15	£111.31	£105.91	£108.24	£96.18

Tenant Satisfaction...

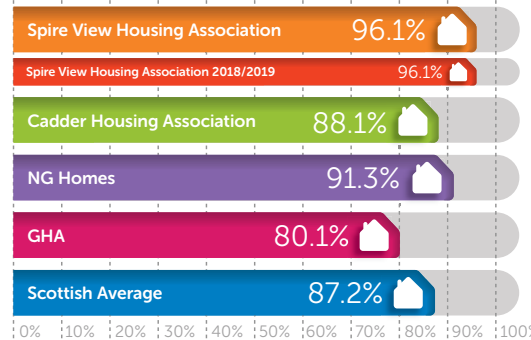
Percentage of tenants satisfied with the overall service provided



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

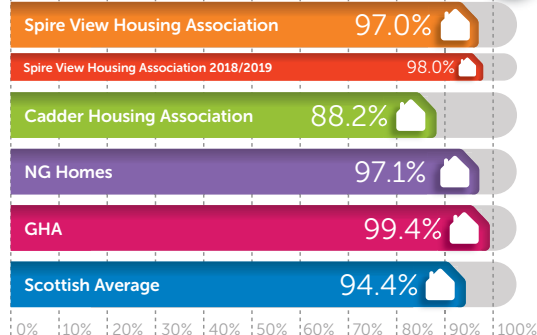


Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making

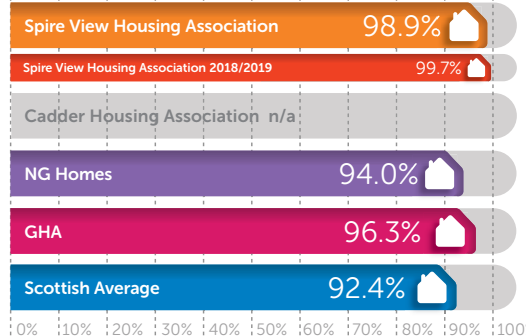


Quality and Maintenance of Homes...

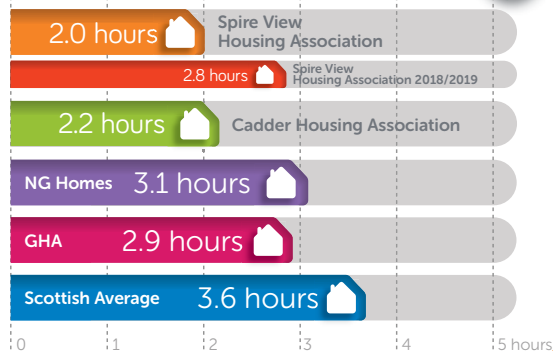
Percentage of homes meeting the Scottish Housing Quality Standard



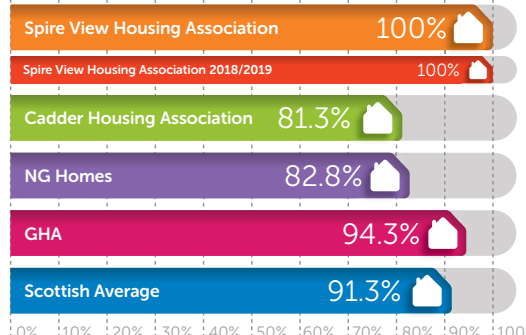
Percentage of reactive repairs carried out in the last year completed right first time



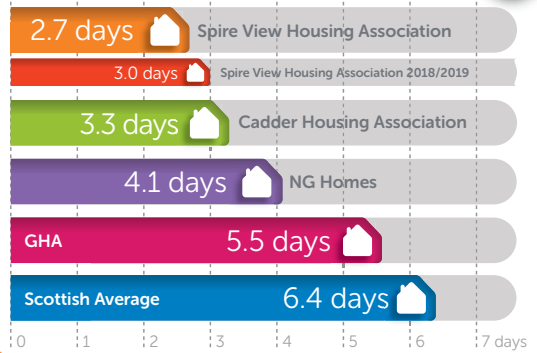
Average number of hours taken to complete emergency repairs



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

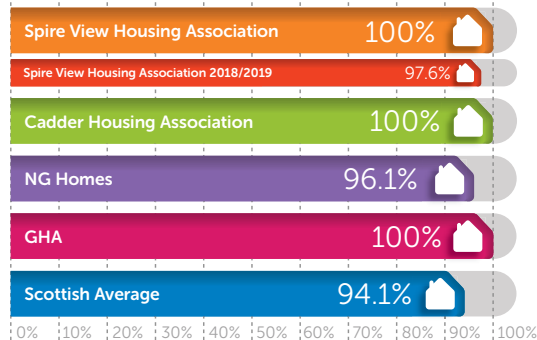


Average number of days taken to complete non-emergency repairs



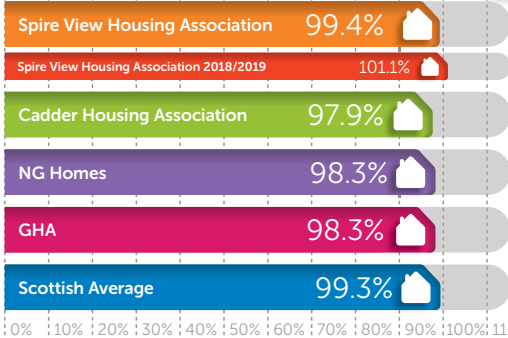
Neighbourhoods...

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

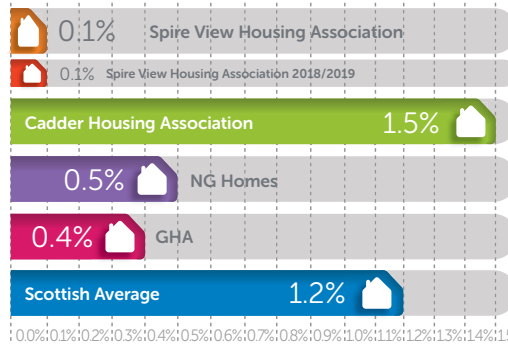


Value for money...

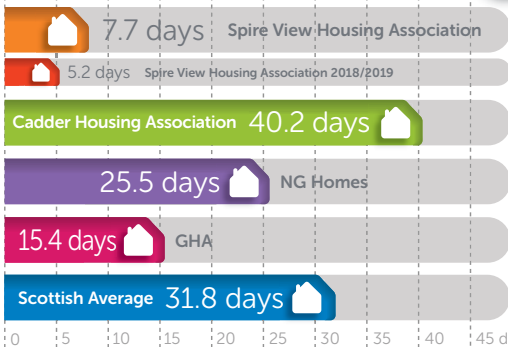
Percentage of total rent due collected in the previous year



Percentage of rent due not collected through homes being empty in the last year



Average length of time in days taken to re-let homes in the last year



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 or telephone **0141 559 5648**.



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 2020.

Complaints Received	Jul 20	Aug 20	Sep 20	Total
Complaints received at Stage 1	0	2	0	2
Complaints received at Stage 2	0	0	1	1
Complaints Resolved				
Complaints resolved at Stage 1	0	2	0	2
Complaints resolved at Stage 2	0	0	1	1
Escalations				
Escalations to Stage 2	0	0	0	0

Reason for Complaint	Jul 20	Aug 20	Sep 20	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	0	1	1	2
Housing Management	0	1	0	1
Money Advice	0	0	0	0
Factoring	0	0	0	0
Estate Management	0	0	0	0
Wider Role	0	0	0	0

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

What did we learn / change as a result of these complaints?

What you said...

"A Contractor accessed a shared backcourt and carried out requested work without letting tenants know of their arrival."

What we did...

Staff investigated this matter and found that good communication to fully establish tenants initial expectations would have resolved this complaint before causing any distress.

What you said...

"I feel it is unfair that you will not discuss an issue relating to my family member without their written permission."

What we did...

The Housing Manager carried out an investigation and found that staff followed the correct policy and procedures. Staff learned the importance of Data Protection, good communication and following procedures to protect tenants personal information.

Glasgow City Council – Bin Collection Changes



Glasgow city council have made some changes to the refuse collection and bulk uplift service.

From December 2020 all main door properties will move to a 3 weekly collection for green bins, and a 2 weekly collection for blue and brown and 8 weekly for glass – all main door properties can check their collection days @ <https://www.glasgow.gov.uk/CollectionDays>

Tenements – where Glasgow City Council access the bin store to empty the bins, this will move to a 8 day collection for green bins and a 16 day collection for blue bins – this results in a staggered uplift day meaning you will no longer see your bins collected on a set day of the week.

Tenements – where residents present their bin on the street for pick up you should see no change here, uplifts should still occur on a weekly basis on a set day, however, if the day was to change residents would be lettered to this effect. You can check your next collection @ <https://www.glasgow.gov.uk/CollectionDays>

Please see link to GCC webpage if you require any further/more in depth specific information:

<https://www.glasgow.gov.uk/recycling>

Committee Recruitment - Join our Team

Have you ever fancied learning a new skill? Spire View Housing Association is currently recruiting and has space for two people to join our Management Committee. Full training will be provided and it will only take a couple of hours a month. Having experience in a Governance role looks great on your CV.

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 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**.



Grey Wheelie bins – Food Bin

In line with the pilot in North West Glasgow, bins will be removed from just under 2,500 backcourts in North East Glasgow where there have been significant, persistent issues with contamination of bins with other kinds of waste, such as household black bin bags, or problems with access.

Food waste bins from these back courts are being removed over the course of this week and instead householders will be able to access up to 50 new publicly-sited food waste bins in addition to the 50 already stationed in North East Glasgow. Details of where to find these bins will be included in an updated version of a map on the council website that identifies publicly-sited recycling bins.

Where bins are being removed from back courts, letters have been sent to affected residents to advise them of the change in arrangements and to highlight the enhanced network of public food waste bins. Locations have been chosen to ensure those people at addresses where contamination of bins has been an issue will only have a short walk to their nearest publicly-sited bin.

Grey bins that remain in backcourts will then be collected every 16 days, which mirrors the implementation of the £6.5m Bin Replacement Programme that is removing small, old-fashioned metal bins from 50,000 properties across the city to allow larger wheelie bins for general waste and recycling to be introduced. The programme also sees the same vehicle, driver and crew servicing the same properties on an on-going basis.”

Residents should have received letters advising of the removal of these bins

<https://www.glasgow.gov.uk/article/16560/Food-Waste-Recycling>

Christmas and New Year Bulk Uplift Service

During the festive season everyone has an excess of boxes and packaging after the visit of Santa. To try and assist with the extra bulk, we will continue uplifting bulk over the festive period on the following dates: **Wednesday 23rd December 2020, Tuesday 29th December 2020 and Tuesday 5th January 2021.** Uplifts will take place between 9.00am and 2.00pm.

If you have bulk items and you live in a house, please place them on the pavement outside your property (without causing obstruction) and if you live in a tenement, place at the normal bulk uplift points on the above dates before **9.00am or on the evening before.**

Our Contractor John O'Conner Landscapes will uplift the items thereafter.

Although the Association is providing a bulk uplift service, we would really appreciate your co-operation, particularly as we approach the festive season. If you have bulk rubbish and you are able to dispose of it yourself, you can do this at any of the recycling centres (dumps) which is free of charge.

The nearest dumps are at Dawsholm Depot, 75 Dawsholm Road, Glasgow, G20 0TB and Easter Queenslie Depot, Glasgow, G33 4UL. They are open Monday-Friday between 8am – 3.45pm. However; if you have a van full of items, this will be accepted at **Easter Queenslie only Monday-Friday between 08:00 - 11:00 and 13:00 - 16:00.** Please do not go to any of the other depots with a van as you will be refused entry. This is to enable them to safely manage the number of vans using the centre. The total weight of the van must be less than 3.5 tonnes. The depots will be open throughout the festive period, although they will be closed on Christmas day and New Years day.

All vans are required to report to the weighbridge at Easter Queenslie and not the main Household Waste Recycling Centre entry point.

Staff on site will then provide direction to the tipping location.

Glasgow City Council centres now provide a full waste disposal service, accepting the following waste types:

- Bags of household waste
- Electrical Items (including lamps, tv screens and monitors).
- White Goods
- Mattresses
- Wood (including small furniture)
- Cardboard
- Garden waste
- Scrap metal
- Rubble
- Dry mixed recyclables
- Textiles
- Cooking oil
- Engine oil
- Hazardous household items such solvent based paint, pesticides etc
- Car batteries.



Please note that staff will not be able to provide physical assistance to householders to unload material. We have also been advised by Glasgow City Council that on the 10th of December, a request-only service started for bulk uplift for residents who live in flats as well as houses. Residents can request uplift of up to 10 items by using the MyGlasgow app or completing a form on the website. Once processed, residents will receive a date of uplift and items should then be placed in either a garden or a back court are for uplift making sure it is properly taped/bagged and none of it causes an obstruction. More information can be found on the Glasgow City Council website:

<https://www.glasgow.gov.uk/bulkywaste>





Roystonhill Community Hub

The Hub on the Hill



We are delighted to report that we recently appointed a new Volunteer Assistant at The Hub. Catriona Donald is a local lass who is very much looking forward to working in her local community. Catriona joined us in November and will be with us for the next six months. Catriona has many skills including multi-media journalism so we are hoping to get her started on our Social Media sites and put her skills to good use.

We have various volunteering opportunities currently on offer at The Hub including Administration/Reception, Catering Assistants & Activities Planner. We are also looking for someone to help us keep the grounds neat and tidy so the Hub is always looking its best.

Along with North Glasgow Community Food Initiative, we are looking for machinists who can help with making tote bags for use with the new Royston Community Pantry and also for drivers who will be available to collect stock when needed.

Anyone interested in any of the opportunities above please give myself, Angie Fraser, a call on **0141 212 7386** or email me at volunteer@spireview.org.uk. The activities at The Hub are starting pick back up again.

We now have the following classes weekly:

Monday	9.00am – 2.00pm	Community Meals
	2.00pm – 4.00pm	Digital Skills Tutor Training
	4.00pm – 5.00pm	Kickboxing (under 18's)
	5.00pm – 9.00pm	MM Dance

Tuesday	10.00am – 12.00 noon	Tots & Carers
	5.30pm – 7.30pm	Dance Generation

Wednesday	10.30am – 11.30am	Digital Drop In
	5.00pm – 7.00pm	MM Dance
	6.00pm – 7.00pm	Karate (under 18's)

Thursday	10.00am – 3.00pm	Young at Heart
	11.00am – 12.00 noon	Digital Skills
	6.00pm – 8.00pm	Dance Energy

Saturday	10.00am – 11.30am	Relax and Recharge
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Catriona



Angie



We also have money advice with GEMAP on every day from 9.00am till 4.30pm – if you require an appointment, please contact your local housing office to book.

And not forgetting our wonderful Hub on the Hill Café open every day from Tuesday – Sunday from 9.00 – 3.00pm.

If there are any classes you would like to see happening at The Hub, come along and have a chat with either myself or Catriona. Yoga? Art Classes? Learn to play guitar? Let us know what you would like to see happening at The Hub and we will try our very best to make it happen. **This is your Community Hub.**

Digital Skills Programme



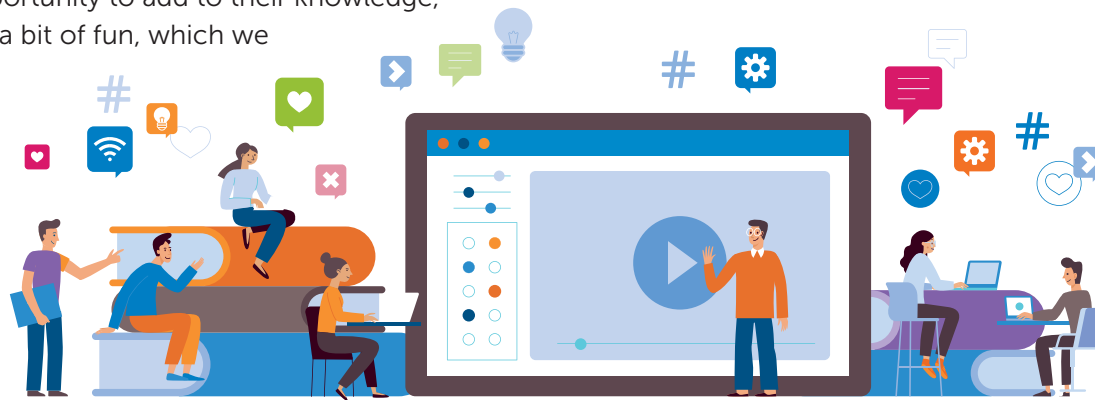
Hi, my name is Fiona Mclean and I'm your new digital engagement officer at The Hub on the Hill.

I would like to take this opportunity to introduce you to our digital skills classes being held throughout the week at the Hub. We have plenty to offer if you feel the need for a bit of help in polishing up your digital skills. We have a drop in class which is open to anyone who needs it. We can help with Iphone, Android, Ipad and any other devices you may need help with. We have Online banking – Online shopping – internet safety – Downloading apps – Face time – zoom calls – see saw (home schooling). Anything you need to help you improve your digital skills. We have free W-Fi in the building.

We also have a lending library for Ipad, which you can borrow for two weeks at a time. This tutoring is free (libraries are charging up to £200 per course) so anyone

who needs it should take this opportunity to add to their knowledge, improve job prospects or just for a bit of fun, which we could all be doing with this year.

There is social distancing, regular sanitising and free masks for anyone who doesn't have one. So come along to the Hub on the Hill. Great meeting place, great wee café, and fun through learning. Ye canny wack it.



Relax and Recharge Class

2020 has been a very challenging year! However, help is on hand at Roystonhill Community Hub (Hub on the Hill) let's make 2021 the best year ever!

Forget your New Year Resolutions that never come to fruition, we have an even better way to commit to 'me' time and one you are more likely to stick with! Come along to our free **Relax and Recharge** class every Saturday 10am-11.30am. How can you say no to one hour per week just for yourself! So put down those dirty dishes and forget the ironing, pick up the phone and call the Hub on **0141 212 7386** to book your free space.



www.spireview.org.uk

Facebook & Twitter



Spire View HA has 614 followers on Facebook and our posts regularly reach around 1000 people. We also have 930 followers on Twitter!! We have used these pages recently during lockdown to engage with our community, get word out quickly on how we planned to manage lockdown and the services we were providing. It also allows us to share anything that we think may be of interest to you. There are plenty of interesting posts to have a wee nosey at. Come on over and check us out!



Spire View Housing Association 17

The Young @ Heart Club is back!!

Come along and join the fun at The Young @ Heart 50+ lunch club.

They meet at Roystonhill Community Hub every Thursday from 10-3pm where they enjoy a delicious lunch and play bingo and enjoy a wee quiz. If you would like to come along, you will be welcomed with open arms.

If you would like more information on how you can join this club please contact our Volunteer Co-ordinator, **Angela Fraser** on **0141 212 7386**.

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.



Affordable Warmth Dividend

Who can apply?

Did you know you can apply for an Affordable Warmth Dividend payment of £100 from Glasgow City Council, available to all residents over the age of 80, to help with the extra expenses of keeping warm during the Winter?



To receive the payment you must be 80 years of age or over on or before 31st March 2021 and living in Glasgow. You can make the application now on www.glasgow.gov.uk/awd or contact your housing officer who will be happy to help you apply.

If you received a payment last year and remain as a council tax payer you do not need to reapply. You should automatically receive a payment again this year. You should have been sent a letter before 30 November 2020 advising when your payment will be made. If you have not received a letter, please complete the form.

Don't miss out on this great opportunity. You will need to apply before 31st March 2021.

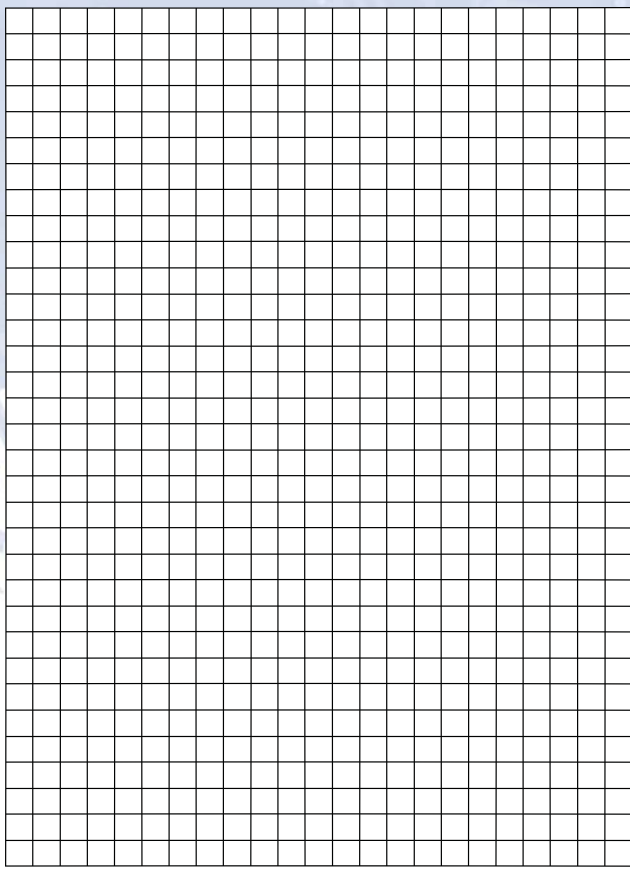
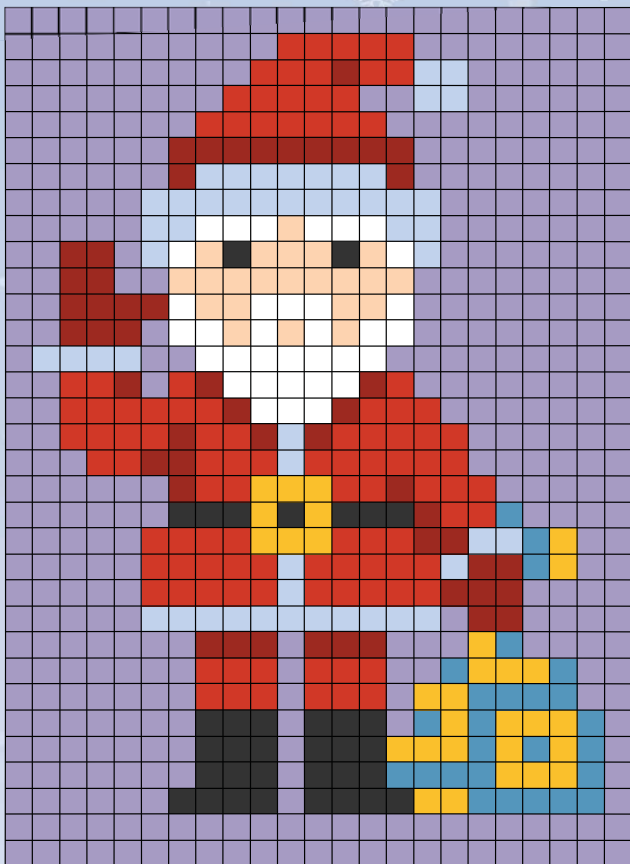


Games page...

Complete our fun activities, then send your page into our office for the chance to win a £25 voucher prize!
Closing date 10th January 2021.

Copy Santa...

Copy our pixel Santa - you could even make him in Hama beads!



Festive Wordsearch

WRAPPING • CHRISTMAS • JESUS • PRESENT • TINSEL
DECORATION • SANTA • REINDEER • BAUBLE
HOLLY • MISTLETOE • SLEIGH • SNOWMAN • FROSTY

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

Spot 10 Differences!



Name:

Telephone:

Age:

Address:

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Fiona McLean
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0141 212 7386



We are delighted to announce Spire View Housing Association continues to sponsor the Dolly Parton Imagination Library. This is a 60 volume set of books for children aged 0-5 and the good news is it's absolutely free.

If you have a child or children of this age and haven't yet registered please contact Donna Richardson on **0141 552 7478** or email **donnarichardson@spireview.org.uk** and we will get your child / children registered. After you register, your child should receive their first book 6-8 weeks later and these will continue each month until the children turn 5 or you move out of the area.



cash for kids

We have recently been notified by Cash for Kids that unfortunately this year they will not be in a position to run the cash for kids Christmas grants.

Due to COVID19 all their funding has been used up providing emergency grants to families throughout the pandemic. Hopefully the grant will return next year.

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 the community with a Community Meal every Monday from 12 noon at Roystonhill Community Hub.

This is a completely free event and open to everyone to attend. To book your space please call **0141 552 4011**.

We hope to see the Fruit Barra 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.

CONTACT DETAILS

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Fax **0141 552 0086**

Email **info@spireview.org.uk**

Website **www.spireview.org.uk**

EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water **01294 468113**

All Other Emergency Repairs **0800 595 595**

