

The Newsletter for Residents of Spire View Housing Association

Issue 75 • Autumn 2022

The Spire View

2022 Garden Competition

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

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

We invited councillor Anthony Carroll to make the difficult decision to pick a winner. He welcomed the task with great delight and was very impressed by the standard of work. He would like to congratulate all those who participated and thanked the organisation for involving him in this event.

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

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

1st Prize goes to Ms Nixia MacKinnon

2nd Prize goes to Mr Stirling Wilson

3rd Prize goes to Miss Tracey Reid

Runners up

Ruby McLaughlin, Robert Berrie, Karen Healy, May Lynch, Walter McFarlane



Forthcoming Holidays

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

Christmas Holidays

Monday 26th, Tuesday 27th and Wednesday 28th December 2022

New Year Closure

Monday 2nd, Tuesday 3rd and Wednesday 4th January 2023

Should you have a gas heating or hot water emergency during this period, please contact Gas Sure on **01294 468 113**.

For all other emergencies please contact City Building on **0800 595 595**.



Inside this issue:
Annual Report 2021/2022 and
Landlord Report Card 2022
See central section

Maintenance Update...

Upgrade of Smoke Detector Systems

Over the past couple of years, the Association has been working to upgrade all of the smoke and heat detection systems in our homes. We had a legal requirement to carry out these works by 1st February 2022.

The upgrade included 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 had to be ceiling mounted and they had to be interlinked i.e., if one is activated, all others are too.

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

We were delighted to report that all properties have now had installations completed and we are therefore fully compliant with the legislative requirements.

We would like to take this opportunity to remind tenants that although we carry out annual checks to your detectors, you should also test these yourself weekly and report any issues to us as soon as possible.

Electrical Safety Checks

In addition to upgrading smoke and heat detections systems, the Association is also required to ensure that all of our properties have had an Electrical Safety Inspection i.e., an inspection of the fixed wiring within your home carried out in the last 5 years. The deadline for ensuring compliance with this was 31st March 2022.

We are pleased with progress made to date but unfortunately, we have continued to experience some issues with tenants not providing access.

Our Maintenance team are in the process of contacting all tenants who have not provided access to advise that action will now be taken to force entry to the property to ensure this inspection can be carried out.

This is not something we wish to do and would therefore urge your co-operation in providing access at your earliest convenience.



Complaints

The Association values feedback from our customers, both positive and negative. Customer feedback helps ensure that we are meeting the needs of our tenants and other customers.

We recognise that from time to time things can go wrong and customers may wish to complain about our service. If you are unhappy about any aspect of our service please get in touch with a member of staff who would be happy to assist. During April – June 2022 we received the following feedback:

What you said...

'A Contractor failed to attend a prearranged appointment.'

What we did...

Staff investigated this matter and noted that the Contractor attended and was not able to gain entry into the tenants close. Staff raised this matter with the Contractor and instructed them to make contact with the office if tenants appear not to be at home to ensure all attempts to carry out works are tried before leaving the job. Staff liaised with both the Contractor and tenant to reschedule this appointment at a time suitable for the tenant. Staff learned that Contractors would benefit from being issued with fobs to gain entry into closes.

What you said...

'I am really not happy with the grass cutting service'

What we did...

Staff investigated this matter and carried out a joint visit to the property with the Contractor they found that the garden was untidy and that some of the tenants own fencing needed to be removed before a close cut was carried out. This was done and the cut complete. Staff learned the importance of post inspecting works to ensure additional factors are picked up and resolved as soon as possible to allow works to proceed. The Contractor was also reminded to report issues to the office when they cannot carry out the full service to allow staff to speak to tenants and ensure we provide a good quality service.

Number of complaints	1st Stage	2nd Stage
Total number of complaints received in the reporting year	3	0
Number of complaints carried forward from the previous reporting year	0	1
Total	3	1
Number of complaints responded to in full by the landlord	3	1
	100%	100%
Total number of days taken to respond in full to complaints	3 days	14 days

Copperworks and Spire View Merger Plans – the next step in our Partnership

Following the departure of Copperwork's Director in 2010, the Association took the opportunity to consider the best way forward and as a result decided to buy Director services from Spire View. In return, Spire View bought Maintenance services from Copperworks.

This arrangement continued to develop and evolve over a period of more than 11 years, resulting in good financial savings for both Copperworks and Spire View. The relationship was further cemented when the two Association's decided to share an office in April 2015.

The Associations now share around half the combined staff team and a staffing review in 2020 concluded that it would be in the best interest of tenants if all staff could be shared across the two organisations. Unfortunately, it was not possible to implement this recommendation as the Associations would have faced a VAT liability in the region of £70,000

every year. This would have wiped out the savings currently being made and we are sure you will agree, especially with the current cost of living crisis, it would not be the best use of tenants rent money.

Earlier this year, the Copperworks and Spire View Management Committees agreed that, in order to mitigate the VAT liability, they would like to explore the possibility of a merger of the two Associations. An options appraisal was carried out and this concluded that it would be in the best interest of tenants to merge the Associations via a Transfer of Engagements from Copperworks to Spire View, followed by a name change for the new combined organisation.

Consultation carried out in July 2022 with both sets of tenants indicated general support and also allowed us the opportunity to gather views on tenant priorities. Copperworks will now move forward with more detailed tenant consultation and this work will be carried out by the Tenant



Participation Advisory Service (TPAS) who will act as an Independent Tenant Advisor. We will also keep Spire View tenants fully updated on progress.

Both Management Committees would like to assure all our tenants that, if the merger progresses, it will not impact negatively on the service we provide. Our customers will still see the same staff in the same office. However, it provides an opportunity to share all staff across one organisation whilst mitigating a potential annual VAT liability of £70,000 and making some additional savings on other overheads, which will help further as we work our way through the cost of living crisis.

If you have any questions regarding the proposed merger, please contact any member of staff who will be able to assist you or direct you to the most appropriate person.

The Park on the Hill

We reported in our last newsletter that our colleagues at Copperworks had been successful in securing additional funding to progress with the next phase of works to the park.

Therefore, in line with the priorities set by the community consultation that was carried out, the next phase of works will be:

- The creation of pathways across the site for ease of use by residents
- The installation of lighting to create a well-lit space that can be crossed safely at night
- The installation of trees/plants to create a diverse area for the enjoyment of all
- The creation of a flat open play space



The cost of this work will be in the region of £200,000 and the design team and Copperworks are in the process of issuing the tender for the project.

Keep an eye on our social media pages and website for updates!

It's not all in a day's work...

We believe that all residents have a right to be heard, understood and respected and our staff work hard to be open and accessible to everyone.

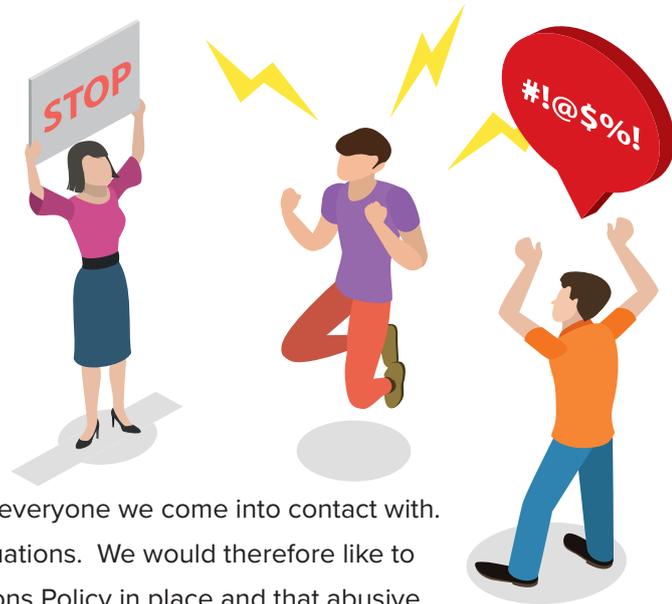
We pride ourselves on providing a good service to all of our customers and overall, we enjoy very harmonious relationships with everyone we come into contact with.

However, on occasion, we do encounter difficult and unfortunate situations. We would therefore like to take this opportunity to reiterate that we have an Unacceptable Actions Policy in place and that abusive language or threatening behaviour towards staff is not appropriate and will not be tolerated.

We would ask that you please treat our staff with the same respect you would expect to receive from us.

If it is deemed that you are behaving inappropriately towards any member of our staff at any time, whether this be in our office, on the phone or within your home, the staff member may terminate the call, terminate the home visit or ask you to leave our office. If unacceptable behaviour persists, this could result in some services being removed from the individual involved.

We understand that people become frustrated at times, but please rest assured that our staff will treat your issue with understanding and empathy and will work to try to resolve any issues that you present with.



Equality & Diversity Survey

Did you know that Spire View Housing Association is committed to promoting; an environment of respect and understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all.

Tackling inequality is not something new. Governments within the United Kingdom have been addressing equality and diversity issues for many years and although progress has been made, inequalities still exist in Scotland and across the United Kingdom.

Their attempt to tackle discrimination, promote equality and address

inequalities and inconsistencies which existed in previous discrimination legislation culminated in the introduction of The Equality Act 2010. The introduction of The Act resulted in the abolition and replacement of previous discrimination legislation with one single piece of legislation.

Spire View Housing Association has operated under this legislation for many years to ensure that we remain compliant with all legal requirements and continue to promote a culture of dignity and respect for all.

To ensure that we tailor our services to fit the community in which we serve and to comply with our regulatory requirements, we have

recently issued an anonymously survey to all tenants, new tenants and waiting list applicants. We would really appreciate it if you could take the few minutes it requires to complete and return the survey to us.

We will use this information to improve or introduce new services, plan community events and lots of other interesting activities to meet the needs of our community.

We hope that you will support us to achieve this.

If you would like any further information regarding this survey or Policy please contact our Corporate Governance Officer Gillian Spence, contact details are on the back page.





Spire View AGM 2022

The Association held another successful AGM on 21st September 2022 at Roystonhill Community Hub (The Hub on the Hill).

We were delighted to welcome along 39 members of the Association along with representatives from other local organisations, including St Roch's Childcare and Copperworks Housing Association.

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

We have had expressions of interest from 2 local people whose Committee Members Applications are currently being processed. This means that we still have a great opportunity for 3 more people to join our Committee.

It really is a great way to get involved in decision making in your own community and to make a difference. You would also be eligible for fantastic training opportunities, which would make a difference to your own CV.

Our Committee are a friendly bunch who would love to welcome you along.

So, if you are interested in this opportunity, please call Gillian on **0141 559 5644** for further information and an informal chat.

Our Management Committee for the coming year is as follows:

Charlie Lunn *Chairperson*

Rachel Cooper *Vice Chair*

Clare O'Donnell *Secretary*

Drew Collier *Treasurer*

Caitlin Heaney

Craig Allan

Alan Brown

Angela Heaney

Walter McFarlane

Allan Stewart



We would like to say a huge thank you to Edward Paton for all his hard work in the Community. Edward has been helping out in the Garden of Eden and helping out his neighbours with some gardening. **Thanks Eddie!**



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 within this age group and haven't yet registered, please contact Stephen Hughes at the office on **0141 552 7928** or email Stephenuhughes@spireview.org.uk and we will register your child/children. 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 the area.

We recently received some positive feedback from one of the tenants who has registered their child for the free books and this is what they said:

"My children are both registered for the Imagination Library and they love getting their books delivered."

"What a great way to get my kids to read!"

Repairs Satisfaction

Once again, we would like to thank all of our tenants who very kindly took the time to complete our repairs satisfaction surveys. We love to hear from you as it's a great opportunity to have your say on our maintenance service.

We are currently carrying out surveys by post, so if you have had a repair carried out recently, a survey may be on its way to you. Alternatively you can call Mary Dunsmore, Maintenance Assistant on 0141 559 6770 to participate in our monthly survey.

The feedback we receive 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.

Everyone who completes a survey will be entered into the monthly prize draw. You have to be in it to win it though, so remember to fill out the surveys and return them to the office.

Our winners were:

April: **Thomas Rodgers**

May: **Jane Riley**

June: **Mrs & Mr Andrew –**

Congratulations!

Bulk Uplift

As you know, we take pride in our community and it is very important to us to keep the estate looking the best it possibly can.

When the Glasgow City Council bulk uplift service was discontinued, the Association introduced an uplift service to make sure that the appearance of the area did not deteriorate as a result of this. This service operates every Monday and there are various collection points throughout the estate which all residents should be aware of. However, if you do not know where to put bulk items, please contact the office and a member of staff will be happy to assist you.

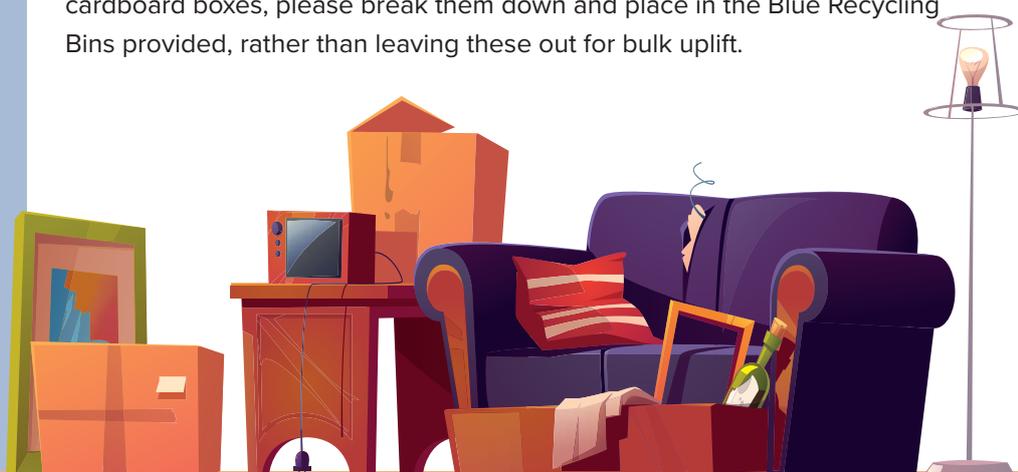
To ensure you get the best use of the service, we would ask for your co-operation as outlined below:

PLEASE put your items out for collection either:

**LATE ON A SUNDAY EVENING OR
BEFORE 7AM ON A MONDAY MORNING**

PLEASE DON'T place bulk items in the bin stores as they will not get uplifted and this could result in build up and people not being able to access the bins to dispose of household rubbish.

IF YOU CAN, PLEASE tie or tape up items where possible. If you have cardboard boxes, please break them down and place in the Blue Recycling Bins provided, rather than leaving these out for bulk uplift.



Refuse Collections

We are sure that everyone is aware that there have been strikes recently conducted by the Glasgow City Council Cleansing workers that impacted on rubbish collection service. This affected all of us and resulted in challenges when it came to uplifting refuse. We are glad that matters were resolved and the service is now back on track.

To keep the area clean and tidy, we would ask that you place all household rubbish in black bags or carrier bags, tie them up and put them in the bins provided. We would also ask that you do not leave rubbish bags on the street or at the side of bins as this can attract birds, foxes or other vermin and I am sure you will all want to assist us in our efforts to avoid these types of issues.

If you are able to, you can take excess household waste to one of the cleansing depots, either Queenslie or Polmadie, this would be very much appreciated. This will save rubbish from piling up in the bin stores and at bin areas until your collection day.

Recently we have seen an increase in the theft of wheelie bins around the estate. To try to prevent this, we would ask that residents return their bins to the bin stores as soon as possible after they have been emptied.

If we all work together, we can keep the estate in the best possible condition, providing a much more pleasant environment to live in and be proud of.



Spire View

Housing Association

Annual Report 2021-2022
Landlord Report 2022

It gives me great pleasure to present Spire View Housing Association's 2021/2022 Annual Report. It has been another extremely busy and rewarding year for the Association and this report will give you an overview of the main events.



I am very proud of the tremendous amount that the Association has achieved since it was established in 1989 and we continue to develop our services to meet the needs of all of our tenants and owners.

As we emerged from the pandemic, we had to consider and manage the difficulties that the restrictions created. To do this, we have embraced the use of technology with a view to future proofing the organisation. I hope you will agree that we have risen to the challenge and had another very successful year and that you will find this report enjoyable reading.

The Association recognises that we operate in a sector that is continually changing and we are committed to achieving organisational excellence and we pride ourselves in being prepared to encounter change and deal with this effectively. As we have said in previous years, close partnership working with a variety of committed professional organisations is fundamental to achieving our aims. The 'Community and Partnership News' section of this report recognises many of these organisations. However, there are a number of other partners who offer support and assistance, allowing the Association to deliver ambitious and creative initiatives for the enhancement of Royston. These organisations include Copperworks Housing Association, North Glasgow Community Food Initiative, local schools, Greater Easterhouse Money Advice Project (GEMAP), The Simon Community, Rosemount Lifelong Learning, Royston Youth Action and Rosemount Development Trust. We genuinely value these partnerships tremendously.

Through positive partnerships along with sheer hard work and determination, we have accomplished everything we set out to do this past year.

I am delighted to report that our new build development was completed in March 2022. All properties were allocated and the tenants have advised that they were delighted with the finished product. During the year, and in consultation with our customers, we updated a range of policies and procedures including our Service Standards Policy, Rent Arrears Policy and Anti-Social Behaviour Policy and Maintenance Policy to name just a few. Furthermore, we once again published and distributed our Landlord Report Card. This document provides valuable information for our tenants and we will continue to issue this each year. We also concluded a comprehensive review of our rent charges to ensure we continue to charge affordable, comparable rents, which allow also the Association to remain financially sustainable.

During 2021/2022, Scotland and the UK as a whole navigated our way through the COVID-19 Route Map as we emerged from 'lockdown' as a result of the COVID-19 global pandemic. The Association was instrumental in the formation of the Royston Covid Response Group and the response delivered in the local community. This hard work has continued and we are delighted to be able to support tenants to this day with a Community Food Pantry. I am exceptionally proud of the part we played in this partnership and the support delivered to our local community.

We have come a long way in 33 years but we have never forgotten our roots and priorities. We place tenants at the centre of our decision making processes and strive to continuously improve the standard and quality of our services.

I would like to sincerely thank my colleagues on the Management Committee some of whom have given many years of service, for giving up their time to provide unconditional support. I would also like to take this opportunity to thank the staff team at Spire View who continue to ensure that the Association performs to the highest standards and that tenants receive the best possible service.

Charlie Lunn Chairperson

Allocations and Voids

During 2021/22, we continued our close working relationship with Copperworks Housing Association and we hope that by using our joint housing application form and literature, the process of applying for housing is simpler for applicants. Demand for our properties remains high and at 31st March 2022 we had a healthy waiting list with a total of 339 applicants. We allocated 58 properties during 2021/22, 35 of which were allocated to applicants on our waiting list. A further 20 properties were let to applicants on our internal transfer list and 3 properties were let to homeless referrals.

The 58 properties allocated varied in size and can be broken down as follows:



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



Rent and Arrears

The Association continued to enjoy an extremely positive relationship with Glasgow City Council Housing Benefit Department over the past year and this was reflected in the low level of technical arrears (**0.54%**) recorded at 31st March 2022. The level of non-technical arrears at 31st March 2022 was **1.99%**.

The percentage of tenants claiming housing benefit remained low and at 31st March 2022, **22.3%** of tenants were in receipt of housing benefit, **19.2%** full and **3.1%** partial Housing Benefit. We also had **25.3%** of tenants in receipt of Universal Credit. Once again, we were very busy collecting more cash from tenants than in previous years and still managed to keep arrears very low.



Estate Management

It is very important to the residents and staff of the Association to keep our environment clean and tidy and to a very high standard. We all work together to ensure this happens and staff actively encourage residents to take pride in their environment, particularly their gardens by carrying out regular inspections and rewarding tenants for all their hard work and effort with prizes in our annual garden competition.

We host regular clean up campaigns with tenants, local schools and Glasgow City Council (Neighbourhoods and Sustainability) to clear out litter and debris from all grassed areas and common paths etc.

We are delighted to work alongside partner agencies such as, Glasgow City Council (Neighbourhoods and Sustainability) Police Scotland, local councillors and MSPs to help to keep our community environment a place for people to be proud to live in.

Following our full comprehensive review of our approach to estate management in consultation with the local community we implemented a close cleaning and grass cutting service in 2020/2021. This has been a success for both our tenants and the Association.

Anti-Social Behaviour

The Association continues to operate a zero-tolerance approach to anti-social behaviour. A robust policy is in place that allows us to continue to work with our partnering agencies to provide effective and efficient solutions to anti-social behaviour issues that arise.

In 2021/22 we received a total of 27 Anti-Social Behaviour complaints. We were able to resolve 26 of these through 'management actions', for example advice, mediation and breach of tenancy letters. The remaining 1 case was resolved through issuing a notice of proceedings. We believe this is a positive reflection of the trusting and open relationship that our housing management staff enjoy with our tenants.

Repairs, Maintenance & Impro

Day to Day Repairs

The Association believes that our tenants deserve the highest level of service for repairs and this is reflected in the stringent timescales that we set for ourselves.

We are delighted with how we have performed against our targets especially given that we were all striving to get back to normal following the difficult period during COVID.

Performance 2021/22

Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	312	4 hours	2.51 hours
Non-Emergencies	1616		3.12 days

Gas Safety Checks



The Association is required to ensure that all properties with gas installations receive an annual service/safety check each year (and within the 12 month period following the last check). We are delighted to report that the Association had no failures in our legal duty during the reporting year 2021/22.

Right First Time



All Registered Social Landlords are required to report on the number of reactive repairs that were deemed as completed "Right First Time". During 2021/22, 1616 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1596 of these were completed 'right first time' giving an overall performance rate of 98.76%.

Stage 3 Medical Adaptation

Each year we receive requests from occupational therapists, nurses, doctors etc. for medical adaptations on behalf of our tenants to allow them to continue to live as independent lives as possible. During 2021/22, we managed to secure and spend £89,367.00 to carry out the following medical adaptations:

- 3x Overbath Shower
- 7 x Level Access Showers
- 1 x Internal handrail
- 4 x Wet floor shower rooms
- 1 x External/internal electronic doors
- 1 x Electronic doorbell

Surveys were issued to all tenants who received an adaptation to gauge their satisfaction with the processes involved and the way in which works were conducted and completed.

The results are listed below:

How satisfied were you with:	Very Satisfied
Helpfulness of Association staff	100%
Appointment system	100%
Length of time taken	100%
Attitude of Tradesmen	100%
Quality of Work	100%
Level of Disturbance	100%
Extent to which work met needs	100%



Cyclical and Planned Works

Since the Association was created, we have been committed to improving existing properties and enhancing the stock with new build projects.

We have a comprehensive planned maintenance programme in place to ensure that the properties are maintained to the highest standard. We were delighted to recommence our planned and cyclical maintenance programmes following the postponement of works during 20/21 due to the COVID pandemic.

The Association conducts a stock condition survey every 3 years and the information gained from this informs the future investment strategy. The most recent survey was completed in March 2022 and the data obtained from this will be fed into our future plans and financial projections.

In addition to Planned Maintenance, The Association also has a cyclical works programme in place which includes services such as gas servicing and maintenance, grounds maintenance/grass cutting, close cleaning, gutter cleaning and testing of roof anchor bolts.

The costs for our Cyclical Maintenance programme for 2020/2021 are given below:

	Gas servicing and maintenance	£61,000
	Grounds maintenance	£76,000
	Gutter Cleaning & Roof Anchor Bolt Testing	£20,000
	Close Cleaning	£37,000

During financial year 2021/22, we carried out the following:

	73 Kitchen Replacements	£293,000
	73 Boiler Replacements	£158,000
	6 Bathroom Replacements	£15,000
	73-85 James Nisbet Street Render and Window Replacement	£951,000
	Upgraded Smoke & Heat Detection Systems	£37,000
	Electrical Safety Checks	£15,000
	Total	£1,469,000



Other Maintenance News:

Tenant Satisfaction with Repairs Survey Results 2020/2021

Each month we contact a percentage of our tenants to assess how satisfied they are with our repairs service. We aim to survey a minimum of 10% of all repairs to ascertain if contractors and Spire View staff are providing the best possible repairs service.

We surveyed 197 tenants who had repairs carried out during 2020/21 and asked overall how satisfied were they with the repairs service provided by the Association. We were delighted to note that all of those surveyed were very satisfied with the overall repairs service provided.

Development

The Association were delighted to complete our new build development at Glenbarr Street during the financial year. The development which consists of 24 new flatted properties was fully occupied by March 2022 and all of the tenants who were allocated one of the new properties were delighted.



Our Spire View Team for 2021/2022

Committee Members

Charlie Lunn	<i>Chairperson</i>
Rachel Cooper	<i>Vice Chairperson</i>
Clare O'Donnell	<i>Secretary</i>
Allan Stewart	<i>Treasurer</i>
Alan Brown	<i>Committee Member</i>
Caitlin Heaney	<i>Committee Member</i>
Ross Love	<i>Committee Member (resigned 28/02/21)</i>
Mark Shannon	<i>Committee Member (resigned 16/09/21)</i>
Andy White	<i>Committee Member (resigned 25/10/21)</i>
Andrew Wilkie	<i>Committee Member (resigned 25/04/22)</i>
Ahmed Sharif	<i>Co-optee (resigned 24/04/22)</i>
Angela Heaney	<i>Committee Member</i>
Lynda Mulholland	<i>Committee Member (resigned 30/05/22)</i>
Craig Allan	<i>Committee Member</i>
Drew Collier	<i>Committee Member</i>
Walter McFarlane	<i>Committee Member</i>

Staff Members

Fiona Murphy	<i>Director</i>
Margaret Brownlie	<i>Depute Director</i>
Donna Richardson	<i>Housing Manager</i>
Jordan Henderson	<i>Finance Manager</i>
Lesley Burrows	<i>Housing Officer (part time)</i>
Margaret Clowes	<i>Housing Officer (part time)</i>
Adele McGarth	<i>Housing Officer</i>
Stephen Hughes	<i>Housing Assistant</i>
Jacqueline Paterson	<i>Maintenance Officer</i>
Paul Rocks	<i>Maintenance Officer</i>
Mary Dunsmore	<i>Maintenance Admin Assistant</i>
Gillian Spence	<i>Corporate Governance Officer</i>
Margaret Gillespie	<i>Finance Officer</i>
Roddy Forrest	<i>Corporate Services Assistant</i>
Angela Fraser	<i>Volunteer Co-ordinator</i>
Catriona Donald	<i>Volunteer Assistant</i>
Fiona McLean	<i>Digital Engagement Officer</i>

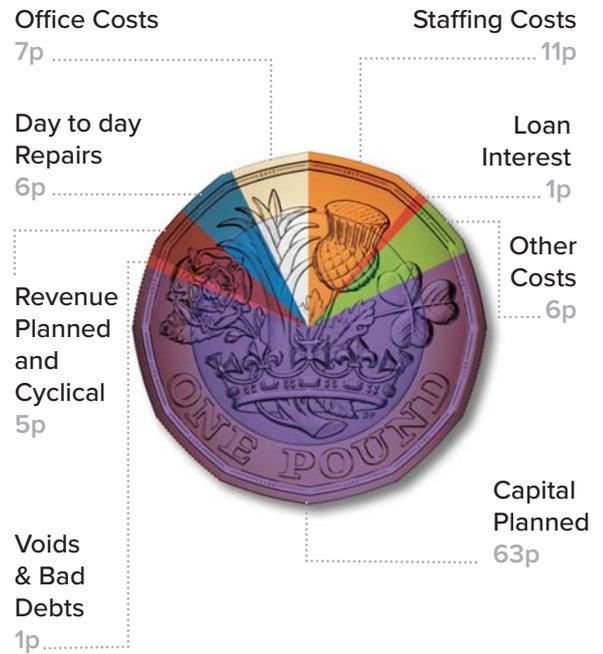
Consultants

French Duncan	<i>Auditors</i>
TC Young & Son / BTO	<i>Solicitors</i>
Maureen McGowan	<i>Financial Capability Officer</i>
Geraldine Burgess	<i>nancy Support Officer</i>
Matthew Horsley	<i>Money Advisor</i>

Statement of Comprehensive Income for the Year Ended 31 March 2022

Per Annual Accounts		
Turnover	2,474,090	Mostly Rental Income some sundry items
Less Operating Costs	(2,237,068)	Cost of Management and Maintenance of our properties
Operating Surplus/(Deficit)	237,022	
Loss on Disposal of Component Replacement	(47,330)	Technical loss on Component Replacement
Interest Receivable and other similar income	1,080	Interest earned from money invested
Interest Payable and other similar charges	(37,687)	Interest paid on the loans taken out to finance the properties and pension deficit
Other Finance Charges	(10,000)	Net interest and expenses on defined benefit pension scheme
	(93,937)	
Surplus/(Deficit) for the Year	143,085	Amount remaining after all expenses have been met
Actuarial gain in respect of pension scheme	234,000	Pension Adjustment
Total Comprehensive Income	377,085	
Reserves brought forward	9,792,659	Last year's balance brought forward
Reserves carried forward	£10,169,744	Total Revenue Reserves at the year end

How every pound is spent...



Statement of Financial position as at 31st March 2022

Non-Current Assets		
Housing Properties Less Depreciation	14,630,848	Net Book Value of all our housing stock (after Depreciation)
Other Fixed Assets	2,539,365	The office, office furniture & equipment and Community Hub Costs
Total Non-Current Assets	17,170,213	
Current Assets		
Debtors	249,154	Money owed to us
Cash at bank and in hand	576,250	Money in bank
Total Current Assets	825,404	
Current Liabilities		
Creditors: amounts falling due within one year	(950,668)	Money owed out within one year
Net Current Assets/(Liabilities)	(125,264)	Current Assets less Current Liabilities
Total Assets Less Current Liabilities	17,044,949	
Creditors: amounts falling due after more than one year	(2,512,471)	Loans taken out to finance the newbuild, refurbished properties
Provisions for Liabilities		
Pension – defined benefit liability	(46,000)	Revised Pension Deficit Liability
Deferred Income		
Social Housing Grants	(2,323,136)	Deferred Social Housing Grant
Other Grants	(1,993,405)	Deferred Community HUB Grant and other social grants
Net Assets	10,169,937	Net Value of Spire View Housing Association
Equity		
Share Capital	193	Sum of the £1 membership fee
Revenue Reserve	£10,169,744	Money built up from remaining surpluses
	£10,169,937	Net Funds of Spire View Housing Association

Community News and Partne

We value our partnership work with various agencies tremendously and recognise that this helps us to achieve many of our aims and objectives at Spire View. Detailed below is just some of what we achieved in 2021/2022.

Roystonhill Community Hub (Hub on the Hill)

This new community facility has quickly become a hub of activity for local groups offering activities including Kickboxing, Karate, The Hub on the Hill Café, Bingo, Youth Drama, Dance, Keep Fit, Health and Wellbeing, 50+ Lunch Club and Digital Skills Classes. Other services on offer include Tenancy Support, Money Advice and Financial Capability.

The Hub project would not have been possible without the funding support received from the Scottish

Government's Regeneration Capital Grant Fund (£575,000), Big Lottery Fund (£1,183,848), The Clothworkers Foundation (£85,000), Copperworks Housing Association (£60,000), Glasgow Housing Association (£5,000), Area Partnership (£5,000), Hugh Fraser (£10,000) and Rosemount Development Trust (£10,000).

Making a success of the Hub has not been without challenges, including the introduction of the restrictions associated with the Coronavirus pandemic. As activities were



Roystonhill Community Hub
The Hub on the Hill

suspended, a very swift change of direction was required and the Roystonhill Community Hub became a focal point from which support was offered to the entire Royston Community. Thanks to additional funding support of £63,040 from The National Lottery Communities Fund, the Association was able to lead and support the Royston Covid Response ensuring delivery of thousands of food parcels and hot meals to vulnerable residents across Royston and beyond.



Funders:



Aspire Digital Space

Working in partnership with Power Up through the Good Things Foundation and with funding from JP Morgan, the Association was awarded over £75,000 funding to deliver digital skills workshops in the local community from November 2019 until June 2021.

The project aimed to provide digital learning within the Roystonhill Community Hub, to enhance digital provision. Delivery included a digital learning programme to enable local community members to get online, improve their digital skills and confidence, access economic benefits and improve employability through peer mentoring, upskilling of staff and local advisory group to embed the project within the locality.



Financial Capability and Tenancy Support Services

During the year working in partnership with 4 other RSL's, we received funding of £25,000 to allow us to continue to provide a Financial Capability Officer (Maureen McGowan) and a Tenancy Support Officer (Geraldine Burgess). These services are very well used and provide excellent outcomes for our customers.

Money Advice Service

Throughout the year we continued to offer a free Money Advice service to our tenants and the local community, working in partnership with Greater Easterhouse Money Advice Project. This service is available from the Roystonhill Community Hub 3 days per week and is very much in demand. This has resulted in some great outcomes for our tenants and residents.

Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2021/22 we donated £550.00 to worthy causes including CHAS, Ashfield's 2009's Football Club, Shelter and Positive Action in Housing to name just a few.

Other news... Complaints Handling

During 2021/2022 we received a total of 44 complaints and 1 complaint carried forward from 2020/21, 38 of which were resolved at stage 1. We had 7 cases that escalated to stage 2 as we required more information and had to investigate the matters further. Unfortunately, 3 of these complaints were not responded to within timescales and this resulted in staff training to avoid this happening again in the future. All other complaints were resolved within the appropriate timescales. 73% of complainants were very / fairly satisfied with the outcome of the complaint. 25% of complainants indicated that they were neither satisfied nor dissatisfied with the outcome of the complaint and 2% of complainants advised that they were fairly dissatisfied.

In relation to how the complaints were handled, 73% of complainants were satisfied with the way the complaint was handled and 25% were neither satisfied nor dissatisfied and 2% of complainants remained dissatisfied with the way their complaint was handled.

We will continue to publish statistics relating to complaints received and what action has been necessary to resolve them in our quarterly newsletter, and future annual reports.

Website / Social Media

We continued to take full advantage of advances in technology and regularly use Facebook, Twitter and Snapchat to communicate with our tenants and other customers. We continue to frequently update our website and Social Media sites. This contains local news, community events, photos and much more.

Our Partners:



Scottish Government
Riaghaltas na h-Alba
gov.scot



COPPERWORKS
Housing Association



J.P.Morgan

ROSEMOUNT
DEVELOPMENT TRUST



gemap
Enable | Inspire | Transform



Good Things
Foundation

Access
Technology
Scotland

Spire View publishes 9th 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 Wheatley Homes Glasgow (a larger City wide organisation).

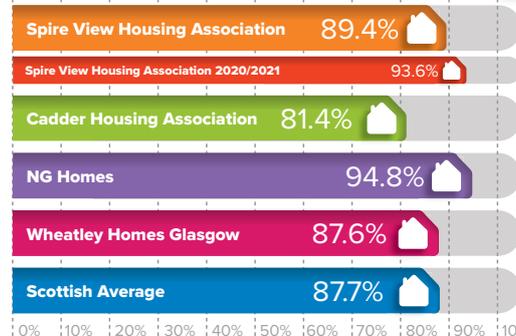
We have also included last year's performance figures to give a comparison and the Scottish Average figures to allow you to see exactly how Spire View compares at a national level.

- Better than the Scottish Average
- The same as the Scottish Average
- Worse than the Scottish Average

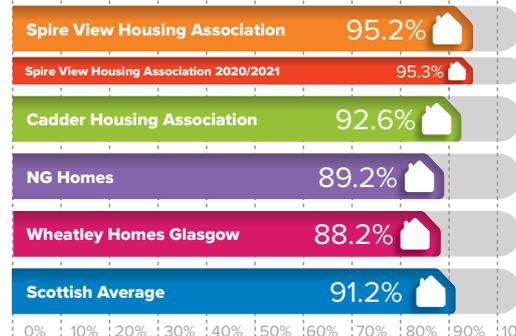
House Size	Spire View HA	Cadder HA	NG Homes	Wheatley Homes Glasgow	Scottish Average
2 apt	£61.72	£82.96	£84.75	£83.96	£75.95
3 apt	£70.97	£89.08	£91.94	£89.63	£81.32
4 apt	£81.51	£102.30	£100.95	£103.98	£84.18
5 apt	£82.63	£115.97	£112.03	£113.92	£91.48

Tenant Satisfaction...

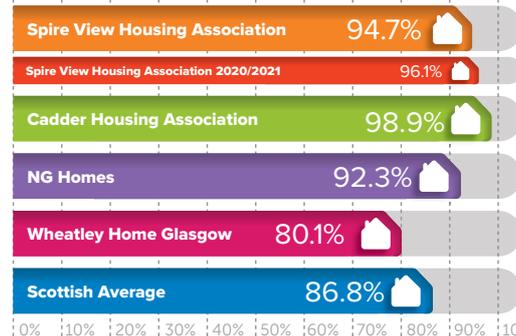
Percentage of tenants satisfied with the overall service provided



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

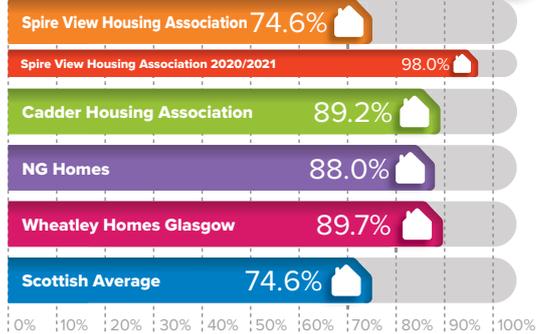


Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making

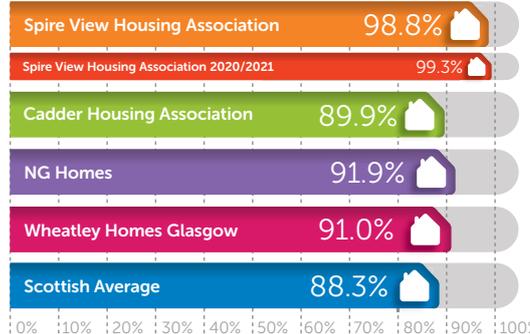


Quality and Maintenance of Homes...

Percentage of homes meeting the Scottish Housing Quality Standard



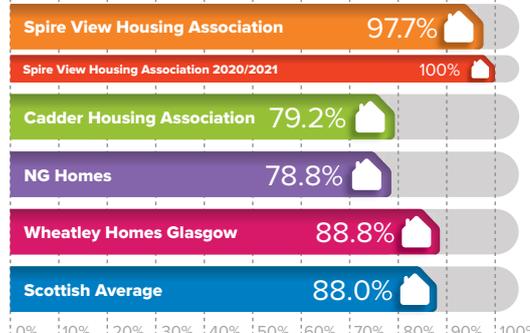
Percentage of reactive repairs carried out in the last year completed right first time



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



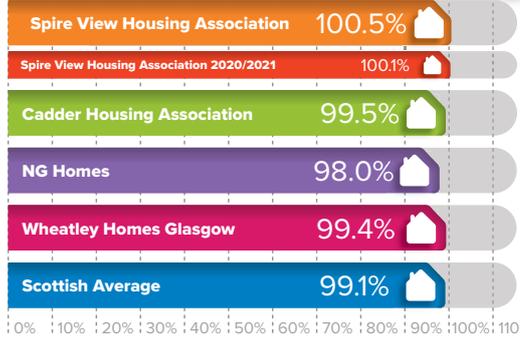
Neighbourhoods...

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

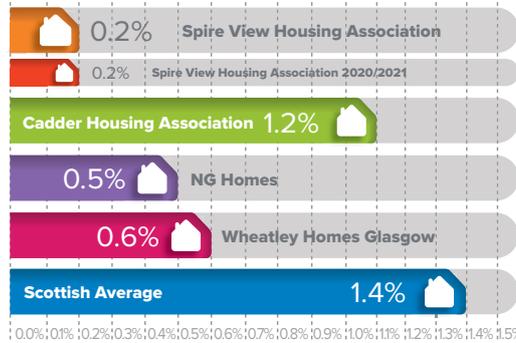


Value for money...

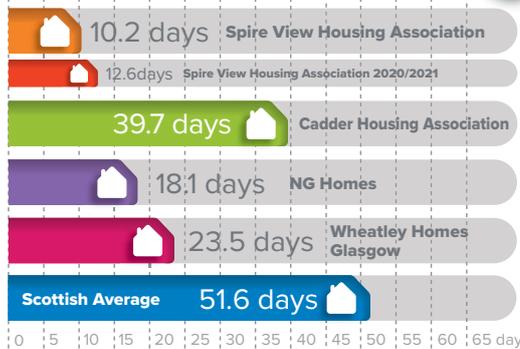
Percentage of total rent due collected in the previous year



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 almost every category. Furthermore, in many 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, thought 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**.

Roystonhill Community Hub

All things Hub on the Hill

Autumn has arrived at Roystonhill Community Hub, the leaves are turning red and we've swapped our shorts and sandals for woolly hats and winter coats. It's time to carve your pumpkins and get some of those sweets in for the trick or treaters!

Here at Roystonhill Community Hub we've had a wonderful summer and we hope you have too. We have a lot of exciting events coming up so read ahead to find out what's been happening and what's coming up!

Volunteer Update

Currently we have 15 active volunteers, 4 of whom have just started and are making fantastic progress. All 4 recent volunteers are working at our reception and helping out with social media at The Hub and you may have noticed some of their fantastic posters and videos appearing on our Facebook page. All of our volunteers are learning some fantastic new skills that can be added to their CV's and even have the opportunity to gain qualifications.

If you are interested in adding to your CV, learning new skills and gaining qualifications then call us on **0141 212 7386** to find out more!



**Roystonhill
Community Hub**

The Hub on the Hill

Young @ Heart Group

The Young at Heart club has just been awarded £750 from the St Nicholas Care Fund that will allow them to go on a wonderful murder mystery weekend!

The club is held every Thursday from 10am until 3pm. If you are over 50 and are looking to meet new people, play some bingo, go on trips away and have some lunch then come along to Young at Heart on a Thursday to find out more about becoming a member!

GEMAP & Simon Community Update

Based at Roystonhill Community Hub we have a Money Advice Service, Tenancy Sustainment Officer and Financial Capability Officer.

Matthew is based at The Hub every Monday, Tuesday and Thursday. He runs the Money Advice Service.

Maureen is the Financial Capability Officer and is based at The Hub every Wednesday and Friday.

Geraldine is our Tenancy Sustainment Officer and she is based at Roystonhill Community Hub every Wednesday and Friday.

If you would like to make an appointment with Matthew, Maureen or Geraldine, you can call Spire View Housing Association on **0141 552 7928**.



Matthew



Maureen



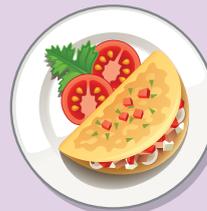
Geraldine



North Glasgow Community Food Initiative: Royston Pantry and Community Meals

Have a delicious three course meal at Roystonhill Community Hub every Monday from 11.45am to 1pm and go for a relaxing walk beforehand with North Glasgow Community Food Initiative!

NGCFI holds Community Meals at The Hub every



Monday. It is open to anyone and everyone and all the Food Initiative ask for is a small donation if you are able to do so.

All Welcome!

North Glasgow

Community Food Initiative also runs Royston Community Pantry from the shop unit at The Hub.



The pantry operates:

Monday 2.00pm - 5.00pm

Thursday 4.00pm - 7.00pm

Friday 10.00am - 1.00pm

To become a member of the pantry you must live in the G21 area and it costs £3 to join. If you would like to join then visit Royston Community Pantry on any of the days they are open at 174 Roystonhill to pick up a membership form – You must bring ID and proof of address to sign up!

Roystonhill Community Hub

Invitation

We are delighted to announce we will finally be hosting another fantastic Tea Dance on Wednesday 2nd of November 2022!

It has been a long time coming so I am sure you will all be as excited as we are!

If you are interested in coming along, please contact the Copperworks office on **0141 552 7477** to book your tickets which are £5.00 per person... remember, book as soon as possible to avoid disappointment!

Date for diary - **Wednesday 2nd of November 2022** from 2pm – 4pm in the Roystonhill Community Hub (doors open at 1.30pm)

So come on, get your dancing shoes on and join us for an afternoon of fun, music and dance and a wee game of bingo!



What's on at Royston Food Hub!

- 📍 **Roystonhill Community Hub, G21 2LG**
 - 🍴 Community Meal - Mondays 11:45-2pm
 - 🛒 Community Pantry - Mon 2-5, Thu 4-7, Fri 10-1
- 📍 **Royston Primary School, G21 2NU**
 - 👨🍳 Cooking Sessions - Thursdays 10-2pm
- 📍 **Germiston Allotments, G21 2DJ**
 - 🌱 Gardening Sessions - Mon 10-12, Wed 12-2pm

Find out more and get involved:

- 🌐 www.ngcfi.org.uk
- ✉ roystonfoodhub@ngcfi.org.uk
- 📘 [RoystonFoodHubandCommunityPantry](https://www.facebook.com/RoystonFoodHubandCommunityPantry)
- ☎ 07758093754

New – Circuit Training Class!

We have a brand-new Circuit Training class from Silverback Fitness right here at Roystonhill Community Hub every Tuesday from 6pm until 7pm! If you are interested in improving your health and wellbeing and getting fit, then this is the perfect class for you!

All fitness levels are welcome, call **07564 758488**

to find out more!



WHAT'S ON AT ROYSTONHILL COMMUNITY HUB



MONDAY

- 2pm - 4pm Digital Skills Class
- 2pm - 5pm Community Pantry
- 4pm - 5pm Kickboxing with Kieran
- 5pm - 9pm MM Dance
- 7pm - 9pm Karate (Adults)

TUESDAY

- 1pm - 4pm Crafts for Laffs'
- 5pm - 8pm Dance Generation
- 6pm - 7pm Circuit Training

WEDNESDAY

- 1pm - 4.30pm NCL Digital Qualification
- 6pm - 7pm Karate (Kids)

THURSDAY

- 10am - 3pm Young at Heart
- 10am - 12pm Digital Drop In
- 10am - 2pm People Plus
- 4pm - 7pm Community Pantry
- 5.45pm - 8.45pm Dance Energy
- 6.30pm - 8.30pm Free Guitar Class

FRIDAY

- 10am - 1pm Community Pantry
- 3.45pm - 4.45pm Kickboxing with Kieran
- 5pm - 6pm Karate (Kids)
- 6.30pm - 8.30pm Bingo

📞 0141 212 7386

📍 174 Roystonhill, G21 2LG

📱 @RoystonhillCommunityHub

✉ volunteer@spireview.org.uk

Roystonhill Community Hub

Digital Engagement

Digital drop-in services are getting busier on a Thursday and our class with New College Lanarkshire is going great.

We will have a qualification for cyber security at the end of it.

There will be a new course starting in a few weeks for those who would like training on Microsoft Office programmes. Anyone expressing interest in this course should speak to Fiona @ the Hub regarding start dates and enrolment.



Attending this course will not affect benefits and will help those who need to complete a Universal Credit diary.

The new class will be on a Wednesday afternoon from 1.30 until 4.30pm. At the end of the course, you will have an SVQ qualification. Anyone returning to work or needing to upgrade their office skills would really benefit from this. Please don't hesitate to get in touch, as we believe this class will fill up quite quickly.

There is also a class on a Monday afternoon teaching basic digital skills. This class is for anyone who feels their digital skills are not up to date or who may be a bit afraid of the internet. Please feel free to contact Fiona on **0141 212 7386** to have a wee chat about what you could learn.

Halloween events around the city...

Halloween is just around the corner and there are loads of things to do with the family, we've listed some of our favourites to get you and your family out and about around the city:

- 1 Loch Lomond Scary Faerie Trail** • 6th to 31st October, 10am – 4pm
Under 2 FREE / Under 12 £6 / Over 12 £8 / Family £36
- 2 Spooktacular** • 7th – 31st October • Silverburn • Adults £15 / Kids £12
- 3 Halloween Family Fancy Dress Party** • 28th October • The Science Centre
£10 per ticket / Under 3s FREE
- 4 GlasGLOW** • 26 Oct – 13 Nov • Glasgow Botanic Gardens • Adults £22 / Child £12 / Under 3s FREE
- 5 Celtic Ghost Stories** • 28 October • The Britannia Panopticon Music Hall • £10 / £8
- 6 Halloween Family Fun Day Rave** • 29 October, 1pm-5pm
The Classic Grand • £10 entry
- 7 Is there a witch in our house?** • 29-30 October, 10am-2.45pm
Pollok House • £5 per child / £9.46
- 8 Lil' Monstar's Breakfast** • 30 October, 9am-11am • Hard Rock Café
Under 2s FREE / Kids £10.95 / Adults £15.95
- 9 Will You Go Into The Woods Tonight?**
31 October, 6pm-8pm
Dams to Darnley Country Park
FREE but booking is required
- 10 Little Scare-Lings**
at Dobbies Milngavie
27-30 Oct • Dobbies Milngavie
Child £8.99 / £Adult 6.99

Roystonhill Community Hub

RCH E-Newsletter

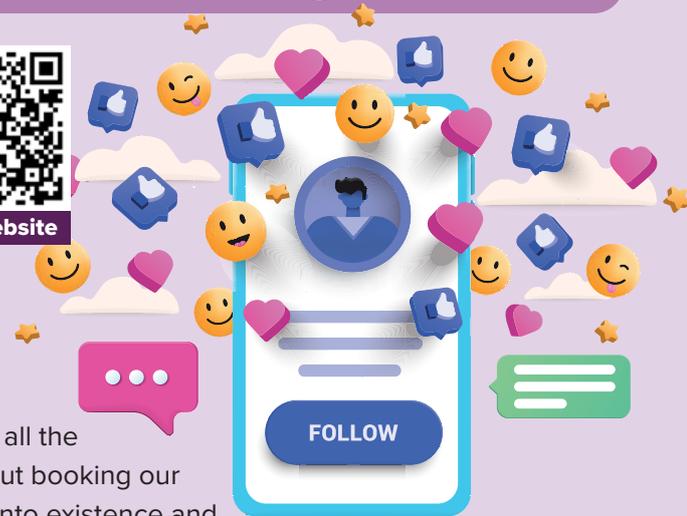
Do you want to keep up to date with everything related to Roystonhill Community Hub? We have a monthly E-Newsletter delivered straight to your inbox with updates about classes, surveys, volunteering opportunities, digital classes, upcoming events and much more! If you want to keep up to date with this then scan the QR code to sign up now!



Hub E-newsletter



Hub Website



Did you know Roystonhill Community Hub has a website filled with all the information you could need? Visit our website to find out more about booking our halls, the different classes, how Roystonhill Community Hub came into existence and the different services we have on offer. Scan the QR code or visit roystonhillcommunityhub.org.uk

Keep up to date on Social Media

Are you following Roystonhill Community Hub on social media? We have a bustling Facebook page that has all the latest updates and right now we have a community of over 840 people following our Facebook page and over 150 following our Instagram page, if you want fast updates, information about competitions and events and much more, then find us [@roystonhillcommunityhub](https://www.facebook.com/roystonhillcommunityhub) on both Facebook and Instagram.



Christmas Event

Mark it in your calendars – Santa and his Reindeer are coming back to Roystonhill Community Hub on Tuesday the 13th of December! We will have Live Reindeer, both Santa and Mrs Claus working out of Santa's Grotto giving out Selection boxes, our big inflatable snow globe will be back as well as bauble making and much more - we can't wait to see you there!



Thank you to
Hanna Zubova for
our fantastic poster!

Halloween Quiz



Question

Answer

What colour is most often associated with Halloween?

Name the three witches from Hocus Pocus.

What animal is said to bring bad luck on Halloween?

What is the name of the family that contains Wednesday, Morticia, Pugsley and Gomez?

What is a group of witches called?

What was the name of the Dr who created Frankenstein's Monster?

In which Shakespeare play do three witches recite the rhyme "double double, toil and trouble"?

In what country can you find the region of Transylvania?

Complete the lyrics from the hit Halloween song 'The Monster Mash':
"I was working in the lab late one night..."

What does the Scottish word 'guising' mean?

Complete our fun quiz, then send your page into our office for the chance to win a prize! Closing date 11th November 2022.

Name:

Telephone:

Age:

Address:



SPIREVIEW
HOUSING ASSOCIATION

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0141 559 5643

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Jordan Henderson Finance Manager
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Adele McGarth Housing Officer
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Angela Fraser Volunteer Co-ordinator
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Catriona Donald Volunteer Assistant
Volunteerassist@spireview.org.uk
0141 212 7386

Fiona McLean Digital Engagement Officer
Digital@spireview.org.uk 0141 212 7386

FREE

HALLOWEEN Party

SUNDAY 30TH OCTOBER **2PM TO 5PM**
ROYSTONHILL COMMUNITY HUB

BEST COSTUME COMPETITION **APPLE BOBBING** **ARTS & CRAFTS** **SPOOKTACULAR DISCO**

PE PREMIUM DJ Dazza's Discos Healthy Living Hub on the Hill Cafe COPPERWORKS SPIRE VIEW Roystonhill Community Hub

Are you following us on Social Media?

As this newsletter goes to print, Spire View has 1020 followers on Twitter and 779 likes on our Facebook page. Following us on social media is one of the best ways to stay up to date with all of the news and activities that Spire View publicise so make sure you follow us @SpireViewHA on Twitter and 'Spire View Housing Association' on Facebook.



CONTACT DETAILS

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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

