

The Newsletter for Residents of Spire View Housing Association

Issue 79 • Autumn 2023

The Spire View

Copperworks – Welcome to Spire View!!

The Association is delighted to confirm that the transfer of Copperworks Housing Association was completed on 1st August 2023 as planned and we extend a warm welcome to all our new tenants and stakeholders joining us from Copperworks.

We were delighted with the outcome of the tenant ballot in which 93.1% of tenants voted in favour of the transfer and both Special General meetings overwhelmingly supporting this.

Spire View is now responsible for delivering the homes and services previously provided by Copperworks and following the positive outcome above, the Association is now ready to start delivering on the promises made to Copperworks tenants including:

- Investment in homes done quicker
- Affordable rents over the longer term
- Retention of local control
- Keeping the local office and existing staff
- Improved services for tenants and the wider community
- Commitment to a name change within the first 12 months of transfer if that is what tenant's want

Prior to transfer, we owned and managed 582 affordable homes within the Royston community of Glasgow. The transfer from Copperworks brings our total properties up to 852 and increases our factoring responsibilities to 93 properties.

All of the proposals were subjected to a high level of financial and legal scrutiny to ensure that the transfer will not impact negatively on Spire View and there will be positive benefits for Spire View tenants too, including:

- Cost efficiencies to contribute towards accelerated investment and to assist with keeping rents affordable
- Introduction of a tenant bonus scheme
- Improved local services
- Strong and robust strategic governance

The Investment benefits to Spire View tenants are detailed on the estimated Investment Plan published in this edition and the transfer also allows us to introduce a Tenants Bonus Scheme for Spire View tenants, something that was in operation at Copperworks for many years. This means that Spire View tenants who comply with all requirements of their tenancy agreement i.e. paying rent on time, paying any rechargeable repairs or legal costs and providing access for gas and electric checks when requested will receive a bonus at Christmas time. A letter providing more detail has been issued to all Spire View tenants.

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Inside this issue:
 Spire View Annual Report 2022/2023
 and Landlord Report Card 2023
 for both Spire View and Copperworks
 See page 13

Copperworks – Welcome to Spire View!! Continued

A message from Maureen Flynn,
Copperworks Chairperson:

“The Copperworks Management Committee are pleased that the transfer has been fully supported by our tenants and members and would like to say thank you for your participation and support over the years and more recently throughout the transfer process. It has been a pleasure representing our tenants, members and stakeholders and we welcome the opportunities and benefits that the transfer will bring. We are looking forward to seeing the Royston community further develop and thrive in the future. The very close and positive working relationship that both Spire View and Copperworks Committee members have enjoyed over the last 12 years will continue as 7 spaces were made available on the Spire View Management Committee to existing Copperworks Committee members, so we will be around for a while longer to continue to ensure that tenants voices continue to be heard.”

A message from Charlie Lunn,
Spire View Chairperson:

“We are delighted that Copperworks tenants and members have voted in support of the transfer and would like to welcome all of you as tenants and members of Spire View. We would also like to thank the Management Committee of Copperworks for their participation and support in this process and am excited about the skills and experience the 7 transferring members will bring to our committee. We will now move forward and begin delivering on the promises we made, and we are looking forward to seeing how much more we can deliver for our community as one stronger organisation.”

Maintenance Update...

Investment Plans 2024 – 2027

Now that the transfer process has concluded, we are delighted to publish our estimated investment plans for 2024 to 2027.

We are now moving to tender for these works and will provide you with updates as we progress. If you have any questions, please get in touch with a member of the Maintenance team who will be happy to help.

Project/ Financial Year	Addresses	Number of properties
2024/25		
Bathrooms	50/60 Roystonhill, 11 & 15 James Nisbet Street, 2 & 6 James Nisbet Street	29
	299 Roystonhill, 2 & 4 Dunolly Street	11
Kitchens	8-38B Tharsis Street, 106 Rhymer Street 2/2	19
	259-271 Roystonhill	31
Boilers	Gadshill Street & Hollybank Estate	65
	259-271 Roystonhill	7
	8-38B Tharsis Street	13
Windows	299 Roystonhill, 2&4 Dunolly Street, 290 & 288 Royston Road	31
	91-99 James Nisbet Street	45
	2025/26	
Bathrooms	80/90/100 Roystonhill, 70-86 Rhymer Street and 103-115 Roystonhill	50
	290 Royston Road, 288-272 Royston Road	35
Boilers	70-86 Rhymer Street	12
	50/60 Roystonhill, 2 & 6 James Nisbet Street, 11 & 15 James Nisbet Street	6
	272-284 Royston Road	3
Kitchens	275-295 Roystonhill	36
	50/60 Roystonhill, 2 & 6 James Nisbet Street, 11 & 15 James Nisbet Street	43
Windows	272-284 Royston Road	26
	50/60 Roystonhill, 2 & 6 James Nisbet Street, 11 & 15 James Nisbet Street	44
2026/27		
Kitchens	299 Roystonhill, 2 & 4 Dunolly Street	19
	91-99 James Nisbet Street, 3 & 7 James Nisbet Street	40
Boilers	299 Roystonhill, 2 & 4 Dunolly Street	21
	91-99 James Nisbet Street, 3 & 7 James Nisbet Street	56
Bathrooms	270-264 Royston Road, 23-33 Tharsis Street	56
	90-110 Rhymer St, 90-96 James Nisbet Street, 101 & 103 James Nisbet Street	59
Windows	272-274 Royston Road	14
	80/90/100 Roystonhill (Front Elevation only)	24
	103-115 Roystonhill, 70-86 Rhymer Street	42

Garden Competition Update

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. We would like to give a massive thank you to all the residents who have brightened up the area and set the barrier higher for next year's competition.



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 Edward & Jaqueline Jones

3rd Prize goes to Ms Ruby McLaughlan

We also have several runners up as follows:

- | | |
|----------------------|--------------------|
| 1. Karen Healy | 8. Joseph Devlin |
| 2. Elizabeth Faulds | 9. Stirling Wilson |
| 3. James Henvey | 10. Mary Bridges |
| 4. May Lynch | 11. Alan Brown |
| 5. Robert Berrie | 12. Brian Thomson |
| 6. Sharon McGarrigle | 13. Maureen McVey |
| 7. Alice Ann Black | 14. Sharon Weir |

Tea Dance Invitation

We are delighted to announce we will be hosting another exciting Tea Dance on Thursday 26th of October 2023.

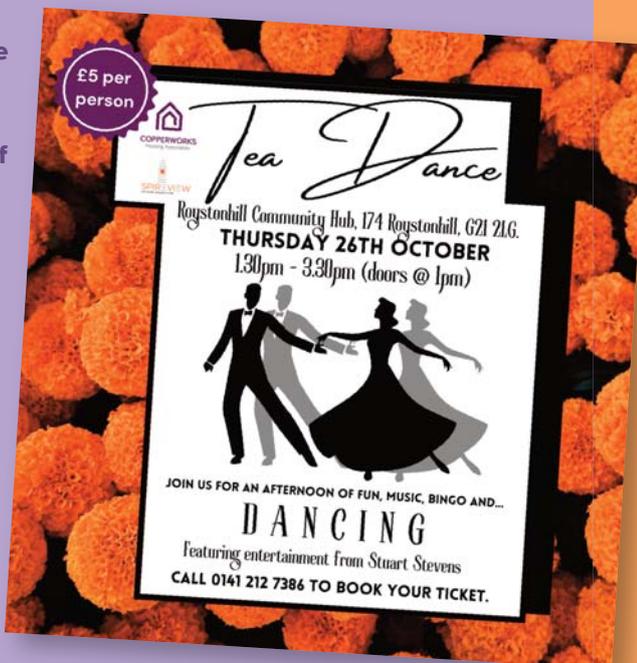
Joining us on this occasion will be the fantastic Stuart Stevens who is a great entertainer.

If you are interested in coming along, please contact Catriona at the Hub on **0141 212 7386** to book your tickets which are £5.00 per person ...

make sure you book as soon as possible to avoid disappointment!

Date for diary – Thursday 26th of October 2023
1.30pm – 3.30pm in the Roystonhill Community Hub
(doors open at 1pm)

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!



New Staff

We have been lucky enough to welcome 3 new members of staff and we want to say a huge welcome aboard to our two new energy assistants, Philippa and Steven and our new Corporate Services Assistant, Emily.



Philippa



Steven

We are very happy to have them working with us at Spire View Housing Association and look forward to what the future brings!



Emily



Your tax credits are ending

Tax credits are coming to an end and you will be asked to **apply for Universal Credit** instead.

The Department for Work and Pensions (DWP) is writing to tax credits claimants to explain what to do, and by when.

Your tax credits payments will stop if you decide not to apply for Universal Credit before the date provided in your letter.

You won't be moved automatically, so look out for a letter called a Universal Credit Migration Notice explaining what you'll need to do, and by when.

What is Universal Credit?

Universal Credit is a modern benefits system for people in work, looking for work or unable to work. It is replacing six older benefits, and helps make sure you're getting the financial support you are entitled to in one place.

Once you receive Universal Credit, you may also be eligible for more financial support to cover other costs such as housing, bills, childcare and more.

Most tax credits customers are eligible for Universal Credit.

For independent advice, or to find out what other financial support might be available to you, you can speak to an independent benefits adviser.

Go to advice.local.gov.uk to find details of a free, impartial adviser in your area.

What will I get on Universal Credit?

On **Universal Credit**, many people will be entitled to the same amount they received from their previous benefits, or more. If the amount you are entitled to on Universal Credit is less than your existing benefits, a top up payment is available. This is called **transitional protection**.

You can only get this top up if you have received a **Universal Credit Migration Notice from DWP or DfC** and claim by the **deadline date** on your letter.

If you'd like more help understanding what you could be entitled to on Universal Credit, you can use an independent benefits calculator ([search 'benefits calculator' online](#)) or speak to an independent benefits adviser — go to advice.local.gov.uk to find one.

What do I need to do when I get my Universal Credit Migration Notice letter?

To continue receiving financial support, you will need to claim Universal Credit by the deadline in your letter, even if you have just renewed your tax credit claim.

Before you apply for Universal Credit, it is important to renew your tax credits, if you are asked to.

This is to help make sure the amount of Universal Credit you receive is correct.

How can I get ready?

While you wait for your Migration Notice letter, there are some steps you can take to get ready for your Universal Credit Switchover:

- Use an **independent benefits calculator** to estimate how much you could get on Universal Credit. **SEARCH 'benefits calculator'**.
- See what **support is available** to help you move. **SEARCH 'Understanding Universal Credit'**.
- Check how Universal Credit recovers any outstanding debts you may have — including tax credits overpayments - and get free debt advice if you need it. **SEARCH 'debt and deductions gov.uk'**.
- Check your savings.** If you are currently claiming tax credits and have over £16,000 in money, savings or investments you can still be eligible for Universal Credit for one year after you move across.

Please note that this is not a full list and there may be other steps you want to take before you move to Universal Credit.

To find out more about moving to Universal Credit

scan the QR code with your mobile phone camera

or **search** Understanding Universal Credit





WIN BIG WHILE HELPING OTHERS!
BIG CASH PRIZES EVERY MONTH (T&C APPLY)

Profits invested back into the community

FOR JUST £10 A MONTH

Join now! 

Rosemount Lifelong Learning
 102 Royston Road | G21 2NU | Glasgow
 lottery@rosemount.ac.uk
 0141 553 0808

The lottery will take place on third Tuesday every month at midday
 Ticket cut off at 10 am on 1st every month
 Results broadcasted live on Facebook
 FOLLOW US  ROSEMOUNT LIFELONG LEARNING



T&Cs and Game Rules <https://www.rosemount.ac.uk/rosemount-lottery>
 Players must be aged 18 and over.



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 Stephen Hughes at the office (contact details can be found on the back page) 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 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!"

Have you been to The Hub on the Hill Café yet?

Enjoy a tasty lunch made with love and get a gab at The Hub on The Hill Café, 174 Roystonhill, G21 2LG.

Are you planning a party and need some hassle-free food and refreshments to go with it? Why not try The Hub on The Hill Café? Pauline has buffet packages available to suit your needs, just give her a call on **07455 216504** to find out more!



Policy Review – Have your say

The Association is currently reviewing a number of Policies, and would very much like to hear your views, opinions, thoughts or any comments you may have.

Unacceptable Action Policy

This policy outlines how we will approach situations where behaviour or actions become unacceptable because they involve abuse of our staff.

Rent Setting Policy

This policy outlines how we aim to ensure affordable and comparable.

Rents are reasonably balanced with the financial viability of the organisation.

Value for Money Policy

The Association would like to target a selection of individuals and set up a focus group, who may be prepared to give up a couple of hours of their time to help and have some discussion on these subjects. Any contribution you could make would be very welcome and appreciated.

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

Bulk Uplift

As you know, we aim to provide an excellent service within our community and take pride in having the estate look at its best so we introduced a bulk uplift

CleanScene
More than just cleaning est. 1998

service last year after Glasgow City Council withdrew this service free of charge. The Association carries out a bulk up lift every Monday.

PLEASE ASSIST BY PUTTING YOUR ITEMS OUT FOR COLLECTION LATE ON A SUNDAY EVENING OR BEFORE 7AM ON A MONDAY.

We are extremely pleased with the service our Contractor is providing and we have been delighted with the quality of service so far. We hope you will agree with us that the estate is certainly looking a lot tidier as a result.

You also have the option, if you have a car, to dispose of bulk at your local Recycling Centres at Dawsholm and/or Queenslie.

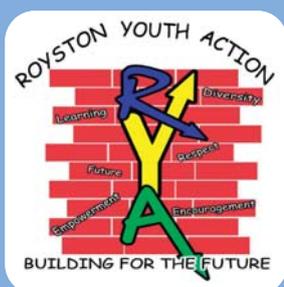
These centres allow access to all residential vehicles below 1.8metres in height and they are open from 8am to 6pm, with last entry at 5.45pm. **Let's work together and keep our streets clean and tidy!**



Winter Showcase at Roystonhill Community Hub!

Royston Youth Action are so excited to announce we will be hosting our winter showcase at Roystonhill

Community Hub on Wednesday the 29th of November. All our performers are so excited and hard at work getting ready to show off their amazing talents!



Introduction of Garden Waste Permits

As of 1 October 2023 Glasgow City Council will charge £50 per year for the collection of garden waste in brown bins.

Spire View Tenants can still use the bin for **food waste only free of charge.** However, if you

maintain your own garden or you cut the grass in between our garden maintenance programme and you use your brown bin for garden waste, you will need to buy a permit. If you don't apply for a permit and the bins are used for garden waste, Glasgow City Council will refuse to empty them.

Permits can be purchased online through Glasgow City Council MyServices - Glasgow City Council



Melanie's Gift of Stationery

I'm Amanda and I am Emma, Bethany and Melanie's mum.

Our beloved daughter and sister Melanie, died in January 2021 very suddenly aged 21, from a brain tumour.

We have decided to do something to remember our beloved Melanie and share her love for stationery with the



people of Royston (given she spent most of her student loan money on stationery). So, we have started 'Melanie's Gift of Stationery'.

The plan is to give out some small starter school stationery packs with help from Spire View Housing Association. We will then look at ensuring at the start of each school year more packs are given (or in January for those going to college).

It's not just a school thing it's for those going to school, college or university who might need a little starter pack no matter what age and this way we can give something in her memory.

We are about to give out some more into the local schools and we want this to be something that



benefits our community in Royston first and foremost, given over the years they have been there for us and helped so much and now we feel it is our time to do something, to give a little back and help!

If you would like to help, we have an Amazon Wish List and all donations will go into our stationery packs to help the local community:

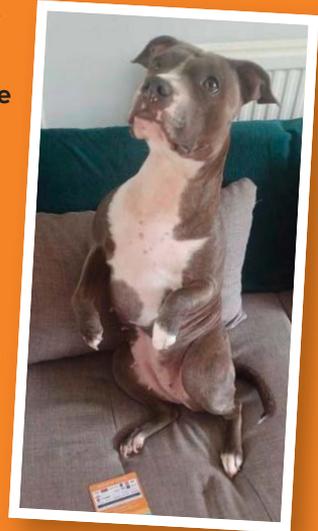
https://www.amazon.co.uk/hz/wishlist/ls/1CC7VC270Z1GQ?ref_=wl_share

If you know someone who needs any help please get in touch on Facebook – search for 'Melanias Gift of Stationery' or on twitter @melaniesgos



Pet Competition

We want to say a huge thank you to everyone that sent their furry friends pics to our Facebook pages, we had an absolute blast getting to post them all! However only two could win, so well done to 2-year-old Bella and 6-year-old CoCo who won a £50 Love to Shop voucher each!



We especially love holding competitions like this, so make sure to keep an eye on our social media pages and newsletter for any future competitions!



ROSEMOUNT DEVELOPMENT TRUST

Rosemount Development Trust are delighted to have commissioned a colourful new mural on Royston Road, which was completed recently.

Artists from SWG3 worked with local young people from Royston Primary, St Roch's Primary, St Roch's Secondary and Royston Youth Action to design the work, which was funded by the National Lottery, Glasgow City Council and Rosemount Workspace.

RDT would like to thank all the young people involved and our local partners – including Copperworks HA – for their partnership work in delivering this project.



Halloween Quiz

Complete our Halloween Quiz and be in with the chance to win a fantastic prize!

Get your entries in before 12pm on Friday the 27th of October!



Question

Answer

1. What large fruit do you carve to make Jack-o-Lantern?
2. What howling creature might someone turn into during a full moon?
3. When knocking on doors on Halloween night, what words should you say?
4. Which vegetable is said to scare off a vampire?
5. In the film 'Hotel Transylvania' what is Dracula's son-in-law's name?
6. What is Scooby Doo's ghost hunting group called?
7. Before people used pumpkins, what vegetable were Jack-O-Lantern made out of?
8. What is the name of the large metal pot that witches use to brew their potions?
9. What is the name of Scooby Doo's best friend and monster hunting partner?
10. What is Frankenstein's monster scared of?

Name:

Telephone:

Age:

Address:



Fun/Free things to do this Autumn

- 1 **Halloween Witchy Market @ Katies Bar (18+)**
1st & 29th October • 12 noon – 5pm **FREE**
- 2 **Baby's First Halloween Party @ South Eglinton Arms Hotel**
29th October • 11.30am – 12.30pm • £12 ticket
- 3 **Halloween Disco @ The Kids Complex, 151 Western Rd**
27th October, 5pm – 8pm • £16.95, 1 FREE adult with paying child
- 4 **Spooktacular Silverburn!** • 6th – 29th October • Ticket price varies, starting from £15
- 5 **Hoopy Halloween @ Celtic Park** • 29th October • 12pm to 3pm • Adult £16, under 12s £10
- 6 **Not so Scary Halloween Party @ Wish Upon a Star Kingdom**
29th October • 2.30pm - 4pm • £18
- 7 **Halloween Family Party @ The Science Centre** •
27th October, 6-9pm • Under 3s Go Free, £10/ticket

Roystonhill Community Hub

All things Hub on the Hill

Do you want to keep up with everything happening in your local area?



Roystonhill Community Hub
The Hub on the Hill

Follow Roystonhill Community Hub on Social Media! You can catch us on Facebook, Twitter and Instagram where we post about the different classes and services happening right here at The Hub, as well as any interesting events happening in and around Royston.

Currently Roystonhill Community Hub has over 1000 followers across Facebook, Twitter and Instagram and we would love to keep growing our community – don't miss out on anything happening right here at The Hub ever again!

FOLLOW US ON SOCIAL MEDIA

Keep up to date with everything Spire View by following us on social media, you can also follow Roystonhill Community Hub to see a fantastic range of classes and services on offer!

on Twitter @SpireViewHA @RoystonhillCH

on Instagram @SpireViewHA @RoystonhillCommunityHub

on Facebook @SpireViewHousingAssociation @RoystonhillCommunityHub

Scan the QR Codes to be taken to our websites!

spireview.org.uk roystonhillcommunityhub.org.uk

Have you joined Royston Community Pantry?

The Pantry is run by North Glasgow Community Food Initiative and is membership run. It costs £3 to become a member and you can then come along to the Pantry once a week on a Monday, Thursday or a Friday and get up to £25 worth of shopping for a small payment of £3.



The pantry has some fantastic stock and grows its own herbs and vegetables, as well as bringing volunteers in to cook a variety of different meals available in the fresh deli section.

Plus, there is a large selection of frozen products, cans, pasta, rice and even women's hygiene products and cleaning products.

If you would like to find out more about becoming a member of the pantry then come along to 174 Roystonhill, G21 2LG on Monday between 2pm-5pm, Thursday between 4pm-7pm or Friday between 10am-1pm.



Or if you are interested in volunteering with the pantry either in the kitchen, the shop or the garden then give Maggie, the Volunteer Coordinator a call on **07476 141500** or you can email volunteer@ngcfi.org.uk.

Sim Cards

Could you benefit from 40gb of data and unlimited calls and texts free for 6 months? Spire View was lucky enough to receive Sim Cards through Vodafone's Charities.Connected scheme. If you would like a Sim Card please get in touch on **0141 212 7386** or visit Roystonhill Community Hub at 174 Roystonhill, G21 2LG to pick up yours.

They are completely free and available to everyone!



Roystonhill Community Hub

Energy Advice Drop-in

Are you struggling to pay your energy bills?
Could you benefit from an Energy Efficiency Survey?
Need some help taking Meter Readings!

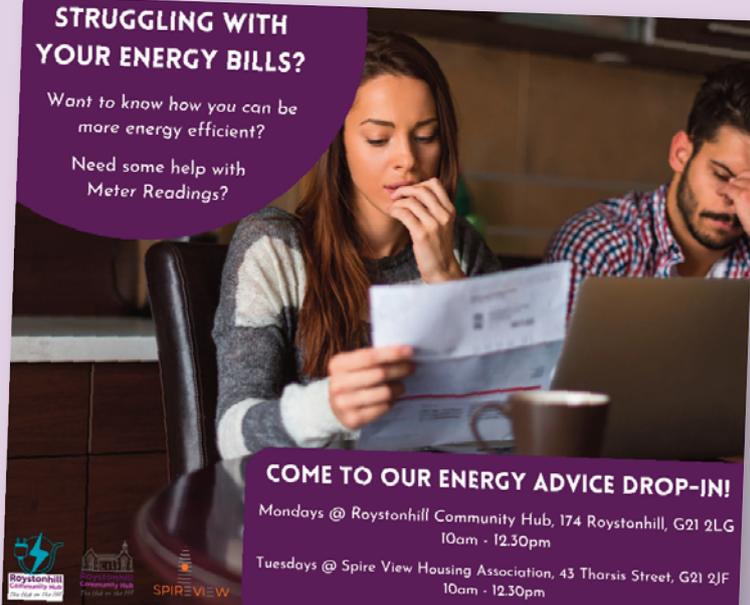
Come along to the Royston Community Energy Project Drop-In held at Roystonhill Community Hub every Monday from 10am to 12.30pm and every Tuesday in the Spire View office from 10am to 12.30pm.

Our energy advisors are here to help!

Digital Drop-In

If you don't want to be a part of a class, something that may be more your thing is our Digital Drop-in on

Thursdays from 10am to 12pm! Fiona, our Digital Engagement Officer, is here every Thursday to help you with any problem, big or small. Give us a call on **0141 212 7386** to find out more.



STRUGGLING WITH YOUR ENERGY BILLS?

Want to know how you can be more energy efficient?
Need some help with Meter Readings?

COME TO OUR ENERGY ADVICE DROP-IN!

Mondays @ Roystonhill Community Hub, 174 Roystonhill, G21 2LG
10am - 12.30pm

Tuesdays @ Spire View Housing Association, 43 Tharsis Street, G21 2JF
10am - 12.30pm

Logos for Roystonhill Community Hub, Clyde FC Community Foundation, and SPIREVIEW are visible at the bottom.

Kickboxing Class Update

Do you want to get your kids into a fun and dynamic class that will boost their confidence and fitness levels?
Why not try Kickboxing with Kieran!

Kieran is a professional fighter who trains and fights with the Punisher Kickboxing Academy. As well as being a qualified Personal Trainer he was crowned the 67kg (welterweight) World Kickboxing Association K-1 World Champion, so you can be assured they are learning from the best!

Classes cost £5 and take place every Monday and Wednesday from 4pm to 5pm. If you would like to find out more check out the 'Kickboxing With Kieran' Facebook page where you can keep up to date with the class schedule and message the page to find out any more information!



Bully's wee classes are back!

Are you interested in getting your wee one into a great sport that can increase their stamina, fitness and coordination?.

Bully's wee classes are held at Roystonhill Community Hub every Wednesday from 1.15pm to 2.15pm. Classes are for 2 - 4-year-olds, first class is free then costs £3 every week thereafter!



Bully's Wee Classes are run by Clyde FC Foundation and teach kids how to handle a ball and play football.

Roystonhill Community Hub

THANK YOU!

We want to say a huge thank you to everyone that came along to the Royston Culture Celebration on Saturday the 26th of August! We had an absolute ball; the food was amazing, and our performers did an amazing job!

Thank you again to all of the organisations that came along and made the day so fantastic, Rosemount Lifelong Learning, Rosemount Development Trust, Royston Youth Action, People Plus, The Bridges Programme, House of Praise, Crafts 4 Laffs, North Glasgow Community Food Initiative, North Glasgow Healthy Living Community and The Hub on the Hill Café.

This event never would have been possible without funding from Rosemount Development Trust which also allowed us to bring in a message therapist and two Henna Tattoo Artists who were very popular on the day.

We want to say a special thank you to Dermot, Kimberly and Amber who did an amazing job getting up in front of the crowd and putting on some fantastic performances. Kimberly and Amber sang a whole range of songs and blew everyone away with their voices, while Dermot brought his Accordion along and performed some renditions of traditional Scottish Songs, this went down an absolute treat!

Thank you as always to Pauline as well as Maggie from NGCFI for providing such delicious food, but we also want to recognise our volunteers who brought along some of their own cultural dishes, including Jollof Rice from Nigeria, Dolma from Iraq, almost a table full of some traditional polish food and some Nigerian Puff Puff. The food went down an absolute treat and everything was delicious.

You can check out all the pictures on the Roystonhill Community Hub Facebook page.



Guitar Class Update

Well done to Sam and the Guitar Group for all of their hard work this year!

Sam runs a free guitar class right here at Roystonhill Community Hub every Thursday from 6.30pm to 7.30pm and welcomes everyone whether they are beginner, intermediate or advanced!

If you are interested in picking up an instrument and learning how to play then come along to Sam's guitar class, everyone is welcome!



Do you want to meet new people and learn a new skill in the process?

Come along to Crafts 4 Laffs, every Tuesday at Roystonhill Community Hub from 1pm to 4pm. Learn how to use a sewing machine, crochet, card making and much more while meeting the fantastic members who are already part of the group and have tea, biscuits and a blether!



Give The Hub a call on 0141 2112 7386 to find out more!

Roystonhill Community Hub

Roystonhill Shoto Budo Karate

ADULTS

KARATE CLASSES

Monday 19:00 - 21:00



BENEFITS

- Increased Strength
- Increased Fitness
- Improve your Self Confidence
- Practice Self Defence
- Improve Reflexes and Coordination

£5 PER CLASS FIRST IS FREE!

ROYSTONHILL COMMUNITY HUB
 174 Roystonhill, 0141 212 7386
 G21 2LG, roystonhillcommunityhub.org.uk
 Glasgow



Are you looking for a fresh and unique space, with a beautiful back garden and views of the city, to host your next party? Or maybe a safe local building to host your next class?

Why not try Roystonhill Community Hub?

Don't just take our word for it here's what others had to say:

I always hire this venue for parties! Perfect location as it is easy for everyone to travel too. It is very modern and even has a cafe inside. The outdoor scenery is beautiful to look at. It's very secure for kids running around.

The hall is always clean & tidy and the staff are absolutely superb! Thank you to the caretaker for all his amazing help for my daughters 6th Birthday.

The halls are very spacious and big enough for 2 bouncy castles, table sets up, buffet & sweet area as well lots and lots of kids!!!

See you all again next year 😊

★★★★★

Roystonhill Shoto Budo Karate

5+

KARATE CLASSES

Wednesday 18:00 - 19:00
 Friday 17:00 - 18:00



BENEFITS

- Increased Strength
- Increased Fitness
- Improve your Self Confidence
- Practice Self Defence
- Improve Reflexes and Coordination

£2.50 PER CLASS FIRST IS FREE!

ROYSTONHILL COMMUNITY HUB
 174 Roystonhill, 0141 212 7386
 G21 2LG, roystonhillcommunityhub.org.uk
 Glasgow

If you are interested, please get in touch on 0141 212 7386 to find out more about booking Roystonhill Community Hub.



Spire View

Housing Association

Glenbarri Street

Annual Report 2022-2023
Landlord Report 2023

It gives me great pleasure to present Spire View Housing Association's 2022/2023 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 our tenants and owners.

Following a lot of hard work and determination during 2022/2023, the Association recently concluded a Transfer of Engagements from Copperworks Housing Association. The Transfer was completed on 1st August 2023 as planned and we extend a warm welcome to all our new tenants and stakeholders joining us from Copperworks. We were delighted with the outcome of the tenant ballot in which 93.1% of tenants voted in favour of the transfer and this overwhelming support was echoed by Copperworks members at two Special General Meetings. Spire View is now responsible for delivering the homes and services previously provided by Copperworks and following the positive outcome above, the Association is now ready to start delivering on the promises made to Copperworks tenants.

The Association recognises that we operate in a sector that is continually changing and we are committed to achieving organisational excellence. 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 Blochairn 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.

During the year, and in consultation with our customers, we updated a range of policies and procedures including our Service Standards, Business Continuity & Disaster Recovery Plan, Safeguarding Policy and Domestic Abuse 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.

We have come a long way in 34 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 2022/2023, we continued our close working relationship with Copperworks Housing Association as we progressed the Transfer of Engagements to bring the two organisations together. We hope that our joint housing application form and literature has made the process of applying for housing simpler for applicants during this period of transition.

Demand for our properties remains high and at 31st March 2023 we had a healthy waiting list with a total of 475 applicants.

We allocated 44 properties during 2022/2023, 28 of which were allocated to applicants on our waiting list. A further 13 properties were let to applicants on our internal transfer list, 2 properties were let to homeless referrals and 1 property was let to another source.

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



The 44 properties allocated varied in size and can be broken down as follows:



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, Regeneration 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.

We have experienced another successful year with our close cleaning and grass cutting services in 2022/2023. These continue to prove to be very beneficial services for both our tenants and the Association.

Rent and Arrears

The Association continued to enjoy an extremely positive relationship with Glasgow City Council Financial Services over the past year and this was reflected in the low level of technical arrears (**0.67%**) recorded at 31st March 2023. The level of non-technical arrears at 31st March 2023 was **2.23%**.

The percentage of tenants claiming housing benefit remained low and at 31st March 2023, **28%** of tenants were in receipt of housing benefit, **24%** full and **4%** partial Housing Benefit. We also had **16%** 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.

We have also been working in partnership with Gemap and the Simon Community to assist tenants who are struggling financially to maximise their income and reduce their debt.



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 2022/2023 we received a total of 42 Anti-Social Behaviour complaints. We were able to resolve all 42 of these through 'management actions', eg, advice, mediation and breach of tenancy letters. 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 over the past year as outlined below:

Performance 2022/23			
Repair Categories	Repairs Ordered	Target Timescales	Average Actual Completion Time
Emergencies	335	4 hours	2.93 hours
Non-Emergencies	1,458		3.13 days

Right First Time

All Registered Social Landlords are required to report on the number of reactive repairs that were deemed as completed "Right First Time". During 2022/23, 1,458 repairs were instructed which fall within the repair categories to which Right First Time applies. We are extremely pleased to report that 1,423 of these were completed 'right first time' giving an overall performance rate of 97.6%.

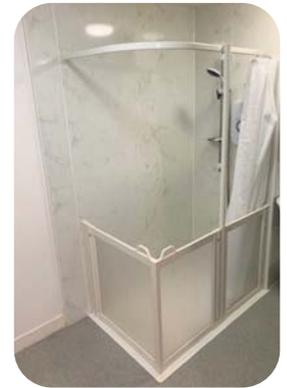
Gas Safety Checks

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). Unfortunately, due to an administrative error, we had one failure during 2022/23. This was rectified as soon as we became aware and all properties now have a valid Gas Safety Certificate.



Stage 3 Medical Adaptation

Each financial year, the Association receives requests from medical specialists such as nurses, doctors, and occupational therapists etc. to install medical adaptations for our tenants to allow them to continue to live independently in their homes.



We received a funding allocation of £45,000 from Glasgow City Council for the financial year 2022/23 and were delighted to spend £41,295 of this allocation on the much-needed medical adaptations listed below:

- 1 x Overbath Shower
- 3 x Level Access Showers
- 2 x External handrails
- 2 x Internal handrails
- 5 x Wet floor shower rooms
- 3 x Additional Door Entry Handsets
- 1 x Internal Stair Lift
- 2 x External Ramps
- 1 x Reduced Door Threshold

Surveys were issued to all tenants who received an adaptation to ask how satisfied they were with the processes involved, the way in which works were conducted and completed and how the adaptation carried out met their needs.

The results are listed below:

How satisfied were you with:	Very Satisfied	Fairly Satisfied
Helpfulness of Association staff	100%	
Appointment system	100%	
Length of time taken	88%	12%
Attitude of Tradesmen	94%	6%
Quality of Work	88%	12%
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.

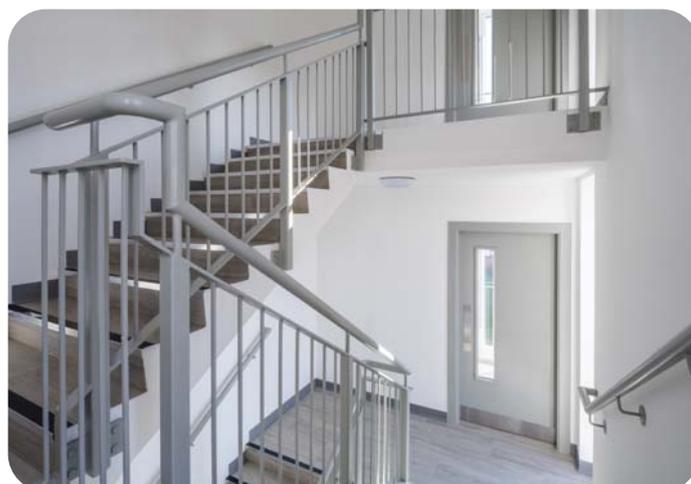
We have a comprehensive planned maintenance programme in place to ensure that the properties are maintained to the highest standard.

The Association conducts a stock condition survey every 3 years and the information gained from this informs the future investment strategy. It was decided by the Management Committee to place planned investment on hold until the outcome of the Transfer of Engagements of Copperworks Housing Association was known. Upon conclusion of the Transfer the Association will publish a 3-year Combined Investment Plan for the period 1st April 2024 to 31st March 2027.

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 2022/2023 are given below:

	Gas servicing and maintenance	£64,000
	Grounds maintenance	£81,000
	Gutter Cleaning & Roof Anchor Bolt Testing	£4,000
	Close Cleaning	£36,000



During financial year 2022/23, we carried out the following:

	Kitchen Replacements	£32,000
	Boiler Replacements	£62,000
	Bathroom Replacements	£23,000
	Upgraded Smoke & Heat Detection Systems	£4,000
	Electrical Safety Checks	£8,000
	Total	£129,000



Other Maintenance News: Tenant Satisfaction with Repairs Survey Results 2022/2023

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 150 tenants who had repairs carried out during 2022/23 and asked overall how satisfied were they with the repairs service provided by the Association. We were delighted to note that 100% of those surveyed were very satisfied with the overall repairs service provided.

Development

The Association completed its new build development at Glenbarr Street in March 2022 and we have been monitoring defects during the financial year 2022/23. A list of all defects outstanding has been presented to the Contractor to remedy and they are in the process of progressing these.

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 2022/2023



Roystonhill Community Hub

The Hub on the Hill

The Hub on the Hill has gone from strength to strength following lockdown and we are delighted to report that we are almost at full capacity! It really has become a hub of activity for local groups offering activities including Kickboxing, Karate, The Hub on the Hill Café, Bingo, Youth Drama, Dance, British Sign Language Classes, Community Meals, Health and Wellbeing, 50+ Lunch Club, Digital Skills Classes, a Community Pantry and lots of children's birthday parties. Other services on offer include Tenancy Support, Money Advice, Financial Capability and Energy Advice.



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. However, we are delighted to report that in typical Spire View style we rose to the challenge and are delighted to see so many activities now taking place on a daily basis.

Thanks to funding secured from the Scottish Government's Investing in Communities Fund and the National Lottery Community Led Fund, we have been able to continue to employ 3 local people at the Hub who deliver a wide range of services and support for the wider community.

Our Volunteer Co-ordinator and Volunteer Assistant continue to deliver a very successful volunteering programme, offering a wide range of opportunities with excellent outcomes for participants who move onto further education and / or employment, after having gained valuable skills during their time volunteering at the Hub. Our Digital Engagement Officer continues to deliver a range of training and support to complement this work, increasing the confidence and skills of participants across the community. The establishment of partnerships with organisations such as Access Technology Scotland and New College Lanarkshire have also contributed significantly to the success of this programme.

Collectively the staff at the Hub ensure the successful day to day operation of the building and provide invaluable support to local individuals and community groups as well as other service providers and let holders.



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Scottish Land Fund

Bonnas Fuarain Na H-Alba

THE HUGH FRASER FOUNDATION



THE CLOTHWORKERS' FOUNDATION

ROSEMOUNT DEVELOPMENT TRUST

THE HUGH FRASER FOUNDATION

GLASGOW CITY COUNCIL
COPPERWORKS Housing Association



Financial Capability and Money Advice

Working in partnership with 3 other RSL's, we secured funding of £208,800 to allow us to continue to deliver a Financial Capability service and Money Advice service for a further 3 year period. Both these services are delivered by our partners at the Greater Easterhouse Money Advice Project and have proven to be very popular and successful.



Tenancy Support Services

Throughout the year, we continued to offer a free Tenancy Support service to our tenants, thanks to successful partnership working between Spire View, Copperworks, Blochairn and Cadder Housing Associations. This service is provided by Simon Community Scotland and continues to be very well used, supporting those people most in need.



Energy Industry Voluntary Redress Scheme

A successful joint funding bid in partnership with Copperworks and Blochairn Housing Associations resulted in funding of £212,358 being secured over two years from the Energy Industry Voluntary Redress Scheme. As a result, we have been able to recruit a full time Energy Advisor and three part time Energy Support Assistants. This has allowed us to provide much needed energy advice and practical support to our tenants during a very difficult energy crisis and cost of living crisis.



Social Housing Fuel Support Fund

In partnership with our neighbours at Blochairn and Copperworks, as well as Ardenglen Housing Association in Castlemilk, we were successful in securing £52,000 from the Scottish Government's Social Housing Fuel Support. This allowed us to support over 300 people across the Royston community by distributing fuel vouchers, air fryers, slow cookers and electric blankets.

The National Lottery - Community Anchor Funding

A further generous Lottery award of £15,000, this time from the Community Anchor Fund allowed us to further support tenants across the Royston community during the cost of living crisis by providing food vouchers, pantry memberships, thermal flasks, hot water bottles and fleece blankets.

Charitable Donations

The Association is committed to supporting local charities and organisations in our community. During 2022/23 we donated £1550.00 to worthy causes including Glasgow East Arts, Rosemount Development Trust, Cancer Research, St Roch's Juniors Football Club, Royston Nursery, St Roch's Lunch Club and the Young at Heart Group to name just a few.

Our Partners:



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Other news...

Complaints Handling

During 2022/2023 we received a total of 27 complaints and 1 complaint carried forward from 2021/22. 21 of which were resolved at stage 1. We had 8 cases that escalated to stage 2 as we required more information and had to investigate the matter further. We also had 1 open complaint that we carried into 2023/2024.

On average the association took 3 days to respond in full to all stage 1 complaints and 12 days for stage 2 complaints.

All complaints were resolved within the appropriate timescales. 12 of the 21 Stage 1 complaints were upheld (57.1%) and 4 of the 7 stage 2 complaints were upheld (50%). 51% of complainants were very / fairly satisfied with the outcome of the complaint. 42% of complainants indicated that they were neither satisfied nor dissatisfied with the outcome of the complaint and 7% of complainants advised that they were fairly dissatisfied.

In relation to how the complaints were handled, 54% of complainants were satisfied with the way the complaint was handled and 46% were neither satisfied nor dissatisfied. No complainants indicated that they 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, Snapchat, You Tube and Instagram 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 Spire View Team for 2022/2023

Committee Members

Charlie Lunn	<i>Chairperson</i>
Rachel Cooper-Morris	<i>Vice Chairperson</i>
Clare O'Donnell	<i>Secretary</i>
Drew Collier	<i>Treasurer</i>
Alan Brown	<i>Committee Member</i>
Caitlin Heaney	<i>Committee Member</i>
Andrew Wilkie	<i>Committee Member (resigned 25/4/22)</i>
Ahmed Sharif	<i>Co-optee (resigned 24/4/22)</i>
Angela Heaney	<i>Committee Member</i>
Lynda Mulholland	<i>Committee Member (resigned 30/5/22)</i>
Craig Allan	<i>Committee Member</i>
Allan Stewart	<i>Committee Member</i>
Walter McFarlane	<i>Committee Member (resigned 31/10/2022)</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>
Jolanta Dolewska	<i>Energy Advisor</i>
Katie Clark	<i>Energy Assistant</i>

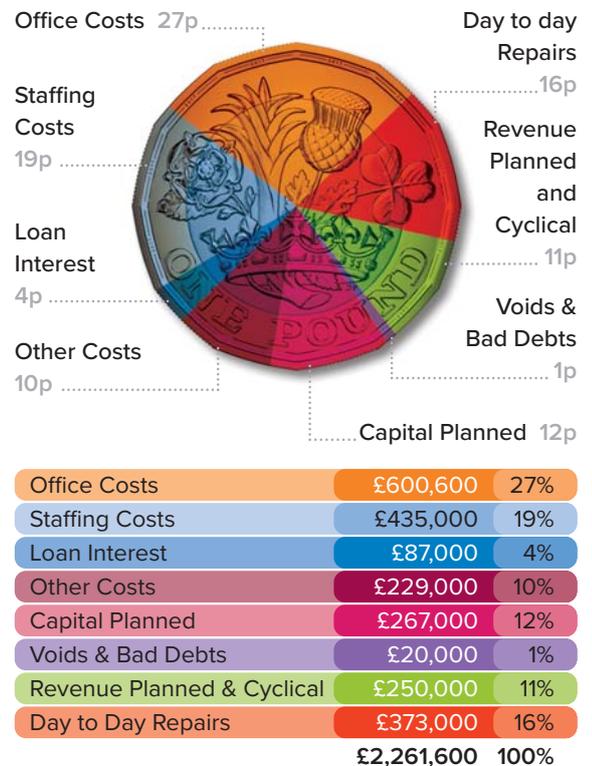
Consultants

French Duncan	<i>Auditors</i>
TC Young & Son / Harper MacLeod	<i>Solicitors</i>
Maureen McGowan	<i>Financial Capability Officer</i>
Tracy Blair	<i>Tenancy Support Officer</i>
Matthew Horsley	<i>Money Advisor</i>

Statement of Comprehensive Income for the Year Ended 31st March 2023

Per Annual Accounts		
Turnover	2,928,095	Mostly Rental Income some sundry items
Less Operating Costs	(2,495,384)	Cost of Management and Maintenance of our properties
Operating Surplus/(Deficit)	432,711	
Loss on Disposal of Component Replacement	(6,908)	Technical loss on Component Replacement
Interest Receivable and other similar income	3,083	Interest earned from money invested
Interest Payable and other similar charges	(87,027)	Interest paid on the loans taken out to finance the properties and pension deficit
Other Finance Charges	(3,000)	Net interest and expenses on defined benefit pension scheme
	(93,852)	
Surplus/(Deficit) for the Year	338,859	Amount remaining after all expenses have been met
Actuarial loss in respect of pension scheme	(117,000)	Pension Adjustment
Total Comprehensive Income	221,859	
Reserves brought forward	10,169,744	Last year's balance brought forward
Reserves carried forward	£10,391,603	Total Revenue Reserves at the year end

How every pound is spent...



Statement of Financial position as at 31st March 2023

Non-Current Assets		
Housing Properties – depreciated cost	14,486,277	Net Book Value of all our housing stock (after Depreciation)
Other Fixed Assets	2,492,097	The office, office furniture & equipment and Community Hub Costs
Total Non-Current Assets	16,978,374	
Current Assets		
Debtors	213,528	Money owed to us
Cash at bank and in hand	399,306	Money in bank
Total Current Assets	612,834	
Current Liabilities		
Creditors: amounts falling due within one year	(508,489)	Money owed out within one year
Net Current Assets/(Liabilities)	104,345	Current Assets less Current Liabilities
Total Assets Less Current Liabilities	17,082,719	
Creditors: amounts falling due after more than one year	(2,262,245)	Loans taken out to finance the newbuild and refurbished properties
Provisions for Liabilities		
Pension – defined benefit liability	(114,000)	Revised Pension Deficit Liability
Deferred Income		
Social Housing Grants	(2,363,593)	Deferred Social Housing Grant
Other Grants	(1,951,095)	Deferred Community HUB Grant and other social grants
Net Assets	10,391,786	Net Value of Spire View Housing Association
Equity		
Share Capital	183	Sum of the £1 membership fee
Revenue Reserve	10,391,603	Money built up from remaining surpluses
	£10,391,786	Net Funds of Spire View Housing Association

Spire View publishes 10th 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
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In August each year, the Scottish Housing Regulator publishes the 'Landlord Report' detailing each landlord's reported Charter performance. You can view our report, and those of all other 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.

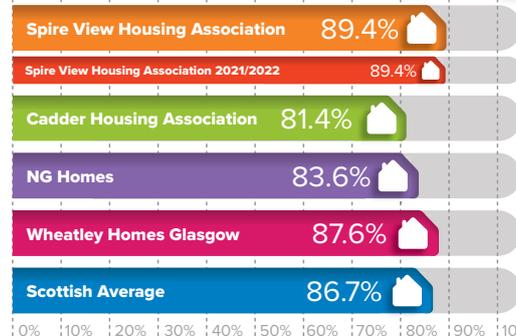
As well as providing you with information on our performance, we have also provided the results for a number of other organisations to allow you to draw comparisons and better judge our performance. We believe we have chosen a good cross-section of organisations that many tenants will be familiar with;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

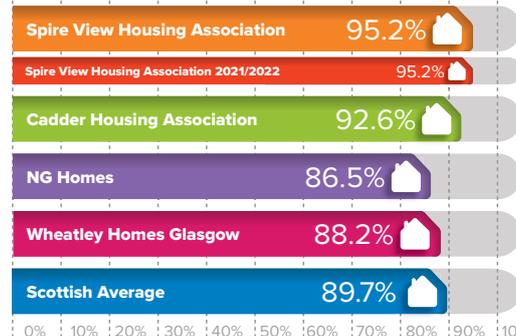
House Size	Spire View HA	Cadder HA	NG Homes	Wheatley Homes Glasgow	Scottish Average
2 apt	£63.00	£85.03	£87.73	£85.22	£83.46
3 apt	£72.09	£91.30	£95.08	£91.28	£86.28
4 apt	£85.74	£104.85	£104.04	£105.90	£93.96
5 apt	£86.85	£118.43	£115.40	£115.99	£103.72

Tenant Satisfaction...

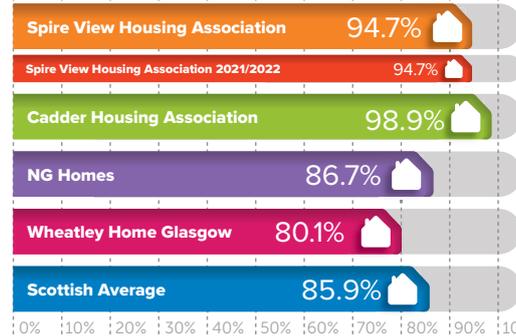
Percentage of tenants satisfied with the overall service provided



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

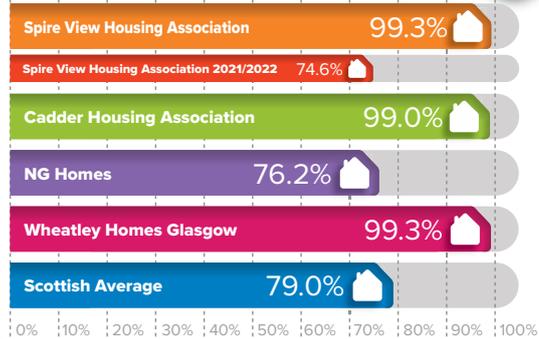


Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making

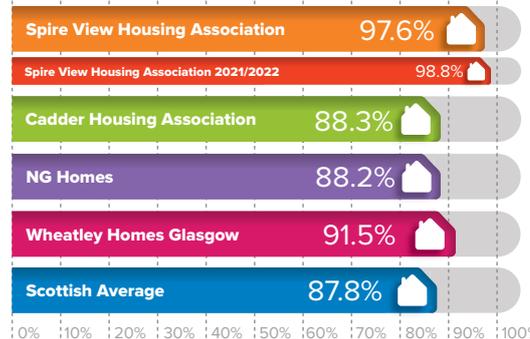


Quality and Maintenance of Homes...

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

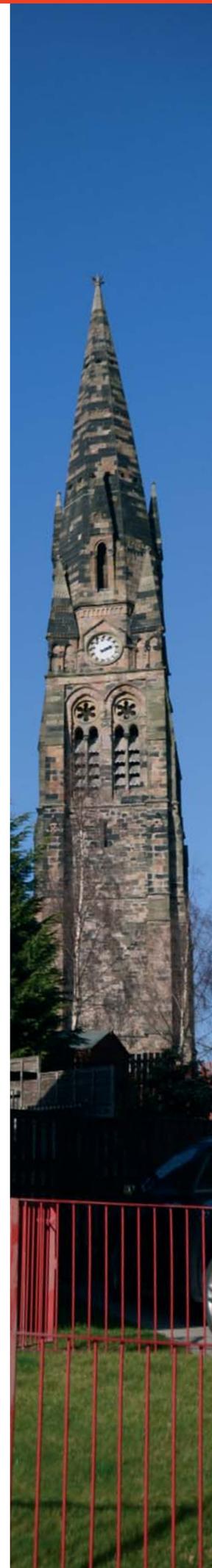


Average number of days taken to complete non-emergency repairs



Neighbourhoods...

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

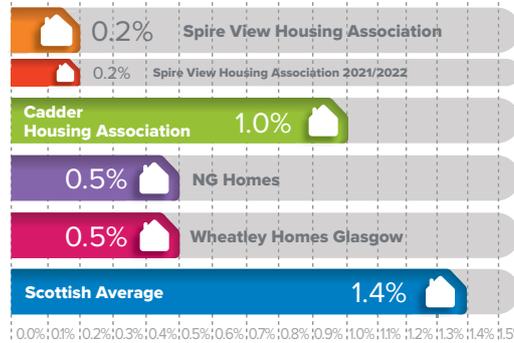


Value for money...

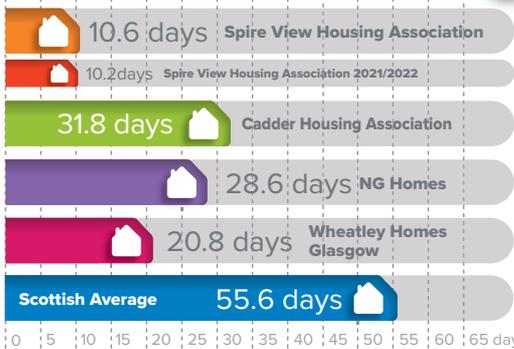
Percentage of total rent due collected in the previous year



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. Furthermore, in almost every category 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**.



Copperworks publishes 10th 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.



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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, only 14% said they were interested in becoming 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 favoured method of reporting Copperworks performance is through newsletters with 88% of respondents in favour. 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 aware of; Blochairn 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 Copperworks compares at a national level.

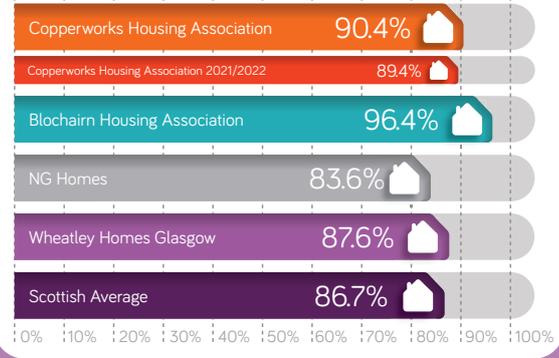
Average Weekly Rents

House Size	Copperworks HA	Blochairn HA	NG Homes	WHGL	Scottish Average
2 apt	£65.93	£66.45	£87.73	£85.22	£83.46
3 apt	£80.43	£81.81	£95.08	£91.28	£86.28
4 apt	£87.46	£91.06	£104.04	£105.90	£93.96
5 apt	£92.08	£119.13	£115.40	£115.99	£103.72

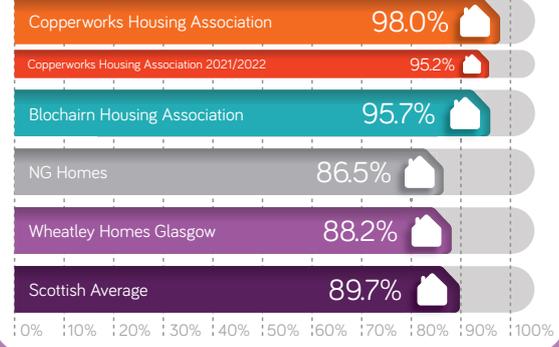
Better than the Scottish Average
 Worse than the Scottish Average

Tenant Satisfaction...

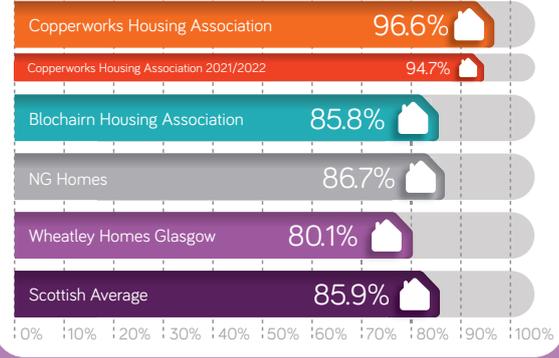
Percentage of tenants satisfied with the overall service provided



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



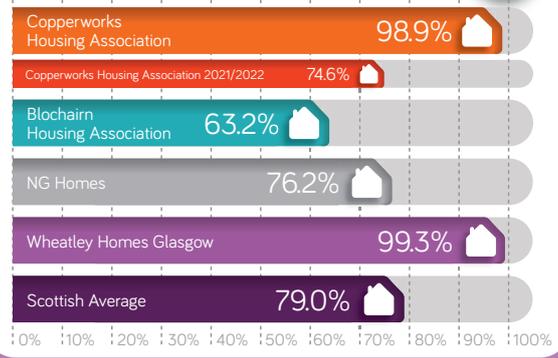
Percentage of tenants satisfied with the opportunities to participate in the landlord's decision making



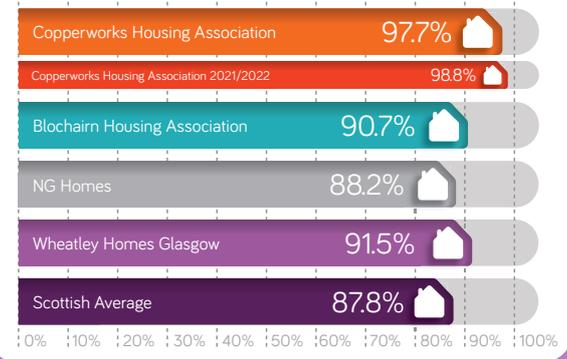


Quality and Maintenance of Homes...

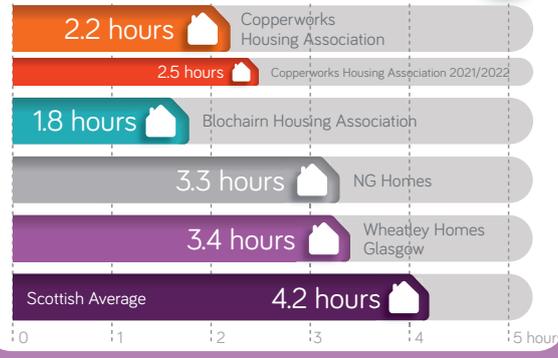
Percentage of homes meeting the Scottish Housing Quality Standard



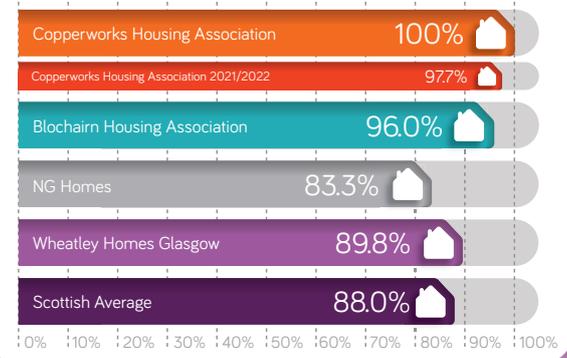
Percentage of reactive repairs carried out in the last year completed right first time



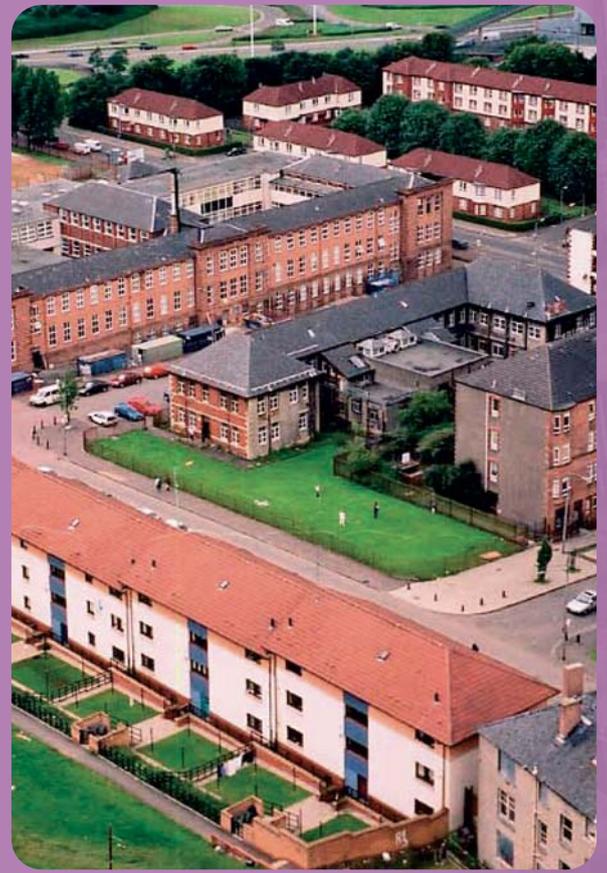
Average number of hours taken to complete emergency repairs



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

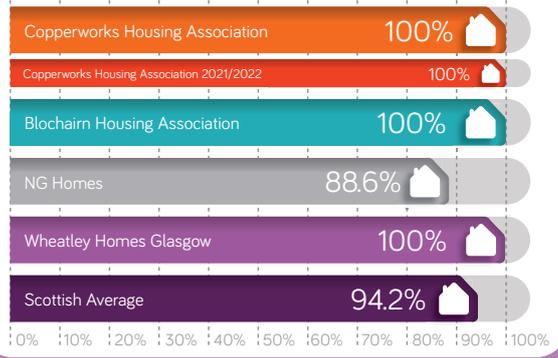


Average number of days taken to complete non-emergency repairs



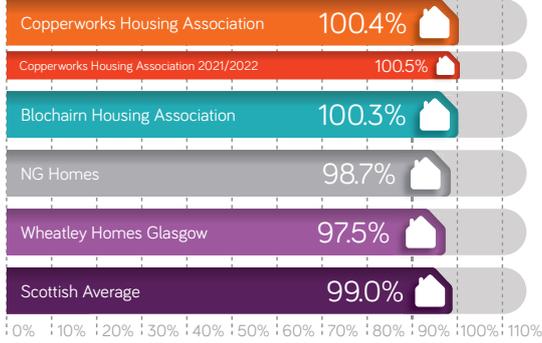
Neighbourhoods...

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

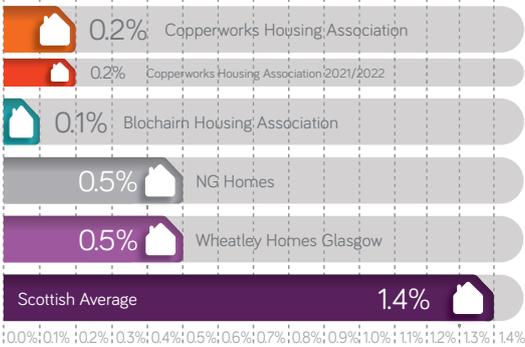


Value for Money...

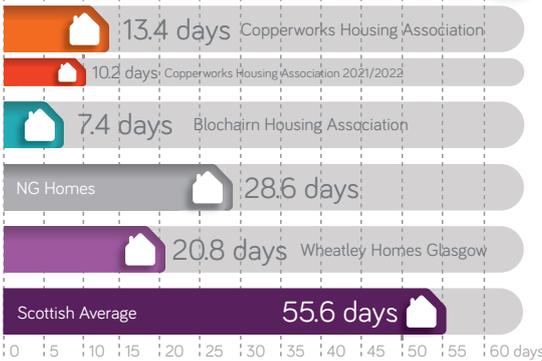
Percentage of total rent due collected in the previous year



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. Furthermore, in most categories we match or exceed all the other RSLs 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.



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Forthcoming Holidays

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

Christmas Holidays

**Monday 25th, Tuesday 26th and Wednesday 27th
December 2023**

New Year Closure

Monday 1st, Tuesday 2nd and Wednesday 3rd January 2024

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**.

Are you following us on Social Media?

Do you follow Spire View on social media? Keep up to date with everything happening with your Housing Association by following us on Facebook or Twitter!

We have just under 2,000 followers across Facebook and Twitter who never miss out on anything happening in their local area and we would love for you to join them!

Facebook @SpireViewHousing Association and Twitter (X) @SpireViewHA or you can scan the QR codes to be taken directly to our pages.

We also have a website where you can find out anything you need to know about the Association.



Facebook



Twitter



Website



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EMERGENCY REPAIR NUMBERS

Gas Heating & Hot Water 01294 468113

All Other Emergency Repairs 0800 595 595