

**The Newsletter for Residents of Spire View Housing Association**

Issue 76 • Winter 2022

# The Spire View



MERRY  
CHRISTMAS  
& HAPPY NEW YEAR



## Christmas Gifts

Our staff have been out braving the weather to deliver a small Christmas gift to all of our tenants and owners aged 65 and over. We would like to take this opportunity to ask all tenants to be mindful of your elderly neighbours and, if you can, call on them from time to time to make sure they are keeping well - especially during bouts of bad weather. On behalf of all staff and Committee members at Spire View we would like to wish everyone very Happy Holidays, a Merry Christmas and a peaceful New Year.

## Forthcoming Holidays

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

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

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

Should you have a gas heating or hot water emergency during this holiday period, please contact

**Gas Sure** on **01294 468 113**. For all other emergencies please contact **City Building** on **0800 595 595**.

# Bulk uplifts – arrangements for Christmas and New Year pick ups

Our Contractor will carry bulk uplifts during the Christmas break on the following dates:

**Thursday 29th December 2022**

and

**Thursday 5th January 2023**

Please place all items for uplift on the pavements the night before to ensure all your items are uplifted.

Thank you.



## Energy Advice

Spire View has hired a brand-new Energy Advisor and two fantastic Energy assistants who are here to help you!

If you think you could benefit from some support and advice, then get in touch with your housing officer to be referred to our Energy Advisor who can find out if you are eligible for the Warm Home Discount and give you support on how to reduce energy costs while continuing to heat your home.

Give us a call on **0141 552 7928** to find out more, or you can email [jolantadolewska@spireview.org.uk](mailto:jolantadolewska@spireview.org.uk) directly.

## Winter Warning!

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

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

We know that this year is going to be particularly hard as we are all experiencing a hike in our energy costs. Now is a good time to think about how to keep your home warm over the winter months and to make some small changes which have the potential to have a real positive, lasting effect.

If your boiler has a time function/programmer, it is worth taking some time to get the hang of it – with the clever use of your timer, you can make sure you always wake up warm and come home on those dark nights into a warm environment without having to leave your heating on 24/7. It also helps to prevent any incidents of burst pipes.

If you need any advice on how to use your timer, please contact our office on 0141 552 7928 for assistance, we are happy to help!

### Keep your radiators clear

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

### Stay in touch

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



# Please don't be a drag on our drains!

Every year, we issue a reminder to raise awareness in relation to the dangers of what we put down our drains and the nasty consequences this can have.

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

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

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

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

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

We are asking all tenants and residents to kindly refrain from flushing anything other than toilet paper down your loos and to take care of what you put down your sink.

Thank you for your co-operation!



## 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](mailto:Stephenuhughes@spireview.org.uk) and we will get your child / children registered. After you register, your child should receive their first book 6-8 weeks later and these will continue each month until the children turn 5 or you move out of the area.

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!"*

## Win your Christmas Dinner

In a time honoured tradition, we are offering all tenants the chance to win your Christmas Dinner! Enter our free draw to win a £100 love to shop voucher - all you have to do is complete the tear off slip below and return it to our office by Wednesday 21st December at 5 pm. Alternatively, you can enter on our Facebook page by liking our page and Christmas competition post pinned to the top of the page. The draw will take place on Thursday 22nd December – **Good luck!**

### Win your Christmas Dinner – Entry Form

Name:

Address:

Contact Number:



# Equality & Diversity Reminder

In the last issue of our newsletter, we asked all tenants and joint tenants to support the association in completing an Equality and Diversity survey.

So far, we have had around 100 surveys returned but we think we could do better. We have posted links to this survey on our social media pages, posted a survey out to every tenant along with the last newsletter and sent a link to every tenant via text message. If you feel there would be a better way for us to get this survey to you, please let us know and we will happily comply. 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 identified by the survey. 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.

# New service: Royston Community Energy Project

## Check if you are eligible for £150 Warm Home Discount

If you meet certain income criteria or have a particular vulnerability, you may be eligible for the Warm Home Discount (£150) from your energy supplier. Suppliers have slightly different eligibility criteria and our new energy advisor - Jola - can help to find out if you are eligible. Ask your housing officer to refer you or come to the energy advice drop-in on Thursday afternoon between 2-4pm at Spire View Housing Association.



# Factoring Debt Recovery: Policy Review – Have your say

**The Association will soon be reviewing our Factoring Debt Recovery Policy however before we do this, we are keen to hear your views. This policy deals with how the Association deals with factoring sums due.**

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

If you are interested in becoming involved in the review of this policy please contact Donna on **0141 559 6773** or **[donnarichardson@spireview.org.uk](mailto:donnarichardson@spireview.org.uk)**

# Halloween Competition

We are delighted to announce that the winner of our Halloween quiz was Sarah Swift!

Well done Sarah and thank you to everyone for taking part!

If you missed our Halloween competition, why not have a go at one of the festive competitions in this issue – send us a photo of your ugliest Christmas Jumper, have a go at the Christmas Quiz or enter to win our £100 love to Shop Voucher that could be used to buy your Christmas Dinner – Good luck!



# Christmas Jumper Competition

**Win a £50 Love to Shop voucher by sending us pictures of your ugliest Christmas jumper!**

Send pictures of yourself in your ugliest Christmas jumper to our Facebook page through messenger and we will post them on our Facebook page. The person with the most comments, likes and shares will win a £50 Love to Shop Voucher! Submissions will close at 5pm on Thursday 22nd of December and you will have until Thursday 29th to urge your friends and family to like, comment and share your Christmas Jumper post, where the competition will officially close at 3pm and a winner will be announced at 4pm on our Facebook Page. Make sure you hunt deep in the back of the wardrobe for the ugliest jumper you can find – **Good luck!**

## The Christmas Quiz – just for fun!

- 1 In the famous Christmas song, what type of bird was sat in a pear tree?  
.....
- 2 What is the name of the Grinch's dog?  
.....
- 3 What date is Christmas Eve on?  
.....
- 4 Where do Santa and Mrs. Claus live?  
.....
- 5 In the movie *Elf*, which city does buddy travel to in search of his Father?  
.....
- 6 Can you fill in the missing words from this famous Christmas song?  
Chestnuts roasting on an open fire, Jack \_\_\_\_\_ nibbling at your \_\_\_\_\_.  
.....
- 7 What three words describe the laughter of Santa Claus?  
.....
- 8 What was the name of the three ghosts that visited Scrooge?  
Ghost of Christmas Past, Ghost of Christmas \_\_\_\_\_ & Ghost of Christmas \_\_\_\_\_  
.....
- 9 'Merry Christmas you filthy animal' is a quote from which famous Christmas film?  
.....
- 10 Can you name all nine of Santa's reindeer?

Check how well you did – answers on page 16



# Condensation

## What is condensation?

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

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

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

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

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

## Where does it come from?

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

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

## Where it can happen

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

### Condensation can appear on:

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

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

Double glazed windows are unlikely to have surface condensation except temporarily. If it is on the window you must wipe it up.

Condensation settling where the glass meets a timber window frame can cause the timber and seals to **ROT**.

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

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





## How to remove mould

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

## How can you prevent condensation in your home?

### Heat and Ventilation are key:

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

## What to do next

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

# Update – Copperworks / Spire View Partnership Plans

In our last newsletter we reported that, following an options appraisal, Copperworks and Spire View Management Committees had agreed that it would be in the best interest of tenants for the 2 organisations to merge 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 for a Transfer of Engagements and also allowed us the opportunity to gather views on tenant priorities.

Since the last update, and using the information gathered from the Summer consultation exercise, we have been working hard behind the scenes and an offer from Spire View to Copperworks tenants has been agreed. This offer will include a 3 year rent promise for Copperworks tenants as well as increased investment in homes and the retention of the local office and staff. In addition, Spire View is committed to retaining the Copperworks Tenant Bonus Scheme and extending this to include all existing Spire View tenants. We believe this Transfer of Engagements will result in benefits to both Copperworks and Spire View tenants that

would not be possible if the 2 organisations remained independent.

The transfer will only happen if a majority of Copperworks tenants agree with the proposals and a formal consultation process will take place during January and February 2023. The consultation process will be managed by Lesley Baird on behalf of the Tenant Participation Advisory Service (TPAS) who have been appointed as the Independent Tenant Advisors. Lesley intends to hold drop in sessions, video chats and focus groups meetings. Details of the sessions will be sent to every tenant directly from TPAS.

We realise that you may have questions about the Transfer of Engagements / Merger, and you should feel free to raise these with Lesley at TPAS. Lesley can be contacted by emailing [lesley.baird@tpasscotland.org.uk](mailto:lesley.baird@tpasscotland.org.uk) or calling **07768 583 885**. Alternatively, you can contact any member of our staff who will be able to assist you or direct you to the appropriate person.

TPAS will be sending out a newsletter in the New Year giving you more information and opportunities to have your say about the proposals.

## 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 June – August 2022 we received the following feedback:



### What you said...

*"I'm not very happy that Contractor failed to attend a prearranged appointment."*

### What we did...

Staff investigated the matter and found that a staff member failed to pass on access details to the Contractor. Staff learned the importance of good time management and ensuring they pass on clear instructions to Contractors to ensure that matters like this do not happen again.

### What you said...

*"I had a repair carried out and follow up works were required but it took a long time for the Contractor to return and complete"*

### What we did...

Staff investigated this matter and liaised with both the Contractor and tenant to schedule these works. Staff learned the importance of carrying out post inspections to ensure all works are carried out and complete to a high standard.

	1st Stage	2nd Stage
Number of complaints		
Total number of complaints received in the reporting year	11	4
Number of complaints carried forward from the previous reporting year	0	1
<b>Total</b>	<b>11</b>	<b>5</b>
Number of complaints responded to in full by the landlord	11 100%	5 100%
Total number of days taken to respond in full to complaints	4 days	12 days

# Roystonhill Community Hub

*All things Hub on the Hill*

## Hub social media

Have you followed Roystonhill Community Hub on social media? We have an active Facebook page with almost 1000 followers and an active Instagram page with almost 200 followers. We post all about the different classes and events coming up, as well as keeping you in the know about what other organisations are getting up to.

Make sure you give us a follow now on Facebook and Instagram

@RoystonhillCommunityHub.

We also have a fantastic website you can visit by going to [roystonhillcommunityhub.org.uk](http://roystonhillcommunityhub.org.uk). Find out all about how The Hub came to be, what's coming up and how to book our halls! As well as a YouTube channel where we post helpful videos and information. Scan the QR code to be taken straight to our website!



Website



## Roystonhill Community Hub

*The Hub on the Hill*

## GEMAP & Simon Community Update



Matthew

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.

Andrea 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 Andrea, you can call Spire View Housing Association on **0141 552 7928**.



Maureen



## Hub on the Hill Café

Visit The Hub on The Hill Café between 10am and 3pm every Tuesday to Sunday and enjoy a delicious Scottish breakfast, all sorts of wraps, sandwiches, homemade soup and much more!

**Hub on the Hill Café**

07455216504 | [www.facebook.com/HubontheHillCafe](http://www.facebook.com/HubontheHillCafe)

Breakfast	
Served all day	
Scottish Breakfast	£5.20
<small>Squage, Tattie Scone, Black Pudding, Egg, Bacon, Beans, Toast and Tea or Coffee</small>	
Omlette and Cheese	£3.80
<small>Additional Filling (Ham, mushroom, tomato, spinach, onion)</small>	

Mains	
Served with a side salad and chips	
Pie and beans	£4.00
Mac & Cheese	£5.20
<small>Additional Filling (Bacon bits, mushroom)</small>	

Mains	
Served with a side salad and chips	
Fish Tea	£6.00
Steak Baguette	£5.20
<small>Served plain or with mushrooms and onions</small>	
Salt & Chilli Chicken	£5.20
<small>Served with sauce (Curry, Sweet Chilli)</small>	
Salt & Pepper Chicken	£5.20
<small>Served with sauce (Curry, Southern Fried)</small>	
Spicy Chicken Wrap	£5.20
BBQ Chicken Wrap	£5.20
Baked Potato & Cheese	£4.20
<small>Additional Filling (Coleslaw, Tuna Mayo, Spicy Chicken)</small>	
Chese Bulger	£5.20
Chicken Bulger	£5.20

Hot filled rolls	
Roll & Square	
Roll & Tattie Scone	£1.80
Roll & Black Pudding	£1.80
Roll & Egg	£1.80
Roll & Links	£1.90
Roll & Bacon	£1.90
Doublar	£2.60
Tripler	£3.40

Snacks	
Served with a side salad	
Panini's	
Tuna Mayo, Cheese & Ham, Chicken & Cheese, Cheese & Onion	£3.20
Toasties	
Tuna Mayo, Cheese & Ham, Chicken & Cheese, Cheese & Onion	£3.20
Salad Rolls	
Tuna Mayo, Cheese & Ham, Chicken & Cheese, Cheese & Onion	£2.00
Soup & a sandwich	
Soup of the day	£3.80
<small>Served with bread &amp; butter</small>	
Soup of the day	£1.90

Snacks	
Served with a side salad	
Chips	£2.00
Additional Toppings (Curry, Gravy, Cheese)	£0.90
Roll & Chips	£2.00

Drinks	
Can of juice	£1.00
Bottle of juice	£1.50
Bottle of water	£1.00
Tea	£1.00
Coffee	£1.20

*Kids menu available on request*

**Hub on the Hill Café Party Menu**

Open Tues - Sun 10am to 4pm

07548284345 | [www.facebook.com/HubontheHillCafe](http://www.facebook.com/HubontheHillCafe)

PLATTERS	
Chicken Pakora	£14
Vegetable Pakora	£14
Chicken Mayo Wraps	£10
Chicken Tikka Wraps	£10
Sandwich Selection	£10
Chips	£8

**Kids Options**

Chicken nuggets	£10
Hotdogs	£10

ALL FOOD SERVED BUFFET STYLE

# Roystonhill Community Hub

## Hub – *What's going on...*

Yet another year has passed, and what a fantastic year it has been for Roystonhill Community Hub. We have had the pleasure of putting on several fantastic events for our local community, as well as work with other organisations so they can put on their own fantastic events!

We've hosted competitions, started new classes and watched yet again as The Hub has gone from strength to strength. Here is just a peek at what we got up to this year:

At the beginning of the year we worked with Rosemount Development Trust, Rosemount Lifelong Learning, Royston Youth Action, North Glasgow Healthy Living Community, Copperworks Housing Association, North Glasgow Community Food Initiative as well as other organisations to put on an International Women's Day event for our local community. On the Monday North Glasgow Community Food Initiative hosted a workshop at Community Meals about gender roles that went down

fantastic with some insightful points and discussion. On Tuesday we then had a fantastic performance from the St Rochs Primary School choir, loads of different information stalls from SAMH, The Simon Community, People Plus etc. As well as henna tattoos and a buffet provided by The Hub on The Hill Café. Yet again we want to say a huge thank you to everyone involved, and most importantly to everyone who came along and got one of our free pamper packs, look at some of our pictures:



# Roystonhill Community Hub

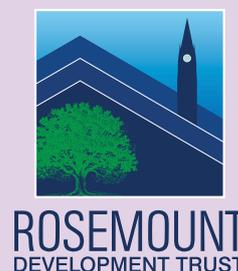
A few months later in April, Roystonhill Community Hub hosted a COVID Champion celebration on behalf of Copperworks and Spire View Housing Association. All our COVID volunteers were treated to a lovely buffet, courtesy of Pauline and the Hub on The Hill Café, before sitting down to watch a documentary style video created by our Volunteer Assistant Catriona Donald which featured the different organisations involved in the Royston COVID Response Group and some of the

fantastic volunteers that played such a vital role during the pandemic. All our volunteers were given awards and treated to a bit of entertainment.

Thank you so much to everyone that helped organise the event and came along, but most importantly thank you to all the volunteers who truly went above and beyond for their local community in the most trying of times – we can never say thank you enough for all the hard work you all put in. Look at some of the photos:



Not long after, Roystonhill Community Hub and The Hub on The Hill Café worked with Rosemount Development Trust to throw a fantastic **Summer Celebration**, with our very own Volunteer Assistant Catriona Donald providing advertising materials and helping with photographing on the day. The event went off without a hitch and congratulations to Rosemount Development Trust for putting on such a fantastic Summer Celebration, everyone absolutely loved it and had a fantastic time. The pictures can be found on the Rosemount Development Trust website, scan the QR code to have a look!



Rosemount  
Development  
Trust Website

Then, in October, Roystonhill Community Hub worked with Lisa at Prestigious Events to put on an amazing **Halloween Celebration**, all free for the kids in the local community! A buffet was provided by Pauline at The Hub on the Hill Café, North Glasgow Healthy Living Community came along and were leading through kids through some arts & crafts and healthy food activities, DJ Dazza's Discos came along to provide the entertainment and all the decorations and setting up of the hall were provided by Lisa herself. You can look at the pictures by visiting the Prestigious Events Facebook page, scan the QR code to have a look!



Prestigious  
Events  
Facebook

*(continued on page 12)*

# Roystonhill Community Hub

Then just a few days later Roystonhill Community Hub hosted the **Annual Tea Dance** on behalf of Copperworks Housing Association and Spire View Housing Association, there was tea, coffee, a wonderful buffet, entertainment and most importantly dancing! Thank you to Sharon for organising such a fantastic day and most importantly to everyone that bought a ticket and came along. You can have a look at the pictures here:



# Roystonhill Community Hub

## Christmas Fun Day



Then as the grand finale the **Christmas Event** came back around! On Tuesday 13th December Roystonhill Community Hub's Christmas Celebration was back and went off without a hitch, we want to say a huge thank you to everyone that came along and hosted a stall, to all the volunteers who gave up their time to help us out and most importantly to Santa, Mrs Claus and their reindeer for taking time out of their busy December schedule to visit the kids in Royston (so close to Christmas as well!).

All the kids had a fantastic time, and we cannot wait to do it all over again next year! You can check out more pictures on our Facebook page Roystonhill Community Hub, or by scanning the QR code!



Hub E-newsletter



Hub Website



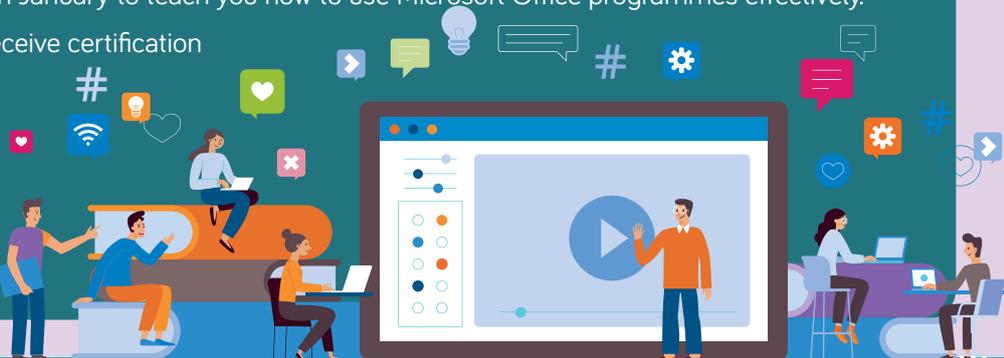
## Digital Skills

Our Digital Engagement Office continues to help the local community increase their digital skills. If you are struggling and would like to learn how to get better use out of your mobile phone or tablet, you can give Fiona a call any Monday, Wednesday or Thursday on 0141 212 7386 or email [digital@spireview.org.uk](mailto:digital@spireview.org.uk).

We have a new college course starting in January to teach you how to use Microsoft Office programmes effectively.

This course is accredited, and you will receive certification at the end of it.

If you would like to join get in touch with our Digital Engagement officer on 0141 212 7386 or email [digital@spireview.org.uk](mailto:digital@spireview.org.uk)



# Roystonhill Community Hub

## Volunteer Opportunities

Are you looking to gain new skills and increase your work experience? Volunteer at Roystonhill Community Hub in the new year!

We are always looking for new volunteers to join our team, whether you are looking to gain experience in admin, social media, digital marketing, caretaking, gardening, hosting events or even looking to start your own class on a voluntary basis – get in touch on **0141 212 7386** to find out more or you can email [volunteer@spireview.org.uk](mailto:volunteer@spireview.org.uk)

## Sim Cards

Get your free Sim card at Roystonhill Community Hub! We are giving away free Vodafone Sim Cards loaded up with 40gb of data, unlimited calls and texts for 6 months.

All you have to do is come along to Roystonhill Community Hub, fill out a short survey and the sim card is yours – if you have any questions, you can give us a call on **0141 212 7386** or email [communityhub@spireview.org.uk](mailto:communityhub@spireview.org.uk)

## Energy Advice Drop-In

Our new Energy Advisor Jolanta Dolewska has started a brand-new Energy Advice Drop-In every Tuesday from 10am to 1pm. If you are struggling with your energy bills and would benefit from some help, advice and support then come along to The Hub on a Tuesday to meet Jola and find out how she can help.

You can find out more by emailing [jolantadolewska@spireview.org.uk](mailto:jolantadolewska@spireview.org.uk)

## Royston Community Pantry

The pantry is open every Monday from 2pm – 5pm, every Thursday from 4pm – 7pm and every Friday from 10am – 1pm. Anyone can join the pantry, it costs £3 to join and members can shop once a week and pick out food and essentials that could cost up to £30 in your local shop for only £3.

Visit the pantry at Roystonhill Community Hub, 174 Roystonhill to pick up a membership form and find out more.

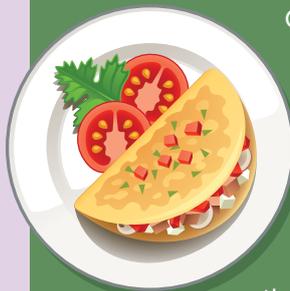


## Community Meals

North Glasgow Community Food Initiative hosts Community Meals at Roystonhill Community Hub every

Monday from 11.45am to 1pm.

If you are looking to enjoy a delicious, pay what you feel, three course meal – come along to The Hub. Meet new people, get a heat in you and maybe even visit the pantry afterwards – we can't wait to see you there!



## ENERGY ADVICE DROP-IN

Every Tuesday from 10am to 1pm



Our new Energy Advisor Jola is offering an Energy Advice drop-in every Tuesday from 10am to 1pm. If you are struggling with your energy bills and would benefit from some help and advice then come along to Roystonhill Community Hub on a Tuesday.

Alternatively if you would like to make an appointment you can email Jola on [jolantadolewska@spireview.org.uk](mailto:jolantadolewska@spireview.org.uk)



EVERY TUESDAY FROM 10AM TO 1PM.  
ROYSTONHILL COMMUNITY HUB, 174 ROYSTONHILL, G21 2LG  
JOLANTADOLEWSKA@SPIREVIEW.ORG.UK

# Games page...

For your chance to win a prize simply complete the tear off slip below and return to the office by Thursday 22nd December 2022.

## Spot the 10 differences



Which Santa does the sack belong to?

## Find Santa's Outfit

Can you help our Santa find all the parts of his outfit?



Name:

Address:

Telephone:

Age:

## Staff Contact Details

**Fiona Murphy** Director  
fionamurphy@spireview.org.uk  
0141 559 5648

**Margaret Brownlie** Depute Director  
margaretbrownlie@spireview.org.uk  
0141 559 5643

**Donna Richardson** Housing Manager  
donnarichardson@spireview.org.uk  
0141 559 6773

**Jordan Henderson** Finance Manager  
jordanhenderson@spireview.org.uk  
0141 559 6771

**Adele McGarth** Housing Officer  
adelemcgarth@spireview.org.uk  
0141 559 5647

**Jacqueline Paterson** Maintenance Officer  
jacquelinepaterson@spireview.org.uk  
0141 559 5640

**Paul Rocks** Maintenance Officer  
paulrocks@spireview.org.uk 0141 559 5642

**Billy Cassidy** Maintenance Officer  
bilycassidy@spireview.org.uk  
0141 559 5647

**Mary Dunsmore** Maintenance/Admin Assistant  
marydunsmore@spireview.org.uk  
0141 559 6770

**Lesley Burrows** Housing Officer  
lesleyburrows@spireview.org.uk  
0141 559 5646

**Margaret Clowes** Housing Officer  
margaretclowes@spireview.org.uk  
0141 559 5645

**Stephen Hughes** Housing Assistant  
stephenhughes@spireview.org.uk  
01415595649

**Gillian Spence** Corporate Governance Officer  
gillianspence@spireview.org.uk  
0141 559 5644

**Margaret Gillespie** Finance Officer  
margaretgillespie@spireview.org.uk  
0141 559 5641

**Roddy Forrest** Customer Services Assistant  
roddyforrest@spireview.org.uk 01415527928

**Angela Fraser** Volunteer Co-ordinator  
Volunteer@spireview.org.uk 0141 212 7386

**Catriona Donald** Volunteer Assistant  
Volunteerassist@spireview.org.uk  
0141 212 7386

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

**Jolanta Dolewska** Energy Advisor  
JolantaDolewska@spireview.org.uk  
0141 212 7376

## 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, we could be sending you out a survey. 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.

All of those who complete a survey were 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 recent winners were:

July: **Mary Paton** August: **Henry McQueen**  
September: **Lorraine Colgan** October: **Ruby McLaughlan**  
Congratulations!

**Christmas Quiz Answers**  
1. A partridge.  
2. Max  
3. 24th of December  
4. The North Pole  
5. New York  
6. Frost, nose.  
7. Ho Ho Ho.  
8. Present, Future.  
9. Home Alone.  
10. Dasher, Dancer,  
Prancer, Vixen,  
Comet, Cupid,  
Donner, Blitzen &  
Rudolph. (Extra point  
for naming all of  
them)

## Are you following us on Social Media?

Spire View Housing Association has an active Facebook page with over 880 followers, and an active twitter page with over 1000 followers. Don't miss out on updates with the Housing Association by following us on Facebook @**SpireViewHousingAssociation** and Twitter @**SpireViewHA** or you can scan the QR codes below 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.

Find us by visiting [spireview.org.uk](http://spireview.org.uk) or scan the QR code below to be taken directly there.



Facebook



Twitter



Website



### CONTACT DETAILS

Tel **0141 552 7928**  
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**