



Queens  
Cross  
Housing  
Association

qcha.org.uk  
**focus**

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

SUMMER 2023

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# Welcome to our summer Focus magazine

**H**ello and welcome to our Focus magazine. I hope you've all been enjoying the sun as we approach the summer months.

## QUEENS CROSS PROJECTS SUPPORTING OUR COMMUNITIES

During the ongoing cost of living crisis, the Association has delivered several projects to support residents in local communities.

From offering free community meals to voucher support for families and holiday programmes for children, we're here to support our tenants. Find out more on **page 4-5**.

## JOHN GRAY BURSARY SCHEME

There's still time to apply for the John Gray Bursary scheme but you'll need to be quick! Applicants have until 30 June to apply for the scheme which aims to support

students during their studies at college or university.

The scheme is open to residents living in the Queens Cross Housing Association area of operation, and applicants can apply for up to £2,000.

Find out more about it and details of how to apply on **page 7**.

## BURNBANK GARDENS DEVELOPMENT

Full funding for 48 new social housing homes in Burnbank Gardens is now in place.

The flats are designed to meet the needs of older people with eight of the flats adaptable for wheelchair users.

The development, in partnership with Glasgow West Housing Association, will replace a derelict hostel built in 1961, and work on demolishing the building ahead of construction is now complete. Find



out more about the project on **page 11**.

## SUMMER EVENTS

There are plenty of exciting events happening in north-west Glasgow this summer, including our very own Gala Day coming up on Saturday 19 August. Save the date!

Check out our top events on **page 18-19**.

I hope you all have a wonderful summer.

*Shoua Stephen*  
Chief Executive

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# SUCCESSFUL PLACEMENTS FOR JOE AND ADAM

**C**ongratulations to Joe and Adam, who have completed a 10-week work placement with our estate services team.

They joined through the University of Strathclyde's Project Search, a one-year transition programme which provides employability training and education to young people aged 16-24 who are on the autistic spectrum or with learning difficulties.

Work placements are a hugely important part of the programme for participants to build and develop their skills which will help them in their careers.

Since finishing at Queens Cross, Joe has gained employment at a local museum, while Adam has secured a number of interviews.

Thanks to the estate services team for supporting Joe and Adam during their time at Queens Cross. We wish them all the best for the future.

If you would like to find out more about Project Search, visit **Strath.ac.uk** and search for Project Search.



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# Queens Cross projects **sup**

During the ongoing cost of living crisis, the Association has delivered several projects to support residents in our communities.

## PANTRY PARTNERSHIP PROVIDES FREE COMMUNITY MEALS

**H**undreds of local residents received free warm meals in a welcoming community space following an Association partnership with The Courtyard Pantry Enterprise.

Ten community meal sessions were provided at Toshie's Café on Garscube Road followed by a further four community meal events at Dundasvale Residents Hall.

These popular sessions saw between 20 and 30 people attend each meal, providing a dignified dining experience in a warm space where people could socialise and meet others.

Jamie Ballantine, Social Regeneration Manager said: "Thanks to funding support from the Glasgow City Council and the National Lottery we worked The Courtyard Pantry Enterprise to deliver a programme of 15 free community meal events between February and May, including a community barbecue at The Courtyard on the 13 May 2023, to coincide with our Queens Cross Community Foundation sponsored walk."

Financial Wellbeing staff also attended some of the sessions to offer welfare benefits advice and help those experiencing immediate financial difficulty access food and energy vouchers – **see more about this on page 5.**

Over 200 people attended these community meals with many highlighting the value of them:



*"I wouldn't have come out of the house otherwise, and it makes a change having someone cook for me."*

*"The new café is lovely, this is the first time I have been in."*

*"It's nice to treat the kids, I can't remember the last time we went out for dinner."*

*"I met one of the staff from Queens Cross and they have arranged for me to get an energy voucher."*

*"Saved me cooking tonight for my wee boy and it was really tasty."*

The Courtyard Pantry Enterprise manage The Courtyard Pantry in Westercommon, providing weekly access to substantially discounted groceries to members.

They also run Toshie's – the new community café on Garscube Road serving tasty breakfast and lunch meals, sweet treats and coffee to local residents.

# Supporting local communities

## CHILDREN'S HOLIDAY PROGRAMMES

**C**ommunity meals complement the other work we do to support people in our communities during these challenging times.

The Association also delivers children's holiday programmes that provide quality activities during the Easter and summer holidays with access to food and snacks for those taking part. Last Easter 117 children participated in our holiday programme, which is supported with funding from the Glasgow City Council Children's Holiday Food Programme.

## HUNDREDS OF HOUSEHOLDS RECEIVE VOUCHER SUPPORT

**O**ver 700 Queens Cross households have been given energy and food vouchers to help support them through the cost of living crisis.

Thanks to funding from the SFHA Winter Hardship Fund and Social Housing Fuel Support Fund, welcome financial help has been provided to residents during a particularly difficult time.

### ENERGY AND FOOD SUPPORT

The money has gone towards top up vouchers for prepayment meters and food vouchers, helping over 700 households.

Suzanne Wight, of the financial wellbeing team, said: "With the increased cost of essentials, paying for food and

fuel has been very challenging.

"This funding has been a real boost, helping some households with gas, electricity, and food costs."

The feedback we've received demonstrates the need for this help and the difference it has made.

*"It meant I could worry a little less."*

*"It made a big difference, reducing stress."*

*"I was able to stock up that week."*

Our Financial Wellbeing team have helped tenants and residents to access over £1 million in benefits support household incomes.

If you have a prepayment meter and are at risk of disconnection because you can't afford to top up, or if you're looking for benefit or debt advice, please get in touch with us on **0808 143 2002**.

## HELP FOR FAMILIES THROUGH GLASGOW BABY FOOD BANK

**T**he Association also accessed funding to provide food vouchers for people accessing the Glasgow Baby Food Bank.

The Baby Food Bank is a vital service which helps ease the strain for vulnerable families by providing vital baby essentials, clothing and equipment.

Sixty-two vouchers worth £20 each have been allocated to families to date.

To find out more about the Glasgow Baby Food Bank, find them on Facebook. Search 'Glasgow Baby Food Bank Limited'.



# Cost of Living

## - Government help available to you

**T**he past few months have been very difficult with food and fuel costs increasing, and there have been various government schemes to support households through this time.

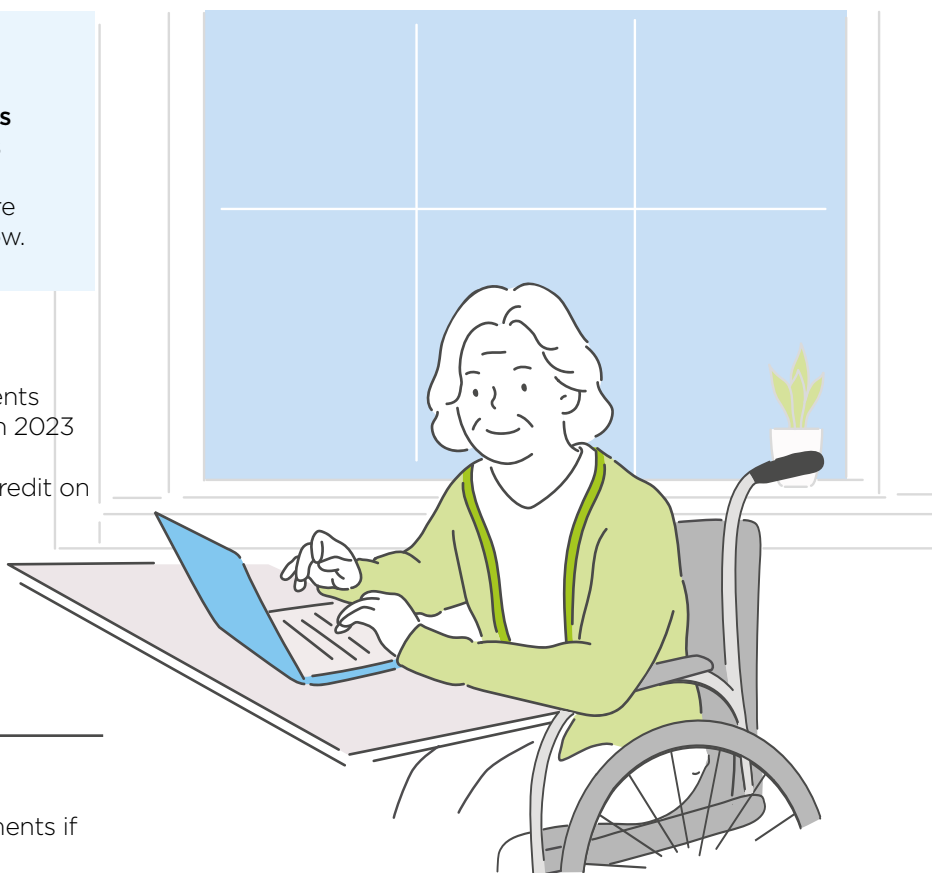
Make sure you're receiving everything you're entitled to by checking out each scheme below.

### Energy Bills Support Scheme

Every household should have received six payments totalling £400 between October 2022 and March 2023 to reduce energy costs.

For most, this will have been paid either as a credit on your bill, as a refund or a credit on your smart meter.

For those with a traditional style pre-payment meter, you may have received a voucher by text, email or phone. If you haven't received this, please contact your supplier. The deadline to redeem your voucher is 30 June.



### Cost of Living Payments 2023/24

You may be entitled to three Cost of Living payments if you are in receipt of a qualifying benefit:

How Much	When will I receive it?
£301	Between 25 April 2023 - 17 May 2023
£300	Autumn 2023
£299	Spring 2024

#### Qualifying benefits are:

- Income based JSA
- Income related ESA
- Income support
- Pension credit
- Universal credit
- Child tax credit
- Working tax credit

Find out more online at [gov.uk](https://www.gov.uk) and search for 'Cost of Living Payment'.

### Disability Cost of Living payment

A payment of £150 will be paid during summer 2023 if you are in receipt of a disability payment such as child disability payment, adult disability payment, PIP or DLA.

### Pensioner Cost of Living Payment

If you are entitled to a winter fuel payment 2023/24, you will receive an extra payment from November 2023. If you are eligible, you will receive a letter in October confirming how much you'll receive - £150 or £300, depending on circumstances.

Further information can be found at [gov.scot](https://www.gov.scot)

# JOHN GRAY BURSARY SCHEME -



Queens  
Cross  
Community  
Foundation

# STILL TIME TO APPLY

## Applicants have until 30 June to apply for the scheme

**T**he John Gray Bursary scheme is open for applications for the coming academic year. The Bursary was created by the Queens Cross Community Foundation in 2022 for residents living in the Queens Cross Housing Association area of operation.

### Up to £2,000 bursary

**Applicants can apply for up to £2,000** to help support them during their studies at college or university. Last year awards totalling £10,000 helped six students starting full-time and part-time courses buy educational essentials such as textbooks, laptops or tablets.

The bursary helped people starting college or university, supporting local people from our communities as they embark on their studies.

Inspired by former Queens Cross Housing Association chairperson John Gray, the fund is intended to offer financial support to people who could benefit from financial assistance to progress their education.

### Helps with expenses

Feedback from last year's beneficiaries emphasised how the bursary has helped them. One student said: "Without the scheme it would have been very difficult for me to do my course. As a first year student I wasn't aware of all the expenses that university life comes with.

Another student said: "The scheme has made a very big difference to my studies so far. I was able to buy essential textbooks and an iPad to help me stay organised."

To find out more about the bursary, eligibility criteria and how to apply visit [qcfoundation.org/johngraybursary](http://qcfoundation.org/johngraybursary)

Remember, applications must be in for 30 June.



# Introducing our

## WrightKerr – our new repairs contractor



**Our new primary contractor, WrightKerr, have been working with our maintenance team on the reactive and planned maintenance programmes.**

They've been carrying out emergency and non-emergency plumbing, electrical, joinery and general building and roof repairs on the Association's 4,500 homes.

They'll be easily-identifiable to residents, in

their black and white vans, all over the neighbourhoods which make up Queens Cross.

WrightKerr are 10 weeks into their contract starting on 1 April and have found their feet quickly, working well with tenants on their repairs issues and needs.

Feedback from residents has been universally positive so far, with compliments coming in for the high standard of repairs work being carried out.

Here's what some residents have said about them so far:



*"The electrician who attended my repair should have a gold star. They fixed my problem and gave me excellent advice to prevent the issue reoccurring again."*

*"Mark has done an excellent job, been in this house 34 years and that's the best the boiler has ever looked! Pat on the back for Mark."*

*"I would like to thank WrightKerr for replacing the radiators within my property. Friendly & excellent service from start to finish."*

*"I had a leak within my bathroom and WrightKerr attended to fix the issue. They located the issue quickly and sorted it for me. Very friendly service."*



They will be at our upcoming Gala Day on the 19 August. Please visit their stall on the day and find out more about the work they do with Queens Cross.

Follow them on Facebook to find out more about them, search WrightKerr All Trades Ltd.



# new contractors

## Saltire – our new gas contractor



**W**e're delighted to introduce Saltire as our new gas contractor

They've been providing reactive cover for all heating and hot water issues relating to gas boilers since 1 April, and gas servicing at all of our properties with a gas supply from the start of June.

Saltire are one of the UK's largest property services provider and are partner to dozens of public sector organisations, serving more than 120,000 social housing tenants and private homeowners.

They are a comprehensive home services provider, specialising in renewables, gas services and electrical works.

They have a strong track record of working in the gas services sector, with a 100% performance of gas services within date for around 8,000 properties they currently manage.

To find out more about the work Saltire do, visit their website – [saltire.co.uk](http://saltire.co.uk).



# Woodside Making Places update



**P**lans were in place for the ambitious Woodside Making Places project to begin in autumn 2022.

However, the project has been delayed by a combination of factors – particularly the post-pandemic impact on the construction industry.

## More funding needed

This has led to the costs of the project increasing considerably and more funding needed to get the project underway.

We have applied to the Scottish Government for further funding and await the outcome of our application.

Woodside Making Places presents a tremendous opportunity for Woodside. Our vision is to create attractive and multifunctional green and open spaces for the community to use and enjoy.

## Further updates to come



Plans include green infrastructure such as pathways for walking and wheeling, habitats that promote biodiversity, new spaces for doorstep play and sustainable rainwater drainage systems.

We hope to bring you further news in our autumn/winter issue of Focus.



# LOOKING TO MOVE HOME? FINDMYHOME CAN HELP

**F**ind My Home is our online housing information, advice and lettings service.

If you are looking to move home, visit [findmyhome.org.uk](https://www.findmyhome.org.uk) to register for a transfer.

You can complete the form on a computer, tablet or smart phone or, if you need help, you can contact us to ask for an appointment.

We advertise available properties every Wednesday at midday and the adverts run for one week.

## Placing bids

If you see a property you are interested in, you can place a “bid” which tells us that you would like to be considered for the property. When the property advert ends, we receive a list of everyone who has bid for the property, sorted in order

of their housing priority. We offer the property to the first suitable applicant on the list.

More information about the bidding process can be found on the Find My Home website.

## Demand is high just now

The demand for our properties is very high, so applicants with low housing priority may wait a long time for an offer of housing.

We encourage all applicants to consider other housing options, such as registering with other landlords who have properties in the area or looking for a mutual exchange.

**If you are looking for advice on your options or if you need help to register, call us on 0808 143 2002 or email [contactus@qcha.org.uk](mailto:contactus@qcha.org.uk).**

# Funding in place for new west end social housing

## Full funding for 48 new social housing homes in Glasgow's West End is now in place.

The development will replace a derelict hostel built in 1961, and work on demolishing the building ahead of construction is now complete.

### Burnbank Gardens

The flats are being built at Burnbank Gardens, on the south side of the communal garden, in partnership with Glasgow West Housing Association.

The flats are designed to meet the needs of older people with eight of the flats adaptable for wheelchair users.

Each upper floor of the two closes in the block will have a sundeck and balconies for residents to socialise in the fresh air, while the ground floor has a shared rear garden for each close. The six-storey building includes materials such as stone facing to complement the Conservation Area.

### Funding partners

Funding for the development is coming from the Scottish Government's Affordable Housing Supply Programme, Glasgow City Council, Queens Cross Housing and Glasgow West Housing Association.

Twenty four flats will be owned by Queens Cross and 24 will be transferred to Glasgow West HA when completed.

Queens Cross and Glasgow West HA together manage around 6,000 homes across the north-west of the city.

"This hostel has been a blight on this conservation area for many years so to finally be able to replace it with much needed social housing for older people is great news," said Queens Cross's Chief Executive, Shona Stephen.

"We have worked hard with our partners to get funding in place and


also with our architects to deliver a building in keeping with this highly desirable neighbourhood."

Elaine Travers, Chief Executive of Glasgow West HA said;

"We are delighted to see this project progressing and look forward to providing new energy efficient, affordable homes for older people within the Burnbank community."

Councillor Kenny McLean, Convener for Housing at Glasgow City Council, said: "The building of these much-needed social-rent homes in the West End of the city is very welcome, and will bring new life to this site. We are delighted to have supported this development, and look forward to working with our project partners on its delivery."

Construction work will start in the summer and the flats will be ready for tenants moving in by summer 2025.



The completed demolition. The new development will complement the existing historic buildings in Burnbank Gardens.

# Nurture our Neig

## KEEPING OUR STREETS CLEAN

**Q**ueens Cross staff remove bulk and rubbish from our neighbourhoods daily, with our handyperson team gathering around 10 full cage vans of waste every week.

This includes fly-tipping, dumped furniture, excess rubbish and garden waste.

We're committed to maintaining quality neighbourhoods where people choose to live and work.

If you spot someone fly-tipping, call Glasgow City Council on **0141 287 1058**.

### FREE BULK UPLIFT SERVICE

**D**o you know that we work with Total Home Co-Operative to offer a free bulk uplift service? Since charges for bulk uplift were introduced across Glasgow in 2021, many residents can't afford to pay for uplift and don't have the means to dispose of bulk themselves.



Pick-ups through Total Homes can be made directly from your home within three days of your request - so there's no need to leave your bulk uplift on the street.

Total Homes operate a circular economy model with 80% of all the waste they collect upcycles, reused or repurposed.

To arrange a free bulk uplift, call us on **0808 143 2002**.



### HELP KEEP OUR STREETS CLEAN. BE A RESPONSIBLE DOG OWNER.

We tend to see an increase in dog mess in our communities over the summer months.

Glasgow City Council can issue you an on-the-spot fine of £80 for not picking up your dog's mess. **Bag it. Bin it.**

#### SPOTTED MESS IN YOUR AREA?

Glasgow City Council's Environmental Task Force can help clear up: Dog fouling ✓ Fly tipping ✓ Litter ✓ Graffiti ✓

To report an incident, call them on **0300 343 7027**, download the **MyGlasgow app** or get in touch through social media:



# Neighbourhoods



## Keeping communal areas clear keeps you safe



In the event of a fire, items stored in the communal areas of your building could stop you from getting out.



Please don't store any items on the landing, stairwell or communal areas. This includes prams, furniture, bins and bikes. Any issues? Call us on **0808 143 2002**. Thank you for your co-operation.

## BIG THANKS TO JOHN O'CONNOR

We'd like to say a big thanks to Stephen Golder and Graham Spiers of John O'Conner Grounds Maintenance Ltd, who kindly donated compost and top soil to our growing spaces.

This will help growers in community gardens such as Woodside, pictured, during the summer growing season.

John O'Conner are our grounds contractors, dealing with landscaping, tree and horticultural services in the outdoor spaces of our communities.





# Sunshine and smiles at the QC Foundation walk and community barbecue

Over 200 local residents enjoyed a day of fun in the sun in May as they took part in Queens Cross Community Foundation's sponsored walk.

Starting at Dundasvale Residents Hall, the mile-and-a-half walk ended with some delicious food with a community barbeque at the Westercommon Courtyard.

The annual event allows community groups to raise funds for their local projects, with 80% of money raised going to themselves and 20% to Queens Cross Community Foundation.

The inclusive route choice saw participants aged between 8 months and 80+ take part in the family friendly event which was accessible to all including wheel chair users and people pushing buggies. The



atmosphere was fun and friendly as people came together from various schools and community organisations.

Live music added to the atmosphere with a piper playing on the towpath and local talent Eiger Music playing in The Courtyard

The walk finished with a community barbecue catered by the Courtyard Pantry Enterprise.

Thanks to the National Piping Centre, Tesco and Tunnock's for their generous donations towards the event.

Sadie Gordon, Chairperson of the QC Community Foundation, said:

"The weather was great and everybody seemed to have fun.

"I'd like to say a big thank you to the staff volunteers that made the canal walk such a success."

Contributions raised for QCCF will go towards targeted local grant giving such as the Community Chest, the small grants scheme and the John Gray Bursary.

For more information on the grants available please visit [qcfoundation.org](http://qcfoundation.org).



## PAVING ART CREATED AT CEDAR STREET

**F**resh colours and intricate designs have lit up Woodside Gardens after new paving art was installed.

Artists Hamish Bigg from Bigg Design and Eleanor Young from Fun Makes Good created the eye-catching artwork after hearing the thoughts of the local community.

Residents were encouraged to submit their own ideas at a drop in session earlier this year, while pupils from local schools and Woodside Nursery shared their own visions for the Gardens with drawings.

The final design reflects those

ideas and includes colourful plants, flowers, fruit and wildlife.

The project is funded by Cycling Scotland, and the installation is part of garden improvement works that saw a new garden path installed by AMEY as a community benefit project.

The new tarmac path and lowered kerbs makes the gardens more accessible, and the artwork adds colour and vibrancy to the new black top surface.

One local tenant said: "The colours are so vibrant, there will be year-round colour at Woodside Gardens."



# Update on our People Age 60+ service



**D**ue to Glasgow Health and Social Care Partnership funding cuts, the Association can no longer offer the intervention service to our older residents.

But we do still provide the following services to tenants age 60 and above.

## Older People's Wellbeing Service

The Older People's Wellbeing Service helps people manage their tenancy if age related health and mobility concerns reduce their confidence. We ensure regular contact so that people can live independently and at home in their community.

This can include helping arrange repairs or adaptations, accessing money and benefits advice, providing updates about events and activities or getting help from other services.

## Enhanced Housing Management

Through our enhanced housing management service, you'll have access to the OKEachDay Service. We'll send you an OKEachDay device which you press each day to confirm you're ok, helping you feel safe and secure in your tenancy.

We'll also carry out monthly tenancy checks to help you manage your tenancy. If you're in need of extra support, we'll set up a referral, with your permission, and work with other agencies such as the Glasgow City Health and Social Care Partnership to make sure you're getting the support you need.

## Contact us

To find out more about our service for people age 60+, contact us on 0808 143 2002 or get in touch by email on [contactus@qcha.org.uk](mailto:contactus@qcha.org.uk).

## Crossword Solution:

**Down:** 1 Amending, 2 Races, 4 Outermost, 5 Scrub, 6 Appetite, 7 Leasehold, 8 Altar, 9 Wound, 15 Parsonage, 17 Deodorant, 18 Idealize, 19 Research, 22 Tacks, 23 Stiff, 25 Occur, 27 Alert.

**Across:** 1 Aero, 3 Constable, 10 Escalator, 11 Piano, 12 Despair, 13 Between, 14 Nape, 16 Toadstool, 20 Tradition, 21 Idle, 24 Avocado, 26 Outcake, 28 Khaki, 29 Chautauque, 30 Celebrate, 31 Itch.



# LOCAL COMMUNITY ACTIVITIES

## Brunch and Blether

A new project has been set up in partnership with Maryhill Tesco to help tackle loneliness and isolation.

Brunch and blether provides healthy cooking workshops and a free lunch to tenants who also have access to games, resources and a safe space for people to connect and share similar interests.

These sessions are well attended and provide a sense of belonging. They help boost self-esteem and confidence and group members act as a support network for each other.

They talk and provide support to those going through a tough time, illness, a loss, or a major life transition.



## Men's group

The men's groups provide camaraderie as men come together to play recreational games such as pool, darts and chess as well as discuss their lives, health, and hobbies.



The 60+ men's group takes place at Cromwell Street while a 40+ men's group runs at The Courtyard, Westercommon – both taking place every Tuesday. It's a great programme for men looking for friendship and support.

Members are offered a supportive environment where they can talk openly and honestly, relax and build friendships with others in the community.

A free lunch from The Courtyard Enterprise is also provided.

## Chat and Chai Women's group - Archery Workshop

Members of the chat and chai women's group enjoyed a day of archery and nice food after being invited by activity group Boots and Beards to give it a go at their Glasgow Southside premises.



It was the first time the group had participated in archery before and they thoroughly enjoyed the experience. A tasty lunch was also provided.

The group also visited Kelvingrove Art Gallery and Museum and enjoyed a picnic in the park. Many of the group members had never been to the Art Gallery before and it was a good experience for them, opening up new horizons and learning new things.

## ESOL classes

Face-to-face ESOL classes have restarted at Windsor Hall through the Community Opportunities Project.

The classes are run in conjunction with Kelvin College and help learners improve their English in a community setting. They take place weekly on a Wednesday morning.

Online ESOL classes also take place every Tuesday and Thursday.

**Interested in attending or finding out more about one of the groups above? Have a look on our website at [qcha.org.uk/whats-on](http://qcha.org.uk/whats-on) or get in touch with us on 0808 143 2002.**

# EVENTS THIS SUMMER

## WestFest

- EVENTS THROUGHOUT JUNE
- GLASGOW WEST END
- FRIDAY 2ND – SUNDAY 25TH JUNE



**W**estFest is Glasgow's newest cultural and community festival.

The first ever WestFest will take place from Friday 2nd – Sunday 25th June, bringing together over 100 high quality, vibrant and inclusive events in 50 venues across the West End.

WestFest features a colourful mix of concerts, performances, recitals, galas and exhibitions; across music, theatre, comedy and visual art. There'll also be free community events and street festivals featuring an exciting selection of live music, entertainment and tasty food.

We've picked out a couple of our favourite WestFest events below:

- **QUEEN MARGARET DRIVE STREET FESTIVAL**
- **SUNDAY 25TH JUNE • 12-5PM • FREE**

**T**he popular Queen Margaret Drive Festival is back as part of WestFest this year.



There'll be fairground rides, craft stalls, face painting, pop-up workshops, participatory arts and plenty of musical talent on stage, as well as tasty food and refreshments.

There will also be a street play zone for children managed by Operation Play Outdoors.

- **GAIA (THE EARTH) DISPLAY BY LUKE JERRAM**
- **MACKINTOSH QUEENS CROSS CHURCH ON UNTIL SATURDAY 24TH JUNE • TICKET £5**

**T**o celebrate its 50th year, the CRM Society has \*literally\* brought the earth to Queens Cross.



Luke Jerram's giant floating model of the earth – known as 'Gaia' – provides visitors the opportunity to see our planet floating in three dimensions.

Measuring seven metres in diameter, Gaia features 120dpi detailed NASA imagery of the Earth's surface – giving attendees a real close-up look of the artwork suspended in mid-air.

To see the full range of activities taking place during WestFest, have a look online at [westfest.uk](http://westfest.uk)

## Refugee Festival Scotland 2023

- FRIDAY 16TH – SUNDAY 25TH JUNE
- EVENTS THROUGHOUT SCOTLAND

**R**efugee Festival Scotland features a jam-packed programme of events taking place in local communities across Scotland, including many in Glasgow.

This year's festival theme is hope and the events that are part of the festival provide people in local communities a platform

to showcase their skills, talents, cultures and their hopes for a better future.

The programme includes a wide range of events from music and dance performances to film screenings, exhibitions, talks and more! There are also family picnics, cookery masterclasses and opportunities for people of



all ages to get involved in creative workshops and community events.

Visit [refugeefestivalscotland.co.uk/whats-on/](http://refugeefestivalscotland.co.uk/whats-on/) to find out the full range of events.

# EVENTS THIS SUMMER

## Queens Cross Gala Day 2023



• **SATURDAY 19TH AUGUST, 12-4PM**

• **THE FIRHILL COMPLEX**

• **FREE**

**S**ave the date! Our annual Gala Day returns to the Firhill Complex on Saturday 19<sup>th</sup> August.

Fun on the day includes fairground rides, live entertainment, games, craft stalls, delicious food and (hopefully) good weather.

We can't wait to see you there!

## Maryhill Summer Festival



• **SUNDAY 23RD JULY, 12-3PM**

• **TESCO MARYHILL CAR PARK**

• **FREE**

**M**aryhill Summer Festival is back for another year! Fun for all the family with live music and entertainment, dancers, games, activities for children and youths, stalls, food trucks and more.

Follow Maryhill Festival '@MHillFestival' on Twitter for latest updates on the event.

# LOCAL GROUPS AND PROJECTS

**W**e've picked out some good causes to shine a light on those helping people in local communities.

## Gathering Ground CIC

Gathering Ground CIC is a local food-led community space and café based in Hamiltonhill along the Forth & Clyde Canal.

They aim to create gathering spaces that use food as a platform to impact the community, build connections and encourage creative learning.

They grow many different types of fruit, vegetables, plants and flowers in their spaces, and host engaging and informative food and gardening focused events which celebrate diversity and collaboration.

Visit their website, [gatheringground.org](http://gatheringground.org), to learn more about their project.



## Boomerang Woodworking CIC

Boomerang Woodworking is a project set up by Free Wheel North, which provides meaningful and interesting activities for participants.

Based in Chapel Street, they host workshops which aim to promote health and wellbeing through creative woodworking activities and helps people develop their crafting skills.

Their volunteers have also worked with schools and community gardens to help with local projects. They recently installed a little library box (pictured) at Kelvinside Academy.

Search Boomerang Woodworking CIC on Facebook to find out more about them.



## Emmaus Glasgow

Emmaus are a UK charity who support people to rebuild their lives after experiencing homelessness by offering a safe home, tailored support, training and a daily work routine.

They provide a home for as long as someone needs it. This gives people the opportunity to take stock of their lives, deal with any issues they might have and often re-establish relationships with loved ones.

There's a local Emmaus centre in Hamiltonhill, who provide a home and meaningful work to 27 people who have experienced homelessness.

There's also a Hamiltonhill Charity shop, run by Emmaus, which includes a treasure trove of furniture, electricals, homewares, vintage pieces and rare charity shop finds.

Find out more by visiting [emmausglasgow.org.uk](http://emmausglasgow.org.uk)



# MAKING A DIFFERENCE



## Firhill Youth Project & Community Sports Hub

**This project provides young people in North Glasgow age 11-25 access to water sports such as rowing and kayaking, helping to improve their physical and mental wellbeing.**

It improves their skills and helps build positive connections while making friendships with others in the community.

Young people also receive educational opportunities through their Easter and summer programmes.

Find out more about the project by following them on Facebook and Twitter, search for Firhill Youth Project.

## Glasgow Tool Library



**Glasgow Tool Library is a not-for-profit charity which works just like a normal library, but instead of books you borrow tools and learn skills.**

Based on Garscube Road, it costs £20 a year for a standard membership and you can borrow up to 10 tools at a time for your home DIY needs. You can borrow tools for a maximum of two weeks and return them when you're done.

They aim to encourage shared and sustainable ownership by making equipment accessible to all. All of the funds raised by membership fees go back into supporting the service and maintaining the tools.

Visit [glasgowtoolibrary.com](http://glasgowtoolibrary.com) to learn more.

## Maryhill Integration Network



**Maryhill Integration Network was established to bring asylum seekers, refugees, migrants and the settled inhabitants of Glasgow together.**

Since 2001, they have been developing projects which support positive social change by providing a welcoming, safe and inclusive space to give people the opportunity to connect and collaborate.


They run a weekly programme of activities which take place alongside regular advice clinics, learning opportunities, community events and outreach partnership projects coordinated across the city.

Find out more about the Network and their weekly activities by visiting [maryhillintegrationnetwork.org.uk](http://maryhillintegrationnetwork.org.uk).

# Focus on Performance

We want to keep you up-to-date with how our services perform. Every three months we produce reports that show how we're doing against our yearly targets. Key Performance Indicators are reported to our Board members and here are some of the results we think you'll be most interested in.


## QUARTER 4: JANUARY TO MARCH 2023



### Rent

Quarter 4: January to March 2023

Unpaid Rent	<b>1.98%</b>
Average number of days to re-let empty properties	<b>30 days</b>



### Repairs

Quarter 4: January to March 2023

Repairs completed right first time	<b>92.54%</b>
Routine repairs completed on time (within 5 working days)	<b>98.89%</b>
Urgent repairs completed on time (within 2 working days)	<b>98.88%</b>
Emergency repairs completed on time (within 4hrs)	<b>98.75%</b>



### Gas

Quarter 4: January to March 2023

99.87% of gas safety checks were completed on or prior to their anniversary date.	<b>99.87%</b>
All tenants have a responsibility to let us access their home so that we can carry out these vital safety checks.	
<b>If you think your gas service is overdue, call us today and schedule an appointment on Freephone number 0808 143 2002.</b>	



### Customer Satisfaction

Quarter 4: January to March 2023

Satisfaction with Repairs Service	<b>76%</b>
Satisfaction with call handling	<b>87%</b>
Antisocial behaviour cases resolved	<b>97%</b>

# Your services, **your say**

## Complaints

In January, February and March we received **210** complaints. When you complain, we aim to investigate and then reply to you within **5 working days**.

If you're unhappy with the response we give you at this stage, we'll move your complaint on to the second stage (stage 2) and aim to reply within **20 working days**.

We always try to deal with your complaint quickly. However, if it is clear that the matter needs a detailed investigation, we may move to stage 2 in the first instance, but we'll tell you and make sure you're kept up to date.

### Complaints results

**37%**

77 complaints upheld

**11%**

23 complaints partially upheld

**14%**

30 complaints not upheld

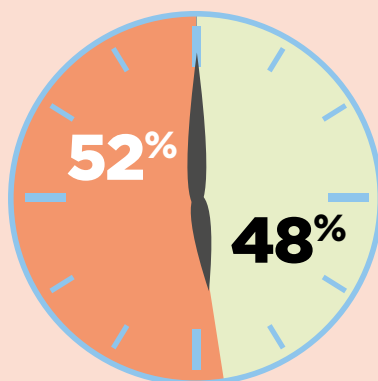
**22%**

46 resolved

**16%**

34 still under investigation

### Complaints responded to within timescales



100 complaints responded to within timescale

110 complaints responded to outwith timescale

## Compliments

We received **16** compliments from customers from January to March 2023.

Here are some of the things customers said:

**“An owner called in to express her satisfaction with the service provided by John McGuigan, Money and Welfare Rights Advisor. The owner was not aware they were entitled to any assistance due to them being an owner. They are glad to know this assistance is available.”**

**“Painter came in, was good mannered, clean, tidy, helpful and did a great job. Please thank him for taking on a job that was assigned to another painter that made a mess and Grant sorted it all made room look great.”**

## Learning from complaints

- ✓ We received a complaint about parking permits. Parking restrictions were implemented at one of our car parks to ensure tenants were able to get a space. A customer had complained they could not get a permit as they are a tenant's carer. Housing services reviewed and amended the process for approving parking permits to include anyone who has caring responsibilities for any of our tenants.

We are working hard to respond to complaints within timescale and seek resolutions that customers are happy with. If something goes wrong or you are dissatisfied with our services, please let us know what we can do to resolve it.

### Don't forget to tell us how we're doing

qcha.org.uk

queenscrosshousing @queenscrossha

0808 143 2002

contactus@qcha.org.uk

45 Firhill Road, Glasgow, G20 7BE

# Window replacement, Ancroft Street

**W**e've replaced all windows and added new Juliette balconies to homes at 4 Ancroft Street.

Although the building is relatively new, the windows needed renewed so we've made sure that they've been fitted to a high standard.



# Westercommon Maisonettes works continue

Works are progressing well with the new roof to 5 Westercommon Drive and insulation is now being applied to the walls.

We appreciate that this is a big upheaval for residents but the end result will be worth it. Thanks everyone for your co-operation.



# Smoke & heat alarms THANK YOU

**W**ith just a few homes left in this major installation programme, we want to thank every customer who has let us in to complete the job.

If you live in that handful of homes still to have them installed, call our **Business Support Team** as soon as possible on **0141 589 7444** or our main number **0808 143 2002**. You can also email [contactus@qcha.org.uk](mailto:contactus@qcha.org.uk)

**NEW  
INTERLINKED  
FIRE & SMOKE  
ALARMS**

*NOT GOT THEM YET?*

Make an appointment today and we'll fit them for you - It could save your life  
Call our Business Support Team on **0141 589 7444** or  
**0808 143 2002**. Or email us on [contactus@qcha.org.uk](mailto:contactus@qcha.org.uk)

Queens Cross Housing Association

SCOTTISH  
FIRE & RESCUE

Scottish Government  
Riaghaidh na h-Alba  
gov.scot





**S**ometimes we make appointments for services like repairs but can't get in to homes to complete the job.

If you're unsure of the time and date of any appointment with us, get in touch and we'll confirm it with you or we can rearrange.

## Westercommon bin room shutters



**N**ew roller shutters have been fitted to Westercommon bin rooms.

This makes them more secure and easier for the caretaking team to manage access.

# SPOT THE DIFFERENCE

**N**ew Nikfisk floor scrubber and Motorscrubber machines are being used to clean the foyer and landings at Westercommon, making a real difference to the cleanliness of floors.

Caretakers are pleased with the new machines.

Spot the difference between the before and after photos.





# Sod cutting marks start of Hamiltonhill regeneration

**W**ork is officially underway to create over 600 new mixed-tenure homes and apartments, complemented by new improved parks and greenspaces in Hamiltonhill.

Queens Cross will deliver apartments and terraced housing in one of Glasgow's key regeneration areas in partnership with regeneration specialist Urban Union, part of Robertson Group.

## Four phases over 10 years

Delivered over a 10-year period, the regeneration will comprise four phases and includes green spaces, parks and a community garden, which have been developed with input from the local community who have played a key part in the planning process and open space provision. The first of the new park spaces is due to complete in the summer of 2023.

Representatives from Queens Cross and Urban Union attended an official sod cutting event to mark the start on site of phase 1 of the development which will deliver 178 social homes for rent and 30 for sale.

## Our biggest project

Shona Stephen, Queens Cross Housing Association chief executive, said: "Our Hamiltonhill development is the biggest project the association has ever undertaken.

"We're really excited to be working with Urban Union to deliver transformational change to the area building a new green neighbourhood in the city.

"The creation of high-quality housing and new parks and open spaces reaffirms our vision of providing excellent housing in vibrant communities which residents are proud to call home."

Neil McKay, managing director of Urban Union, said: "The regeneration of Hamiltonhill embodies the ambition of Queens Cross Housing Association to reinvigorate and revitalise the neighbourhoods in north of Glasgow situated along the canal corridor. We are delighted to be delivering this landmark development and to welcome guests to site today to mark the official start.

"We look forward to working closely with the local community over the next decade and to play our part in creating a vibrant neighbourhood and community with a diverse and inclusive mix of high-quality homes."

# Queens Cross Workspace - a busy summer ahead



**Q**ueens Cross Workspace are responsible for managing and letting over 70 commercial properties in the Firhill Area. From offices to workshops, retail units to warehouses, we have a varied and interesting portfolio. The variety of our premises on offer attract all sorts of incredible small and local businesses to our community, and in turn, bring employment and to our neighbourhoods.

## New business

**T**his year, our workspaces are filling up with great tenants bringing business and jobs to the area.

In April we welcomed Solis Trading Ltd, who specialise in facilities management and mechanical and electrical services.

Solis group provide bespoke solutions to meet all kinds of environmental requirements from air conditioning to plumbing and drainage. You can find out more about their services at [www.solis-group.co.uk](http://www.solis-group.co.uk).



## PUPPY PARADISE

**A**nother exciting addition to our portfolio is Puppy Paradise, dog groomers who will open later in the year at 584 Maryhill Road.

We know that the area is going to benefit from their unique services, pampering pooches from all over Queens Cross.

To keep up to date with the anticipated opening, you can find them on Facebook as 'Puppy Paradise'.



## New store opening at Cedar Court

**T**here are four commercial spaces on the ground floor of the high-rise properties at Cedar Court.

We've been working hard to secure exciting tenants for these spaces and can confirm that we have a convenience store and a café that will provide tutoring space opening at Lorne Court and a community art gallery opening in Torridon Court.

This leaves only one left! It's currently occupied by a contractor working on the building but available at a month's notice. If you're interested get in touch.

We also have some available spaces for a variety of businesses at the moment. Currently, we have office spaces from 400-2500sqft to let, located in our popular business centres along Firhill Road. Also becoming available is 427sqft of café space on Maryhill Road. The property is ground level, and undergoing a refreshing renovation that will leave it with a clean and modern finish. There may be other dynamic spaces becoming available this year, so if you would like to register your interest, or find out more about our stock, please email us at [info@qcgroup.co.uk](mailto:info@qcgroup.co.uk).



If you would like to keep up to date with new tenants moving in, upcoming projects and events, follow us on Instagram @qcworkspace, or visit our website - [qcworkspace.co.uk](http://qcworkspace.co.uk).

# THANK YOU TO OUR PARTNERS AND SUPPLIERS

**A** huge thanks to the following organisations and staff, who made generous donations over winter.

Your contributions provided vital

extra help to tenants over Christmas and early 2023.

- C7 Church
- Housing Insight
- Sprint Communications

- TIAA auditors
- TC Young
- Bumblebee Energy (OPC)
- Unite Union
- ProCast

## Tribute to Elizabeth Aitchison, CIG Member

**It is with great sadness that we announce Elizabeth Aitchison, one of our CIG members, passed away on 7 April 2023.**

Elizabeth was a tenant for almost 20 years at Dundasvale Court. Elizabeth joined our CIG's as she had a real passion for the environment and making the area a better place to live for all its residents. She originally got involved through joining the walking groups and attended the growers' sessions.

Elizabeth had a keen eye for fashion and loved vintage clothing and dress making. She was a very creative, gentle and kind person who will be sadly missed by both staff, residents and her fellow CIG members.

Our thoughts are with her family and friends.



## Tribute to Fiona Hunter, Housing Officer

**We are sorry to tell you that Fiona Hunter, one of our Housing Officers, passed away on 16 April 2023.**

Fiona worked in housing for over 30 years. Originally starting with Glasgow City Council, Fiona joined Queens Cross Housing in 2011. She initially worked in the Dundasvale area before being based for the past 13 years in Westercommon.

Fiona always did her best for the tenants and communities she worked with and she will be sadly missed.

Our thoughts are with her family and friends.

# DID YOU KNOW THAT WE ARE HAPPY TO TRANSLATE?

**A**re you or do you know a Queens Cross customer who has difficulty communicating with us in English? This could mean that you don't get access to the information and services you need.

Queens Cross can provide translation and interpretation services for customers. If this is you, or someone you know, get in touch and we'll do our best to help.



هل تعلم أنه يسعدنا أن نترجم؟

هل تعرف أحدا من عملاء كوينز كروس أو أنك أنت عميل كوينز كروس وتجد صعوبة في التواصل معنا باللغة الإنجليزية؟

قد يعني ذلك أنك لا تستطيع الوصول إلى المعلومات والخدمات التي تحتاجها.

يمكن لكوينز كروس تقديم خدمات الترجمة الكتابية والشفوية للعملاء. إذا كان هذا الخطاب يعينك أنت أو أي شخص تعرفه، تواصل معنا وسنبذل قصارى جهدنا للمساعدة.

## Czy wiesz, że jesteśmy otwarci na korzystanie z tłumacza - Happy to Translate?

Czy jesteś klientem lub znasz klienta Queens Cross, który ma trudności, aby komunikować się z nami w języku angielskim?

Może to oznaczać dla Ciebie brak dostępu do potrzebnych Ci informacji i usług.

Queens Cross zapewnia tłumaczenia ustne i pisemne swoim klientom. Jeżeli chcesz z nich skorzystać lub znasz kogoś, kto chciałby z nich skorzystać, skontaktuj się z nami, a dołożymy wszelkich starań, aby Ci pomóc.

## 您是否知道，我们乐意提供翻译？

您本人或者在您认识的人中，是否有难以用英语与我们沟通的女王十字（Queens Cross）的客户？

这可能意味着您无法访问所需的信息和服务。

女王十字（Queens Cross）可以为客户提供笔译和口译服务。如果您或您认识的人存在这种需求，请与我们联系，我们将尽最大努力为您提供帮助。

## کیا آپ جانتے ہیں کہ ہمیں ترجمہ کر کے خوشی ہو گی؟

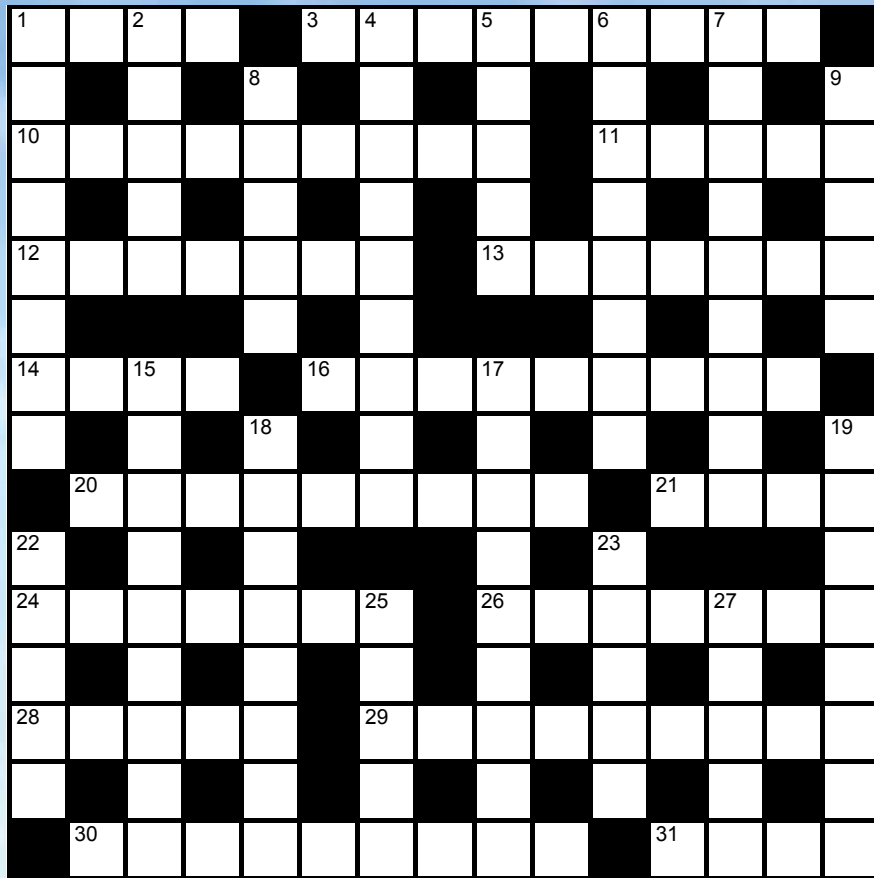
کیا آپ بذات خود یا کوئی نئے کراس کے کسی ایسے کسٹمر کو جانتے ہیں جسے ہمارے ساتھ انگریزی میں بات چیت کرنے میں دشواری کا سامنا ہو؟

اس کا مطلب یہ ہو گا کہ آپ اپنی مطلوبہ معلومات اور خدمات تک رسائی حاصل نہیں کر پائیں گے۔

کوئی نئے کراس صارفین کے لئے ترجمے اور ترجمانی کی خدمات فراہم کر سکتی ہے۔ اگر آپ یہ بذات خود ہوں یا کسی اور کو آپ جانتے ہوں اور رابطہ فرمائیں تو ہم مدد کرنے کی پوری کوشش کریں گے۔

# Feeling Puzzled?

## Crossword



## Sudoku

			9		2		7	6
5		2			1			
4		9	8	7			1	
8		5					4	
6	4						8	7
	9					1		5
	2			9	3	4		8
			2			9		3
9	8		6		4			

Spot 5 differences



### Across

- 1 Relating to aircraft (4)
- 3 "The Hay Wain" artist (9)
- 10 Moving stairway (9)
- 11 Joanna (5)
- 12 Hopelessness (7)
- 13 Among (7)
- 14 Back of the neck (4)
- 16 Poisonous mushroom (9)
- 20 Custom (9)
- 21 Doing nothing (4)
- 24 Pear-shaped fruit (7)
- 26 Breakfast flatbread (7)
- 28 Dull yellowish brown (5)
- 29 Professional personal car driver (9)
- 30 Observe with festivities (9)
- 31 Irritate (4)

### Down

- 1 Removing faults (8)
- 2 Speed contests (5)
- 4 Farthest from the centre (9)
- 5 Rub vigorously (5)
- 6 Desire for food (8)
- 7 Type of impermanent tenure (9)
- 8 Communion table (5)
- 9 Injury (5)
- 15 Rectory (9)
- 17 Air-freshener (9)
- 18 Put on a pedestal (8)
- 19 Investigate (8)
- 22 Small nails (5)
- 23 Rigid (5)
- 25 Happen (5)
- 27 Wide-awake (5)

Crossword answers on page 16

# Useful Contact Numbers

## ADVICE

Citizens Advice (Maryhill and Possilpark):  
0141 948 0204

## CITY COUNCIL

Anti-social behaviour: 0800 0273 901  
Cleansing and recycling: 0141 287 9700  
Roads and lighting faults: 0800 37 36 35

## ENERGY

British Gas: 0800 048 0202  
Scottish Water: 0800 077 8778  
Scottish Power: 0800 027 0072  
Priority Services Register: 0330 10 10 167

## HEALTH

NHS 24: 111  
Queen Elizabeth University Hospital: 0141 201 1100  
Woodside Health and Care Centre: 0141 201 5500

## FOODBANK

Glasgow NW Foodbank: 0141 959 9813

## POLICE AND EMERGENCY

Police/Fire/Accident Emergency: 999  
Police non-emergency: 101

## SCHOOLS

Dunard Primary: 0141 946 1417  
Oakgrove Primary: 0141 332 6210  
Saracen Primary: 0141 336 8428  
St Charles Primary: 0141 946 1391  
St Joseph's Primary: 0141 332 7836



# GET IN TOUCH

**Main Office**  
45 Firhill Road,  
Glasgow, G20 7BE

**QC Factoring**  
45 Firhill Road,  
Glasgow, G20 7BE  
Tel: 0141 561 1105  
Email: info@qcgroup.co.uk  
Website: www.qcgroup.co.uk

For all our offices,  
call 0808 143 2002

Email:  
contactus@qcha.org.uk

Website:  
www.qcha.org.uk



## Report a repair

### Call us on 0808 143 2002\*

Monday to Friday 9am to 5pm

\*free from a BT landline - calls from mobile phones and other providers may be charged

### Emergencies

We provide an emergency repairs service.

Call us on 0808 143 2002 if you need an emergency repair at weekends or Monday to Friday when our offices are closed.



### WrightKerr All Trades Ltd

Our repairs service is provided by WrightKerr All Trades Ltd. All staff carry identity badges so please ask to see their badge when they call at your home.

## HOLIDAY CLOSURE

Our offices will be closed on Friday 14 and Monday 17 July for the Glasgow Fair holiday.

# YOUR LOCAL COUNCILLORS

### Ward 10: Anderston, Yorkhill, City

- Eva Bolander (SNP)
- Phillip Braat (Labour)
- Christy Mearns (Scottish Green)
- Angus Millar (SNP)

### Ward 11: Hillhead

- Ken Andrew (SNP)
- Hanzala Malik (Labour)
- Martha Wardrop (Scottish Green)

### Ward 16: Canal

- Allan Gow (SNP)
- Fiona Higgins (Labour)
- Jacqueline McLaren (SNP)
- Robert Mooney (Labour)

Councillors can be contacted at Glasgow City Council, Glasgow City Council, City Chambers, George Square, Glasgow, G2 1DU • Tel No: 0141-287-2000 • Website: www.glasgow.gov.uk

