



Queens
Cross
Housing
Association

qcha.org.uk
focus

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

WINTER 2023

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Welcome to our winter Focus magazine

It's an exciting time of year as we gear up for the festive season, but we also know it can be a difficult time for many. This issue of Focus magazine provides plenty of useful advice and support for tenants during the winter months. Have a look at pages 7-9 to find out more.

JOIN THE RENT CONSULTATION CONVERSATION

We're taking a different approach to this year's rent consultation. We know that many people in our communities are struggling with higher prices for food, energy and general living costs.

The Association aims to keep rents affordable, particularly for tenants who don't get help with their rent. Our rent consultation runs from Friday 1 December 2023 to Friday 5 January 2024. Read more about our consultation this year and see how you can join in on pages 4-5.

WOODSIDE MAKING PLACES

Work has started on a £3 million environmental improvement project to transform the public spaces around the Cedar high rise flats at Woodside.

The vision for the Woodside Making Places project is to improve the streets, green spaces, play parks and courtyards of the area. Find out more on pages 10-11.

NEW PARKS AND OPEN SPACES FOR HAMILTONHILL

We're delighted to announce the opening of five new greenspaces in Hamiltonhill. These spaces include a much-improved play park, a new community park and a community gardens linked to Bardowie Hall. With some final works being completed, most of these areas are now open to the public. Find out more on pages 16-17.



CHRISTMAS EVENTS

There's plenty going on in our communities over the festive season. Take a look at our top events this Christmas on page 23.

I hope you all have a wonderful Christmas and Happy New Year.

Shoua Stephen
Chief Executive

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Electrical Testing in your home

WHY IT'S IMPORTANT AND HOW TO PREPARE

An electrical (EICR) inspection is where the safety of fixtures and fittings like light switches, sockets, visible wiring and light fittings are checked in your home.

It's a mandatory safety test carried out by a qualified electrician and takes place every five years.

If your home is due an electrical test, we will write to you.

HOW TO PREPARE

The electrician will need access to the electrical fuse box in your home as well as sockets, light switches and light pendants.

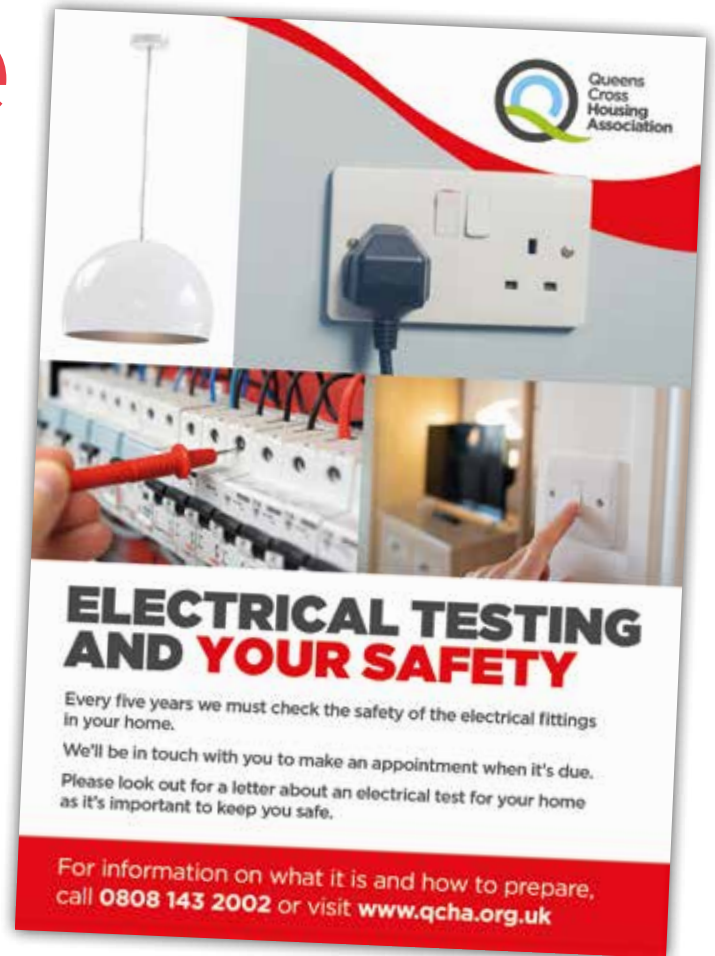
To cut down on the time the electrician spends in your home, you can prepare for the inspection by making sure they can access the fuse box and sockets by clearing or moving household items or furniture out of the way.

If you need help to move heavy items of furniture, call us on 0808 143 2002.

If we've written or talked to you about an electrical (EICR) inspection, please get in touch with us to arrange an appointment.

QUESTIONS?

If you have any questions about it, call us on **0808 143 2002** or email contactus@qcha.org.uk



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Join the conversation

RENT CONSULTATION FOR APRIL 2024

Listening to customers is important to us.

And over summer this year we asked TIS, the independent Scottish Tenants Information Service, to talk to you about what matters most to you now and for the future.

TIS developed a consultation campaign that included a survey for every household, focus

groups and drop-in events to make sure we heard from as wide a cross-section of Queens Cross tenants as possible. Find out more on page 14.



We'll use what you told us to shape our plans, services and budget.

Board members will also use what you told us to make a decision about the rent increase for 1 April 2024.

Rent Consultation 2024/25

We know that many people in our communities are struggling with higher prices for food, energy and general living costs.

Some will be making difficult choices between buying food and heating their home.

The Association aims to keep rents affordable, particularly for tenants who don't get help with their rent.

Given this, and all the feedback we've had from the TIS consultation, we feel it's important that rents are increased only by the amount needed to maintain services and keep homes in good condition.

Like every other business, we review our costs every year. Rising prices are affecting all of our service costs and it continues to be very challenging to provide tenants with good quality services **and** to maintain high levels of investment in properties and homes.

The annual rent increase starts on 1 April every year with September's rate of inflation (CPIH) used as our guide. This year, the rate of inflation in September 2023 is 6.3% (CPIH September 2023).



However, as already said, we know the cost of living crisis of the past few years has made life difficult for a lot of people.

Many Board members are tenants themselves and understand the need to keep rents affordable.

Your views are very important to them and they'd be grateful if, starting in December, you'd take part in this year's rent consultation. We hold the rent consultation at the end of the year so that Board members can take your views into account when setting the Association's budget for the next financial year in January.

The rent consultation runs from Friday 1 December 2023 to Friday 5 January 2024.

HOW TO JOIN THE CONVERSATION

There are lots of ways you can let us know what you think about the proposed rent increase.

You choose how you want to take part. You can:

- **Write:** complete the consultation form and return it to one of our offices
- **Online:** complete the consultation form using the link on our website at [qcha.org.uk](https://www.qcha.org.uk)
- **Email:** email contactus@qcha.org.uk with the heading 'rent consultation'
- **Talk/Video Call:** speak to your Housing Officer
- **Call:** call us on **0808 143 2002**



Financial support and advice available

Winter is a difficult time of year for many financially, especially this year during the current cost-of-living crisis. Help and advice is available for people who are struggling.



Winter Fuel Payment

If you were born before 25th September 1957, you could be eligible for the Government's winter fuel payment of between £250 and £600 to help with the cost of heating. It will also include a pensioner cost of living payment of between £150 and £300.

The amount you receive will depend on when you were born and your circumstances during the qualifying week (18th to 24th September 2023).

This money is tax free, doesn't affect any benefits you get and will be paid automatically.

You should receive a letter during October or November confirming how much you'll get, and payments will be made during November and December.

On your bank statement, it will show as 'DWP WFP'. Contact the Department of Work and Pensions if you haven't received the payment by 24th January 2024.

Important changes to Tax Credits

Tax Credits are ending and most people in receipt of them will need to apply for Universal Credit (UC) instead.

Look out for a letter from the DWP called a **Universal Credit Migration Notice**, which will explain what you need to do and by what deadline.

You won't be moved onto Universal Credit automatically, you need to apply. A 'Get Prepared' leaflet has been sent out to tax credit claimants but this is not your managed migration notice - please be aware that if you apply for Universal Credit too early, you may lose out on money. Please follow the instructions in the letter by the deadline. If you need help understanding the letter or to claim Universal Credit, speak to one of our advisors on **0808 143 2002** or call the Citizens Advice Bureau Help to Claim on **0800 023 2581**.

It's very important you don't ignore the letter, if you don't apply for UC by the date on the migration letter, your benefits may stop.

Winter Heating Payment from Social Security Scotland

The winter heating payment is paid by Social Security Scotland and replaces the cold weather payment from the DWP.

Details for this year's payment are not yet available, but it's expected to be similar to last year. It is paid automatically once a year to those on a qualifying benefit to help with heating costs.

On bank statements, it will show as 'WHP' and is expected to be paid from February 2024.

You must be in receipt of one of the following benefits to qualify:

- Universal Credit
- Pension Credit
- Income Support
- Income based Job Seekers Allowance
- Income Related Employment and Support Allowance

You can check if you are eligible online at **mygov.scot**.

Child Winter Heating Payment

An annual payment of £235.70 from Social Security Scotland will be paid automatically to families of children and young people up to the age of 19 if they are in receipt of qualifying benefits. These are:

- Child Disability Payment
- Disability Living Allowance for Children
- Enhanced rate of daily living component of DLA or ADP (up to age 19)

This will be paid per child not per household and a letter will be sent to confirm entitlement and date of payment.

Search for 'Cost of Living Support Scotland' online for more information.

Free and confidential financial and wellbeing support from Glasgow City Council

PAM Assist is a free and confidential life management and personal support service that is available to you 24 hours a day, any day of the year.

To take advantage of this service, phone **0800 247 1100** or visit the PAM Assist Portal or App: **pam-assist.co.uk** - sign up with organisation code GCC.



Energy Advice

Although the Energy Price Cap reduced in October, the cost of energy is still worryingly high for most of us. We're here to offer advice and support.

We can help with:

- Fuel debt
- Uncapping your gas supply
- Help when you are at risk of disconnection

- Reducing your energy costs
- Understanding your fuel bill
- Issues with your supplier

If you would like an appointment with our Energy Adviser, please contact us on **0808 143 2002** or email **energyadvice@qcha.org.uk**





Financial wellbeing service helps QC residents access over £1 million extra

Over £1 million has gone back into the pockets of residents in north west Glasgow thanks to Queens Cross' money advice service.

The Association's Financial Wellbeing Team offer welfare rights, debt and energy advice to local residents.

They assist with funding claims and appealing benefit decisions made by bodies such as Department of Work and Pensions, Glasgow City Council and Scottish Social Security – making sure claimants receive the money they're entitled to.

Over the past year, the team have also worked with external agencies such as the Scottish Government and Scottish Federation of Housing Associations (SFHA) to provide food and energy vouchers to people in immediate financial difficulty.

In the 12 months leading up to August 2023, the team helped 289 people access over £1.25 million. Anne Ramsay, Vice Chairperson and tenant, welcomed the news.

"Putting more money in people's pockets is one

way Queens Cross HA helps to reduce poverty in our communities.

"Helping residents gain over £1 million in the past year is a great result and testament to the hard work that our financial wellbeing team have put into helping those in need."

The financial results tie in with positive overall satisfaction in the service. Nine in 10 people who engaged with the team were satisfied with the support they received, with 94% saying they were given helpful advice.

"Our advisors have provided a fantastic service during an extremely challenging time for all during this cost-of-living crisis," added Suzanne Wight, Financial Wellbeing Manager.

"They continue to support tenancy sustainment, reduce poverty, empower residents and contribute to the association's wider aims in the community."

Queens Cross' financial wellbeing service is free and confidential. Anyone looking for help can make an appointment by calling **0808 143 2002**.

Is your home ready for winter?

HELPFUL ADVICE FROM OUR GAS CONTRACTOR SALTIRE GAS SERVICING

GETTING YOUR HOME READY FOR WINTER

1. Ensure your boiler is properly maintained

Our planned maintenance service ensures that all heating solutions are safe, cost effective and sustainable. Make sure you allow access to our gas safe registered engineers to carry out this vital check.

2. Draw your curtains at dusk, and shut your doors

This will minimise heat escaping through windows and keep the heat in the room you are in.

3. Ensure your doors and windows are draft free

Block up any gaps that let warm air out. This will not only keep your house warm but also save money on your energy bills as you won't need the heating on as much.

4. Use your timer

Set your heating to only come on and off as you need it. It is not cheaper to leave it on all the time.

OTHER HELPFUL ADVICE

- Leave the central heating on for short periods of time throughout the day.
- Never use your oven to heat your home.
- Remember to turn portable heaters off when leaving the room or going to bed.
- Test smoke alarms monthly.
- In extreme weather conditions, check on your neighbours if you can.

ENERGY SAVING HINTS AND TIPS

- **Check your energy tariff** – An annual check can make sure you are on the most competitive tariff.
- **Switch off lights when not needed** – Using energy efficient lightbulbs can also help long term saving.
- **Switch off appliances or unplug them** – Leaving an appliance on standby still uses energy.
- **Use your washing machine at a lower temperature** – Washing at



30 degrees can save electricity.

- **Switch off your oven early** – Your oven will retain its temperature for up to 10 minutes continuing to cook your food but still allowing you to save energy.
- **Save water** – Use the shower rather than the bath. Only fill your kettle with the amount of water you need.
- **Buy energy efficient appliances** – All appliances come with energy efficiency ratings. Buying the most energy efficient model can save money in the long run.



Transformational environmental works start at Woodside

Work has started on a £3 million environmental improvement project to transform the public spaces around the Cedar high rise flats at St George's Cross in Glasgow.

The Woodside Making Places project is being delivered by Queens Cross Housing Association and supported by additional funding from the Scottish Government through Sustrans Scotland's Places for Everyone programme.

The vision for the project is to improve the streets, green spaces, play parks and courtyards of the area. This will create an attractive, multi-functional green infrastructure network with integrated cycle routes, biodiverse habitats, sustainable rainwater drainage, vibrant doorstep play and allotment areas.

Work will focus on improved pedestrian crossings and construction of new raingardens to use run off water to maintain attractive wildlife-friendly spaces. New paving will be installed,

new trees planted, streetlighting improved, along with streetscaping, street furniture and new cycle stores.

Phase 1 of the project will focus on the area to the west of St George's Road. Phase 2 plans for the area around east Woodside are currently still being finalised.

Construction on phase 1 is likely to be completed by late 2024.

Chief Executive Shona Stephen said: "Public consultation around this project started in 2020 and after covid delays I'm delighted it is finally underway. We have invested heavily in upgrading the Cedar flats and when this renewal of public realm, gardens and greenspaces, including streets and lighting, with green infrastructure improvements is complete, it will be the finishing touches to making this area one of our most popular and desirable neighbourhoods."

Head of Programme, Places for Everyone, at Sustrans Scotland, Simon Strain, added: "We are so pleased to see work start on



Woodside Making Places.

"This Queens Cross Housing Association led project adds value to our ongoing partnership with Glasgow City Council to improve the area for people walking, wheeling and cycling. We have already seen major improvements on Garscube Road, with much more still to be delivered.

"Making Places will take these changes right to the heart of the community, delivering a functional network of paths and enriched greenspace, transforming the area and ensuring residents can feel the benefit of the wider investment.

"The local community have been vital in the development of this project, and we hope that when complete it will be a well-loved space that makes it easier and safer for everyone to make healthier, happier and more sustainable choices for their everyday journeys."



Focus on Phase 2



Subject to funding from the Scottish Government, we hope to start phase 2 of Making Places in early 2025. Phase 2 includes the area covered by St George's Raglan Street, Braid Square, Unity Place, Karol Path and St Peter's Street/Path.



Maintenance throughout autumn and winter



While the phase 1 area work is ongoing, we've been making short-term improvements to the phase 2 area to immediately address the quality of the environmental and public spaces in Woodside.

An Association working group was established which identified areas which would benefit from immediate improvements.

Secure cycle stores at Braid Square, Raglan Street and Cedar Street suffered from a build-up of rubbish and leaves, which have been cleaned by our estate caretaking team. They will monitor and

maintain the cleanliness of the stores on a monthly basis.

Service doors at Raglan Street including cupboard and dry risers have been repainted and the removal of vegetation growing on the side of buildings at Braid Square is ongoing to improve the appearance of buildings in the area.

Work is also planned to improve the look of the St George's Road/Raglan Street play area by giving it a fresh lick of paint.

The Association will continue to identify areas of improvement before work begins on phase 2 of Making Places.



Come along to our Christmas consultation

We've been holding information sessions to keep residents up-to-date on the latest developments of the project.

Join us at Windsor Hall on Tuesday 19 December between 3.30-6.30pm for a special festive Making Places session where you can find out more about the work taking place at Woodside.

For more information about the project, get in touch with us on **0808 143 2002**.





ESTATE WALKABOUTS

Our Nurture our Neighbourhoods team are regularly out and about in our neighbourhoods looking for ways we can improve the environment in our communities such as cleaning up graffiti, improving bin stores and dealing with problem fly-tipping areas.

Starting in January 2024, we'll be holding twice-monthly walkabouts where we'll inspect the streets in our neighbourhoods. Residents are more than welcome to join us as we look to see what environmental improvements we can make.

Take a look at our schedule to see which areas and streets we'll be visiting throughout January to March. For more information about our walkabouts or to register your interest in coming along to one, get in touch with us on **0808 143 2002** or **contactus@qcha.org.uk**.

Estate walkabout schedules

Tuesday 16 January 2024 -

Queens Cross area 1 -

Meeting point: 45 Firhill Road
101-107 Firhill Road, Firhill Street,
356 - 480 Maryhill Road, Hinshaw
Street, Nansen Street, Hopehill
Road, Trossachs Street, Ancroft
Street, Garscube Road

Thursday 25 January 2024 -

Dundasvale area 1 -

Meeting point:
Dundasvale Community Hall
2 Dundasvale Court, 16 Dundasvale
Court, 20 Dundasvale Court,
22 Dundasvale Court

Tuesday 6 February 2024 -

Woodside area 1 -

**Meeting point: Recycling units
at Lidl, Maryhill Road**
Napiershall Street, Napiershall
Place, Maryhill Road (Odd
numbers), 224 - 245 Napiershall
Road, 21 North Woodside Road,
St Clair Street, Seamore Street,
23 & 26 Burnbank Terrace,
Cromwell Street

Thursday 22 February 2024 -

Westercommon area 1 -

Meeting point: The Courtyard
109 Westercommon Road,
151 Westercommon Road,
187 Westercommon Road,
231 Westercommon Road

Tuesday 5 March 2024 -

Queens Cross area 2 -

Meeting point: 45 Firhill Road
Springbank Street, Northpark
Street, 110 - 208 Firhill Road,
Murano Crescent, Murano Place,
Murano Street, Benview Street,
Leny Street

Thursday 21 March 2024 -

Dundasvale area 2 -

Meeting point:
Dundasvale Community Hall
4 Dundasvale Court, 6 Dundasvale
Court, 8 Dundasvale Court,
14 Dundasvale Court,
18 Dundasvale Court



Can you spot yourself in our Gala Day gallery?

Over 2,000 local people braved the windy weather to make this year's Gala Day a great event for all.

Visitors enjoyed a fun day of fairground rides, games and activities, stalls and delicious food – and thankfully the weather improved as the day went on!

There was wonderful entertainment from young bagpipers, Achieve More Scotland dancers, Eiger Music

group and Isaro Community Initiative dancers.

A big thanks to all the visitors, performers, stall holders, suppliers and our dedicated volunteers for making it such a successful event.

Can you spot yourself in our Gala Day gallery? Have a look on our website – qcha.org.uk/whats-on – to look through our photos from the day.

What tenants value

FANTASTIC RESPONSE TO INDEPENDENT SURVEY

The Association's Board want to thank more than 430 tenants who took part in a survey, focus groups and drop-in sessions as part of an independent research

project run by the Tenants Information Service (TIS). Tenants were asked for views on their priorities for their homes, services and communities.

THIS IS WHAT YOU TOLD US

Homes need to be:

- **Affordable**
- **Safe and secure**
- **Energy efficient**

You want communities that are safe and secure with local facilities, high quality outdoor spaces and opportunities to be green (e.g. recycling and access to transport).

The Association's most important services are:

- **Reliable and responsive repairs**
- **Home improvements**
- **A clear housing application process**
- **Local and accessible staff**

Everything from security and safety to play parks and green spaces were discussed with TIS who were acting on the Association's behalf to gather views and report back.

With Queens Cross soon celebrating 50-years as a community-based housing association, the project presented an opportunity for Board members to look ahead to the next 50-years and explore how we can work together to continue to provide great homes in strong, thriving communities.

TIS will present a report on their findings to Board members in November and these will be shared with tenants soon after. Your views will inform the Association's priorities and business planning for the next five to 10 years.



DAMP, MOULD AND CONDENSATION

A new team, a new approach

Tackling damp, mould and condensation is important to everyone.

As part of the Association's new approach to dealing with these issues, we've appointed Jamesina Holt and Dougie Mack to new posts as Tenant Advisors.

Their role is to work with tenants on finding solutions to problems of damp, mould and condensation in the home. They will start with a small pilot project area running for the next six months.

Jamesina and Dougie have worked for Queens Cross for some time so know many tenants and properties well. Dougie's looking forward to his new role:

"My name is Dougie and I've been working for Queens Cross for 20 plus years in different areas.

"I've a strong background in construction with being a plasterer/ general builder and, most recently, as an estate caretaker, so I have a variety of skills and knowledge.

"I'm very approachable and will go the extra mile to help fix your issues with damp, mould, and condensation."

Pilot project

Jamesina and Dougie will test out their new roles working with a select group of properties who have damp or mould in their homes.

The idea is to try this new service out while learning about and improving our whole approach to dealing with damp and mould issues as we go.

All going well, the Tenant Advisor pilot project will expand to cover other Queens Cross properties in 2024.

Damp and mould in your home? Report it

It's important to let us know if you have damp or mould in your home.

To report damp or mould, call us on **0808 143 2002** or email contactus@qcha.org.uk



New parks and open spaces at Hamiltonhill

We're delighted to announce the opening of five new greenspaces in Hamiltonhill as part of the ongoing development of the area. These spaces consist of a much-improved play park, a new community park, a community gardens linked to Bardowie Hall and two drainage basins designed to provide open space. With some final works being completed, most of these areas are now open to the public. areas are now open to the public.

The community greenspace at **Bardowie Gardens** has been

open for use since September. The work here has created a new space for community activities as well as a place to sit and relax. The Association has worked with the Clay Church to develop this space, who will be managing the space as part of the Bardowie Hall community space.

The **play park** opened for use in October. There is a range of play equipment and a natural meadow within the park boundaries. There is also a multi-use sports field which will be available when the turf has had a chance to establish. We expect

this to take another few weeks, after which goalposts will be installed.

The **community park** contains paths, grassed areas and gabion baskets across two levels where you can walk or sit and relax. Soon, play and fitness equipment will be installed to the upper level. This area will be open for use as soon as fencing is installed.

The two drainage basins, the **tranquil space and link space**, offer quieter greenspaces to walk or sit. These two basins are essential to allow all the new housebuilding at Hamiltonhill to go ahead, providing the essential sustainable drainage infrastructure required for a development of this size as well as promoting biodiversity in the area.

Temporary fencing will be in place to some soft landscaped areas to allow grass and shrubs to grow.

This project was funded in collaboration with Nature Scot through the European Unions' Green Infrastructure Fund, Glasgow City Council through The Place fund and The Vacant and Derelict Land Fund and from the sale of new-build housing by Urban Union. Without these grants, this £6 million project would not have been possible.





Phase 1 Housebuilding

Progress is being made to the first phase of housebuilding at Hamiltonhill and is due to be complete in early 2026. This phase comprises of 178 flats and houses for rent by QCHA and 30 houses for private sale, sold by Urban Union. Works started in the southeast of the site and are progressing anti-clockwise.

At the corner of Stoneyhurst Street and Carbeth Street, timber kit, tiled roofs and windows are in place, with external brickwork is in progress.

Timber kit is almost complete to the area which sits between Carbeth Stand and Burmola Stand and includes flats, houses and cottage flats.

At the corner of Bardowie Street and Carbeth Street, work to the foundations and underground drainage tanks is underway, with steel frames and concrete stairs to communal closes almost complete for the flats.

Construction of foundations and drainage works to the houses and cottage flats are in progress for the houses and cottage flats between

Hobart Street and Burmola Street.

The first flats, for older people or those with limited mobility, will be available for rent in autumn 2024.

Phase 2 of the housing, which sits between Appleby Street, Caldarvan Street and Hamiltonhill Road, is due to begin in early 2026. We expect to start work on developing proposals early in 2025 and will hold information events for the local community as the designs are progressed.

The housebuilding element of the development is funded by the Scottish Government's Affordable Housing Supply Programme.



JOIN OUR DIGITAL CAFÉ COURSE

Thanks to funding from SCVO Digital Pioneers in Housing fund, we have a limited number of spaces available on our 12-week Digital Café course. The basic three hour introductory classes with Wonconnect take place once a week this autumn and winter. They are an ideal opportunity for learners to improve their digital skills, and participants also enjoy a free lunch! We are accepting up to 12 new learners. To book your place please call us on **0808 143 2002**.

We'll also have some devices available for learners to keep following completion of the course. Learners must live within the Queens Cross Housing Association boundaries (Hamiltonhill, Queens Cross, Woodside and Dundasvale) and be in need of a device.

Speak to the Social Regeneration team to find out more by calling them on **0808 143 2002**.



Free data vouchers for tenants

Is your mobile provider O2? We have access to 6x 25GB monthly data vouchers which are available for free to tenants with phones on the O2 network.



How far does 25GB of data go? With 25GB of data per month you can:

- Browse the web for 275 hours (or about 9 hours a day)
- Send 400,000 emails without big attachments (or around 13,150 a day)
- Watch 1,000 minutes of video (or around 33 minutes a day)
- Download 425 songs (or 14 a day)

If you're interested in receiving a voucher, get in touch with the social regeneration team on **0808 143 2002**

Food for Thought:

WELLNESS BY WATER SUCCESS

Local residents heard about the benefits of living near water at a recent Food for Thought event.

The series of talks, held in partnership with Glasgow Caledonian University, returned in October and aim to bring local people together to listen, learn and engage with a range of different subjects while enjoying a hot meal.

Twelve people attended the 'Wellness by Water' session at The Hub at 472 Maryhill Road to share and discuss how living near the Forth & Clyde Canal improves their health and wellbeing.

The speakers showed how research compiled over the past six years have revealed that living near water can reduce the risk of mental health conditions caused by socio-

economic deprivation by 6%.

One resident said that he is now a regular user of the canal through the Queens Cross walking group, and feels his health and wellbeing is all the better for having this new routine.

Attendees enjoyed a cooked meal provided by The Courtyard Pantry while taking part in the session.

JOIN OUR NEXT FOOD FOR THOUGHT EVENT

Our next Food for Thought event 'Eat, Drink and Be Mindful' explores how mindfulness can help with wellbeing.

You'll discover what it means to be mindful, what benefits meditation and mindfulness can offer, and how we can develop our own practice.

The session takes place on Thursday 30 November from 6-8pm at The Hub, 472 Maryhill Road and food will be provided.

Places are limited – if you're interested in signing up, get in touch with us on **0808 143 2002** or visit our Facebook page 'QCHA Social Regeneration' to find out more.

Summer Holiday Programme Success

Nearly 150 local children enjoyed games, fun activities and healthy food at our summer holiday programme.

Thanks to funding from Glasgow City Council's Holiday Food Programme, we welcomed 149 young people through the doors of the Courtyard and Windsor Hall to take part in our action-packed programme. On average, there were 50 young people participating every day.

Our summer programme included visits from Glasgow Sculpture Studios, Forest School, Puppet Workshops and Froglife who delivered fun and engaging activities for the young people on top of all the other activities delivered by our youth work team.

The Courtyard Pantry Enterprise provided nourishing cold and hot food twice a day for the children taking part.





MORE STUDENTS BENEFIT FROM JOHN GRAY BURSARY SCHEME

Students moving into further education have once again been helped with the cost of studying thanks to the continuation of a scheme launched by Queens Cross Community Foundation.

Now in its second year, The John Gray Bursary Scheme has awarded grants totalling £10,000 to help five students starting full-time courses at college and university purchase educational essentials.

It has now helped 11 people doing higher education buy textbooks and electronic equipment to aid their studies.

One recipient said: "The bursary had made life easier for me, helping to reduce the financial stress and pressure. I am a young carer for my mum and having a bit more financial security gives me one less thing to think about."

Another successful applicant, who is studying to become a clinical psychologist, thinks the scheme will help them with their studies.

"I applied for the John Gray Bursary because I would like to make the most out of my education. Not everyone is lucky enough to go to university to study what they

dream of and I want to ensure that I make the most of all the learning opportunities I get."

The bursary scheme is named after former Queens Cross chairman and community champion John Gray, who passed away in 2019 after dedicating his life to the communities of Queens Cross and was a strong advocate of opportunities for its young people.

Queens Cross' social regeneration manager Jamie Ballantine helped develop the project.

"Queens Cross Community Foundation aims to improve life opportunities, enhance wellbeing and challenge poverty in our local communities.

"With the continuing cost of living crisis, the John Gray bursary scheme has been crucial in relieving some of the pressures related to starting out at college or university. Essential things like textbooks, devices and even travel become luxuries when the cost of living is so high.

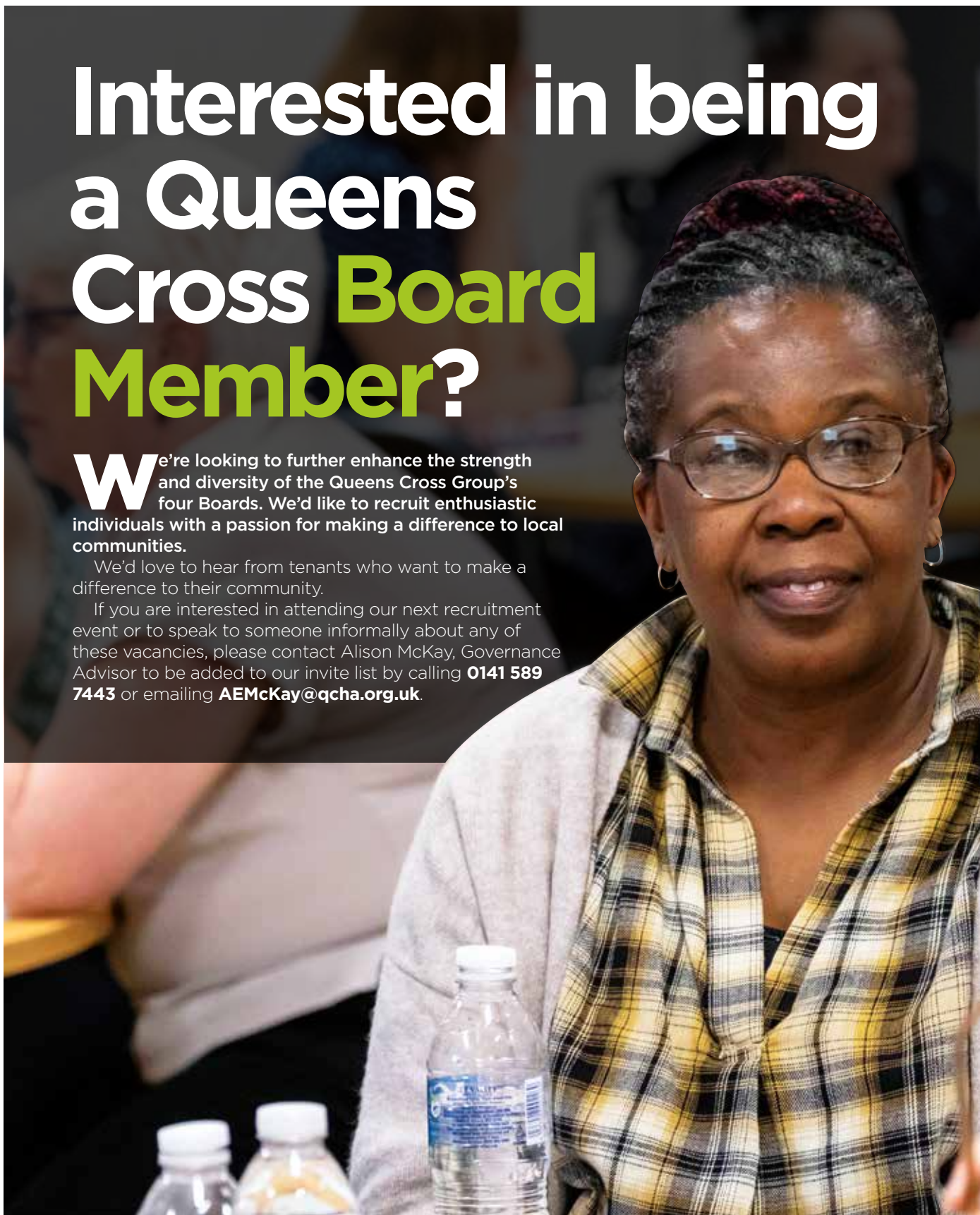
"Applications almost doubled from 2022-2023, proving that bursary schemes like this are vital to people living in our communities looking to begin, or even restart their educational journey."

Interested in being a Queens Cross **Board** **Member?**

We're looking to further enhance the strength and diversity of the Queens Cross Group's four Boards. We'd like to recruit enthusiastic individuals with a passion for making a difference to local communities.

We'd love to hear from tenants who want to make a difference to their community.

If you are interested in attending our next recruitment event or to speak to someone informally about any of these vacancies, please contact Alison McKay, Governance Advisor to be added to our invite list by calling **0141 589 7443** or emailing **AEMcKay@qcha.org.uk**.



WEEKLY EVENTS IN YOUR AREA

The Association run weekly activities in our communities for local people of all ages. Below are just some of the activities on at the minute. Have a look on our website, qcha.org.uk/whats-on, to see the full list of weekly activities.

MONDAYS

Wonconnect Digital Café (free lunch and device for participants) - The Courtyard Westercommon, 10am-1pm

Growing spaces gardening drop-in sessions - Woodside, Dundasvale, Westercommon, 10am-5pm



TUESDAYS

Digital drop-in sessions - Windsor Hall, 1pm-3pm

Weekly singing group - Dundasvale Hall, 2-4pm

Coding for Kids - Woodside Library 3pm-5pm



WEDNESDAYS

Introduction to employment - The Courtyard Westercommon, 10am-3pm

Yoga - Cedar Community Hub, 10.30-11.30am

Glasgow's Golden Generation Digital Café - Hopehill 11.30am-12.30pm

Youth club 5-12yrs - Windsor Hall, 3-5pm



THURSDAYS

Mindfulness Class - look out for the next blocks of sessions on our website

Online ESOL classes - 10-11.30am

60+ walk and shop - Meet at the hub, 472 Maryhill Road, 10am-12pm



FRIDAYS

60+ brunch and blether - Windsor Hall, 10am-12pm

Digital drop-in sessions - Dundasvale, 10am-12pm and The Courtyard Westercommon, 1-3pm



For more info on our activities, please contact the social regeneration team on socialregeneration@qcha.org.uk or call **0808 143 2002**.

CHRISTMAS EVENTS

We've picked out some of the best local festive events taking place this winter.

QUEENS CROSS COMMUNITY FOUNDATION CHRISTMAS FAYRE

Christmas is coming! And Queens Cross Community Foundation are getting into the spirit by holding their very own Christmas Fayre. Come along to the Courtyard on Thursday 7th December from 3-6pm for our fun festive event including festive stalls, fundraising games, a free visit to Santa as well as hot chocolate and mince pies to warm your cockles!

Entry is free and Santa will have a gift for the little ones. Pop in and say hi, pick up a unique gift from a craft stall or have a go at the tombola for a chance to win a prize.

Thanks also go to the generosity of our contractors Mackenzie and Urban Union for their help in covering costs for the event including providing selection boxes and prizes.



CINDERELLA

- A
PROPER
GLESQA
PANTO!



Panto season is nearly upon us, and Halo

Arts are back with another cracking Glesga Panto.

This year they'll be performing Cinderella in what people are saying is their best production yet!

Shows take place from **Thursday 21 - Sunday 24 December** at Maryhill Community Central Halls. Visit wearehaloarts.com to book your tickets.

RIVERSIDE MUSEUM CHRISTMAS MARKET

The Riverside Museum Christmas Market will be returning this year on **Saturday 2 and Sunday 3 December from 11am-4.30pm.**

There will be around 40 stalls inside the museum selling handmade and crafted gifts including candles and melts, silver jewellery, decorations, art prints, clothing & accessories, gifts for babies, and more!

With everyone keeping an extra eye on their spending this year, there will be locally made gifts priced from just a few pounds, and the market will be free to get into. The museum is always free to enter and will have fun festive



decorations and free family activities throughout December - keep an eye on Riverside Museum's social media pages for more details.

FESTIVE OPEN HOUSE AT MACKINTOSH QUEENS CROSS

Enjoy a cheery winter visit to the only church built that was designed by Charles Rennie Mackintosh when Mackintosh Queen's Cross hosts a Festive Open House on Sunday 3 December from 1-4pm.

There will be festive food and drink and the shop will be open to pick up some Mackintosh-inspired Christmas gifts.


Admission is free. Search for Mackintosh Queens Cross on Facebook to find out more about the event.



Focus on Performance

Keeping you up-to-date with our service performance. The below stats are from our Quarter 2 report for July to September 2023.

QUARTER 2: JULY TO SEPTEMBER 2023



Rent

Quarter 2: July to September 2023

Unpaid Rent 1%

Average number of days to re-let empty properties 58 days



Repairs

Quarter 2: July to September 2023

Repairs completed right first time 93%

Routine repairs completed on time (within 5 working days) 99.88%

Urgent repairs completed on time (within 2 working days) 99.85%

Emergency repairs completed on time (within 4hrs) 100%



Gas

Quarter 2: July to September 2023

100% of gas safety checks were completed on or prior to their anniversary date. 100%

All tenants have a responsibility to let us access their home so that we can carry out these vital safety checks.

If you think your gas service is overdue, call us today and schedule an appointment on Freephone number 0808 143 2002.



Customer Satisfaction

Quarter 2: July to September 2023

Satisfaction with Repairs Service 82%

Satisfaction with call handling 90.5%

Crossword answers

Across: 1 Absentee, 5 Boxer, 10 Coconut, 11 Ape-like, 12 Acts, 13 Restricted, 14 Maui, 15 Bermondsey, 19 Postmaster, 22 Visa, 24 Metropolis, 26 Kiwi, 28 Earshot, 29 Overuse, 30 Stink, 31 Reveille.

Down: 1 Acclaim, 2 Secateurs, 3 None, 4 Extreme, 6 Obedient, 7 Exist, 8 Bantam, 9 Deadly, 16 Rut, 17 Spiritual, 18 Smoothen, 19 Pamper, 20 Shorts, 21 Episode, 23 Abilene, 25 Tarot, 27 Mere.

Your services, **your say**

Complaints

In July, August and September we received **128** 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

20%

26 complaints received

22%

28 complaints partially upheld

25%

32 complaints not upheld

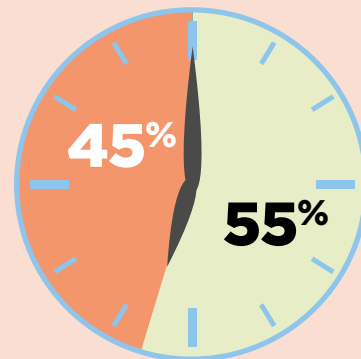
14%

18 resolved

19%

24 still under investigation

Complaints responded to within timescales



70 complaints responded to within timescale

58 complaints responded to outwith timescale

Compliments

We received **36** compliments from customers from April to September 2023. Here are some of the things customers said:

“Tenant called and wanted to compliment the WrightKerr plumbers that attended their recent emergency. The tenant said they were fantastic and very patient with them.”

“I have just contacted the contact centre and I just wanted to say how professional and friendly the customer advisor was. Even though I couldn't get through to the person, they were on lunch, she has left me feeling confident that it will be followed up.”

“Tenant called and advised that their electrical testing was carried out yesterday and the electrician who attended went out there way to put lightbulbs up as they couldn't reach and hadn't had bulbs in since they moved in. The tenant said the electrician was helpful and it was really appreciated.”

Learning from complaints

Our new repair and maintenance contractor has been working with us to improve the service delivered to our tenants and the compliments we have received so far have shown that improvements are being made. Complaints about repairs and maintenance are also reducing and our priority is to continue this good work.

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

@queenscrosssha

0808 143 2002

contactus@qcha.org.uk

45 Firhill Road, Glasgow, G20 7BE

INVESTMENT UPDATES

Ecopod system upgrade

SSE have carried out a system and software upgrade to the EcoPod heating and hot water system over October and November.

Ecopod users saw some unusual readings on the Ecopod display panels in their their home as the work took place but the balances were resolved within 48 hours.

Residents were thanked for their patience while the works took place. As Francis Polding, Depute Maintenance Manager, commented:

“It’s just one of those jobs that need to be done every now and again. Like all software systems they are changed and upgraded every now and again.”

New roofs at Dundasvale

Blocks 8, 18 and 20 Dundasvale Court will benefit from the installation of new roofs.

Over the past few years there has been a deterioration in the flat roofs - leading to some ingress of water.

We’ve appointed Premier Roofing to replace the roof coverings. Work started in September and is due to be completed early in 2024.

New Cycle Store for Westercommon

£50k capital funding has been awarded to Queens Cross from Cycling Scotland. The money will buy a new secure cycle store for the Westercommon area.

We know there’s demand for secure cycle storage for people living in multi storey homes and maisonettes. We also know that having to take a bike into your home can be a barrier to cycle ownership.

There’s lots to be done before this installation can become a reality, not least agreeing the best location with consideration for Secured by Design principles as well as minimal disruption for residents.

But we’re delighted with this award and look forward to planning and delivering a new cycle facility with and for Westercommon residents.

Improvements at Westercommon maisonettes

New upgrades including new roofs, external wall insulation, new fences and close improvements are being made to the Westercommon maisonettes.

Work is ongoing and blocks ... are due to be complete by Christmas, with blocks ... planned to finish by in spring next year.

Internal upgrades to tenanted properties are due to start in spring 2024.

These include new kitchens, bathrooms, heating systems and electrical re-wiring.

For more information on our investment projects, get in touch with us on **0808 143 2002** or contactus@qcha.org.uk.



Getting in touch with us

Call our freephone number **0808 143 2002** when you need to speak to us

Looking to get in touch with us about a service, repair or general enquiry? Call us on **0808 143 2002** where our team of skilled, knowledgeable contact centre staff are ready to take your calls – Monday-Friday from 9am-5pm. Calls are free from mobile and landlines.

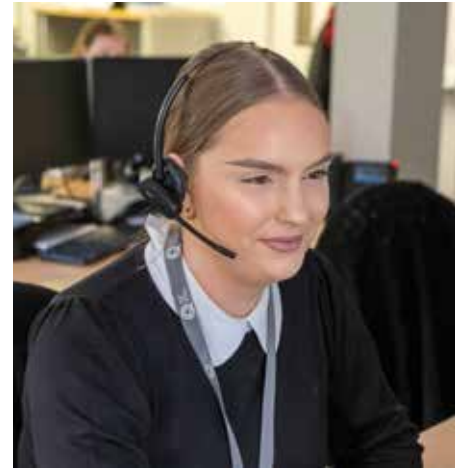
We aim to answer calls within 3 minutes but please note that during busy periods it could take up to 15 minutes to answer your call, so your patience is very much appreciated. Monday mornings are where we're at our busiest, so if your call is non-urgent it's best to wait until mid-morning to avoid being on hold for long periods of time.

When you call us, your enquiry

is immediately logged onto our customer management system so we can respond to your issue or query. Our housing officers and maintenance team staff are often out and about in our neighbourhoods. If you call us looking to speak to a member of the team for a non-urgent enquiry and they're unavailable, we'll log it in the system and they will be in touch within three working days.

Our call centre service is available from 9am-4pm on Wednesdays, as that remaining hour is used for staff training, so our team can handle your phone calls in the best and most efficient way possible.

If you have an emergency outwith these hours or during the weekend,



such as an emergency repair which needs attended to – you can call our emergency line on **0808 143 2002** and our team will respond.

SERVICES WE CAN HELP WITH

We can help with general enquiries including environmental issues (fly-tipping, bulk uplift, graffiti), access to bin stores or backcourts, problems with door-entry systems or intercom handsets, rent payments, rent enquiries, eco-pod enquiries, lift breakdowns and repairs.

SERVICES THE ASSOCIATION DOESN'T PROVIDE

There are some services the association doesn't provide such as bins not being collected, the gritting of all roads and pavements and street lighting. For these issues you should get in touch with Glasgow City Council on **0141 287 2000**. For power outages and water outages, SP Energy Networks and Scottish Water are responsible for providing updates for these. You can find out more by visiting their websites – **spenergynetworks.co.uk** and **scottishwater.co.uk**. If you smell gas you should contact SGN Scottish Gas Networks immediately on **0800 111 999**.

OUR FESTIVE HOURS

Our offices close on Friday 22 December for the Christmas break and re-open on Wednesday 3 January at 9am. During the festive period, we will be operating an emergency repairs service.



OTHER WAYS TO CONTACT US

You can also email us if your enquiry is non-urgent at **contactus@qcha.org.uk**. If you're looking to pay your rent, make a complaint or pay us a compliment, you can do so on our website by visiting **qcha.org.uk**.

You can also pay rent using our QC App, Search for 'Queens Cross App' on the App Store or Google Play Store to get started.

PROGRESS IN CHALLENGING TIMES

Rising service costs and investment projects discussed at 47th AGM

Around 28 Association members came along to the 47th Annual General Meeting at The Courtyard on Monday 18th September.

Looking back at 2022/23, the presentations' themes centred around reviewing a post-Covid recovery, getting investment and building programmes restarted, housing demand pressures and meeting Association and tenant financial costs.



Andrew Burns, Chair, spoke of a year of recovery

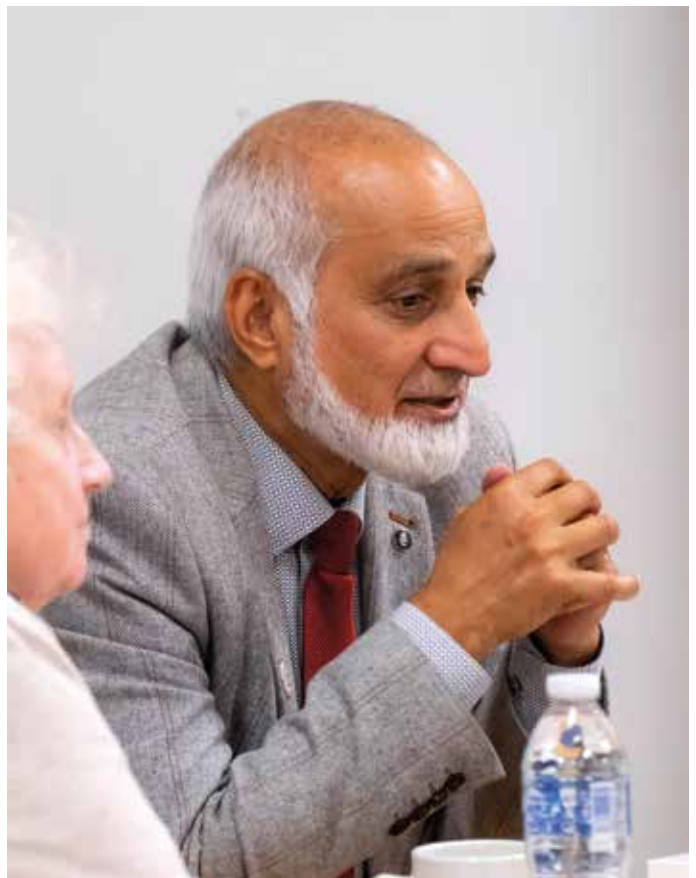
In his second presentation as Board Chair, Andrew said that he and other Board members remain concerned about difficulties for tenants and the Association caused by a combination of rising household and service costs. He said: "We know that it has

been tough these last few years and it can sometimes feel like we're never going to get out of the bit with energy, food, and construction costs still high."

With demand for Association homes coming in at 2,000 a year for only 400 vacancies, Andrew also recognises that applications are at an all-time high. Part of this is due to the cost-of-living crisis and more people looking to move from private lets to more affordable social housing rents.

Part of Queens Cross's solution is to build more homes and Andrew said he is "Pleased at the progress being

made at Hamiltonhill to deliver more social housing in our area." This, combined with a creative approach to developing parks and other green spaces, will not only mean more homes but help the area improve for the whole community.





"WE'VE BEEN LISTENING TO TENANTS AND RESIDENTS TO FIND OUT WHAT IS IMPORTANT TO THEM, SO THAT WE CAN LOOK FORWARD AND MAKE PLANS THAT WILL SUPPORT AND ENHANCE THE COMMUNITIES WE SERVE."

Finance assurance but challenges ahead

Scott Gillon, a partner with external auditors, Wylie & Bisset LLP, provided us with assurance on the Association's financial position once again this year.

While this was good news, Neil Manley, Director of Finance and Corporate Support, talked about the limitations that current costs are having on the Association's ability to carry out capital investment.

In 2022/23 more than £2m was spent on existing homes and £9m on new build homes. The current investment plan on existing homes is £24m over the next five years.

Looking ahead, if costs continue to increase there will be a greater impact on the Association's financial capacity to invest in services and homes and an increasingly targeted approach will need to be taken.

A time of success and challenge

Association Chief Executive, Shona Stephen, celebrated progress made on environmental projects including the opening of five new greenspaces in Hamiltonhill as well as Woodside Making Places.

Shona pointed to QC's Financial Wellbeing team's success in putting more than £1m back into tenants' pockets and giving nearly £100k in food and fuel vouchers to local families. The Pantry is also helping local people manage rising food costs as well as offering training and work opportunities.

With over 600 people taking part in groups and activities "ranging from digital inclusion, youth work, health, wellbeing and ESOL classes", Shona expressed her thanks to the social regeneration team for sourcing funding and running these along with community consultations, community meals, Christmas activities, bicycle maintenance, new bike shelters and sponsored walks.

Shona recognised pressure on QC's environmental services who are picking up work such as bulk-uplifts, previously carried out by Glasgow City Council, with the aim on keeping the area as clean and clear as possible. She said, "This is taking huge amounts of time and cost and we need to look at whether other solutions are feasible." Other challenges for 2023-24 including inflation, recruitment, fewer grants as well as the increased demand for housing, however tenant engagement will help the Association's Board look at whether other solutions are feasible.



NEW SPACE FOR

THE COURTYARD PANTRY

With the growing success of The Courtyard Pantry, they now have a dedicated space to call home. But don't worry, they haven't gone far!

Having previously shared a space with The Courtyard Café at the Courtyard in Westercommon, they have moved across the hall – allowing both the Café and Pantry to thrive in their own spaces.

The Courtyard Pantry is a membership-based shop/deli which provides good quality food at a low cost. It costs £1 to become a lifetime member. Each time you visit you pay £2.50 and will typically receive between £10-£15 worth of food and essential items.

Dale Todd, Managing Director of The Courtyard Pantry Enterprise, said: “This is really positive news for the Pantry Hub as we now have a permanent, dedicated space within the building for our project.

“This will allow us to explore extending opening hours and hosting surgeries/events within the unit with our partners who provide support in the areas of debt management, energy and welfare advice.”

The Courtyard Café is also fully re-open to the public – providing a warm, welcoming space for people in the community to spend time with friends and family while enjoy good quality food at a low cost.

To find out more about The Courtyard Pantry or Café, search for ‘The Courtyard Pantry’ on Facebook. Alternatively, you can email the team an email at pantry@courtyardpantry.org.uk.



New businesses in Queens Cross

At Queens Cross Workspace it's been business as usual since the summer with new tenants coming in, renewals being signed, and ongoing projects making good progress. Our wide portfolio of more than 70 spaces regularly attracts strong applications from various businesses looking to operate in the local area.

The latest additions align perfectly with our goals of bringing support and new employment opportunities to the community.



Envision Electrics

Located at Unit 1 - Hathaway Business Centre, Envision Electrics Limited are an electrical contractor, working within the domestic and commercial sector in West Central Scotland and beyond.

They are accredited by the NICEIC, which is a regulatory body overseeing electrical contractors, and are also endorsed by multiple other recognised trade organisations such as Which? and Checkatrade.



Kitchen Sink

In 104B Torridon Court, we have a very unique tenant confirmed who is now open. Kitchen Sink will operate as an 'occasional art gallery', presenting different exhibitions every few months to visitors completely free of charge - so if you're passing by be sure to pop in to check out what's going on! With discussions taking place, you can also expect an announcement soon regarding our final unit at Torridon Court.



Providing coffee and education at Cedar

Social enterprise Abacus Coffee & Education Ltd will neighbour the new convenience store at the ground floor of Block 9 Cedar Court, with both set to open their doors shortly.

Abacus sell coffee and delicious snacks by day, and use the profits to provide subsidised 1:1 or small group tutoring for pupils who would typically not be able to afford it.

With discussions taking place, you can also expect an announcement soon regarding our final unit at Cedar Court.



The exciting news doesn't end there as work to transform a previously rundown storage unit at 79 Braeside Street has begun. We can't wait to see the end results and with interest high, there are several potential tenants waiting patiently. Speaking of high interest, the same can be said for 275 Maryhill Road - a prominent café space - which we assure you, is also coming soon!

As well as these, we currently have office spaces available for viewing in both McCafferty House and Firhill Business Centre, all of which vary in size and come with a range of great amenities.

To book your viewing for any of our available properties or discover more about our latest updates, visit www.qcworkspace.co.uk or explore [@qcworkspace](https://www.instagram.com/qcworkspace) across Instagram and LinkedIn.

HOUSING ALLOCATIONS CONSULTATION

Our Allocations Policy, which explains how we allocate our available homes, is due to be reviewed.

The association be carrying out a consultation in early 2024 to find out what our applicants and tenants think about the policy and the Find My Home system.

We'll contact everyone registered on Find My Home to invite them to take part.

If you would like to register your interest in being involved in the consultation, please let us know by calling us on **0808 143 2002** or emailing **contactus@qcha.org.uk**



Stock condition surveys

The Association has commissioned MB Langmuir & Hay, chartered quantity surveyors, to carry out stock condition surveys during the period of January - April 2024.

This survey is primarily related to our obligations to meet and maintain properties in line with the Scottish Housing Quality Standards and will provide us with a detailed record of current property conditions. The survey will include the internal and external elements of selected homes.

A representative selection of properties will receive a letter from the surveyor to arrange access to the internal part of the survey to your home.

It is vital that access is provided as the information gathered will be used to inform planned investment programme for future years.

All surveyors will carry Photographic ID which they'll be happy to show before entering your home.

If you have any questions about the survey, please get in touch with us on **0808 143 2002**.

Annual Performance Report

The Association's Annual Performance Report is now available on our website.

To read about the challenges and progress we've made on projects and services across the year, visit **qcha.org.uk/documents** and search under keyword 'performance'.



Christmas trees

Festive season is nearly upon us, and we're getting our communities in the spirit! Christmas trees will be going up at the end of November in The Courtyard, at the Dundasvale Community Hall and at the Queens Cross clock tower. Look out for them!



CONDOLENCES TO THE FAMILY OF ADAM COLES



We're sad to announce the passing of Adam Coles, former Events Co-ordinator at Queens Cross Housing.

Adam joined the Association in 2019 and was responsible for organising popular community events such as the Gala Day.

Originally from Canada, Adam moved to Glasgow in 2018 with his husband David before joining Queens Cross.

Adam was a larger-than-life figure much valued by his colleagues and loved by his family and friends, and our thoughts are with them at this time.

DID YOU KNOW THAT WE ARE HAPPY TO TRANSLATE?

Are 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؟

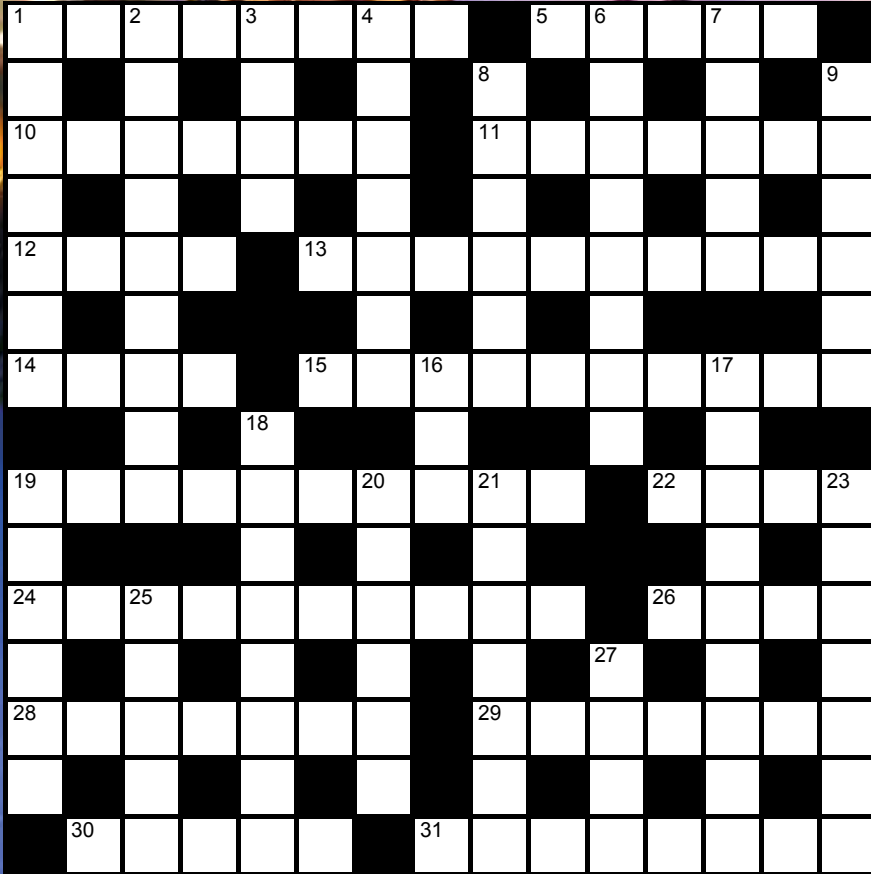
کیا آپ بذات خود یا کوئی کراس کے کسی ایسے کسٹمر کو جانتے ہیں جسے ہمارے ساتھ انگریزی میں بات چیت کرنے میں دشواری کا سامنا ہو؟

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

کوئی 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

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

Spot 5 differences



Across

- 1 No-show (8)
- 5 Ring fighter (5)
- 10 Seed providing milk and meat (7)
- 11 Anthropoid (3-4)
- 12 Performs (4)
- 13 Limited (10)
- 14 Island in central Hawaii (4)
- 15 Area of South London (10)
- 19 Senior mail official (10)
- 22 Passport endorsement (4)
- 24 Large city (10)
- 26 Fruit a k a the Chinese gooseberry (4)
- 28 Hearing distance (7)
- 29 Employ excessively (7)
- 30 Stench (5)
- 31 Signal to arise (8)

Down

- 1 Praise vociferously (7)
- 2 Pruning shears (9)
- 3 Not one (4)
- 4 Radical (7)
- 6 Biddable (8)
- 7 Survive (5)
- 8 Chicken of very small size (6)
- 9 Lethal (6)
- 16 Furrow (3)
- 17 Religious (9)
- 18 Flatten out (8)
- 19 Treat with excessive indulgence (6)
- 20 Grunts (6)
- 21 Incident (7)
- 23 City in central Texas (7)
- 25 Fortune-telling cards (5)
- 27 Lake or pond (4)

Crossword answers on page 24

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



Queens
Cross
Housing
Association

Report a repair

Call us free on **0808 143 2002**
Monday to Friday 9am – 5pm

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 22 December** and re-open on **Wednesday 3 January** for the Christmas break.

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

