



Queens Cross Housing Association

qcha.org.uk focus

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

WINTER 2024

PRIDE OF QUEENS CROSS AWARDS *Celebrating local champions P16-19*



Rent consultation for 2024

Thanks for your feedback P4-5

Getting ready for winter

Tips and advice P6-7

Nurture our Neighbourhoods

Planning for the future P10



WOODSIDE MAKING PLACES
Page 11



NEW COMMUNITY BUSINESSES
Page 15-16



JOHN GRAY BURSARY SCHEME
Page 23



CHRISTMAS EVENTS
Page 24-25

Looking back at a positive year

There are a lot of good things to look back on this past year, and plenty of projects coming up in 2025 and beyond to get excited about.

PRIDE OF QUEENS CROSS AWARDS

We had a wonderful time celebrating the best of Queens Cross at our Pride of Queens Cross Awards in October.

Taking place every two years, the Pride of Queens Cross Awards are the Association's way of recognising outstanding achievements in the community by employees, residents, community groups and local businesses.

You can read about all the winners and their fantastic achievements on **pages 16-19**.

PROGRESS AT HAMILTONHILL

The first phase of new houses at Hamiltonhill is continuing to progress and on track to fully complete in early 2026.

The first area of 4 block of flats will be ready for the first tenants moving in in spring 2025, with more homes becoming available to rent throughout the year. You can read more about the development on **page 12**.

GETTING READY FOR WINTER

Winter can be a tough time for many. We've put together some essential advice, numbers and websites to keep with you just in case you need them. You can read them on **pages 6-9**.

CHRISTMAS EVENTS

Christmas is coming, and there are plenty of local events happening throughout December. We've picked out some of the best of them. You can find out details about them on **pages 24-25**.

I hope you all have a wonderful Christmas and New Year when it comes.



Shoua Stephen
Chief Executive

CONTENTS

- | | | | |
|-----------|------------------------------|-----------|-----------------------------------|
| 4 | Rent consultation | 14 | New businesses in our communities |
| 6 | Getting ready for winter | 16 | Pride of Queens Cross Awards 2024 |
| 8 | Financial support and advice | 20 | Summer fun with Queens Cross |
| 10 | Neighbourhood planning | | |
| 11 | Woodside Making Places | | |



12 Progress at Hamiltonhill

DO YOU HAVE CONCERNS ABOUT DAMP OR MOULD IN YOUR HOME?

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

Damp and mould can have a range of causes and might be related to the fabric of the building, damage to pipes, drains/guttering, or poor ventilation.

Whatever the issue, we will identify the root cause and work with you to resolve it.

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



22 QCCF updates

- 21** New digital drop-in sessions
- 24** Christmas events
- 26** Performance
- 28** Community and Association updates

- 30** QC Gala Day
- 31** AGM
- 32** News in brief
- 34** Christmas puzzles

Rent consultation 2025/26

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

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

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.

We have been consulting with tenants on increasing rents by 3.1% from 1 April 2025. We'd like to thank everyone who has taken the time to share their views with us by completing our consultation form.

All tenant feedback will be considered by the Board in January alongside the Association's business plan and future service delivery funding needs, and a final decision will be made by the Board in January.



The Board members will take your views into account when setting the Association's budget for the next financial year at their meeting in January 2025. Many Board members are tenants themselves and understand the need to keep rents affordable.

What a 3.1% increase means for your rent

The table below gives examples of the current average rents for Queens Cross properties and what an increase of 3.1% from April 2025 would mean to household budgets.

Size / type	Current average monthly rent	3.1% increase per month	Rent from April 2025
1 Apartment	£339.58	£10.53	£350.11
2 Apartment	£384.99	£11.93	£396.92
3 Apartment	£401.59	£12.45	£414.04
4 Apartment	£449.23	£13.93	£463.16



HELP WITH BENEFITS AND BUDGETS



If you're struggling to make ends meet or pay your rent, our Financial Wellbeing team can help.

For example, you might be eligible for benefits and grants that you're not aware of.

We have a team of money and benefit advisors who can check if you're due any financial help. We also have an Energy Advisor who can talk to you about your energy bills.

Call us on **0808 143 2002** for an appointment. A member of the team can meet you in your home, in our office or speak by phone at a time that suits you.



FREE PRIZE DRAW

All returned forms have been entered into a free prize draw:

- 1st name drawn: **£100 shopping voucher**
- 2nd name drawn: **£50 shopping voucher**
- 3rd name drawn: **£25 shopping voucher**

Winners will be contacted by Friday, 24 January 2025

GETTING READY

Here is some essential advice, numbers and websites

1. QUEENS CROSS EMERGENCY FESTIVE SERVICE - 0808 143 2002

Our offices will close at **4pm on Tuesday 24 December this year** and re-open at **9am on Friday 3 January 2025**.

What is an emergency?

- Fire
- Flood
- Loss of electricity
- Structural damage to your home
- No heating or hot water
- If you have an emergency, call us on **0808 143 2002**.



2. GRITTING SERVICE

Glasgow City Council grits our roads and pavements, with our Estate Caretakers and Handyperson teams providing an additional gritting service where they can. If you spot an area of pavement which requires gritting, you can report it by calling Glasgow City Council on **0141 287 2000** or visit **glasgow.gov.uk**.

3. PREVENT FREEZING PIPES

During a cold snap, keep your heating on at a low temperature. It could help prevent pipes freezing.



4. CHECK YOUR ENERGY DEAL

Make sure you're getting the best deal with Glasgow Home Energy Advice (G-HEAT), an independent advice company. Call them on **0800 092 9002** or visit **g-heat.org.uk**

5. SAVE MONEY

Energy efficient homes are cheaper and quicker to heat. Call Home Energy Scotland on **0808 808 2282** for advice.

6. TRAVEL PLANS

It's useful to check the weather forecast before you travel. Call Traveline Scotland on **0871 200 22 33** or check **travelinescotland.co.uk** for up-to-date information on disruptions to public transport.



FOR WINTER

to keep with you just in case you need them.



7. WINTER PROOF YOUR CAR

If you drive, consider fitting winter tyres on your car. Checking tyre pressure before you travel is a wise move too and a small emergency kit, shovel and blanket in your car will help if you get caught out.

More information at tyresafe.org.

8. SPARE A THOUGHT FOR OTHERS

Small things can make a big difference for the most vulnerable at winter. Offering a hand to family members and neighbours in colder weather, could be a big help, especially to those who live alone.

9. KEEP YOURSELF FIT AND HEALTHY

GPs offer a free flu jab for people over 65, those with health conditions and pregnant

women. For health advice, go to NHS Inform at nhsinform.scot or call **0800 22 44 88**



10. KEEP YOURSELF SAFE

Thieves know that over Christmas there will be high value presents and maybe more cash in your house than normal. Keep your home secure - lock all windows and doors, don't leave gifts in view of the windows and keep cash in your home to a minimum. And always make sure who you are letting into the common close via intercom. If in doubt, don't open.

NUMBERS TO CUT OUT AND KEEP

- **Queens Cross emergency helpline** 0808 143 2002
- **G-HEAT** 0800 092 9002
- **Glasgow City Council** 0141 287 2000
- **National Gas Emergency Service** 0800 111 999
- **NHS 24** 111
- **NHS Inform** 0800 22 44 88
- **The Samaritans** 116 123
- **Power cuts** 105
- **Scottish Water** 0800 0778 778

Financial support and advice this winter

Winter can be a difficult time financially for many. Here are some benefit schemes available as well as some helpful tips. If you're looking for support or advice on benefit, energy and money - you can email us at financialinclusionteam@qcha.org.uk or call **0808 143 2002**.



CARER SUPPORT PAYMENT

Since 4th November 2024, Carer Support Payment has replaced Carer's Allowance in Scotland. This money will be paid by Social Security Scotland instead of the DWP. It's paid to people who look after someone who is:

- Disabled, or
- Has a long-term health condition

Eligibility

- Be 16 or over
- Do 35 hours or more per week unpaid care to someone who is in receipt of qualifying benefits
- Earn £139 a week or less

If you're eligible, you'll receive the current amount which is £81.90. You will also be entitled to Carers Allowance Supplement of £288.60 twice yearly.

Carer Support Payment may affect the amount of means tested benefit you get. For some benefits, you can't receive Carers Support Payment, but you may have underlying entitlement which could increase other benefits you receive.

If you are already receiving Carers Allowance, you don't need to do anything as you will be moved automatically, receiving a letter to let you know when.

Caring for someone while studying full time? Unlike Carers Allowance, Carers Support Payment can be claimed while in full time education (with some exceptions). Backdating all the way to November 2023 is possible, but only if you claim before 5 February 2025. So don't delay. You can claim online by visiting www.mygov.scot or call **0800 182 2222**.

PENSION CREDIT

If you are over state pension age and finding it difficult to make ends meet, you may be entitled to claim Pension Credit to top up your income. If you live with your partner, you both need to be over state pension age to qualify.



It's a means tested benefit, and entitlement is calculated based on your income and any savings or capital you have.

You may be entitled to extra money if you are a carer or have a severe disability.

It will give you automatic entitlement to other benefits such as:

- Housing Benefit and Council Tax Reduction
- Winter Fuel Allowance
- Free NHS dental treatment
- Pension Age Winter Heating Payment (only those in receipt of Pension Credit will receive this)

Pension Credit can make a big difference to your income and you may still be entitled, even if you have savings.

You have nothing to lose - so check if you are entitled. You must apply by 21 December 2024 to be entitled to the Winter Heating Payment this winter.

You can claim online at www.gov.uk or call **0800 99 1234**.

RADIO TELESWITCH (RTS) ELECTRICITY METERS

The technology that supports RTS meters will end on 30 June 2025. This technology tells RTS meters when to switch between peak and off-peak rates and they may no longer work properly from that date. This could result in heating and hot water not working as normal.

Your supplier should get in touch to arrange an upgrade to a smart meter before the deadline so your heating and hot water won't be disrupted.

Do you have an RTS meter? You may have one if:

- It switches between peak and off-peak tariff rates
- It automatically turns on your heating and hot water

- Your home is heated using electric or storage heaters
- There is no gas supply to your area

In some cases, you may not be able to have a smart meter but your supplier should ensure you have a suitable meter.

If you choose not to have a smart meter:

- Your heating and hot water may be on continually
- Your electric storage heaters may charge at the wrong times
- You'll have less choice and your bills may increase

What you need to do:

- Check if you have an RTS meter



- Arrange to upgrade your meter – speak to your supplier
- Check any correspondence from your supplier
- **Make sure it's changed before 30 June 2025**

POWER OF ATTORNEY

Sometimes circumstances mean we can't make decisions about our finances or welfare. This could be a sudden illness, an accident that incapacitates you or being diagnosed with dementia.



A Power of Attorney is a legal document that you arrange when you have capacity detailing who you would like to manage your finance and welfare.

When we can't make decisions about paying bills, managing our tenancies or about our welfare, it makes it easier to have a Power of Attorney already in place.

You can choose when it can be used – for example only when you lose capacity.

POA are not just for older people, it's important for everyone to have a plan in place in the event of a difficult situation. For more information, visit mygov.scot.

HELP WITH YOUR FINANCES

Queens Cross has a Financial Wellbeing team who can provide advice and support on benefit, energy and money.

You can email us at financialinclusionsteam@qcha.org.uk or call **0808 143 2002**. If you are worried about money, you can also find other local services that can help such as Worrying About Money - www.worryingaboutmoney.co.uk/glasgow.





Nurture our Neighbourhoods

Planning for the future of your neighbourhoods

A big thank you to everyone who has so far given us feedback on what you would like your community to look like in the future.

Last year you told us your home needs to be affordable, safe and secure and energy efficient. We know you want communities with local facilities, high quality outdoor spaces and opportunities to be green (e.g. recycling and access to transport), and a responsive and reliant repairs service. These things are important for us too and we want to work in partnership with you to deliver this.

This year we have been meeting with residents across each community to discuss and agree the top priorities for each area. We organised consultation events in each local area, and we are very grateful to everyone who came along to share their views. If you would like to give your thoughts on the future of your area, please call us on **0808 143 2002** or email at contactus@qcha.org.uk.

Together we will develop an action plan for each neighbourhood which will be implemented during 2025/26.



Over 2.5 tonnes recycled at Westercommon

A massive well done to the Westercommon community for recycling over 2.5 tonnes of textiles as part of the Association's initiative with Lintel Trust.

The reduce, reuse and raise funds project encourages local communities to reduce the amount of waste going to landfill by recycling.

And by reaching over 2.5 tonnes,

a £500 grant has been awarded which will be put back into the Westercommon community.

This will be allocated in the form of participatory budgeting, with local projects and groups applying and residents in the community voting on which project or projects they would like to see receive funding.

We will share more details about this with residents in the coming months.





Making Places: Funding Environmental Improvements in Woodside

Residents in Woodside will see our environmental improvements are nearing completion around Cedar Street and North Woodside Road. The work, carried out by Mackenzie Construction, was thanks to funding from the Scottish Government awarded to us by Sustrans and Transport Scotland. The new streetscapes, play spaces and planting has had an immediate impact on those living and passing through the area, which is now much more attractive and accessible for people walking and wheeling.

We'd like to say a big thank you to everyone who came along to our open day in October to see for themselves the improvements made in the area.

Update on phase 2

Our plans for Making Places were to deliver the work over two phases, with the second phase taking place around the Braid Square/Raglan Street area. A Scottish Government announcement made in September highlighted around £500m of spending cuts were to be made in the current financial year. These cuts would take immediate effect, and this would include over £23m of savings from the Government's active and sustainable travel budget, including some projects that had already been commissioned.

Therefore, without the required funding support, the second phase of our Making Places programme may not be delivered as originally planned. We know residents living in the phase two area will be disappointed, however we remain committed to improving the quality of our neighbourhoods as far as possible.

Neighbourhood plans

As mentioned on page 10, the Association will soon be developing neighbourhood plans for each area, and this will be an opportunity for tenants and residents to put forward their ideas and suggestions for how we can improve the appearance and management of our neighbourhoods over the next 2 to 3 years.

HAMILTONHILL DEVELOPMENT PROGRESSING WELL



The first phase of new houses at Hamiltonhill is continuing to progress and on track to fully complete in early 2026.

There have been some delays to the first four block of flats which were due to complete in late 2024. These will now be ready for occupation in spring 2025. The scaffold is due to come down before the end of the year which will allow the surrounding landscaping works to be completed.

The rest of the site is still on track, with the remaining homes becoming available to rent throughout 2025. Some of the terraced houses have had scaffolding removed to enable the external works to take place, which gives you a good view of the front of the houses.

Houses for sale

The final area to be built, on the corner of Stonyhurst Street and Hobart Street, will provide 30 terraced houses for private sale by our developer partner Urban Union. Work has not yet started on these properties but completion is expected by early 2026. You can find out more about these properties by getting in touch with Urban Union – see their details on page 13. Please note that Queens Cross is not able to provide any information on the houses for sale.

Under the planning approval for the project, the Association is required to narrow the width of all roads in the area to reduce the speed of traffic moving through the neighbourhood. This may cause some parking issues for residents but it is a requirement to meet Glasgow City Council policy.

Phase 2

We have recently started preparing proposals for Phase 2 of our Hamiltonhill masterplan, with a view to work starting on site in 2026. This phase will be located around Hamiltonhill Road and Caldarvan Street in the south area of the neighbourhood. As design proposals are developed, local community information events will be arranged to provide more details to residents of these proposals.

If you have any questions about the Hamiltonhill programme, please get in touch with us on **0808 143 2002** or email **contactus@qcha.org.uk**.



North Four, Edinburgh

Laurieston Living, Glasgow

Building new communities across Scotland



In partnership with Queens Cross Housing Association, Hamiltonhill Living is the latest development by award winning house builder Urban Union.

The Hamiltonhill Masterplan sees the delivery of over 600 new homes in four phases over the next 10 years. Half of these homes will be available for rent through Queens Cross Housing Association and half are for private sale.

At Urban Union we specialise in delivering outstanding new homes but also in regenerating communities and enhancing the lives of everyone who lives in our developments.



KEEP UP TO DATE AND REGISTER YOUR INTEREST

Introducing our NEW TENANTS

In the past few months Queens Cross Workspace has been able to attract a variety of great new tenants who have brought fresh energy, new ideas, and plenty of opportunities to the community.

Creative Bloc Glasgow



The new arts collective, Creative Bloc Glasgow have just opened their studio in 814 Garscube Road. Eager to spread their knowledge and inspire creativity in the community, they are offering classes in rug tufting, jewellery making, sewing, painting and more! To discover their upcoming classes, sign up to a membership or book onto a class, head over to their website at www.creativeblocglasgow.com.

Sweatfest Coaching



Garscube Road has its first female-only gym, Sweatfest. Open to all abilities and adaptable to your busy schedule and unique needs, Sweatfest has a place for everyone. Coach Ally has a lot to offer, including 1-2-1 training, group classes, online coaching and personalised meal plans. To book a class or get more information reach out to Ally on Instagram at [@sweatfestcoaching](https://www.instagram.com/sweatfestcoaching).

Diva's Dance Academy

Diva's Dance Academy are now in Firhill Business Centre to practice before they take the stage. They offer classes to kids of all ages and are always open to new members. If you are interested in joining contact Joanne on **07730592542**.

Aurora Beauty Studio



Our new tenant at 671 Garscube Road is delighted to have been able to open her dream salon in one of our spaces. Paulina is a highly skilled cosmetologist who will be offering a variety of beauty procedures in her new salon including massages, facials, brow & lash treatments, pedicures, waxing, spray tans, resurfacing treatments and more. To get in touch or book, head over to [@aurora_studiouk](#) on Instagram.

Tenants Take Off

Care Response 24/7 have recently expanded and opened The Training Room 24/7, and now occupy two large units in Firhill Business Centre. Through their expansion they have been able to provide a better space for their training and comfortable office space for their staff which provides privacy and confidentiality.

Founder Louise was happy to stay with Queens Cross Workspace as her company expanded.

“We have rented from QCW for almost 5 years and never had any issues. The offices are easy to find and located perfectly for all our visitors whether they drive or use public transport.

“We have gained clients in the building and I have used other services in the building so everyone supports each other’s business which is great.”

Martin Rhodes MP



Martin Rhodes is the Scottish Labour Party MP for Glasgow North, his new constituency office is now in Firhill Business Centre. If you have any questions or ideas for improving the area, Martin will be happy to help. To get in contact email: martin.rhodes.mp@parliament.uk.

Classic Tropical Foods

Maryhill Road is about to see its first African Bakery! Classic Tropical Foods are bringing authentic indigenous flavours of Africa to the UK through high-quality, traditional, and modern African baked goods. Their team include a talented baker who has managed one of Nigeria’s biggest bakeries. Keep an eye out for them opening at 275 Maryhill Road.

Renovations complete



Maybe you noticed but we have been busy renovating some long empty properties on Garscube and Maryhill Road. These properties had all sorts of problems but after some investment and hard work we’ve been able to reopen the first two of them.

These properties have already been rented out to new exciting businesses bringing jobs and life to corners of our local high street. Hopefully you’ll agree these are great additions – keep your eyes peeled for more units opening soon.

Above you can see the transformation from vacant to vibrant!



CLEANING DUO SWEEP UP QUEENS CROSS AWARD AFTER RAISING THOUSANDS

Hearing their names announced as winners of the night's final award; an elated crowd rose to their feet as Davie Howie and Marie Keenan made their way to the stage.

"I wasn't expecting this," an emotional Davie expressed. "This is more than we ever could have asked for."

Husband and wife cleaning team Davie and Marie had just won the Making a Difference award at Queens Cross Housing's Pride of Queens Cross Awards.

While in their role maintaining the Association's offices in north west Glasgow, they learned about Queens Cross' Wellbeing for Young People's service and wanted to help.



Davie explained: "It came to near Christmas time and the young people didn't seem as happy as normal kids are at Christmas.

"I dressed up as Santa Claus and filled a bag with selection boxes and turned up on Christmas Day. The kids were all laughing and that was the first thing I did."

Since then, they have spent over 10 years raising money for the service which provides a home and support to young people aged 16-25 who are at risk of or have experienced homelessness.

Their fundraising events have brought in more than £30,000, with their efforts recognised by the Association at the showpiece ceremony.

Taking place every two years, the Pride of Queens Cross Awards at the Association's way of recognising outstanding achievements in the community by employees, residents, community groups and local businesses.

A total of 33 groups and individuals were shortlisted at the awards across eight categories. Other winners included Braeside Community Garden in the community activity award for creating a welcoming space for locals. Abacus Coffee & Education, who combine their coffee shop with a safe and affordable tutoring space for young people, were also recognised in the local business category.

"Davie and Marie have been an asset to Queens Cross over the past decade, and their fundraising efforts for young people has been inspirational," said Queens Cross Chief Executive, Shona Stephen.

"They represent everything the Association stands for in making Queens Cross and its communities a great place to live and work, and I'd like to congratulate them on being deservedly recognised for their hard work and dedication.

"I'd also like to extend my congratulations to all this year's winners and shortlisted. It reinforces for me the true sense of community we have here at Queens Cross with people continually going above and beyond to help others in many different ways."



Construction company Urban Union was the main sponsor of the event which took place at the voco Grand Central Hotel in central Glasgow.

Neil McKay, Managing Director at Urban Union, said:

"The positive impact of community should never be underestimated. As the delivery partner for Queens Cross of over 600 new homes at Hamiltonhill over the next ten years, we are proud to support the Pride of Queens Awards. As a business we strive to leave a positive impact on, and in, the communities where we work, and we know that comes down to people, existing tenants and those who will be part of the future neighbourhoods.

"Each group and individual recognised this evening has made a valuable contribution to enhance the lives of others and on behalf of Urban Union I'd like to congratulate the winners and all of those shortlisted."

Turn to pages 18 and 19 to see the the full list of winners from the night.



Pride of Queens Cross Award Winners

Our Pride of Queens Cross Awards recognise the achievements of residents, tenants, staff, partners and local businesses with their contribution to local people and communities.

LEADERSHIP AWARD - FOR STAFF

WINNER

Sharon Freeman -

During 2023/24, Sharon showed excellent leadership during a period of significant change, moving all the young people who lived at Wilton Street to the new residential facility at 840 Garscube Road.



HIGHLY COMMENDED

Suzanne Wight - Suzanne has led the way in the Association's approach to tackling poverty, particularly fuel poverty. She has made a huge impact in how we support tenants to improve their financial wellbeing.

COMMUNITY ACTIVITY AWARD - FOR COMMUNITY



WINNER

Braeside Community Garden - The community garden provides a welcoming space for the local community. Regular free events take place which bring people of all ages together.

CUSTOMER FIRST AWARD - FOR STAFF



WINNER - Jennifer Reidy and Regan Nixon

- During a busy period, Jennifer and Regan's job as wellbeing workers has seen them take on a number of additional responsibilities, maintaining the high standards of the wellbeing service and being valuable assets to the team.

GOOD NEIGHBOUR AWARD - FOR RESIDENTS

WINNER - Sharon Martin - Sharon works at the Courtyard Pantry and always provides a listening ear and helps people in the community. If anyone needs support or is in need of someone to talk to Sharon is always there.

IMPROVING NEIGHBOURHOODS AWARD - FOR RESIDENTS

JOINT WINNERS

Amanda McMillan
- Amanda joined Dundasvale Community Garden



growers group a couple of years ago and since then has put tremendous effort in to shape and improve the space to make it more welcoming to people and wildlife

David McDermott Robertson - After David's partners shop was targeted by local thieves, David spent weeks securing the whole row of local shops with lights which activate at night, alarms and CCTV - improving safety in Hamiltonhill.

HIGHLY COMMENDED

Woodside Litter Picking Team

- Sally, Elaine and Cathy are all dedicated litter pickers in the Woodside area, going out weekly to help keep our local neighbourhood to be more litter free. They are a true asset and great example of what can be done with a couple of hours of effort.

IMPROVING NEIGHBOURHOODS AWARD - FOR STAFF

WINNER

The Handyperson Team - The handyperson team have gone above and beyond in managing their environmental duties, managing the bulk and bin areas in our local communities and meeting their targets despite being short-staffed.

LOCAL BUSINESS AWARD - FOR COMMUNITY

WINNER

Abacus Coffee & Education

Abacus have combined serving coffee and cake to local residents with providing a safe, affordable tutoring space for local young people. The profits of the sales subsidise the homework clubs and tutoring sessions.



YOUNG PEOPLE'S MAKING A DIFFERENCE AWARD - FOR COMMUNITY & STAFF

WINNER

Hannah Whitney

- Hannah has been supported by the wellbeing for young people's service and has been an inspiration to everyone involved in the service. Through her hard work and commitment she has set up her own home and has started studying at college, where she will use her experience to help others.



MAKING A DIFFERENCE AWARD - FOR STAFF

JOINT WINNERS -

Lynn Elliot - Housing officer Lynn went above and beyond in helping a tenant who had not been heard from. Through Lynn's persistence, it was discovered the tenant was very ill. Lynn paid regular visits to him in hospital and, after the tenant had recovered, helped him get back on his feet through support from the financial wellbeing service.



Jamesina Holt & Douglas Mack

- Through their work in the condensation, damp and mould project, Jamesina and Dougie have made a significant difference to the day-to-day lives of the tenants. They take the time to fully understand the challenges in each property and tenants' needs.

HIGHLY COMMENDED

Joanne Percival - With the contact centre team being short-staffed at times in the past year, Joanne has stepped up in more ways than one. She has taken on extra responsibilities while remaining positive and keeping morale up for the rest of the team. Joanne really is an inspiration.

Jolene Scotford & Sheena

Robertson - Jolene and Sheena make what seems like the impossible possible. As wellbeing workers, they provide help and understanding, giving the people they support the confidence to take the steps they need to improve their lives.

MAKING A DIFFERENCE AWARD - FOR RESIDENTS

WINNER

Davie Howie and Marie Keenan

- Davie and Marie have been champions of the wellbeing for young people's service for a number of years, continually fundraising for the service. In the past year they have raised over £5,000 through their annual charity nights, raffles and collecting donations for the Christmas stocking appeal.

Activities over the SUMMER FUN WITH QUEENS CROSS

This year our summer programme faced big challenges when we found out that we had lost our main funder just a few weeks before the schools stopped for the holidays.

Thanks to the fast action of colleagues across the QC group we secured quick donations from QC Workspace, QC Community Foundation, Urban Union and WrightKerr All Trades. This fundraising effort allowed us to plan and deliver a 6-week programme of activities at Windsor Hall in Woodside and The Courtyard at Westercommon.

Our team of youth workers delivered a wide range of activities including kite making, talent shows, mug painting, tie die t-shirts and lots of outdoor play. Young people also enjoyed a visit to the Hamiltonhill

Claypits to take part in forest school activities provided by a qualified instructor, where kids got to experience bug hunting, chopping firewood, hand drilling and making campfire popcorn.

Forty-five children also visited the Science Centre over three days to take part in workshops, visit the exhibits and experience the planetarium. The Science Centre provided transport, food and free tickets for all the children and they had a truly wonderful experience.

These activities involves a lot of hard work from our youth work team who did well to manage lots of different dynamics within the groups. The team also welcomed many children with additional support needs and helped them to take part in the fun.

Our thanks are extended to



the team at the Courtyard Pantry Enterprise who also worked with us to deliver breakfast and lunch to up to 60 children three days a week. The sun may not shone much this summer but there was a lot of joy and fun still to be had for the kids that joined in the Association's summer programme.

FLOWER POWER AT DUNDASVALE

Dundasvale residents can look forward to some more natural colour in the neighbourhood next year, with landscaping team John O'Conner's planting over 4,000 bulbs around the estate which will flower at different times throughout spring and summer 2025.

This project is part of Glasgow City Council's Green and Open Spaces project which aims to promote biodiversity and improvement of the city's green spaces. Planting flowers and bushes can improve the look of an area and have a positive impact on our mental wellbeing.

The new flowers and plants include:

- Rose bushes
- Crocuses
- Daffodils
- Tulips
- A new 'living Christmas Tree'
- Gorse bushes



past few months

HERITAGE VISITS

Thanks to some excellent partnership working with Glasgow's Tenement House heritage site, the Association was able to invite two of our community groups for excursions to this historical building to learn more about it and enjoy a light lunch provided with transport to and from the venue. This is part of the National Trust for Scotland and, thanks to their funding, we were able to provide this as a free inclusive activity for our groups.

In total 22 people from our weekly crafternoon and walking groups were able to attend over two separate visits, and the feedback from these outings has been extremely positive.

People said they really enjoyed being taken out for the day to see something new and interesting and had a nice time engaging in chats around the table while enjoying lunch. We're hoping our activity groups can benefit for more trips like this. If you're interested in joining any of our activity groups, get in touch with us on **0808 143 2002** or **socialregeneration@qcha.org.uk**.



NEW DIGITAL DROP-IN SESSIONS ADDED

Thanks to funding from SCVO Digital Pioneers Fund, we now have an additional 2 Digital Drop-ins at The Hub, 472 Maryhill Rd on Mondays and Tuesdays from 10am-2pm. These new sessions are free and everyone living in our communities are welcome to attend. Learners can expect basic digital help to get devices working, get online, fill out online forms like Universal Credit, Blue Badges, Warm Home Discount and help using price comparison websites to help save money. You can also find out about health and wellbeing apps for fitness, mental health or connecting online with your GP.

Look out for our new signage, located outside our community facilities in Dundasvale, Woodside, Queens Cross and Westercommon for more info on these new sessions and all of our other activities in your area!



HALLOWEEN FUN!

Our Wednesday evening youth group celebrated Halloween in style with lots of fun and games. The youth leaders organised "dookin' for apples" and a Halloween theme photobooth, then the kids enjoyed a spooky movie together before home time.

The biggest hit of the party turned out to be a feast of pizza, cookies and juice that was kindly all provided by Mackenzie Construction.



WHAT'S ON IN YOUR AREA

To find out more about all the events and activities taking place in your area, scan the QR code with your mobile phone.



LOCAL BUSINESS PLEDGES SUPPORT TO COMMUNITY FOUNDATION

When Craig Mullen, head of Envision Electrics, heard about the grant giving work of Queens Cross Community Foundation he was inspired by the positive difference it's been making to the local community.

And the company, a QC Workspace tenant, have pledged to provide monthly financial support to the QC Group charity.

As a local employer Craig values efforts to support local people to access opportunities and improve their life chances.

The electrical entrepreneur was left impressed by the Foundation's Community Chest grant scheme, the John Gray bursary and the small grant scheme for local groups and organisations - recognising that each is geared towards targeting support at local people.

After an initial donation of £750, Craig and his team decided they wanted to make regular donations of £150 per month to help local people.

This is a positive development for the Foundation which relies on donations from the Queens Cross Group and our contractors in order to offer helpful grants to people living in our communities.

The Foundation understands that a lack of money can exclude people in many ways, limiting life chances and access to opportunities.



Craig met with Sadie Gordon, Chairperson of Queens Cross Community Foundation, to sign the donation pledge.

Throughout the course of 2023/24, the Foundation awarded approximately £30,000 in grants which benefited over 300 people.

Queens Cross Community Chest

The Queens Cross Community Chest fund continues to help young people access opportunities

Originally launched in 2018 as part of the Queens Cross Group's response to challenging poverty, the community chest is about opening up opportunities to people where money is often a barrier. For example, the scheme can help young people with the cost of

accessing extra curricular activities, something we know can help with educational attainment.

Our Community Chest grants are available for young people aged up to 25. These are grants with an upper limit of £150 and can make a big difference. A total of 104 community chest grants were awarded in 2023/24, totalling £14,164.22. This is an increase from the previous year where 71 Community

Chest grants were awarded.

If you're interested in applying for the community chest grant, visit qcfoundation.org to find out more.



John Gray Bursary Scheme

Seven local residents were awarded a John Gray Bursary this year by Queens Cross Community Foundation. The scheme was launched in 2022 in honour of former QCHA chairperson, councillor and anti-poverty champion John Gray.

Applicants must live in the Queens Cross Housing Association (QCHA) area of operation and can apply for up to £2,000 to help support them during their studies at college or university.

Since launching, grants totalling £34,000 have helped 18 students starting full-time and part-time courses at college and university purchase educational essentials such as textbooks and specialist equipment to aid their studies.

Local resident and medical student Adnan Mousa, who is studying at the University of Edinburgh, was one of this year's John Gray Bursary beneficiaries.

Adnan said: "I was over the moon when I got accepted for the John Gray Bursary award. It is so amazing that as a local resident I was able to get financial support towards my academic studies. After getting the grant, I was able to buy a new stethoscope, medical scrubs, lab coat and some medical books.

"A big thank you to the trustees, contributors and to Queens Cross staff for the generous award

and thank you for helping and supporting me with my medical studies at Edinburgh University."

To find out more about the bursary, eligibility criteria and how to apply visit the website - qcfoundation.org/johngraybursary. The scheme opens for new applications in May each year.



CHRISTMAS AND N

We've picked some of the best local events taking place throughout December and January 2025.

CREATIVE BLOC WEEKLY CRAFT GROUP

Join Creative Bloc every Thursday evening for Craft Night in the studio, from beginners to seasoned crafters, all are welcome!

This weekly group is an informal meet-up for anyone looking to work on their own project in the company of fellow makers.

A place to share ideas, show off your creations and meet new people in a relaxed and welcoming environment.

There is plenty of table space, teas and coffee to go around. Bring along your drawing, beading, knitting,



crochet... any project you like!

This event is free and open to anyone wanting to drop in but if you register in advance it helps the team know how many biscuits to get in.

**Every Thursday from 7-9pm (except Thursday 26 December and Thursday 2 January 2025)
814 Garscube Road, G20 7ET**

MAW GOOSE

From the Producers that brought you last year's smash hit A CRACKIN' CINDERELLA STORY, Insideout Theatre Productions Ltd proudly presents Maw Goose.

It has been a peaceful time in the Pantosphere. But the Evil Demon Queen is back to bring some festive fear. The Queen believes that everyone is selfish, and no one can be sweet. But good Fairy Bubbles has someone she would like her to meet.

MAW GOOSE!

The challenge is on for the Demon Queen to make Maw Goose bad. (BOOOOOOO!) And if she wins Fairy Bubbles will have

to leave Panto land forever and wouldn't that just be sad (OH YES IT WOULD!) Will the Pantosphere have a happily ever after Christmas message? Who knows.

Book your tickets now for Maw Goose to see how it all goes. Book now for an all singing, all dancing eggstravaganza of a family pantomime.

A very Scottish twist on the classic tale of Mother Goose.

**Running throughout December
Websters Theatre, 416 Great Western Road
Visit webstersglasgow.com for tickets**



EW YEAR EVENTS

GLASGOW FILM THEATRE CHRISTMAS PROGRAMME

Glasgow Film Theatre's much-loved festive programme is here and packed with seasonal family staples like Elf, It's A Wonderful Life and The Muppet Christmas Carol; as well as some more decidedly adult festive offerings including Die Hard, Gremlins and Alexander Payne's The Holdovers.



For those looking to celebrate Christmas off the beaten path, there are performances of Martin McDonagh's darkly comic In Bruges, Bill Forsyth's Glasgow urban fairy tale Comfort and Joy, and Stanley Kubrick's surreal thriller Eyes Wide Shut.

Throughout December
12 Rose Street, G3 6RB
 Check out the full programme at glasgowfilm.org/christmas

ARTIE'S SINGING KETTLE - NEW YEAR PARTY

Join Artie and his Singing Kettles at Cottiers on Sunday 5 January for a joyful musical celebration that kids and parents alike will love!

Singalong to classic favourites like The Music Man, 10 in the bed and some seasonal favourites too.

A joyful musical celebration that kids and parents alike will love. Perfect for wee ones with lots of energy.

Sunday 5 January 2025, 11am & 1.30pm
93-95 Hyndland Street, G11 5PU
 Visit cottiers.com/events for tickets



SANTA'S PIPING HOT PARTY



Enjoy an afternoon of festive disco classics when Santa's Piping Hot Party returns to The National Piping Centre this December!

Come along and meet Santa and his elves and enjoy an afternoon of festive disco! With sing alongs and games, as well as a gift from Santa, this is a great way to get into the Christmas spirit - festive jumpers are encouraged!

Sunday 15 and Sunday 22 December, 2-4pm
30-34 McPhater Street, G4 0HW
 For ages 2 - 6
 Visit thepipingcentre.co.uk for tickets

THE WIZARD OF OZ - A WICKED GLESGA PANTO!

Get ready for a festive twist on a classic tale with "The Wizard of Oz: A Wicked Glesga Panto!"

Join Halo Arts for a spectacular reimaging of the beloved story, infused with the vibrant energy and humour of Glasgow's unique panto tradition.

From the iconic Yellow Brick Road to the magical land of Oz, this performance will take you on a whimsical journey filled with laughter, colourful characters, and local flair.

Whether you're a fan of the original or new to the adventure, this panto promises a spellbinding experience for the whole family!


Friday 20 - Sunday 22 December
Maryhill Burgh Halls
 Visit wearehaloarts.com for tickets



Focused on Performance

Keeping you up-to-date with our service performance. The below stats are from our Quarter 2 report for July to September 2024.

QUARTER 2: JULY TO SEPTEMBER 2024

 **Rent**
Quarter 2: July to September 2024

Unpaid Rent **1.06%**

Average number of days to re-let empty properties **20 days**

 **Repairs**
Quarter 2: July to September 2024

Repairs completed right first time **98.8%**

Routine repairs completed on time (within 5 working days) **99.9%**

Urgent repairs completed on time (within 2 working days) **99.8%**

Emergency repairs completed on time (within 4hrs) **99.75%**

 **Gas**
Quarter 2: July to September 2024

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

100%

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 2024

Satisfaction with Repairs Service **79%**

Satisfaction with call handling **89%**

Antisocial behaviour cases resolved **94.3%**

Your services, **your say**

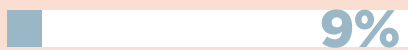
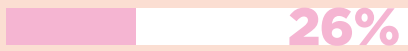
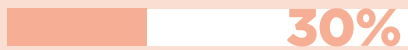
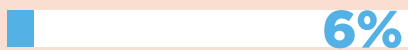
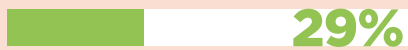
Complaints

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**.

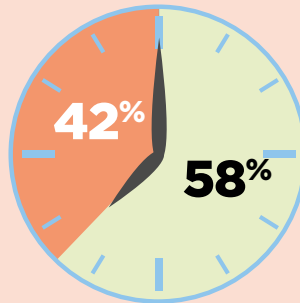
If you're unhappy with the response we give you at this stage, we'll move your complaint on to the second stage (stage 2) and aim to reply within **20 working days**.

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



Complaints responded to within timescales



- 74 complaints responded to within timescale
- 54 complaints responded to outwith timescale

Compliments

We received **13** compliments from customers from July to September 2024.

Here are some of the things customers said:

A compliment was received from a tenant who was supported by Gemma Hagan, Money & Welfare Rights Advisor - "I can't thank you enough for all your help and support."

"Over the past couple of days I've had glaziers and plasterers out doing repairs. They have been fast, efficient, tidy, polite and communicative. Also praise to Derek Stenhouse, Maintenance Officer. He always listens properly and talks over options and solutions."

A tenant was extremely complimentary and grateful to James Knox, Income Maximisation Manager for the help he has given him in his tenancy - "Thank you so much to James, he saved my life and is an absolutely perfect person, he does his job so well."

Learning from complaints

Monthly learning from complaints workshops have begun to ensure we are continually improving when dealing with complaints. These workshops include managers from different areas of the business and the focus is on complaint themes, rather than individual complaints. This allows us to work on the areas we need to improve on.

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

Westercommon maisonette improvements progressing

Refurbishment works to the maisonette properties are progressing well. The pilot project, which involved improvements to four properties, has been completed – with upgrades to the other properties involved beginning in October.

The project includes a complete modernisation of the exterior of the buildings, new kitchens, bathrooms, rewires and heating systems. Old electric storage heaters will be replaced with new gas supplies and combi boilers – which heat the water as you use it.

EPC success

An Energy Performance Certificate (EPC) gives information on how energy efficient a building is and how it could be improved.

Thanks to the thermal improvement project, we're delighted that the maisonettes have received a C status – achieving a rating of 78. This is much better than Scotland's average of 61.



Pop into our drop-in sessions

Have any questions about the maisonette improvements? We have drop-in sessions which take place every Wednesday at the Courtyard. Pop in and see us.

New windows and doors for Panmure residents

Thirty-five homes on Panmure Street have had brand-new, high-quality windows and doors fitted. These new installations have replaced timber windows and doors which had decayed over time.

These works will improve the energy efficiency of homes and the overall look to properties.

Investment manager Alan Muir said: "We were delighted to work with CCG on this project to deliver brand-new windows and doors to residents in our Panmure Street properties.

"We're pleased with the high quality of the new fixtures and we know our tenants will feel the benefit of them."



CROSSWORD ANSWERS:

Across: 1 Trooper, 5 Surgeon, 9 Pita, 10 Panelist, 11 Clockwise, 12 Theme, 13 Leakage, 15 Envious, 17 Cohabit, 19 Obscene, 21 Purse, 23 Sweet shop, 25 Amphibian, 26 Reaps, 27 Nunnery, 28 Crowded.
Down: 1 Typical, 2 Osteopath, 3 Plank, 4 Reptile, 5 Sincere, 6 Relatives, 7 Elite, 8 Natters, 14 Ambleside, 16 Overheard, 17 Captain, 18 Testify, 19 Oceanic, 20 Exposed, 22 Ripen, 24 Torso.

Westercommon multi-storey investment



Queens Cross are planning to undertake investment works to all four multi stories at Westercommon.

Works will include a full electrical rewire, renewal of kitchens and bathrooms which will include an over bath shower and a new ventilation system.

We are currently at the early design stage and we'll keep residents up-to-date throughout the project which will include consultation sessions, letters and regular tenant meetings. **This is going to be a very significant project which will require a lot**

of planning and focus from the Association.

We currently estimate the programme of works will last for a period of 4-5 years. There will be considerable disruption to homes, with every room affected and tenants may be asked to move out for two to three weeks.

We will be having ongoing conversations with tenants to discuss how best to proceed. We want to ensure those affected understand what's proposed, when works might begin and how we can provide support while they are being carried out.

Business Plans 2025-30



We have been busy consulting and planning for the next five years of Association services. The support and insight from customers and staff is key to this and a number of workshop sessions have already been held to listen, gather views and understand where we need to focus our efforts.

With their knowledge and ideas as our starting point we will be able to lay out a plan that addresses the ideas that inspire and the issues that create barriers to residents achieving all they can be.

Our business plans will put people and their wellbeing at the centre of all our activities to improve the lives of everyone who lives and works in Queens Cross. Thanks to all those who are helping us shape our plans.

New customer app coming soon



A new customer app will replace the current version, making access to Queens Cross services and information much easier. Tenants will be able to report and track repairs, make requests and enquiries and access our services easier than ever before. Keep an eye on more updates coming in early 2025.

Annual Performance Report 2023/24

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'.



Fun and sun

as over 2,000 people attend QC Gala Day

The annual Queens Cross Gala Day was a tremendous success.

Over 2,000 people attended our annual Gala Day in August – making it one of our busiest ever events. Live music and dance were among the highlights of the stage entertainment and a guest appearance from some of the Glasgow Warriors rugby team was a big hit with the local kids.

Visitors also got to enjoy an array of games and activities, fairground rides, a variety of craft stalls and tasty food and refreshments – with something for everyone to enjoy.

Queens Cross Community Foundation also ran tombolas for adults and children as well as bingo and a raffle. Combined these activities raised £1,500 for the

Community Foundation which will help people in local areas.

This year we received grant funding from Glasgow City Council and donations from our contractors to help run the event. The event was supported by Community Events Scotland.

The event was made possible by our excellent staff volunteers, QC Community Foundation trustees, contractors and partner organisations all working together to put on a great day. We'd like to thank everyone who made the day possible.

Check out the photos from the day on our website – qcha.org.uk/whats-on



Progress despite rising costs



Neil Manley, Director of Finance & Corporate Support

Current investment projects amidst a backdrop in rising costs were discussed at the Association's 48th AGM in September.

Chief Executive Shona Stephen looked back at a year of highlights, including delivering on our promise of more new housing at Hamiltonhill and Burnbank Gardens.

Shona also reflected on the creation of desirable public space around Cedar multis, external improvement works to maisonettes in Westercommon, improvements in repairs satisfaction

amongst tenants and the appointment of two new directors – Heather Anderson and Phil Daws to the positions of Director of Neighbourhood Services and Director of Property & Placemaking respectively.

Despite the positives, the AGM also took into account rising costs which have affected the Association – with costs rising by £3m compared to 2023. The average cost of a repair is £487, up from £351 in 2021.

In 2023/24, £7.6m was spent on investing in existing homes and areas and £20m on building new homes, which was achieved by accessing external and grant funding.

ARE YOU A QUEENS CROSS MEMBER?

Queens Cross Housing Association is a member organisation and our AGM takes place every September. At the AGM you can hear about our achievements over the past year, our longer-term plans for the area and participate in an interactive workshop with other tenants, local residents and staff.

Members of Queens Cross do not have to be tenants of the association and we welcome applications from anyone who lives within or has a connection with the local area.

You can be assured of a warm welcome and refreshments of sandwiches, tea and cakes will be available.

If you're interested in becoming a member, download an application form on our website – qcha.org.uk/get-involved/association-membership or get in touch with Alison McKay on aemckay@qcha.org.uk or **0808 143 2002**.



Just Look at Hopehill Complex Now!

Following lots of planning and consultation with the tenants at Hopehill Complex we are happy to report refurbishment works are finally complete.

Work started in March this year and completed in early July. The building, built around 13 years ago, was in need of some TLC. Following an extensive makeover the place now looks fresh, modern, and homely. The complex was fully decorated and carpeted throughout with clean, neutral colours.

Tenants can now enjoy and make use of the common room to gather and have a cup of tea as well as attend the Associations weekly computer classes. Reaction from tenants has been very positive with one saying:

“This is great, it’s a pleasure to walk in the front entrance, everything looks brilliant.”

Another resident commented: “Definitely worth the wait my visitors like it as well, Queens Cross have done a great job”. Well done to everyone involved – It took us a while to get there but it’s been so worth the wait.



COMMUNITY BENEFIT FUNDING FROM VALLEY GROUP



A Queens Cross contractor kindly donated £1,000 to the Association to be spent improving communities in Queens Cross.

Valley Group, who fitted new lighting in the Association building at 45 Firhill Road, has given £1000 to support community benefits. The money has been distributed in the following ways:

- £325 towards breakfast club packs for local children

- £600 towards planters for a communal garden at Murano Street
- £75 towards air fryers which were given to tenants in need of extra support

Kerry Mackie from Valley Group said: “Valley Group were honoured to support Queens Cross Housing’s communities through our work.

“Community benefits are such a valuable way to engage positively with create a lasting impact for everyone.”



Dundasvale Community Council established



Queens Cross would like to give a warm welcome to the recently established Dundasvale Community Council (DCC).

Over the last year, a small group of Dundasvale residents have worked with Glasgow City Council to set up the Community Council and we are pleased to say that they are up and running (well, walking with determination!).

Chair of the DCC, Craig Cummine, said: "We are quickly becoming acquainted with many of the challenges and projects in the area and are keen to help all members of our local community with issues large and small. In the first instance our focus will be on the various major building developments in the area (there are quite a few) but in time we expect to be able to broaden our remit.

"We see our role to be supportive of others' efforts wherever possible but also to take the lead on issues identified as being of benefit across our community. The Community Council is a statutory voice that can

legitimately advocate and act on the issues that matter to you. So please do use us: we can be contacted on Facebook or by email but best of all, please come along to some Community Council meetings, have your say and help establish a strong community voice here in Dundasvale. Whether you are an individual, family, group, voluntary organisation or business - we would like to get to know you."

You can find out more info & contact them on:

Facebook: Dundasvale Community Council

Email: dundasvalecc@gmail.com

Future meetings will be held on the second Wednesday of each month, venue tbc.

We wish the newly established DCC every success.

You can find out the Community Council for your area by visiting glasgow.gov.uk/communitycouncils.

New cycle store available at Westercommon

A new lockable bike store is now available on Westercommon Drive. Residents can book a space in the cycle store for an administration fee of £15 per bike, per year. The store is for pedal bicycles.

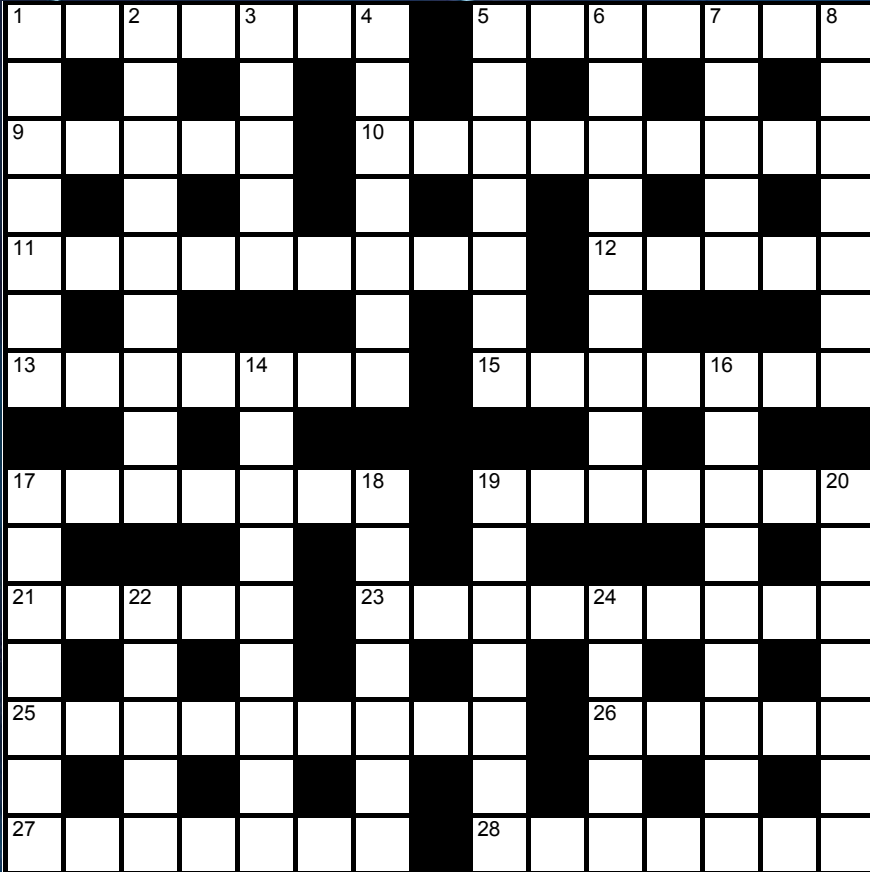
Funding for this facility has been provided by Cycling Scotland.

If you would like to book a place for your bicycle or bikes, please email contactus@qcha.org.uk to request an application form.



Feeling Puzzled?

Crossword



Sudoku

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

Spot 15 differences



Across

- 1 Cavalry soldier (7)
- 5 Sawbones (7)
- 9 Middle Eastern bread (5)
- 10 Game show player (9)
- 11 How bidding goes in bridge (9)
- 12 Topic (5)
- 13 Unintended discharge of a fluid (7)
- 15 Green-eyed (7)
- 17 Live together (7)
- 19 Offensive (7)
- 21 Money bag (5)
- 23 Where dolly mixture can be bought (5,4)
- 25 E.g. the DUKW (9)
- 26 Harvests (5)
- 27 Convent (7)
- 28 Packed (7)

Down

- 1 Average (7)
- 2 Bone manipulator (9)
- 3 Long flat piece of timber (5)
- 4 Contemptible person (7)
- 5 Genuine (7)
- 6 Kinsfolk (9)
- 7 Best of a group (5)
- 8 Chats (7)
- 14 Lake Windermere town (9)
- 16 Picked up accidentally (9)
- 17 Skipper (7)
- 18 Bear witness (7)
- 19 Maritime (7)
- 20 Laid open to view (7)
- 22 Mature (5)
- 24 Trunk of the human body (5)

Crossword answers on page 28

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: 0345 270 0700
SP Energy Networks: 0800 092 9290
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: 07735 522621

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@qcggroup.co.uk
Website: www.qcfactoring.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.



CHRISTMAS BREAK

Our offices will close on **Tuesday 24 December** at 4pm and re-open at 9am on **Friday 3 January 2025.**

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)
- Seonad Hoy (Scottish Green)
- 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

