

focus

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Queens
Cross
Housing
Association

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

SUMMER 2020

OUR ROUTE MAP OUT OF COVID-19

How our services will return

P4-7

Covid-19 scams

Protect yourself P9

Woodside Making Places

*Plans with designs
launched P13*

Burnbank Gardens

*Social housing
planned P21*



CAT RESCUE TO BULK UPLIFT
PAGE 11



QC PROUD OF 60+ SERVICE
PAGE 12



MAKING ART ACCESSIBLE
PAGE 19



**LIFE DURING
LOCKDOWN**
PAGE 23

Thank you for your **incredible support**



We want to thank each and every one of you for your fantastic support during this unprecedented time. It's been a tough time for everyone and we appreciate your patience as we work towards getting services back to normal.

Reintroduction of our services

We're pleased that we're now moving towards the end of lockdown but are taking a careful approach to any service reintroduction. Things may be different for all of us for some time to come.

We've created a leaflet which explains the steps the Association is taking. Our Covid-19 route map details the phased approach we are taking as our services begin returning to normal. You can find out the steps we are taking for each service on **pages 4-7**.

Our lockdown response

During lockdown we continued to provide an emergency repairs service. Our estates and handyperson teams remained working in communities, helping to keep areas safe and well maintained and our Wellbeing services were a constant - still supporting the most vulnerable.

We also set up and still run several community support services with local partners, to deliver food and essential supplies to those in need. More than 900 meals are being delivered to homes every week.

You can read about all the different way we've helped tenants during lockdown on **pages 8-14**.

Woodside Making Places

On a brighter note, there are still some ongoing association projects which we are very excited about.

One of those is the Woodside Making Places project which will transform the area. A dedicated website with initial designs for the area has been launched for residents to view and have their say. Take a look at **page 13** to find out more about the project.

Once again, we'd like to thank you for your continued support during this difficult time.

Shona Stephen

Chief Executive

CONTENTS

- 4** Route map out of Covid-19
- 8** Fresh funding to help community
- 9** Protect yourself from Covid-19 scams

- 10** Community Chest funding
- 11** Handyperson service
- 12** QC proud of 60+ service

- 14** Supporting victims of domestic abuse
- 15** Letting policy consultation
- 16** Gala Day statement



13 Woodside Making Places



intervention service

Our Intervention Service has been busy helping elderly and vulnerable service users during lockdown.

The team have been picking up groceries and prescriptions for residents who are not able to get out of the house.

The service provides tailored support when someone's unwell; providing assistance until they recover or longer term arrangements can be made.

The Intervention Service is free and open to everyone living in North West Glasgow (not just Queens Cross tenants).



21 Burnbank Gardens plans

17 Hand sanitiser donation

18 How volunteering has helped me

19 Sculpture Club at Home

20 Dolly Parton Imagination Library

22 Libby's blog

23 Life during lockdown

24 Our performance

26 News in brief

28 Puzzles



Queens Cross Service Route Map out of Covid 19

Our Covid-19 response

Covid-19 has brought about huge changes to Association services since lockdown began in March this year.

We're pleased that we're now moving towards the end of lockdown but are taking a careful approach to any service reintroduction. Things may be different for all of us for some time to come.

This explains the steps the Association is taking just now in **moving from phase 1 to phase 2**; and how we want to extend services over the coming months. It also gives information on our **planned approach for phases 3 and 4**. We hope it's helpful.

During phase 1, the full lockdown period, we continued to provide an emergency repairs service. Estates and handyperson teams remained working in communities, helping to keep areas safe and well maintained and our Wellbeing services were a constant - still supporting the most vulnerable. We also set up and still run several community support services with local partners, to deliver food and essential supplies to those in need. More than 900 meals are being delivered to homes every week.

Next steps: Over the coming weeks and months we'll move in to phases 3 and 4 though we don't have timescales for these yet.



We'll continue to broaden the range of services we offer, always following Scottish Government advice, including cleaning surfaces, hand washing, social distancing and wearing face masks in certain situations.

We will keep our website and social media channels up to date with service news.



In the meantime, please stay safe and get in touch with us on 0808 143 2002 if you'd like to talk over anything about our services that's giving you concern.

*OUR VISION
EXCELLENT HOUSING
IN VIBRANT
COMMUNITIES.*

*OUR VALUES
RESPECT
ASPIRATION
INTEGRITY*

Area	Phase 1	Phase 2	Phase 3	Phase 4
<p>Accessing our offices & services</p> 	<p>All offices and facilities are closed.</p> <p>You can contact us Monday to Friday 9am-5pm on 0808 143 2002</p> <p>Emergency repair service available 24/7 on 0808 143 2002</p> <p>Other methods to contact us are available and these are outlined on the last page.</p> <p>Remember our Housing and Financial Inclusion (FIT) teams are still working should you need support.</p> <p>QC Wellbeing Services continue to provide essential support services.</p>	<p>All offices and facilities remain closed.</p> <p>You can contact us Monday to Friday 9am-5pm on 0808 143 2002</p> <p>Emergency repair service available 24/7 on 0808 143 2002</p> <p>Other methods of contact are available and these are outlined on the last page.</p> <p>Virtual meeting facilities will be available for discussion with Housing and FIT staff but only by appointment.</p>	<p>Our offices remain closed to the public, however virtual appointments with housing officers will be available where necessary.</p> <p>Home visits in relation to anti-social behaviour issues reintroduced.</p> <p>Wellbeing for Older People monthly home visits reintroduced.</p> <p>You can contact us Monday to Friday 9am-5pm on 0808 143 2002</p>	<p>Our offices and facilities will begin to be open to the public. More detail will be available on the website, social media and via posters as this begins.</p> <p>Face to face appointments including home visits will be available, but we will continue to offer virtual meetings were preferable.</p> <p>Gradual introduction of activities that can be done safely for Wellbeing customers.</p>
<p>Repairs & Maintenance</p> 	<p>The maintenance service is reduced to emergency repairs and gas servicing work only. Staff and contractors will follow new safety guidance.</p> <p>Handyperson, close cleaning & landscape maintenance services are provided, but limited to essential areas.</p>	<p>Service provision will be increased to include the delivery of urgent and common area repairs such as gutter cleaning, roof work and external decoration.</p> <p>We will restart Electrical testing in our properties.</p> <p>Close cleaning and landscape maintenance will return to full service.</p>	<p>Service provision will be increased to provide:</p> <ul style="list-style-type: none"> • Routine and non-urgent repairs • Fire detection upgrade programme • Medical adaptations • Opening of play areas <p>Routine repair timescales will be longer - up to 28 days - whilst we catch up the backlog. We will aim to complete all repairs as soon as possible.</p>	<p>The maintenance service will be operating fully and we will be able to offer our Home Team service again.</p>

SERVICE ROUTE MAP

Area	Phase 1	Phase 2	Phase 3	Phase 4
<p>Moving home</p> 	<p>No home moves permitted.</p> <p>Empty homes to be held.</p>	<p>Empty houses will be made ready for letting.</p> <p>Restrictions on house moves will be lifted for emergency housing needs.</p> <p>Our focus will be on emergency lets such as those facing homelessness or fleeing domestic violence.</p>	<p>Further restrictions on house moves will be lifted.</p> <p>We will reintroduce viewings and allocations to people already on our housing list and those looking to transfer.</p> <p>Welcome to your Home visits will be restarted.</p> <p>Our Wellbeing 60+ team will support new tenants into the service.</p>	<p>New applications for housing will be processed and housing options interviews resumed.</p>
<p>Estate Caretaking</p> 	<p>Reduced service with focus on emergency repair response, fire safety patrols, bin rotation, bulk uplift and essential cleaning only.</p> <p>CCTV hub continues to operate 24/7 ensuring emergency repair response.</p>	<p>Service provision will be increased with more staff hours available.</p> <p>More frequent cleaning of touch points as more people are moving about.</p> <p>Regular deep cleans of foyers and landings will restart.</p> <p>Caretakers will resume some urgent repair work.</p>	<p>The Estates team will be operating a full service which includes resuming the fire detection upgrade programme.</p> <p>Increased level of nightshift security patrols.</p> <p>Play areas re-open and safety checks are reintroduced.</p>	<p>The Estates team able to offer Home Team Service again.</p> <p>Estate visits and inspections by Housing Officers will start again.</p>



Area	Phase 1	Phase 2	Phase 3	Phase 4
<p>Community activities & facilities</p> 	<p>Our community facilities are closed and activities suspended. Online alternatives offered where possible.</p> <p>Growing spaces can remain open with restricted access.</p> <p>Emergency community support initiatives developed with partners.</p> <p>All volunteering is suspended.</p>	<p>Our community facilities remain closed for activities. More activities are available online such as ESOL classes, singing and mindfulness.</p> <p>Our community support initiatives continue, as long as there is demand.</p>	<p>Our community facilities start to reopen with limited use for small groups / socially distanced activities.</p> <p>All outdoor activities can restart - in line with new safety guidance.</p> <p>Our digital inclusion programme will be refreshed with a new digital access project.</p> <p>New Community Opportunities project will start engagement work.</p>	<p>All projects and activities can restart and facilities reopen - in line with safety guidance. We will produce our "What's On" Guide, available on our website.</p> <p>Volunteering opportunities will start to become available again.</p> <p>Large community gatherings may not be permitted for some time.</p>

Get in touch

Call **0808 143 2002**
 Visit **www.qcha.org.uk**
 Email **contactus@qcha.org.uk**
 Follow **www.twitter.com/QueensCrossHA**
 Like **www.facebook.com/QueensCrossHousing**

We have also developed our own Queens Cross app to help you manage your home and tenancy matters.

You can:

- Report and track repairs
- Check your rent balance and pay in to your account
- Report anti-social behaviour
- Update your personal information
- Make a complaint or a compliment.

To get started, download the app from Apple App Store or Google Play Store. Just search 'Queens Cross app' or scan the QR code (right).



Queens Cross secure fresh funding to continue to help community

Queens Cross Housing has been continuing to deliver healthy meals and food packages to residents after securing over £23,000 in fresh funding from the Scottish Government's Supporting Communities programme.

The association started working in partnership with mental health charity Flourish House, who run the Courtyard Café in Westercommon, in April to prepare and deliver healthy, cooked meals to local residents over the lockdown period.

Delivered to tenants every Monday, the food packages feed each family for one week.

This new funding financially supports employees of the Café, who have been preparing nearly 400 meals every week for residents in the association's four areas of Dundasvale, Queens Cross, Westercommon/Hamiltonhill and Woodside.

The grant also continues to support the supply of emergency groceries to vulnerable tenants as part of the association's emergency food scheme.

According to our most recent survey, carried out before Covid-19, 22% of respondents said they have chosen to skip a meal or eat less because they can't afford to buy food. This will be worse now in the current circumstances.

"We were delighted to secure this additional funding from the Scottish Government which helps continue to support tenants during this difficult period," said the association's social regeneration manager, Jamie Ballantine.

"Without this funding, we wouldn't be able to provide families and vulnerable residents with freshly cooked, healthy meals prepared by the incredible chefs at The Courtyard Café."

John Linn, CEO of Flourish House, said, "We're delighted that Queens Cross are able to access this funding. Without this, staff would have been furloughed and the kitchen would have had to close."



The association has also been working in partnership with Community Central Halls, the Woodlands Community Development Trust and Bikes for Good in setting up another food delivery service for local people.



This scheme has also seen over 400 meals and emergency grocery bags being delivered each week across our communities. A combination of Government and Glasgow City Council funding allows us to continue supporting people with meal provision until the end of the Summer holidays.

To register for the scheme or find out more, call Queens Cross Housing Association on **0808 143 2002.**

Protect yourself from Covid-19 scams

There's so much goodwill and support being offered to people who need a bit of help right now. But, sadly, not everyone has good intentions.

Make sure you know who is offering help at the door, online or on the phone.

Our Covid-19 booklet, Protect yourself and others from Covid-19 scams, will help you know what to do if you're offered help about Covid-19 that you're not expecting or from someone you don't know. And where to get help if you need it.

And remember, if it's someone you don't know or you're not expecting:

- Don't part with cash or your bank details under any circumstances
- Don't let them inside your home without checking their credentials or ID first
- Check their identity using official telephone numbers.



Queens Cross Housing Association

Scammers are operating online and by phone.

If you receive a suspicious email, text or phone call:

- Don't part with cash under any circumstances
- Don't click on a link or download a file
- Don't share your bank details or information with anyone.

#BeOnYourGuard



Queens Cross Housing Association

Protect yourself and others from Covid-19 scams

There's so much goodwill and support being offered to people who need a bit of help right now. But, sadly, not everyone has good intentions.

Make sure you know who is offering help at the door, online or on the phone.

#BeOnYourGuard



You can access our guide at qcha.org.uk

Funding boost to help more young people during lockdown

Almost £30,000 in Community Chest grant funding has so far helped over 200 young people living in Queens Cross pay for essentials to help them thrive during lockdown restrictions.

And the project will continue to improve the lives of more young local residents after receiving £15,000 in fresh funding from the Scottish Government's Wellbeing Fund.

The Community Chest fund, run in partnership with the Garscube Community Foundation, was set up in 2018 to help children and young people aged 0-25.

The Scottish Government grant will provide much needed support after the association received hundreds of applications during the lockdown period.

"There's been a huge increase in the number of Community Chest grant applications made to us over the last couple of months and certainly more than anything we've seen before. It shows you impact the lockdown has had on our younger residents and we were in danger of running out of funds. So we're very grateful for this additional award as it means we can continue to help young people in our communities through this crisis," said the association's Social Regeneration Manager, Jamie Ballantine.

"Applications for digital equipment such as laptops have



The grant can go towards arts and crafts materials to keep children engaged during the lockdown period.

gone up as well as requests for items like arts and crafts materials to keep children busy at home.

"Some families have used the grant for online tuition or learning or to buy a musical instrument."

The grant can pay for a wide range of things that promote wellbeing; from help with educational needs, to sports and play equipment to keep young people fit and active.

In total we've received £26K from the Scottish Government's Wellbeing Fund. £11k is going towards new initiatives run by our Wellbeing for Young People service for those living in supported accommodation.

Cat rescue to bulk uplift all in a day's work for handyperson service

The Covid-19 crisis has changed all our lives. And for one housing association Handyperson Team this means everything from rescuing cats to lifting bulk items by the ton from Glasgow's streets.

Since the Covid-19 lockdown began in March, Queens Cross Housing Association's Handyperson Service has lifted over 100 tonnes of bulk items from North-West Glasgow streets - the equivalent of a Boeing 757-200 in weight.

The service ramped up its offer as a response to Glasgow City Council suspending its bulk uplift service.

Maintenance Manager, Jim Williams, said the service deserves some recognition:

'The handyperson team provide one of those services that often fly under everyone's radar. It's only at times like these that people get to see the real value of what they do.

'They have worked non-stop since the lockdown alongside our estate caretakers to provide our residents with a clean and safe environment and ensuring common areas are kept free from bulk items.

'People are spending more time at home but a big clear out indoors means a lot more items end up on the street. If we don't remove them then it just doesn't get done.

'They're doing a great job in difficult circumstances.'

On top of this, the team's been carrying out other duties like checking on association tenants to find out if they're safe and well and delivering food parcels.

'One of the more unusual requests meant a cat was saved from starvation,' Jim added, 'We managed to find it a temporary home when its owner was admitted to hospital. The team were happy to help.'



Queens Cross proud of 60+ wellbeing staff and service users



A Queens Cross manager has praised both staff and service users for their response to Covid-19.

The Wellbeing service for people age 60+ helps around 425 older people in North-West Glasgow manage their association tenancy, keeping in regular contact with them and, in normal times, putting on a lot of social events, groups and clubs.

It also supports older people when they're ill, whether they are tenants of the association or not, ensuring they have their medication and working alongside hospital discharge teams and Glasgow Health and Social Care Partnership so that people can stay safely in their own home.

Wellbeing Service Manager Gillian Harkins runs the service. She said:

"I can't praise staff and our service users enough in dealing with the huge impact that Covid-19's has had on their lives. Our staff have completely stepped up to the mark, changing the way they work, and now taking on personal care as part of the service we offer.

"We have more than sixty people on our most vulnerable list who need regular contact. Isolation is a huge issue as most of our customers live alone. Staff are going out shopping, picking up prescriptions and organising food deliveries.

"I can't express how proud we

are of the Wellbeing team. We're also pleased our service users have adapted so quickly to this new situation. They are so appreciative of everything we do for them."

The association has recently stepped up its support for older residents having achieved a 'care at home' registration with the Care Inspectorate.

This means its Wellbeing workers can now provide service users with personal care like bathing, showering, dressing and toileting.

It's also working closely with social care services to identify and support people whose care packages have been reduced or changed due to the pandemic.

Website launched with plans for Woodside transformation

A new website with concept designs of the transformation of the Woodside area in Glasgow has been launched.

And Queens Cross Housing Association are looking for local residents to give their views on the new proposals.

The designs for the areas are the next stage in the £3 million 'Woodside Making Places' initiative, which was launched with a public consultation event in January 2020. The project's happening in parallel with Connecting Woodside, which will create better active travel connections like cycle paths through Woodside and to the city centre.

Having listened to local residents' views, preliminary designs have been put forward to transform areas including Oakgrove, Braid Square and Windsor Terrace.

Environmental work will include new green spaces, tree planting, streetscaping and new street furniture. Imaginative outdoor playspace for younger residents is also a key feature.

"The new designs proposed for Woodside are really exciting and vibrant and I'm looking forward to hearing the views of local residents," said Chief Executive, Shona Stephen.



A series of public consultation events had been planned for 2020, before the effects of the Covid-19 pandemic took hold and lockdown measures were imposed.

Residents are now being asked to express their thoughts through the new website instead.

Nick Bowen is a director of landscape architects, Raeburn Farquhar Bowen who are the project consultants. He said: "We are really enthusiastic to launch the website for Woodside Making Places.

"The current Covid-19 pandemic means that we have had to move our consultation with the Woodside

community online, but this is a great opportunity to engage with a wide range of people."

Other areas being targeted for improvement include the ground around the Cedar high-rise flats at St George's Cross and the area to the east of St George's Road down to the M8.

Woodside Making Places is funded by the association, from funds earmarked for landscape and environmental improvements. Sustrans are also contributing to the project through their Places for Everyone programme, funded by Transport Scotland.

You can see the new designs and leave feedback at www.woodsidemakingplaces.org.uk.

We're here to support victims of domestic abuse

Since the national lockdown began in March, reports of domestic abuse have been on the rise. You do not have to suffer on your own.

Our Make a Stand champions, Board Chair, Marilyn Clewes, and Depute Director of Housing, Elizabeth Hood, are supporting the national campaign against domestic abuse.

They're encouraging anyone in the Queens Cross community to get help by contacting the association as a Third Party Reporting Centre or by using the Domestic Abuse Helpline or website.

Marilyn said: "There can be a lot of shame felt by the person who's

experiencing or is a survivor of domestic abuse. But any shame involved rests squarely on the shoulders of the abuser.

Elizabeth reinforced that message: "Survivors need to know that they have rights and that includes the right to stay in their own home.

"We can work with agencies, like Glasgow Women's Aid and the police, to support any tenant, woman or man, who's experienced domestic abuse and I'd encourage those in that situation to have a confidential conversation with us using our phone number or email address."

The most important thing to remember is that domestic abuse is not your fault. You have choices and

IF YOU ARE EXPERIENCING DOMESTIC ABUSE HELP IS AVAILABLE



there are support services for both women and men that can help.

Call us on 0808 143 2002 or the Domestic Abuse Helpline on 0800 027 1234 to start the conversation.

Covid-19 Benefits Awareness Guide

Covid-19 has affected all of us in different ways and these are very uncertain times.

The association wants to give you as much support and guidance as it can right now and hope that this up-to-date guide to benefits and income assistance can help clarify what's currently available.

Remember, although our offices are closed to the public, our Housing and Financial Inclusion Teams are still working should you need support.

You can access our guide on our website at qcha.org.uk.

You can contact us Monday to Friday, 9am to 5pm, on telephone number 0808 143 2002 or send us an email on contactus@qcha.org.uk and we'll get back to you.



Covid-19 Benefits Awareness Guide

Version 1, April 2020

Queens Cross consulting on letting policy

Giving housing applicants more control when applying for properties is being considered by Queens Cross.

Queens Cross Housing Association want to make applying for a house more convenient for applicants and are consulting on changing to a choice-based letting system.

Under the current waiting list system, prospective tenants are offered homes based on how many points they have been awarded depending on their situation. They then wait until the association matches them to a suitable property.

By changing to a choice-based letting system:

- Applicants would be awarded a banding based on their housing need
- Vacant properties would be advertised on the Queens Cross website allowing applicants to bid for their choice of properties

“We want to make the allocations process as simple, straightforward and fair as we can for our applicants,” said Depute Director of Housing Elizabeth Hood.

“We’re asking applicants and local residents to tell us their views on what would make the system better and easier for them.”

Under a choice-based approach, potential applicants will be offered digital skills training by the association on how to apply for properties online. Assistance and support would be given to any applicant who required it.

You can have your say and take part in the allocations consultation survey by going on our website at qcha.org.uk.



We’re reviewing how we let our homes

Tell us your views

We’re reviewing our allocations policy and we’d like to hear from you.

Complete the survey online at qcha.org.uk or give us a call on 0808 143 2002.

Take part for your chance to **win a £25 shopping voucher**

GALA DAY

Gala Day statement

It's with a heavy heart that we have to confirm that this year's Queens Cross Gala Day has been cancelled due to the Covid-19 pandemic - the first time that this has happened in the event's long history.

We have held on, waiting to see how we progress through lockdown stages and closely monitored Scottish Government guidelines on the route map out of the current situation. Our decision is that we must consider the safety and wellbeing of visitors, volunteers, staff and the many charities and businesses who support the event every year as well as all the practical arrangements needed to put on a large public event.

The Gala Day has always been the Association's way of saying thank you to our communities for all the support we receive throughout the year and a

chance to raise funds for our charity, the Garscube Community Foundation. The event brings people together and is our way of celebrating what the area has to offer and the people who live here. It lets us relax and have some fun.

However we aim to be back in 2021, bigger and better than ever and to make it the best Queens Cross Gala Day celebration yet.

In the meantime, please stay safe, and if you'd like to find out more about Garscube Community Foundation grants, visit the charity's website www.garscubefoundation.org or call us on 0808 143 2002.

TASK FORCE TALK

In June, the Resident Task Force had their first virtual meeting on Zoom and over the phone. The group were consulted on the new format of the Annual Performance Report which they agreed would be more visual and accessible. The group were also consulted on the Good Neighbour Charter which outlines how residents can help create desirable neighbourhoods and what Queens Cross do to contribute to this.

The RTF were supposed to conduct their survey on face-to-face communication in April however this was not possible due to lockdown. The group also have been unable to carry out any area walkabouts over the past few months.

The Task Force will now move on to their next scrutiny topic and have had some ideas so far around allocations and anti-social behaviour.



Whisky distiller's hand sanitiser gift

A generous donation of 60 bottles of hand sanitiser from a whisky distiller has helped keep our staff safe and community services running during the Covid crisis.

The Loch Lomond Group (LLG), who normally produce high quality whisky for international export, made the surprise donation as recognition of the work that association staff are doing on the frontline.

Debbie Munro, who runs our facilities and contracts, was delighted with the gift:

‘Sourcing hand sanitiser and PPE for our frontline workers is a big challenge for me right now. I was surprised to get such a large number of bottles as companies aren’t always aware of housing associations’ work and what we do to keep people safe and local environments and properties clean.

‘I’m very thankful to the Loch Lomond Group for their generosity. Our estate caretakers, wellbeing workers and handyperson services really appreciate it as they’re still out working in our four neighbourhoods. LLG are certainly doing their bit for the public during this crisis.’

Loch Lomond Group’s CEO Colin Matthews said that they were happy to help:

‘It was very important to us that at this time, as we all face such an unprecedented crisis, that we found a meaningful way to help to support the people of Scotland.

‘On behalf of everyone at The Loch Lomond Group we are delighted to be able to supply our hand sanitiser to the organisations and workers dealing day to day with this awful disease.’



"It's beneficial for me and good for my mental health!"

Youth and community worker William Harvie describes how volunteering to deliver meals to the local community has not only helped tenants, but also helped his own mental wellbeing throughout lockdown.

Thousands of meals delivered to hundreds of tenants over 14 weeks; William Harvie has been busy during lockdown.

The Queens Cross youth worker was furloughed following the cancellation of community events due to the Covid-19 pandemic.

Together, with fellow Queens Cross youth worker Malcolm Kilpartick, they started volunteering with mental health charity Flourish House to deliver weekly food packages to the local community.

"I need to be out and about and have something to structure my week. Waking up and not having anything and the unknown of what's happening - I didn't like any of that.

"It's beneficial for me and good for my mental health to keep going and have structure to my week rather than just sitting looking at the same four walls."

Helping isolated residents

The charity, who run the Courtyard Café in Westercommon, cook healthy meals and prepare food packages which are delivered weekly to tenants and last five days.

To date, William and Malcolm have distributed 6,140 meals to over 100 local residents which includes families and vulnerable tenants.

As well as delivering meals, the pair also provide a friendly face and conversation to tenants - some of whom have been left isolated during the pandemic.



"You get a bit of chat with some of the more isolated residents. They haven't been out in 10-12 weeks because they've been shielding the entire time so you know you're one of the very few people they have seen all week.

"There are also some tenants in single parent households who are not getting to speak to many adults and you get to chat to them, so you're making a difference."

Sculpture Club at Home

Art packs have been included in deliveries to keep children engaged

during lockdown, as part of an at-home creative programme, Sculpture Club at Home, developed by Queens Cross and Glasgow Sculpture Studios.

Families looking for fresh activities to do with their children have also benefitted from William and Malcolm's knowledge as youth workers.

"If it wasn't for us they would be struggling more. Sometimes parents need something to keep the kids occupied and, as we're youth and community workers, we give them more ideas of things they can do with the children.

Queens Cross helps make art accessible to all

A new at-home creative programme developed by Glasgow Sculpture Studios and the Association is making art accessible for all during lockdown.

Sculpture Club at Home is a pilot project developed by GSS to find ways to keep making, sharing, and connecting while they are unable to run their usual weekly sessions at their home in The Whisky Bond and at Woodside Library.

Early last year, GSS started working in close partnership with fellow the Association to develop ways of making their work as accessible as possible to children and families in the local area.

To continue reaching people during lockdown, the organisations came up with the idea to distribute worksheets and material packs to families receiving weekly food deliveries from Queens Cross and to let anyone take part digitally as well.

Led by experienced professional artists from the Studios, each session is always unique and a great introduction to new ways of thinking and making – and anyone can take part online.

Kirsty Hendry, learning and engagement manager at Glasgow Sculpture Studios, said: “Sculpture Club sessions give children and their grown-ups the chance to spend time together, try new things, get creative, and stay connected.

“We were really conscious of the fact that not everyone in our local community would have reliable access to internet, computers, and smartphones, so we wanted to make sure our approach still prioritised folks in our local area, while also staying connected with our Sculpture Club regulars and engaging new people who want to



take part online.

“This way of working is a bit of an experiment for both organisations so we’re excited to use the feedback from this project to learn how we can take this idea forward and hopefully extend it to other families

and other partners who are doing vital work in North West Glasgow.”

Every Tuesday, a new activity will be posted at www.glasgowsculpturestudios.org/sculpture-club-at-home.

Your chance to join DOLLY PARTON'S IMAGINATION LIBRARY scheme



Queens Cross tenants with children under 5 can receive a free book every month after the association joined Dolly Parton's Imagination Library.

The project is a free book gifting programme designed to inspire a love of reading for children.

The Library is a 60 volume set of books beginning with the children's classic *The Tale of Peter Rabbit* for children aged 0-5.

And now parents living in a Queens Cross home have the opportunity to apply for the scheme, with a new, carefully selected book delivered to the child's home every month until the child's 5th birthday.

Social Regeneration Manager, Jamie Ballantine, said: "During lockdown, it's easy for children's minds to wander and get bored. These books are designed to stimulate and inspire them to read."

Tenants will begin to receive books 6-8 weeks after applying, and they will continue to receive a book every month until the child's 5th birthday or you move out of the area.

Tenants can apply for the scheme on our website at qcha.org.uk.

The project has also launched a dedicated YouTube channel, 'Goodnight with Dolly', which will feature the singer reading a series of short bedtime stories. The good news is that anyone can access the

channel so parents can log on before they start to receive the books.

Dolly will be reading books from the Imagination Library every week for children to enjoy during the lockdown period.



CROSSWORD ANSWERS: Across: 1 Scram, 4 Assistant, 10 Mayonnaise, 11 Upon, 12 Reverends, 13 Spree, 15 Kits, 17 Leopardess, 19 Leominster, 21 Peat, 22 Scold, 24 Satisfied, 27 Belt, 28 Sketchbook, 29 Iron horse, 30 Tenth, DOWN: 2 Cease-fire, 3 Alone, 5 Skiddoo, 6 Idea, 7 Trumped-up, 8 Nose, 9 Underline, 14 Hairpiece, 16 Simpleton, 18 Scapgoat, 20 Travels, 23 Cheer, 25 Fable, 26 Oslo.



New social housing planned in popular west end neighbourhood

We've teamed up with Glasgow West housing association to deliver a new social housing development in one of the west end's most desirable neighbourhoods.

In Burnbank Gardens, just off St George's Cross, we're planning to build 46 one and two bedroom flats specifically suited to older people.

Burnbank Gardens is a crescent of Victorian town houses and tenements set around a communal garden, and is part of the Glasgow West Conservation Area.

The new development will replace a derelict hostel built in 1961 and currently owned by Glasgow City Council. The associations are working closely with the council to acquire the site and hope to secure funding for the project from Glasgow City Council and the Scottish Government's Affordable Housing Supply Programme.

Each upper floor of the block will have a sun-deck and balconies for residents to socialise in the fresh air, whilst the ground floor has a communal landscaped garden. The six-storey building will be designed using materials that will blend in with the conservation area character.

"There is a high demand for social rented housing in the area and a keen desire within the local community to see the hostel demolished and the site developed into something more in keeping with the local environment," said Queens Cross Housing Association's Director of Property, Enterprise and Regeneration, Rona Anderson.

"We have worked closely with the architects to



develop an innovative approach to delivering a project suitable for all ages with a particular emphasis on the housing needs of older people. We are delighted to be moving forward in transforming this long neglected corner of what is a highly desirable neighbourhood."

Glasgow West Housing Association echoed this statement, adding that the association look forward to a strong partnership that delivers for the local community.

The completed flats will be divided equally between the housing associations.

Glasgow City Council's Planning Department is currently considering the proposal.



Libby's our Garscube charity patron and community force to be reckoned with

Libby McArthur

Our columnist and charity patron.

Libby's blog

Hello there from Libby in lockdown. Has this not been the most surreal of times? I remember back in January listening to a radio interview with a virologist from a University in London, it was the first time I had heard the advice, 'No more shaking of folks' hands!' And as for hugging? Forget it. I thought then, no way, I am not going to stop hugging my loved ones! I went off to do the Burns Supper for Ayr hospice at the Brig O'Doon Hotel and was hugging folk for Scotland! Today, I say 'Thank you' to folk who gave me a wide berth. It has become the new courtesy to step out of folks' way! My sister-in-law in China at the beginning of it all sent over a supply of masks and gloves, at a time when they were like gold. At the same time, I was watching bewildered, as folk stockpiled loo paper and paid a fortune for a teensy bottle of hand sanitizer, that is if you could get it at

all! It helped a lot to feel prepared whenever I felt anxious about any outside contact, but I so wanted to acknowledge folk as we circled each other. There was something comforting in us all being in this together that made it bearable.

It seems at last, at least for us in Scotland, there might be light at the end of the tunnel. Although there is the thought that it's a dangerous time as folk are more likely to be cavalier. I think we've done good considering. It's been tough this self-isolating malarkey! Sometimes I think the worse thing about all of this, the weirdest of times I've known, is the thought that folk will carry on 'Social Distancing' (an oxymoron, if ever I've heard one) long after there is any need to! I personally haven't suffered any loss or indeed real hardship and if anything feel so grateful to all our NHS and folk who worked throughout. I never thought I would ever hear myself say the words thank

goodness for Universal Credit but there you are!

Still the way the Arts are looking here in Scotland is a huge worry. There are loads of forums etc. discussing what's next. Scotland is faring well in terms of coping though with the infection rate low, practically no new numbers diagnosed. So much better than much of poor England where it must be just rubbish to go back into lockdown and think a second wave is pending.

I've not been able to see my granddaughter for ages, but we are now allowed to be each other's 'bubble wrap'. Am so grateful for this.

Don't know about you but I feel there is a calling for us all to be in some kind of reckoning with ourselves and all the things we've taken for granted.

Life during LOCKDOWN

Estate Caretaker, Alan Stirling, describes what it's like to look after community properties during lockdown

It's a lot quieter in and around buildings which is a bit strange.

Since lockdown began in mid-March the work of estate caretakers has been reshaped to focus on duties that ensure the health and safety of our tenants.

Fire safety patrols, cleaning and maintaining the environment are all really important and we have found ways to make sure we can deliver services safely.

Early mornings I ensure foyers and lifts are clean with extra attention given to touch points such as door handles, lift buttons and handrails. Some customers have health issues and get worried about things like handrails and stepping in to a lift. We've got the PPE we need and a lot more disinfectants and cleaning products.

It's a lot quieter in and around buildings which is a bit strange,



especially during a day shift when you'd normally have children out playing or coming back from school - that's always when the noise levels go up. But it's nice to say hello to familiar faces when people head off to their key worker jobs. I keep my two meter distance of course!

I ensure bin rooms are clean and tidy and bin chutes are clear because we know how important it is for people to safely dispose of household waste. Some people have been taking the time to have a clear out as there's been a lot of bulk to uplift. We make that everything is moved to keep common areas clean and clear.

Further cleaning is done each afternoon and we do several patrols a day to check fire doors and ensure all fire safety measures are in place.

There's always one of our estate caretakers in the CCTV hub and I

might take my turn in there for a couple of hours, answering calls from tenants from their flat handsets and maintaining radio contact with colleagues out on site.

I also keep an eye on the bank of CCTV monitors and, when necessary, contact the police if there are problems.

At night our team will respond if there are any emergency repairs needed. Tenants have been great since lockdown and have only asked for help with genuine emergencies. Often we can get heating systems up and running ourselves.


We've also had a couple of leaks and can generally make things safe until a plumber can call the next day.

In between repairs the nightshift caretakers continue to do security patrols and ensure the foyers are clean for the early birds getting up and setting off to work the next day.

Focused on Performance

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


Quarter 4: 1st January to 31st March 2020



Rent

Q4 Performance - Jan, Feb, Mar 2020

Unpaid Rent	2%
Average number of days to re-let empty properties	11 days



Repairs

Q4 Performance - Jan, Feb, Mar 2020

Repairs completed right first time	98%
Routine repairs completed on time (within 5 working days)	99%
Urgent repairs completed on time (within 2 working days)	99%
Emergency repairs completed on time (within 4hrs)	99.5%



Gas

Q4 Performance - Jan, Feb, Mar 2020

All gas safety checks were completed on or prior to their anniversary date which gives us 100% completion rate once again.

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

Q4 Performance - Jan, Feb, Mar 2020

Satisfaction with the Customer Contact Centre*	92%
Satisfaction with the overall quality of support received from the Wellbeing for good mental health service	79%
Satisfaction with Repairs service*	90%

*At the end of Q4, our Repairs service changed in response to the Covid-19 pandemic. As a result, information is only available for the first two months of the year (January- February). We were also unable to collect customer feedback on repairs and calls that were handled by the Customer Contact Centre for March.

We are working to restart our services and when we do would love to hear from you. Without your feedback, we wouldn't know how our services are doing.

Your services, **your say**

Complaints

In January, February and March 2020, we received **97** 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

55%



53 complaints upheld

19%



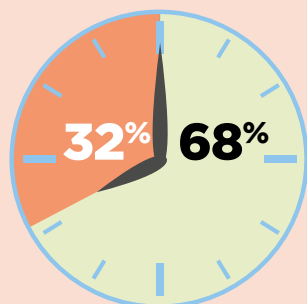
18 complaints partially upheld

26%



25 complaints not upheld

Complaints responded to within timescales



66 complaints responded to within timescale

31 complaints responded to outwith timescale

Compliments

We received **23** compliments from customers from January-March 2020.

Here are some of the things you said:

Tenancy Sustainment

"I wanted to thank you so much for your empathy and the way you treated me during the application process, despite obviously being overrun with work.

I can tell you from having visited many housing offices, your way of working is quite unique - I hope you get the support you need to continue working in such a way, as well as some sort of recognition for the impact you have on others."

Property Services

A customer called to pass on her thanks to the Maintenance Team who had been dealing with the installation of her handrail. She advised this is going to make a huge difference to her and she is very grateful.

Housing Services

A tenant called to discuss some issues relating to her brother's tenancy. She said she had always been very impressed with the manner in which the housing staff has dealt with her. She was particularly appreciative of James as he has always been great any time she has had any dealings with him.

Although our services have been affected by the Covid-19 Pandemic, we have been working hard to deliver an effective complaint service. Under current circumstances, it may not always be possible to respond within timescale, but staff will maintain in regular contact and keep you updated. If something goes wrong or you are dissatisfied with our service, please let us know.

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

Queens Cross chief donates Commission earnings to association charity

Queens Cross Chief Executive Shona Stephen has donated earnings from her work with Scottish Government's Poverty & Inequality Commission to her housing association's local charity.



The donation of £780 has gone to the Garscube Community Foundation who provide support and assistance to local residents. As the Charity can reclaim Gift Aid they will have nearly £1000 to add to their funds.

The Foundation helps people in financial difficulty access small grants when they have nowhere else to turn. They run the popular Community Chest grant for children and young people age 1-25 years.

"I'm delighted to be making this donation to the Garscube Community Foundation," said Shona.

"These funds will open up more opportunities for people in the area and help the Foundation in its mission to eliminate poverty and discrimination in the area."

Shona has been a member of the Poverty and Inequality Commission since it was established by Scottish Government in July 2019.

It is made up of eight commissioners who provide independent advice and scrutinise progress towards tackling poverty and inequality in Scotland.

Shona will continue to donate her future earnings from the Commission to the Foundation.

" These funds will open up more opportunities for people in the area and help the Foundation in its mission to eliminate poverty and discrimination in the area. "



Local distributor Fáilte Foods donated 700 Easter eggs to the Association for local children in north west Glasgow.

Queens Cross deliver 700 Easter eggs to local children



The Association brought some Easter holiday cheer to children in north-west Glasgow thanks to a generous donation of Easter eggs.

Local distributor Fáilte Foods kindly donated 700 chocolate eggs, which were delivered to the community over the holiday weekend by the association's social regeneration team and volunteers.

The treats were given to Queens Cross children, local

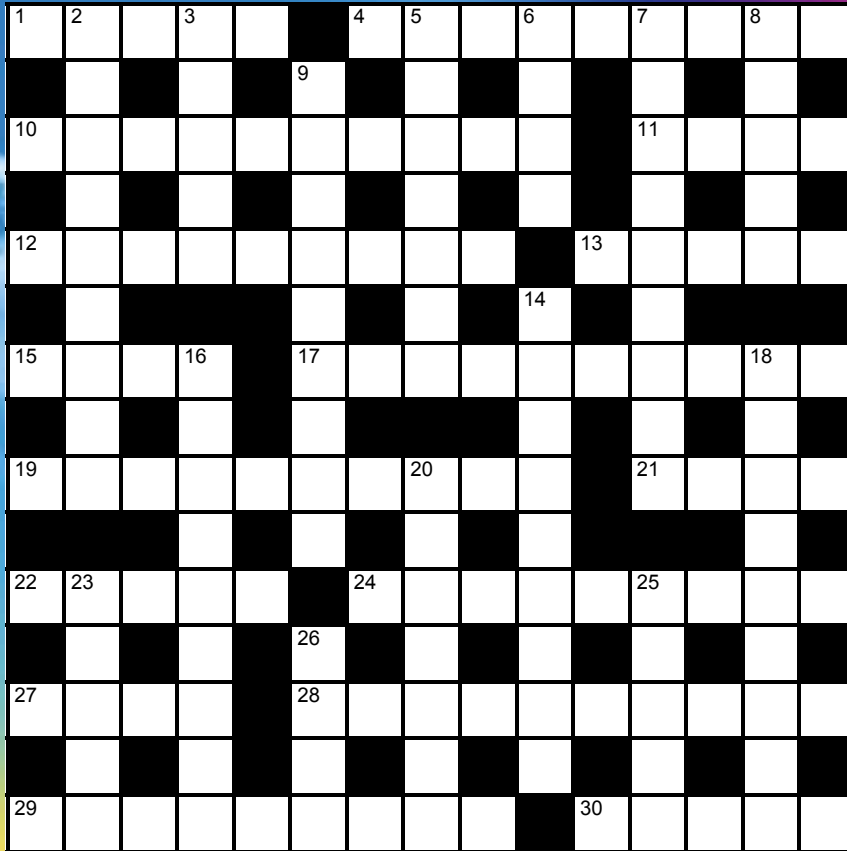
children's homes and charities such as YPeople.

Social Regeneration Manager, Jamie Ballantine, said: "We are very grateful to Fáilte Foods for providing this generous donation of Easter eggs.

"It is fantastic that local businesses are still thinking about the needs of others, even during this difficult time. Fáilte Foods have cheered hundreds of children up with this generous donation."

Feeling Puzzled?

Crossword



Sudoku

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

Spot 8 differences



Across

- 1 Rapid nuclear reactor shut-down (5)
- 4 Helper (9)
- 10 Dressing (10)
- 11 Atop (4)
- 12 Ministers (9)
- 13 Bender (5)
- 15 Sets of equipment (4)
- 17 Female big cat (10)
- 19 Herefordshire town (10)
- 21 Type of heating fuel (4)
- 22 Reprimand (5)
- 24 Contented (9)
- 27 Waist band (4)
- 28 Volume for preliminary artistic studies (10)
- 29 Steam locomotive (4,5)

- 30 One of these means almost cloudless (5)

Down

- 2 Truce (5-4)
- 3 Isolated (5)
- 5 Snow vehicle (7)
- 6 Notion (4)
- 7 Fabricated (7-2)
- 8 Hangman's knot (5)
- 9 Emphasize (9)
- 14 Wig (9)
- 16 Ignorant person (9)
- 18 Whipping boy (9)
- 20 Makes journeys (7)
- 23 Gaiety (5)
- 25 Legend (5)
- 26 Capital of Norway (4)

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

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

The Courtyard
2 Westercommon Drive,
Glasgow, G22 5PG

**Dundasvale
Housing Office**
2 Dundasvale Court,
ground floor,
Glasgow G4 0DF

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

P&D Scotland

Our repairs service is provided by P&D Scotland Ltd.

All staff carry identity badges so please ask to see their badge when they call at your home.



Public Holidays

We will be closed on **Friday 17** and **Monday 20 July** for the Glasgow Fair weekend.



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)
- Gary Gray (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