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# focus



Queens  
Cross  
Housing  
Association

SUMMER 2021

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

**QC Connected**  
*Four local projects chosen* **P8-9**

**Best Companies**  
*QC one of UK's best to work for* **P10**

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# NURTURE OUR NEIGHBOURHOODS

*Our brand new campaign* **P4-5**



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# Looking to summer

**W**elcome to our summer Focus magazine. We're looking forward to the rest of the year as things start to open back up and services begin to return to normal.

## *NURTURE OUR NEIGHBOURHOODS*

We all want to live in clean and safe environments and to enjoy everything that our homes and neighbourhoods have to offer. It's something that both residents and staff want.

That's why, this month, we're launching a new campaign, inviting you to join us in making sure that we feel proud to live and work in Queens Cross.

Nurture our Neighbourhoods' three aims are to:

1. Work together to make us all proud to live and work in Queens Cross
2. Look after our own and our neighbours' wellbeing
3. Protect and care for our local environment.

Find out some of the projects that are already underway on **pages 4-5**.

## *QC CONNECTED*

Feeding families during the summer holidays and creating community growing spaces are **some of the projects that will benefit from a new Queens Cross scheme**.

Four projects received a share of £15,000 through Queens Cross Connected. The scheme was created to encourage people to come up with ideas for community projects that would have a positive impact in their community.

See the four projects that were chosen on **pages 8-9**.

## *BEST COMPANIES*

We were delighted to be named by Best Companies as one of the best housing associations to work for in the UK.



Results are based on employee feedback across a range of topics including management style, leadership and teamwork.

It's a fantastic achievement for the association and highlights the dedication of everyone who works at Queens Cross. Find out more on **page 10**.

We hope you have a wonderful summer!

*Shoua Stephen*  
**Chief Executive**

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# LOOKING BACK

**T**his shot over Firhill was taken in, we think, the late 1960s.

The Forth & Clyde Canal is clearly visible, snaking round the old Firhill Stadium, which remained that way until it was redeveloped in the 1990s.

You can also spot **what were then** the new Cedar flats at the top right hand side, developed in the mid-1960s.

Do you have any historical photographs or stories? Send them in and they could be featured in our next Focus magazine.

Get in touch with Jordan Ruddy on **0808 143 2002** or **jruddy@qcha.org.uk** to find out more.



**Crossword answers:** Across: 9 Close-up, 10 Optical, 11 Audio, 12 Eucharist, 13 Cocker spaniel, 20 Knee, 21 Rated, 22 Aunt, 23 Contemplation, 32 Physician, 33 Price, 34 Average, 35 Elf-like. Down: 1 Scrap, 2 Voodoo, 3 Rework, 4 Appear, 5 Toecap, 6 Strain, 7 Active, 8 Blitz, 13 Cynic, 14 Clean, 15 Eerie, 16 Set-up, 17 Ardus, 18 Iraq, 19 Lenin, 24 Oxygen, 25 Tribal, 26 Mailed, 27 Longer, 28 Tip-off, 29 Origin, 30 Spray, 31 Teepee.



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# Introducing Nurture

**W**e all want to live in clean, safe environments and to enjoy everything that our homes and neighbourhoods have to offer. It's something that both residents and staff want.



That's why, this month, we're launching a new campaign, inviting you to join us in making sure that we feel proud to live and work in Queens Cross.

**Nurture our Neighbourhoods' three aims are to:**

1. Work together to make us all proud to live and work in Queens Cross
2. Look after our own and our neighbours' wellbeing
3. Protect and care for our local environment.

**Here are just a few of the Nurture projects that are already underway. And there are more to come.**

## *ESTATE INSPECTIONS*

Most QC staff have worked from home over the pandemic, unable to carry out estate inspections. We've already identified areas of decline and you've told us that your local environment is a high priority for you.

So, in May and June, our local teams have been carrying out full environmental inspections to identify issues and areas for improvement. This includes:

## *LITTER, DOG FOULING AND FLY TIPPING*

Work on cleaning our streets of litter, dog fouling and fly tipping is well underway. We began by undertaking litter and dog fouling counts in our streets.

To date we've reported over 350 incidents of dog fouling and over 3,000 items of litter to Glasgow City Council's Problem Solving Team. We'll continue to work closely with GCC on intervention strategies to address these issues.

In addition, our handyperson and caretaking teams have been working hard on clearing large household items from our streets. They've uplifted over 400 tonnes of bulk items over 2020-21.





# our Neighbourhoods

## *BIN IT FOR GOOD – JOIN US FOR OUR BIGGEST LITTER PICK PROJECT EVER*

We're looking for local community volunteers to join us for neighbourhood litter picks.

The Bin it for Good teams of staff and community residents will help us all live and work in clean, safe areas that we can all be proud of. Full training and litter picking equipment will be provided and people of all ages are welcome.

**Interested in joining a Bin it for Good team? Contact Lorraine Smith, Neighbourhood Manager, by calling us on 0808 143 2002.**

## *BEING A GOOD NEIGHBOUR*

Looking after our own and our neighbours' wellbeing forms an important part of the campaign.

Queens Cross communities are fantastic and caring. So many small acts of kindness make a big difference to the people who live around us. If you see someone struggling, lend a helping hand or let us know. We're happy to help.

## *RESPECT EACH OTHER*

We're very lucky to live in a city and communities with people of different backgrounds, beliefs and cultures. As a good neighbour, we respect each other and don't let our differences get in the way of what we've got in common.

## *LOOK AFTER YOUR HOME AND LOCAL AREA*

Our homes and the areas around them are important to how we feel about ourselves so it's up to us to keep them safe, tidy, clean and clear of any items. So, if you need to get rid of big household items, let us or Glasgow City Council know about it as messy streets are no fun for anyone.

## *KEEP NOISE REASONABLE*

We might live differently but we're all equal and we're all part of a wider community. So whether you love DIY, music or a get together with friends and family, it's helpful to your neighbours to keep the noise to a reasonable level at reasonable times.

## *WHEN IT'S NEEDED, REPORT IT*

Tackling big issues that really bother communities and make them better places to live can be done if we all take small steps. So, if you see things like fly-tipping, littering, anti-social behaviour, vandalism or dog fouling, report it to us or Glasgow City Council so that it can be dealt with as soon as possible.

Keep up-to-date with our Nurture our Neighbourhoods campaign online:

[www.qcha.org.uk](http://www.qcha.org.uk)    

# COVID-19

## A SERVICE UPDATE

**A** very heartfelt thank you to all of our customers for your patience and understanding of the restrictions to our services over the past months.

We've followed Scottish Government health and safety guidelines but appreciate it's been a long wait and hope,

along with you, that we are starting to see a return to more normal working practices.

Here's an update on our repairs and office reception services. We'll keep you up-to-date in Focus and online on our Twitter and Facebook pages.

### REPAIRS



The easing of lockdown restrictions from 26 April meant that non-essential repair work could start to take place in people's homes.

Since then, we've started to deliver a catch-up programme to deal with routine, follow-up and non-urgent repairs that had been put on hold. We're working hard to ensure the repairs service is back on track by August.

During this period, any new routine or non-urgent repairs are given a 28 day target, with the aim to complete them within that timeframe and as quickly as we can.

Please remember that, if any of our contractors or staff visit your home, they will continue to follow Covid guidelines. Help protect them and yourself by wearing a mask and adhering to social distancing measures when they visit.

**If you have any questions about any of our services, you can call us on 0808 143 2002 or email [contactus@qcha.org.uk](mailto:contactus@qcha.org.uk)**

### OFFICE RECEPTION



As with our repairs service, we're continuing to comply with Government guidance regarding workplace practice so our reception area will not be open to the public before July 2021.

If you'd like to speak to a member of staff or set up a face-to-face meeting in the office, at your home or virtually, get in touch with us on 0808 143 2002 or email [contactus@qcha.org.uk](mailto:contactus@qcha.org.uk)

Once again, thank you for your patience and support at this time.

### HELP US AND YOURSELF STAY SAFE



While we're in your home, please help keep us all safe by wearing a mask and keeping a two metre distance at all times.

*Thank you and please stay safe*



# Queens Cross tenants reap the benefits of the circular economy

**T**enants in north Glasgow are benefiting from an innovative new partnership that is prolonging the life of household appliances and furnishings.



Queens Cross has teamed up with social enterprise Total Homes Co-operative to supply refurbished domestic appliances and household furniture to tenants at a low cost.

The furniture and appliances are rescued from house clearances and brought back to an as-new standard by Total Homes before being distributed to tenants and given a new lease of life.

Goods are delivered within 24 hours, fitted if required, and come with a 12 month warranty.

The new partnership is based on a circular economy model; an economic system aimed at eliminating waste and promoting the continual use of resources through reuse, repair, refurbishment and recycling.

Queens Cross tenant Linda Burton used the new partnership to have a refurbished washing machine delivered.

"When I needed a new washing machine Total Homes delivered and fitted a new one the same day, their service was excellent and the machine is just what I needed," she said.

The two organisations have been working together for two years



and this new closer partnership will now see Queens Cross employ a full circular model for all its house clearance works.

Queens Cross' Director of Property, Enterprise & Regeneration, Rona Anderson said:

"We are all working to reduce our carbon emission over the next few years and a circular economy model is an excellent way of making a contribution to this. Not only is it keeping goods out of land fill it is also providing our tenants with a cost effective way of furnishing their homes with what they need."

Over the past year Total Homes has saved more than 1000 tons of material from Queens Cross house clearances that would otherwise be landfilled.

Total Homes also supply the association with starter packs to help young people entering a tenancy for



Queens Cross tenant Linda Burton

the first time.

Marcus McNeilly, chief executive of Total Homes Co-operative said: "We have an excellent relationship with Queens Cross Housing Association. It's great to see them embrace our ideas and our models which focus on reuse rather than disposal."

Tenants who think they may be able to use Total Homes services should contact their housing officer.

**For more information, visit [total-homes.com](http://total-homes.com)**

# Community projects benefit from new Queens Cross scheme

**F**eeding families during the summer holidays and creating community growing spaces are some of the projects in north west Glasgow that will benefit from a new Queens Cross Housing Association scheme.

Four projects received a share of £15,000 through Queens Cross Connected; a participatory budgeting project funded by Glasgow City Council's Communities Fund and Queens Cross Community Involvement Groups.

The scheme was created to encourage people to come up with ideas for community projects that would have a positive impact in their community. Grass roots organisations rose to the challenge and submitted funding proposals that would promote health and wellbeing in the north of the city.

Participatory Budgeting involves local people voting for the projects they would most like to see receive funding. Voting took place online to decide on these four projects.

**Gathering Ground Community Growing Space** is one of the chosen projects. It will see a community garden created near Applecross Basin that can be used for growing, and a pond to allow for biodiversity & education.

Vanessa Gilpin, founder of Gathering Ground, said: "Our project will have an emphasis and commitment to environmental stewardship, and healthy and connected communities.

"From increased food security to improved neighbourhood aesthetic, community gardens have the potential to improve many areas of community wellbeing and life."

**Learn, Cook, Eat at The Courtyard Pantry** is another successful project, which will see food bags containing fresh ingredients and recipe cards delivered to families during the summer holidays to allow them to cook healthy meals at home.

The project follows the success of the Pantry, managed by mental health charity Flourish House, which

opened in Westercommon in March and has already seen over 600 local residents sign up as members.

Dale Todd, Flourish House's Pantry co-ordinator, said: "Following the Courtyard Pantry's success in Westercommon, we want to encourage people to use fresh, healthy ingredients to give them new easy ideas to get people interested in preparing food from scratch, and to realise how easy and cost effective it is."

Jamie Ballantine, Queens Cross' Social Regeneration Manager, said:

"Participatory Budgeting provides an opportunity to take an active interest in what's happening in the community, it's a great way to back the projects and ideas that interest you and decide where resources should go in order to really make a difference.

"We're delighted that, through Queens Cross Connected, these four chosen projects will make a positive contribution to community health and wellbeing initiatives in north west Glasgow."

The Hamiltonhill Claypits Local Nature Reserve will benefit from the fund.





# THE FOUR CHOSEN PROJECTS



## GATHERING GROUND COMMUNITY GROWING SPACE

Gathering Ground creates food led community spaces where locals and others meet and come together through various engaging activities.

Their Community Growing Space project will see a community garden created near Applecross Basin that can be used for growing, and a pond to allow for biodiversity & education.



## HAMILTONHILL CLAYPITS LOCAL NATURE RESERVE

The Claypits Local Nature Reserve is a community greenspace in the heart of north west Glasgow.

The Garden Shed project will allow the team to carry out planting, habitat improvements, litter picking and basic general maintenance of the area.



## THE COURTYARD PANTRY

The Courtyard Pantry in Westercommon is a membership shop and café providing access to good quality food at a low cost to the community.

Learn, Cook, Eat will see food bags containing fresh ingredients and recipe cards delivered to families during the summer holidays to allow them to cook healthy meals at home.



## COMMUNITY CENTRAL HALL GLASGOW

This fund extended the Neighbourhood Food service, with a further 119 grocery bags and 1830 frozen meals delivered to households impacted by the Covid-19 pandemic.

This project is a partnership between Woodlands Community Development Trust, Community Central Hall Glasgow and Queens Cross.

# Queens Cross named one of Britain's *BEST HOUSING EMPLOYERS*

**Q**ueens Cross was placed 14th on a list of the UK's best housing associations to work for. The association's accolade came from the Best Companies organisation in its annual round-up of the country's best employers.

Results are based on employee feedback across a range of topics including management style, leadership, teamwork, employee wellbeing, opportunities for personal growth and corporate social responsibility. Queens Cross has moved steadily up the scoring criteria in each area over the past year.

The 'Best Companies To Work For' list was first launched in 2001, and has continued to grow and develop employee-employer engagement to improve company performance across industry sectors.

Sophie Morrison has been a Performance and Customer Engagement Assistant with Queens Cross since December.

"I have previously worked across three different industries and with another housing association. Even in the short space of time I've been with Queens Cross what really strikes me is how encouraging my colleagues are," said Sophie.

"They are always open to ideas and keen to have me experience other parts of the business. This has

been particularly helpful for adjusting into a new job while working from home due to current restrictions."

"Being named as one of the best housing associations to work for in the UK is a fantastic achievement for the association and our staff," said Queens Cross chief executive, Shona Stephen.

"The dedication of everyone who works here makes us much more than a housing provider, we are a cornerstone of the local community offering support wherever we can to help make our neighbourhoods one of the best places in the city to live and work."

The association was also named as the 34<sup>th</sup> best company to work for in Scotland.



Sophie Morrison who has been a Queens Cross employee since December said she's never worked in a more supportive environment.





# GLASGOW CODE LEARNING (GCL) IS INSPIRING YOUNG PEOPLE TO KICK START A DIGITAL CAREER

**S**upported by tech company CGI and delivered in partnership with Glasgow Clyde College, GCL offers a pathway of flexible digital skills courses. Applications are open for fully-funded places on intermediate and top level courses in software development and cyber security (SCQF levels 5-7). Whether it's games development or coding, healthcare or tourism, there's a digital career for everyone!

Working in partnership with Glasgow City Council, GCL is welcoming applications from those who meet the criteria for the Scottish Government's Young Person's Guarantee fund. Applicants should be aged 16-24, live in Glasgow, have the right to work in the UK, and are facing barriers to work.

Courses are part-time and 6-12 weeks long. Clyde College deliver a blend of live lectures, practical discussion sessions, individual and group projects. All live, tutor-led sessions are recorded so learners can fit their studies around other commitments.

Learners will receive a student card to access Clyde College's facilities, have access to laptops, software and connectivity, and hear from industry experts on careers available in the Digital Technologies sector.

For more information visit our website -  
<https://www.glasgowlife.org.uk/libraries/glasgow-code-learning>  
- or contact  
[glasgowcodelearning@glasgowlife.org.uk](mailto:glasgowcodelearning@glasgowlife.org.uk)



**FREE** digital skills  
qualifications to  
**turbocharge your  
career or business.**





# THE WAY WE LET OUR HOUSES IS CHANGING

**I**n the last issue of Focus Magazine we told you that we are working on a new way to let our properties which will be introduced by September 2021. We are doing this to make applying for a house easier.

The new system is Choice Based Letting and will be called 'Find My Home'. This means that we will advertise all our empty houses and applicants will be able to note their interest for the properties that they would like to be considered for.

The benefits of our new system are:

- Increased visibility – you can see what properties are available
- Increased choice – you choose what properties to apply for
- Increased flexibility – you can apply and make changes to your application online

## HELP & ASSISTANCE

Many people will welcome the convenience and flexibility of an online system. However, we recognise that some of our customers will require help with this. Our staff will be available to provide advice and when required we will complete the form on your behalf.

## NEXT STEPS

We will continue to update our customers over the coming months. Please check our website or speak to your housing officer for more information.

We'll be contacting all applicants over the next few months to provide further information about what you need to do to change over to the new system.





# Important milestone reached in Making Places project

**P**lans to transform the landscape of Woodside have moved one step closer after detailed designs for the area were agreed.

Following consultation and feedback from local residents, the proposed designs will be submitted as part of a full planning application to Glasgow City Council for approval.

The project will transform the streets, green-spaces, play areas and courtyards of Woodside; creating an attractive, multi-functional green infrastructure network.

This includes renewed pedestrian areas, cycling facilities and routes,

biodiverse gardens and street trees and places for play and leisure.

Queens Cross' Investment Manager Alan Muir said: "Over the last 15 months, the association has reached out residents to ensure that the needs of the local community are identified and met through the Woodside Making Places project.

"Despite significant challenges to the consultation process posed by the pandemic, we have worked hard to ensure residents' voices were heard throughout each stage of the engagement process, and we'd like to thank residents for sharing their views on the designs.

"We are delighted that we have now reached an important milestone if our project planning route-map."

The project design team and local partner Sustrans have also engaged directly with schools, the local growing community, councillors, accessibility groups and users of all ages in order to design positive and community driven change in the Woodside area.

**To see the detailed designs for Woodside, including a fly-through video, have a look at the website – [www.woodsidemakingplaces.org.uk](http://www.woodsidemakingplaces.org.uk).**



# Glasgow cycle firm peddles its way to success from Hong Kong to California



Picture shows: Queens Cross Workspace tenant Ben Cooper demonstrates one of his specialised bikes.

**A specialised cycle manufacturer has broken into international markets from its base in northwest Glasgow.**

Kinetics builds high end tailored folding bikes, recumbent horizontal bikes, electric and cargo bikes from a small workshop in Firhill and sells to customers from Hong Kong to California.

Owner Ben Cooper has been working in the area for seven years and currently builds around 100 bikes every year for clients across the globe.

## **GREAT LINKS TO THE CITY**

“Queens Cross can be overlooked as a place to do business, but it is ideally situated, it has great communication links with the city centre and with the motorway network, it couldn’t be better placed for me,” said Ben.

Now his landlord, Queens Cross Workspace, is looking for more companies to follow Ben’s cycleway to success.

The local economic development

company currently rents out around 80 affordable workshops, offices and retail units. They are now looking to increase this significantly over the next five years to help boost employment opportunities in the area.

Queens Cross Workspace is setting out its plans for growth in a new Business Plan.

## **BRINGING JOBS TO THE AREA**

“Queens Cross Workspace has been helping to bring jobs to the area since 1986 and its Business Plan 2025 outlines how it can continue to build on this success,” said Queens Cross Group, Chief Executive, Shona Stephen.

“Helping to facilitate employment opportunities locally has never been more important as we come out of pandemic lockdown. We have a crucial role to play in helping sustain and create jobs as our community unlocks and starts to recover from the constraints it has been under for the past 12 months.”

A key part of the plan is an outline strategy to identify empty or underused properties that can be converted into office, workshop or retail units, the company will also be looking at vacant land sites for potential new build units.

## **FIVE YEAR PLAN**

“Over the next five years we are committed to expanding our portfolio of properties to attract even more businesses to help address some of the economic inequality the area currently suffers,” added Queens Cross Workspace chair, Ian MacLean.

The plan also makes a commitment to invest in the quality and range of commercial property, to improve environmental standards and provide better connectivity for modern business needs.

**Interested in setting up a new business? Call QC Workspace on 0141 576 0210 or visit their new website on [qcworkspace.co.uk](http://qcworkspace.co.uk)**



# QUEENS CROSS FACTORS IN GROWTH AMBITIONS



Queens Cross Factoring provides property services management for 2500 properties in north and west Glasgow.

**P**lans to grow the number of homes managed by more than 600 have been unveiled by Queens Cross Factoring, one Glasgow's fastest growing property management companies.

QC Factoring has unveiled its ambitious growth plans as part of its new five year Business Plan.

The property services management company has been expanding steadily over the past decade and now has 2500 properties in its care in north and west Glasgow.

It is now aiming for 5% year-on-year growth by targeting suitable new and existing homeowners to highlight the benefits of having Queens Cross as a partner.

QC Factoring is part of the wider Queens Cross Group working to improve local housing, the environment and create a wider range of job opportunities in this part of the city.

"Queens Cross Factoring continues to grow and the next five years will see significant opportunities to both expand our reach and to improve the quality and range of services we offer,

to maximise our impact in the community we serve," said Rona Anderson, Director of Property, Enterprise and Regeneration.

Services provided by QC Factoring include building management and insurance, maintenance of common areas, as well as major repairs projects such as reroofing or stone repairs.

The next five years will also see QC Factoring lead a particular focus on connecting owners into community-led improvements, enabling them to be at the heart of neighbourhood improvements.

"Building successful neighbourhoods needs buy-in from all housing owners whether they be private or housing association owned homes," said Rona.

"Fantastic progress has been made recently in helping to transform our neighbourhoods into places people feel proud to live and work. Queens Cross Factoring will ensure that home owners will continue to have a place at the heart of the transformation."

Through a partnership approach with owners, QC Factoring has

helped protect and retain the primarily tenement type properties central to the historic character of the Queens Cross area. But recently the company has also expanded to take on new build flatted blocks, and shared equity homes.

QC Factoring chair, Cathie Corbett added:

"Our ambition is to be the factor of choice in our area, a trusted and valued community partner. Over the next five years we want to continue to grow as a responsible business which offers true value, to deliver high quality services that our customers are happy with, and to maximise our impact in the Queens Cross community."

## The QC Group

The wider Queens Cross Group includes commercial property arm, Queens Cross Workspace, Queens Cross Housing Association and the Queens Cross Community Foundation, which aims to improve life chances for local people.

# DID YOU KNOW THAT WE ARE HAPPY TO TRANSLATE?

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

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



هل تعلم أنه يسعدنا أن نترجم؟

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

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

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

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

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

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

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

## 您是否知道，我们乐意提供翻译？

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

这可能意味着您无法访问所需的信息和服务。

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

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

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

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

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



Local resident and member Lesley Murray officially opens the outlet with Queens Cross's chief executive, Shona Stephen and Flourish House's chief executive, John Linn.

## Courtyard Pantry signs up over 600 members

**S**ince opening in March, Westercommon's Courtyard Pantry food outlet has signed up over 600 members.

The Pantry, located on Westercommon Drive in the north of the city, is a partnership between mental health charity Flourish House and Queens Cross.

Local people can become members of the Pantry for just £1 and are then able to spend £2.50 in return for food and household goods worth £10-£15 per visit.

Dale Todd is Flourish House's pantry co-ordinator.

"The response we've had since opening from local people has been hugely positive. We have a steady stream of regulars and have quickly established the pantry as a valued local resource," he said.

"Memberships are available to anyone living locally and we've been bowled over by the interest in the short time we've been open."

Stock in the shop is made up of high quality surplus food and household goods from supermarkets and other stores.

Queens Cross Housing Association's chief executive Shona Stephen said:

"This is great example of how we can use our position within the community to identify a need and work quickly

to address that need for the benefit of local people.

"Covid has undoubtedly put more pressure on people, many of whom may have been struggling to start with, so being able to work with Flourish House to give access to fresh, good quality food at a reduced price is a practical way for us to support people who may need a helping hand with everyday expenses.

"The numbers we are seeing coming through the door prove we are helping to address a real need within the local community."

The pantry also houses a café, which offers a limited takeaway service at the moment due to Covid restrictions.

Westercommon resident Lesley Murray is one of the residents to sign up with the Pantry:

"I think this is great initiative it's a really pleasant place to come and shop and is a real community asset."

The Pantry is open on Tuesdays and Wednesdays from 10am-3pm but due to demand Dale added that he was looking at ways of extending opening times.

The project is being funded with help from the Scottish Government's Communities Recovery Fund and Glasgow City Council.

# Queens Cross helping to address child poverty and homelessness

**Being a young parent is challenging for many; being a young parent with limited family support and a low income can be a real struggle.**

**A** new project aimed at helping young parents manage their home and reducing child poverty is helping young families in north west Glasgow.

Thanks to the Scottish Government Homelessness Prevention Fund, Queens Cross has already supported 11 families at a higher risk of homelessness since starting in November.

## MAXIMISING INCOME

The family wellbeing project has helped families maximise their income, access grants to clear debts, identify more suitable accommodation and purchase essential household items.

The project is also providing support with parenting skills and items to engage in fun family activities.

Queens Cross chief executive Shona Stephen said:

“At a time when many people are facing even more hardship due to the pandemic, this project is vital as a contribution to addressing child poverty. We know that homeless people often experienced homelessness in childhood and by providing the right support aim to prevent future homelessness.

“It’s great that we are able to use our position within the local community to identify and help families who will benefit from extra support.”

## CONNECTING FAMILIES

The project has also helped connect families to community activities and wider support networks to reduce any sense of isolation by giving them the tools to get online.

One family, whose home was too small, have appreciated the support they received and said: “Our living conditions were causing added stress which we didn’t need. The service has helped us deal with issues we found difficult like setting up payment plans, accessing grants and looking into moving to another flat.

“We were also grateful to receive an electronic tablet which allows us to have video calls with health professionals and link in with online community activities through Zoom.”

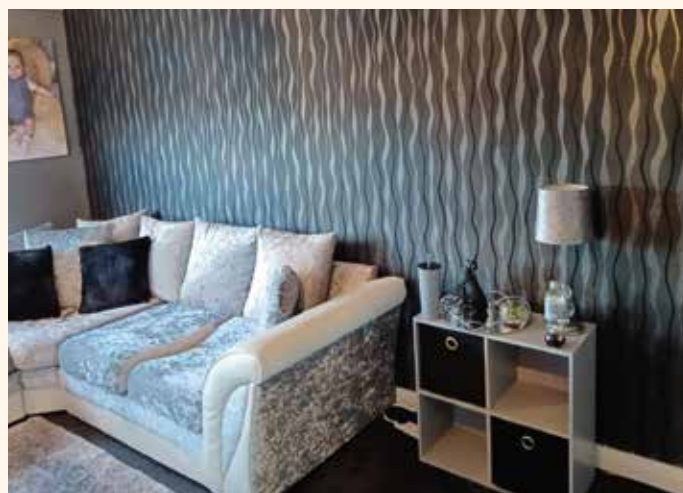
Eleven housing association projects across Scotland have benefitted from the fund managed by the Scottish Federation of Housing Associations.

## MORE THAN A PLACE TO LIVE

Housing Minister Kevin Stewart welcomed the fund:

“Housing associations offer so much more than places for people to live – they support tenants through a range of services, from financial and employment advice to linking up with health and social care services.

“This fund is a key step forward in joining up services and making sure that everyone in Scotland has a safe, warm place to call home.”



Young families at a higher risk of homelessness have been helped by the family wellbeing project.



# Older residents enjoy EASTER 'HIGH TEA'

**N**early 200 older tenants enjoyed a treat box at Easter thanks to a project involving the Garscube Community Foundation, the Courtyard Pantry and Queens Cross.

Concerned about the impact of Covid restrictions were having on some of our elderly residents, the project aimed to reach out to older residents with a small gesture intended to lift people's spirits after a difficult year living under physical and social restrictions.

The kitchen team at the Courtyard Pantry made up beautiful treat boxes which included a sandwich, cupcake and chocolate. These boxes were then delivered straight to residents' doorsteps for them to enjoy over Easter.

Jamie Ballantine, Social Regeneration Manager at Queens Cross, said:

"Combatting social isolation

and loneliness has been a clear priority for the Association during the pandemic, and we have all been supporting people remotely as best we can. Indeed, many of the online activities we have been offering during the pandemic have been designed to create opportunities for human connection and friendship.

"However, there's nothing quite like receiving a gift at your door to cheer you up! So we were happy to help the Garscube Community Foundation implement their plan, and seeing residents delighted with their doorstep deliveries has been heart-warming for us all."

One resident was delighted to receive her treat box: "I can't believe everything Queens Cross has done for us, this has helped me get through the tough times during lockdown"

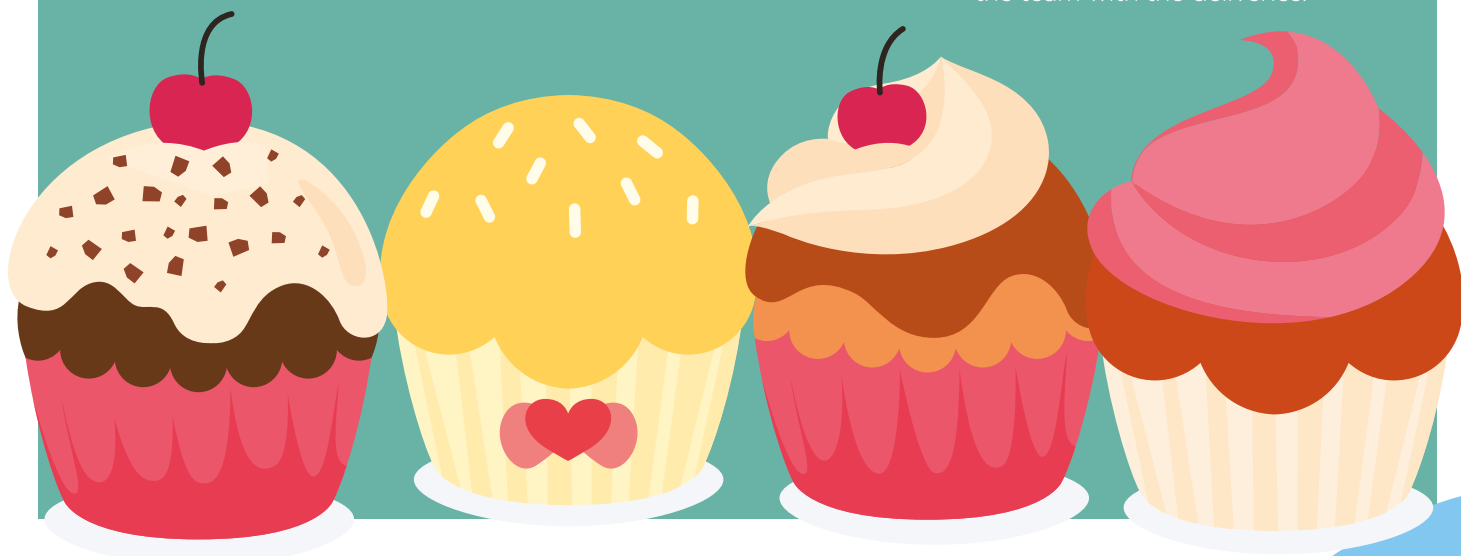
Another said: "This has really cheered me up, thanks to everyone for arranging and doing this for me



May McSharry receiving her high tea.

and the other tenants, especially considering everything that's going on just now."

Special thanks to Clay Community Church who assisted the team with the deliveries.



# GALA DAY ON HOLD FOR 2021

**W**e're very sorry to let all our community neighbours and friends know that we won't be holding the Queens Cross Gala Day for the second year in a row.

The event's usually held in August and, with Covid restrictions still in place in Glasgow, we need to put everyone's safety first.

But we do aim to be back in 2022 with the best Gala Day ever! It's a time to celebrate all of the positive things about our communities and to bring people together for a fun day out.

*Interested in outdoor and online activities? Join us!*

We can't arrange a large event but there are lots of smaller free events you can take part in.

If you are looking to increase your step count and meet others for a chat outdoors, why not join our weekly walk and talk groups? There is always something new to see. Two deer were recently spotted around the new Claypits Nature Reserve!

We've had cycle and trike tester days recently and our Weekly Mindfulness Sessions and Mindful Art Classes are open to join on Zoom.



If you would like to find out more or give an activity a try, contact our social regeneration team on Facebook @QCHAcmmunities, call us on 0808 143 2002 or email [socialregeneration@qcha.org.uk](mailto:socialregeneration@qcha.org.uk)

## Smoke and heat alarms to meet new standards

**T**he Scottish Government expect all homes in Scotland to meet a new fire safety standard by February 2022.

Landlords and home owners have until then to meet the new standard that requires every home to have:

- one smoke alarm in the room most frequently used for general daytime living
- one smoke alarm in every circulation space on each storey, such as hallways and landings
- one heat alarm in every kitchen
- all smoke and heat alarms to be ceiling mounted
- all smoke and heat alarms to be interlinked.

### MULTI-STOREY BLOCKS FIRST

Estate caretakers and handyperson teams have been trained on the new interlinked alarms and our multi-storey blocks are the first to receive the new system.

Tenants living in Cedar and Dundasvale blocks can arrange an installation appointment by contacting the caretaker service through the intercom system or by calling the association on **0808 143 2002**.

Westercommon multi-storey homes had the new alarm system installed during recent improvement works.

### YOU'LL HEAR FROM US

The handyperson team is starting work in the Queens Cross neighbourhood. We'll write to you in advance when the team is in your area.



### BOOK A FIRE SAFETY VISIT

We continue to work in partnership with the Scottish Fire and Rescue Service and can arrange for a fire safety visit where you'll get excellent advice.

You can arrange a free fire safety visit by calling **0800 0731 999** and they will visit at a time that suits you.

For more information on the new Scottish Government standards, visit **[www.gov.scot](http://www.gov.scot)**

If you have any concerns about the existing alarm in your home, contact us on **0808 143 2002**.



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



# LIBBY MCARTHUR

Our columnist and charity patron.

## WHAT WE DESERVE

**I**t's often said that we get the face we deserve ...I don't know about that, I don't imagine there is some big off planet judgey deity doling out faces. I do though believe we get the stories we deserve. As in we get the stories, we allow ourselves to live with. I believe there is a collective consciousness. It's a wee bit like you've never known anybody with the name Fergus, so that's what you call the new wean. It'll be dead special. Until he goes to nursery and there in front of you is another five Fergus stickers on the wee coat hooks!

I recently had the great privilege through the charity Streetcones, the organisation that I'm working for who are committed to constructing a path to change through the Arts, to have a one-to-one with the extraordinary Karyn McCluskey. She's the CEO of Community Justice Scotland and a co-founder of the internationally renowned Violence Reduction Unit. This is an excerpt from her recent online diary entry:

**"I'm working with people from all areas including the prison service, local authorities, third sector and the Scottish Government. We try to chip away at the problems but often without getting to the heart of the**

**solutions. We have to focus on the short term right now – but know that real change will only happen when we address the age-old problems of inequality and injustice. I remind myself every day that I believe we can."**

She is so impressive – the video can be seen on Facebook and the link is below.

From her early years as an A&E nurse, then as a forensic psychologist working for Strathclyde Police, she has been trying to get to the core issues of why we here in Glasgow live with violence, especially knife crime.

Karyn was telling me that seeing so many men in gangs with scars across their faces was deeply frustrating because whether they are the 'chibbed' or 'chibee', they are classed as violent men and this will affect chances for work and marriage for the rest of their life. As people will assume he has the face he deserves.

My grandfather was a bouncer in the Palais in the East End of Glasgow in the thirties, when Jimmy Boyle's dad was running with the razor gangs. I used to think when I heard these stories that it all went back to the Highland Clearances and poor old Glasgow town, being left to cope with so many desperate men and

their families barely being able to find enough work to live.

One of the slogans Karyn has used is, "The best way to stop a gun, a gang, or a knife is a job!" The terrible term the Glasgow kiss always makes my heart sink as I honestly believe Glasgow to be one of the friendliest cities in Europe and being friendly is a really sophisticated way to be! We Glaswegians take this too much for granted and it's only when you hear visitors remark on how we naturally engage with folk, even when they are strangers, that we realise it's quite special.

The time I spent with Karyn makes me believe in the same way, we're all responsible for each other. She's someone who believes in hope. When asked how she imagined things might change, during one of her talks recently, she quoted an American writer Adam Gopnik who said:

**"By the intervention of a thousand small sanities."**

Link to video interview with Karyn McCluskey – <https://www.facebook.com/streetcones>

# CAFÉ CONVERSATIONS SUCCESSFULLY HELD WITH TENANTS

**O**ur series of virtual catch-ups in May with residents proved successful. Chief Executive Shona Stephen hosted the chats to discuss issues important to tenants – covering topics such as what makes a good neighbourhood, how you feel about the quality of your home and what value for money means to you.

It was a great way for tenants to catch up with each other and find out their views and ideas. Everyone attending received a goodie pack complete with a teacup, tea, pens, paper and a sweet treat so we could

all have a cuppa together!

The feedback from attendees has been very positive: “The staff were willing to listen and inform us in an informal way. Everyone had a chance to have their say.”

“I’ve been very impressed with Queens Cross and its interaction with tenants.”



“I really enjoyed it and it was very enlightening seeing how money is spent and how decisions are made.”

But we’re not done there! We want to hear from you what topics you would like to discuss in future sessions. So, why not get in touch, as we would love to hear what topics you might like to discuss.

Get in touch with our Customer Engagement Officer, Kirstie McLean, at [kmclean@qcha.org.uk](mailto:kmclean@qcha.org.uk) or call us on **0808 143 2002** to share your ideas or to find out more about volunteering opportunities at Queens Cross.

## Walking through history

**S**eeing the best of north west Glasgow and finding out its history – what better way to spend a Wednesday afternoon?

That’s what visitors of our usual weekly walk and talk group were treated to, as they found out more about the origins of the Mackintosh Church.

They were joined on their walk by Tommy Clarke from the Mackintosh Society, who taught them more about the Church’s history and showed them work and murals around the area inspired by Charles Rennie Mackintosh.

The Mackintosh Church escaped demolition in the 1970s thanks to local people campaigning against plans to knock it down for a new road network.

In 1977, the Charles Rennie Mackintosh Society stepped in to save the building; negotiating a 21 year lease from the Church of Scotland.

In 1999, the Society was then able to buy the Church thanks to a generous donation from Dr Thomas Howarth.



We run weekly walk and talk sessions every Wednesday and Thursday. They take in the best of the north west and west end such as the Forth & Clyde Canal, Hamiltonhill Claypits Local Nature Reserve and Kelvingrove.

FIND OUT HOW YOU  
CAN TAKE PART ON OUR  
WEBSITE –  
[QCHA.ORG.UK/](http://QCHA.ORG.UK/)  
WHATS-ON



# Try online mindfulness and relaxation

**J**oin us on Zoom on Thursdays from 11am-12pm to meet mindfulness tutor Judy, who will take you through some commonly used mindfulness and relaxation techniques and practices designed to help reduce stress and promote better wellbeing. Sessions will resume on July 29.

## PARENT AND TODDLER OUTDOOR SESSIONS



Propagate and Froglife will be working together to provide 10 weeks of outdoor gardening, nature and craft sessions at Woodside Community Garden. These fun activities will help the group learn about wildlife, growing and nature. A maximum of 10 family groups will be able to attend. **Booking is essential.**



## BOOMERANG WOODWORKING



Take part in **FREE** weekly learning woodwork workshops with recycled timber

**Wednesday 7th July - Wednesday 22nd September**  
1-4pm at 73 Chapel Street, Glasgow, G20 9DB

**TWELVE FREE PLACES AVAILABLE**

**Interested?** Email [socialregeneration@qcha.org.uk](mailto:socialregeneration@qcha.org.uk)  
or call us on **0808 143 2002**

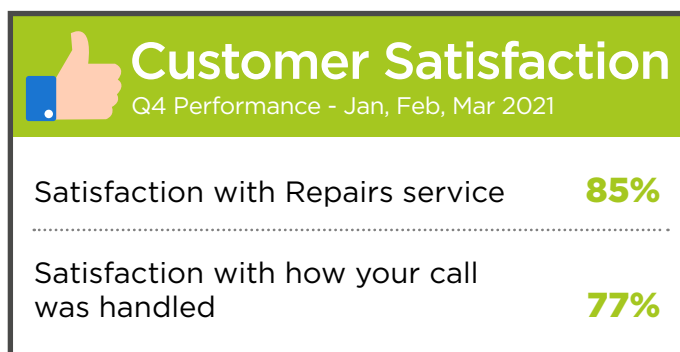
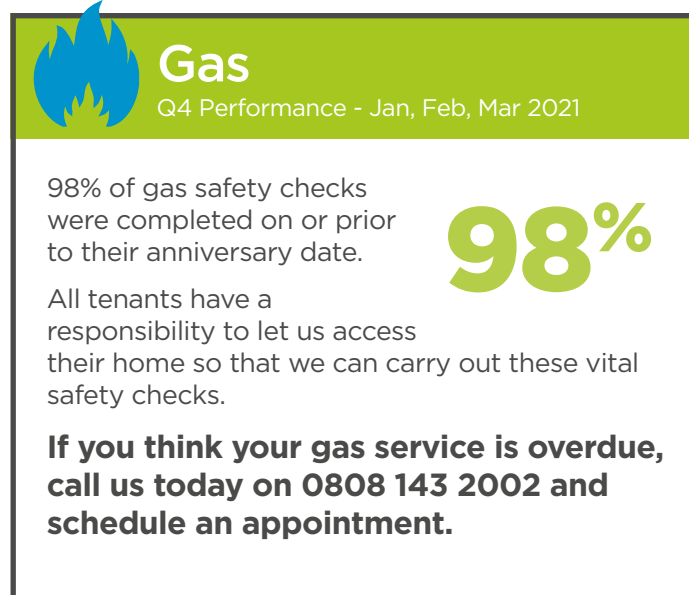
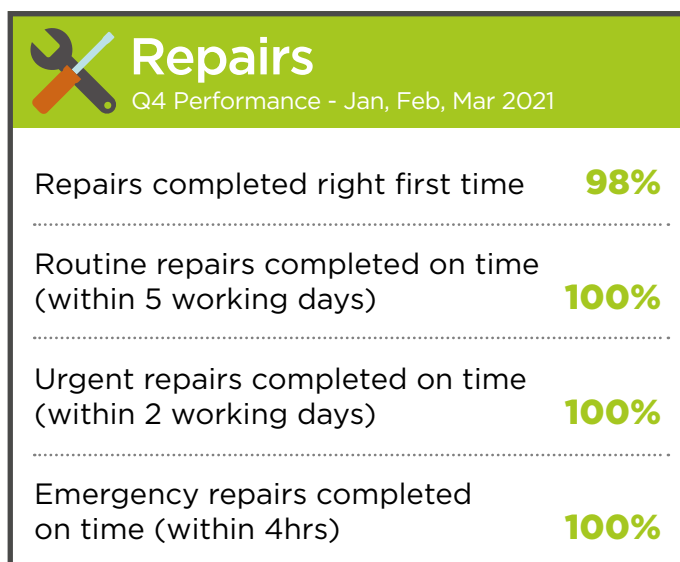
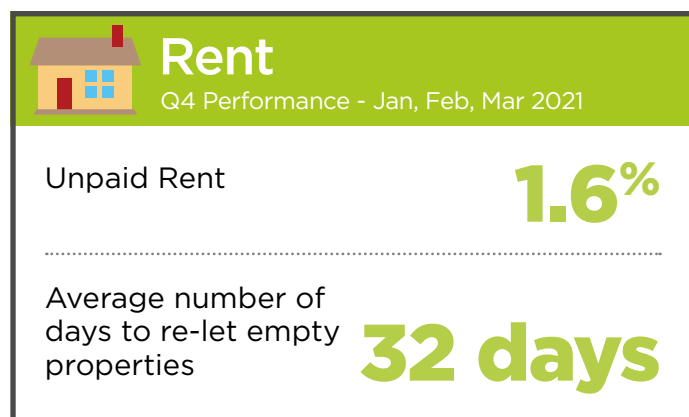


To find out more about these events or to book your place, call our social regeneration team on **0141 589 7435** or email [socialregeneration@qcha.org.uk](mailto:socialregeneration@qcha.org.uk).

# 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: 1<sup>ST</sup> JANUARY TO 31<sup>ST</sup> MARCH 2021



There was a drop in repair satisfaction levels from the previous quarter. We continue to work closely with our contractors to focus on areas of dissatisfaction based on the feedback we receive from customers direct and from the Customer Contact Centre who help identify areas of the service that can be improved. During Q4 quarter, we were only able to complete essential

repairs due to Covid restrictions, which we believe has had an effect on satisfaction. As lockdown restrictions have eased, we are working to clear the non-essential repairs backlog and are getting closer to delivering a full repairs service.

Thank you for the feedback you give us. Without it, we wouldn't know how our services are doing.



# Your services, **your say**

## Complaints

In January, February and March 2021 we received **89** 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

**44%**

39 complaints upheld

**18%**

16 complaints partially upheld

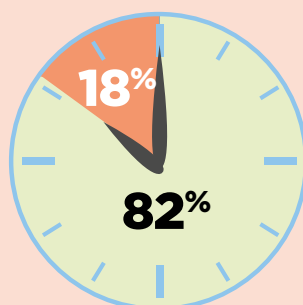
**31%**

28 complaints not upheld

**7%**

6 resolved

### Complaints responded to within timescales



73 complaints responded to within timescale

16 complaints responded to outwith timescale

## Compliments

We received **17** compliments from customers from January-March 2021.

Here are some of the things customers said:

**"Thanks to Seamus the caretaker. He does a great job around the area. The bin area and car park are spotless. He's always cleaning or fixing something. The man never seems to sit down. He always says hello, is never rude, always polite and courteous."**

**"I would like to express gratitude and thanks to Jackie Flannery for the outstanding service provided. Jackie provided excellent customer service, and I am delighted with not only the service but the benefits of Jackie's advice."**

**"I would like to compliment Amanda from the Contact Centre. I have an ongoing problem with water ingress from a pipe in bathroom ceiling, she was really very nice and helpful and kept me informed. I think she deserves a pat on the back, it is so nice for someone to be pleasant."**

## Learning from complaints

Overall areas for learning from Q4:

- ✓ Further staff training to be given on recognising complaints
- ✓ Review the communication that is issued to new tenants as part of the mutual exchange process

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

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

qcha.org.uk

queenscrosshousing @queenscrosssha

0808 143 2002

contactus@qcha.org.uk

45 Firhill Road, Glasgow, G20 7BE

# COMMUNITY MURAL TO BE UNVEILED IN WOODSIDE

**A** community mural celebrating equality and diversity will be unveiled in Woodside.

The mural will be installed on the gable end at the intersection of St George's Road and Garscube Road – with the aim to have it completed over summer.

Online consultations have taken place with local residents to get their views on what type of design they would like to see for the mural.

The project will also invite local schools to share their design ideas that capture equality and diversity.

The new mural is part of Queens Cross' community opportunities project, and has been made possible thanks to the Scottish Governments Investing in Communities fund.



Queens Cross are working with Co-Wheels to provide car hire to local residents.

## Pay As You Go Car Hire



Call us on 0808 143 2002 or visit [co-wheels.org.uk](http://co-wheels.org.uk) to find out more.



# Download the Queens Cross app

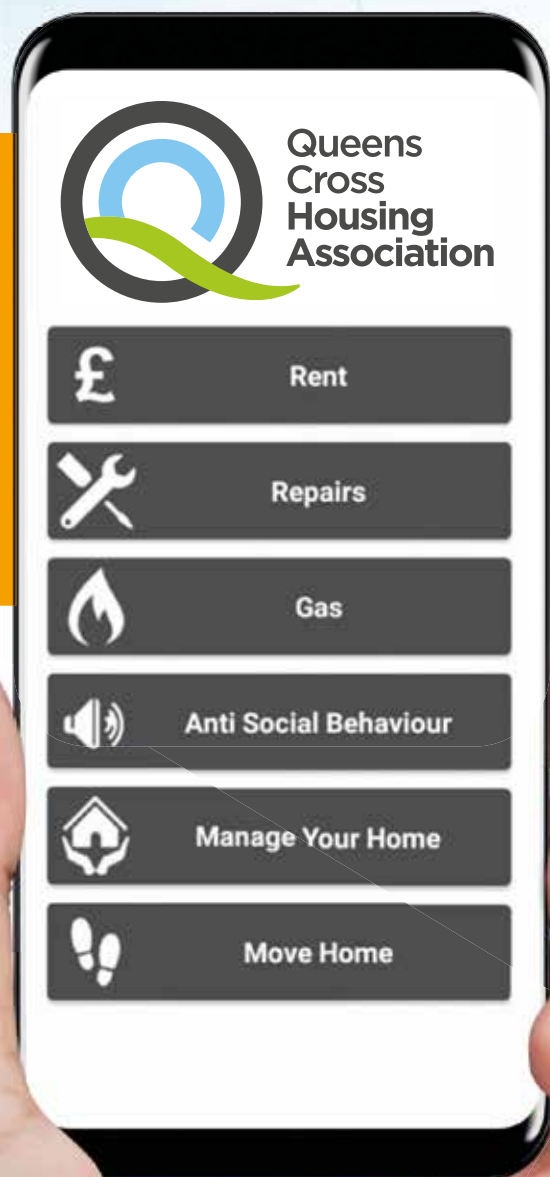
- 📱 Report and track repairs
- 📱 Check your rent balance and pay in to your account
- 📱 Report anti-social behaviour
- 📱 Update your personal information
- 📱 Make a complaint or compliment.

To set up an account you'll need:

- 📱 Your name
- 📱 Your date of birth
- 📱 Your tenancy number (you will find this on the enclosed letter about the rent increase)
- 📱 An email address
- 📱 A new password

After that, you'll just need your email and password to log on.

Download now from the App Store or Google Play to get started.



# Holiday food programme helps local families

**C**hildren and families enjoyed nice meals, sweet treats and fun activities over Easter thanks to Queens Cross' holiday food programme.

Tenants registered with our youth service received an Easter activity pack complete with delicious food and treats as a result of funding from Glasgow City Council.

Almost 100 young people received arts and crafts sets to make their own Easter bonnet kits at home and they also got to take part in a treasure hunt organised by the association.

Egg shaped designs were placed in various locations around our four neighbourhoods, with the three children to find five or more designs winning a small prize.

"Thank you for the Easter food hamper, which came at a crucial time when I was low on money. It helped see me and my two boys through until I got paid," said one recipient of the programme.

"Thank you seems such a small thing to say when such large acts of kindness and thoughtfulness are shown."

P&D Scotland kindly donated a selection of Easter eggs to young people registered with our QC Wellbeing Service and families with children receiving assistance from the neighbourhood food service – who may not have received an egg at Easter time.



## NEW PLANTERS THANKS TO P&D SCOTLAND



**B**ig thanks to P&D Scotland, who kindly donated and constructed new planters at the Courtyard at Westercommon.

The planters are starting to bloom with summer fruits; strawberry and

gooseberry plants spotted with room for more to be planted over the growing season.

We hold weekly drop-in sessions at our growing spaces at Dundasvale, Westercommon and Woodside and everyone is welcome to join.

Get in touch with our social regeneration team if you'd like to get involved or find out more – **0141 589 7435** or **socialregeneration@qcha.org.uk**.





# TRYING ALL BIKES WEIRD AND WONDERFUL

**L**ocal residents got to try their hand at bikes, trikes and tandems at a cycling pop-up event in Westercommon.

The taster session, held by Free Wheel North and Queens Cross, was designed for people of all ages and abilities to try out two and three wheel bikes.

The three hour event saw residents old and young attend and have a go. One parent was pleased that her son was able to try out a bike for the very first time:

“Due to his disability my son has never been able to get on a bike. He was absolutely delighted to try out the trikes and adapted bikes.”

Another local resident said: “Living in the flats during lockdown, you are limited in what you can do and where you can go. This event has given everybody a wee boost.”

More taster sessions are planned for the future. Keep an eye on our dedicated events Facebook page ‘QCHA Social Regeneration’ for more information.



## ENERGY SAVING IN NORTH WEST GLASGOW



Queens  
Cross  
Housing  
Association

**Thanks to funding from Energy Redress we are now able to offer a fantastic energy advice service.**

**Our Energy Advisors can help with the following:**

- Reducing your energy costs
- Understanding your fuel bill
- Confirming who your supplier is and help setting up a new account
- Handling energy complaints
- Uncapping your gas supply
- Managing fuel debt
- Comparing energy tariffs & help with switching suppliers
- PLUS any other energy issues

**If you would like an appointment please call 0808 143 2002 or email [contactus@qcha.org.uk](mailto:contactus@qcha.org.uk)**

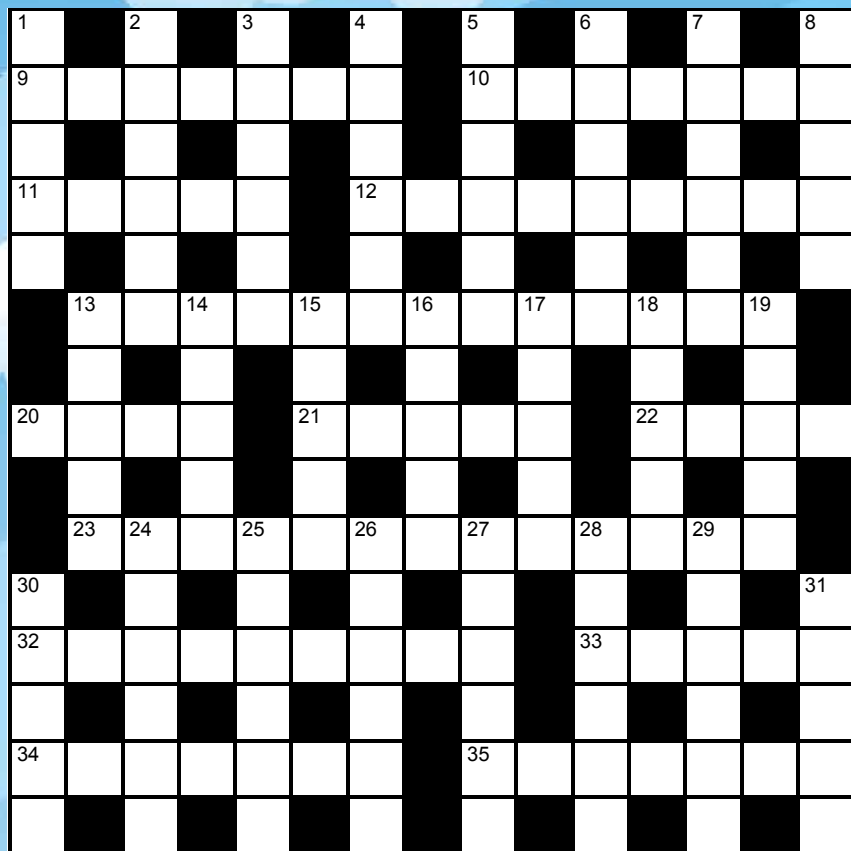
Funded by the Energy Industry Voluntary Redress Scheme  
[www.energyredress.org.uk](http://www.energyredress.org.uk)

In partnership with



# Feeling Puzzled?

## Crossword



## Across

- 9 Photograph taken at very short range (5-2)  
 10 Kind of illusion (7)  
 11 Relating to sound reproduction (5)  
 12 Holy Communion (9)  
 13 Dog with wavy silky hair (6,7)  
 20 Leg joint (4)  
 21 Graded (5)  
 22 Wife of one's uncle (4)  
 23 Reflection (13)  
 32 Doctor (9)  
 33 Cost (5)  
 34 Typical (7)  
 35 Petite (3-4)
- Down
- 1 Fragment (5)  
 2 Black magic (6)  
 3 Make over (6)  
 4 Become visible (6)

- 5 Steel boot reinforcement (6)  
 6 Filter (6)  
 7 Operational (6)  
 8 Vigorous attack (5)  
 13 Sarcastic doubter of sincerity and merit (5)  
 14 Unsoiled (5)  
 15 Strange and mysterious (5)  
 16 Organisation (3-2)  
 17 Per --- ad astra (R A F motto) (5)  
 18 Resident of e.g. Basra (5)  
 19 Russian revolutionary leader (5)  
 24 One-fifth of the atmosphere (6)  
 25 Ethnic (6)  
 26 Posted (6)  
 27 Yearner (6)  
 28 Warning (3-3)  
 29 Source (6)  
 30 Atomize (5)  
 31 Conical tent (5)

## Sudoku

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

## Spot 10 differences



Crossword answers on page 3



# 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](mailto:info@qcgroup.co.uk)  
Website: [www.qcfactoring.co.uk](http://www.qcfactoring.co.uk)

For all our offices,  
call 0808 143 2002

Email:  
[contactus@qcha.org.uk](mailto:contactus@qcha.org.uk)

Website:  
[www.qcha.org.uk](http://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.

## HOLIDAY CLOSURE

We will be closed on Friday 16 and Monday 19 July for the Glasgow Fair weekend. For emergencies during this time, call us on 0808 143 2002



## 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](http://www.glasgow.gov.uk)

