



Queens
Cross
Housing
Association

qcha.org.uk

focus

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

WINTER 2021

FIGHTING POVERTY & IMPROVING LIVES

Relaunching Queens Cross Community Foundation P6

Find My Home
Making applying for a home easier P10

**Free bulk uplift for
QC tenants**
New service launched P11

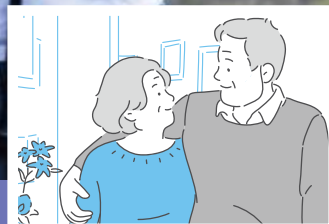
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Exciting times at Queens Cross

Welcome to our winter Focus magazine, bringing you the latest news, association services and events happening in your area.

QUEENS CROSS COMMUNITY FOUNDATION RELAUNCHED

Fighting poverty is one of the key aims of Queens Cross Community Foundation, formerly the Garscube Community Foundation.

The new look charity has set out a four year plan with a tight focus on helping those in greatest need in north west Glasgow.

It has been supporting local people and organisations in the Queens Cross area since 2004 and over the past five years has distributed more than £100,000 to local causes. See what's changed on **page 6**.

FIND MY HOME

We've launched a brand new lettings service, Find My Home, which makes applying for a house with Queens

Cross easier than ever before.

Our vacant homes are advertised on findmyhome.org.uk every Wednesday and are updated every week.

See **page 10** to find out more about the service.

FREE BULK UPLIFT SERVICE LAUNCHED

Queens Cross tenants can now call on a free bulk up lift service.

We've joined forces with Total Homes Co-operative, an environmental organisation specialising in reuse and recycling, to offer the service on a six-month trial basis until March next year.

The new service is a direct response to the potential upsurge in fly tipping anticipated on the back of Glasgow City Council introducing a bulk uplift charge. Find out how you can claim a free bulk uplift on **page 11**.



PUTTING ALMOST £1 MILLION IN RESIDENTS' POCKETS

Our six strong Financial Inclusion Team offers welfare rights, financial and energy advice to all local people, not just tenants.

As a result of the team's hard work during the pandemic, local people are now getting almost £1 million more in their pockets. We've got tips and advice for saving money this winter on **page 16-17**.

I hope you all have a wonderful festive season.

Shoua Stephen
Chief Executive

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CHOOSE TO LIVE HERE, CHOOSE TO WORK HERE

New video promotes Queens Cross

A new short video is in production to promote Queens Cross as a great place to live and work to potential residents, local people and investors.

The Queens Cross Group of companies are working with local, city and national partners to bring employability, training and new housing to the area. Creating a green and clean environment is also high on the agenda.

Fronted by RCS (Royal Conservatoire Scotland) acting student and local resident, Brian McKigen, the video will be available on our website and social media in November.



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NEW GUIDANCE ON MAKING APPOINTMENTS AND VISITING OUR OFFICE

As we come out of a long period of office closures we want to make sure that you receive the service you need when you need it.

Here's a guide to help you get the best service possible over the next few months.

NEED AN APPOINTMENT?

If you need to see or talk to a housing officer, a financial advisor, or any other staff member, contact us first to make an appointment.

Our staff are out and about in the community, working on a wide range of service requests or taking calls and won't be able to see you if you drop in to the office.

So it's best to get in touch with us first.

OFFICE OPENING HOURS

Our main office on Firhill Road is now open on:

- Monday 10am – 12pm
- Wednesday 2pm – 4pm
- Friday 10am – 12pm

The office is open for pre-arranged meetings, general enquiries and to let you pick up forms and other information that you might need.

But, if you can, please call us first so that we know to expect you and have time to prepare what you need.

All other offices, including The Courtyard, Westercommon, remain closed for the time being.

HOW TO GET IN TOUCH

We really appreciate your co-operation with these new arrangements.

They'll help us to help you and other customers get a good service when you need it.

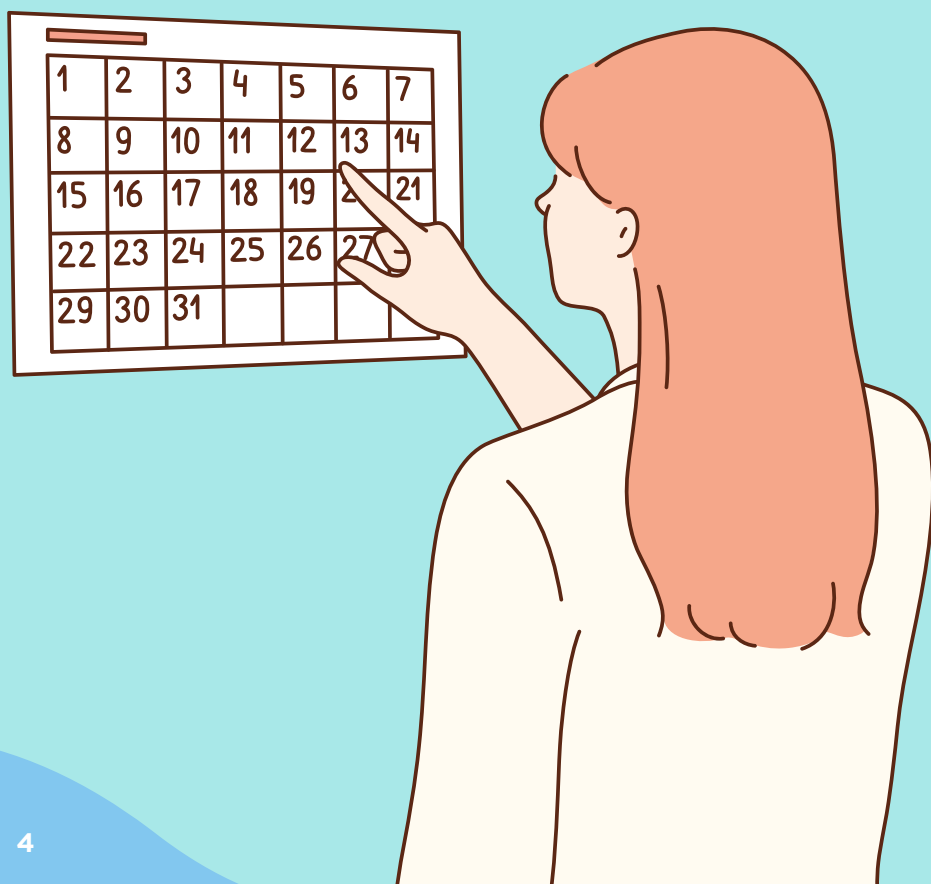
So, if you want to make an appointment, have a question or service request, you can:

- Call **0808 143 2002**
 - Email **contactus@qcha.org.uk**
 - Visit **qcha.org.uk/contact-us**
- or
- Download the **Queens Cross app**.

You can use the Queens Cross app to report and track repairs, check your rent balance, report anti-social behaviour, update your personal information and lots more.

To get started, download the app from the App Store or Google Play and enter your name, date of birth, email address and tenancy number. If you don't know your tenancy number, call us and we'll let you know.

Thank you for your help and co-operation.





Transforming Neighbourhoods in Woodside



Woodside Making Places was launched to bring ambitious and exciting environmental and placemaking improvements to pathways, greenspace and public spaces in and around the area.

Making the local environment more attractive and useable for the local community; orchards, growing space, play areas, trees, flowers and new transport connections are just some of the features we hope to begin creating in autumn 2022. During our consultations, residents spoke of their desire to see improved streets, green spaces and more accessible routes to make it easy to travel in and around Woodside.

Community consultation has shaped the design every step of the way and our landscape architects have drawn up detailed designs that have been submitted to Glasgow City Council for planning permission. You can view the most up-to-date plans, showcasing the future of Woodside, at woodsidemakingplaces.org.uk or scan the QR Code (right).



WE WANT THE IMPROVEMENTS TO WORK FOR YOU

This year, many of our consultations have had to take place online. As we get closer to construction work starting next year, we'll be holding more events and meetings in the community so you can hear more about the plans and share your views. We'll keep you up-to-date on the latest developments of the project.

Date for your diary

We'll be holding a series of information sessions in the New Year so we can talk to you about the improvement plans. Join us on **Wednesday 26th January 2022** for a hot chocolate and a chat in the new Community Facility at 65 Cedar Court.

Queens Cross charity relaunches to fight poverty and improve lives

Fighting poverty is one of the key aims of the Queens Cross Community Foundation, formerly the Garscube Community Foundation.



The new look charity has set out a four year plan with a tight focus on helping those in greatest need in north west Glasgow.

It has been supporting local people and organisations in the Queens Cross area since 2004 and over the past five years has distributed more than £100,000 to local causes.

It provides grants to support community projects, voluntary organisations and individuals living in north west Glasgow.

Patron of the Foundation is actress and local resident Libby MacArthur:

‘This is a new chapter for the Foundation. Being part of the wider Queens Cross Group will give us access to resources and expertise that will help us support even more community groups and individuals in the years to come,’ she said.

The Foundation currently operates two distinct grant giving mechanisms. The Community Chest Fund for individuals age 25 and under; and the Small Grants Scheme, for groups and individuals in the local community to fund their activities.

Chief Executive of Queens Cross Group, Shona Stephen said:

‘Our grant giving is directly targeted at challenging poverty and changing lives. For example, there is a clear link between educational attainment and participation in extra-curricular activities.’

‘Helping to give disadvantaged local children access to something new, or learning a new skill, helps build confidence and shows young people what they are capable of.’

Through the Small Grants Scheme pupils from High Park Primary School were supported on a trip to Paris.

Headteacher Wilma O'Donovan said:

‘Without this funding many of the pupils would not



(LtoR) Emmanuella Davise, Precious Oparinde and Christelle Tchouta-Yomba from the BJO Amara Association Pipe Band. Recruited from young women refugees from Sierra Leone, the Queens Cross Community Foundation donated bagpipes to the band.

have been able to attend this residential trip, and they would have missed out on an educational trip that will open their minds to endless possibilities.’

As well as a rebrand the charity has launched a five year business plan with the aims of improving life opportunities, enhancing wellbeing and challenging poverty in the local area.

To find out more about the Community Foundation and how to apply for grants, visit qcfoundation.org or call us on 0808 143 2002.

RENT CONSULTATION 2022/23

WE'LL BE IN
TOUCH IN
NOVEMBER

In November the Association will write to all tenant households, asking you to complete a rent consultation survey.

We're aware of the pressures on people's incomes this year, especially with energy costs on the rise. The Association also has increasing costs for building

maintenance, labour and construction costs.

Our aim is to balance those things out as best we can.

Our Board want to hear from as many people as possible. So please complete the consultation form either on paper or online when you hear from us.

Good to be back

After too long a time, it was good to be back in the same room with around 50 Association members and staff enjoying the chance to meet up again at the 45th AGM in September.

With Covid's impact on services a big theme for the night, we were also able to thank Marilyn Clewes for her long standing service as a Board member and Board Chair.

Though she is standing down, Marilyn intends to stay involved and will join our scrutiny group, the Residents Task Force soon. See her views on taking part in her local community below.

MARILYN ASKS US TO MAKE CHANGE HAPPEN



Marilyn stepped down as Board Chair but will join the Residents Task Force to help the Association continually improve services.

Describing her final year as Chair as one of 'unexpected and monumental change', Marilyn Clewes recognised the transformation that's taken place since she first took her place at the Board table in 2007.

She thanked her fellow Board members for their support, recognising that the Board is 'much stronger and more confident than when I joined, with the governance of the Association now in an excellent place.'

With Queens Cross Workspace now part of the Queens Cross Group, she said that the Group companies will 'work together to create more employment, training and business opportunities for local people'.

She closed her presentation with a message for Queens Cross residents:

'One message I would like to leave with you tonight is that Queens Cross is **your** housing association.

'While staff are putting a lot of focus on creating more opportunities to involve local people in the Association's work, things can only really change if it's your voices they hear.

'Like me, you can make change happen for the better.'

SERVICE DELIVERY OVER COVID



Around £240,000 in extra funding from Scottish Government, the Lottery and Glasgow City Council meant we were able to set up a new food delivery service, Courtyard Pantry and a new support project for young families.

Association Chief Executive, Shona Stephen, looked back on a year like no other.

The global pandemic meant major service changes had to be made to keep tenants and staff safe with meetings and communication moving to telephone and online very quickly.

There was continuity however: Board and Community Involvement Groups continuing to meet; estate caretaking, handyperson and Wellbeing services adapted but stayed in close touch with customers; extra funding was gained for food delivery projects and to set up the new Courtyard Pantry.

Throughout the year service performance was maintained and customer feedback surveys, online Café Conversations and consultations meant that open communication was prioritised.

Around 50 Association members and staff enjoyed the chance to see each other again at the 45th AGM in The Courtyard, Westercommon.



FINANCE ASSURANCE AND CHALLENGES AHEAD

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

While this was good news given a difficult year for all businesses, Neil Manley, Director of Finance and Corporate Support, talked to members about risks and uncertainties as we move in to a post Covid period.

A demand spike for construction and imports is already seeing some dramatic increases in prices that is having an effect on our investment and new build programmes like Hamiltonhill.

The Association wants to keep rents affordable while working through these budget issues. So getting good value for money, good procurement and maximising the impact on investment are all critical in coming years.

NEW BOARD CHAIR, ANDREW BURNS

Andrew Burns has been formally appointed as the Association's new Chair.

Andrew has been a Board Member for five years and will hold the Chair position for the next three years.

A huge welcome and congratulations Andrew. Thank you for stepping up to this important role.



Andrew Burns is the Association's new Chair

HELP US
TO HELP YOU

GET INVOLVED

The Association's always looking for enthusiastic people with a passion for making a difference to Queens Cross communities.

You can start by becoming an Association member or joining a Community Involvement Group (CIG). You may be interested in joining our scrutiny group to help us improve services or want to sit on our Board of Management.

If you or anyone you know is interested in finding out more about volunteering with the Association, pass their details to Customer Engagement Officer, Kirstie McLean, and she'll be happy to talk to you.

Kirstie can be contacted by email on kmclean@qcha.org.uk or by calling 0808 143 2002.



Customer Engagement Officer, Kirstie McLean, can tell you all about memberships and volunteering at Queens Cross.

FIND MY HOME



Find My Home is the Association's brand new lettings service, which makes applying for a home with Queens Cross easier than ever before.

Visit findmyhome.org.uk to complete a housing application and get started. You must be registered on **Find My Home** to be considered for housing.

Our vacant homes are advertised on **findmyhome.org.uk** every Wednesday and are updated every week.

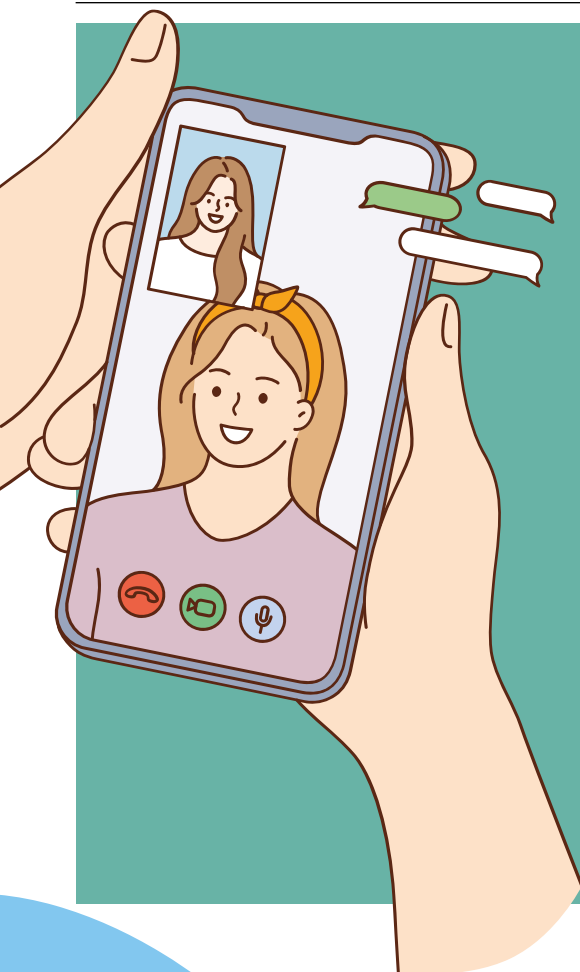
If you're interested in any of our properties – you can note your interest by placing a bid. This gives you greater choice about where you would like to live within Queens Cross' communities.

When the advert ends the following Wednesday at 12

noon, we receive a list of everyone who has placed a bid for the property. The property is then allocated to the bidder with the highest priority for housing.

Complete a housing application using your mobile, tablet or laptop by visiting findmyhome.org.uk.

If you need help registering, call us on 0808 143 2002 and we'll help you get started.



Near Me

A new way of speaking to us

We are delighted to offer you another way to speak with us without having to visit the office or have us visit your home. Near Me is a brand new system which can offer you appointments by video call from the comfort of your own home. This is the same system used by the NHS to carry out doctor's appointments.

WHAT ARE THE BENEFITS OF NEAR ME?

- No travel time to appointments
- Reduced time away from work or home
- Reduces spread of infectious diseases, such as Covid 19

- Allows for face-to-face conversation, without the hassle of meeting up

WHAT DO I NEED TO MAKE A VIDEO CALL USING NEAR ME?

- A device for making a video call – such as a smartphone, tablet or computer with a webcam & speaker (which are often built-in to laptops)
- An internet connection – WiFi or mobile data. If you can watch a video online, your connection should be good enough for a video call.

If you would like to make an appointment using Near Me, just let us know. Call us on 0808 143 2002 or email contactus@qcha.org.uk

Free bulk uplift

for Queens Cross tenants

Tenants can now call on a free bulk up lift service.

We've joined forces with Total Homes Co-operative, an environmental organisation specialising in reuse and recycling, to offer the service on a six-month trial basis until March next year.

The new service is a direct response to the potential upsurge in fly tipping anticipated on the back of Glasgow City Council introducing a bulk uplift charge. Last year an estimated 500 tonnes of bulk waste was removed from the area.

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

'With changes to the way Glasgow City Council manages its bulk uplifts we wanted to proactively offer a no cost alternative to help avoid any increase in unsightly fly tipping. This pilot with Total Homes is just one of the ways we can help to keep the area clean and tidy.'

Total Homes operates to a circular economy model ensuring 80% of all the waste they collect is upcycled, reused or repurposed.

Pick ups will be made directly from the tenant's home within three days of the request.

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



Our partnership with Total Homes Co-operative means we can offer tenants a free bulk uplift service until March 2022.

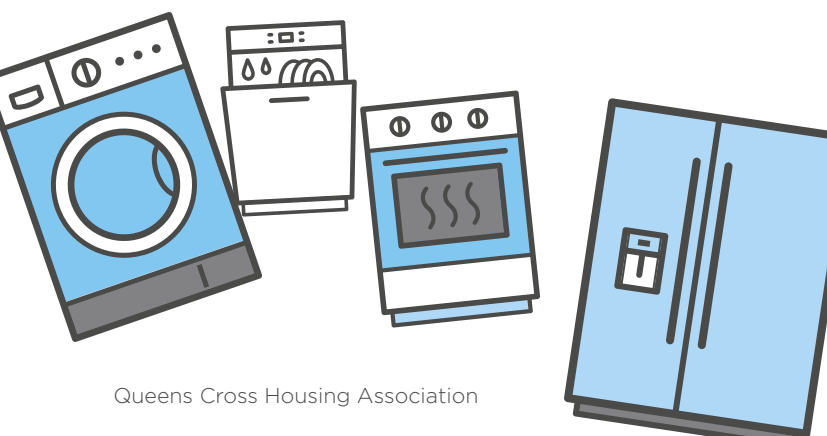
NEW
FREE BULK
UPLIFT SERVICE



From October to March we are teaming up with Total Homes Cooperative to offer our tenants a new trial FREE bulk uplift service.

Request an uplift on 0808 143 2002, email contactus@qcha.org.uk or go online at qcha.org.uk/contact-us and your bulky items will be removed from your home within three days.

www.qcha.org.uk



OCTOBER LITTER

Great to have a sunny day for our second Bin it for Good litter pick on 6 October.

The team of staff and local residents collected 28 bags of rubbish in our four neighbourhoods and looked as if they enjoyed a day out.

They certainly left the area a lot cleaner than they found it including 9 plastic bread bags picked out of a drain. Luckily the team had handy grabbers to do the job for them.

Six piles of fly tipping were reported and actioned by our handyperson team or Glasgow City Council.

JOIN US ON A LITTER PICK

Keep an eye on our Twitter and Facebook pages for the next date or give us a call if you'd like to take part.

You can also organise your own litter pick and we'll provide you with all the equipment you need.

Feeling motivated? Call us on 0808 143 2002 to get started

UNUSUAL FINDS AND FACE MASKS

Most unusual thing we've found on a litter pick is 'definitely a crutch' according to Lorraine Smith. Lorraine is the Neighbourhood Manager responsible for all of the Nurture our Neighbourhoods projects to do with the local environment.

She's working closely with environmental charity, Keep Scotland Beautiful, on a major clean-up plan.

'We've also found a shopping trolley and a bouquet of flowers which resulted in a same day proposal! I don't know if it was accepted,' she added. 'Sadly, we've also found a huge number of disposable face masks on Queens Cross streets.'

'It's a real problem and I would ask all of us to remember the environment and put our masks in bins when they've been used.'



Keep Scotland Beautiful

DID YOU KNOW?

Standard face masks can't be recycled. But they can be disposed of responsibly in a waste bin at home or work or a litter bin if you're outside.

Find out more about looking after the environment on [KeepScotlandBeautiful.org](https://www.KeepScotlandBeautiful.org)



LITTER PICK



28 bags of rubbish were collected in two hours by the Bin it for Good community and staff litter pickers



A bouquet of flowers was found at a litter pick. We're not sure if the proposal that resulted was accepted.

NURTURE OUR NEIGHBOURHOODS EXPLAINED

Nurture our Neighbourhoods is about two things:

- Looking after our own and our neighbours' wellbeing
- Protecting and caring for the local environment

Wellbeing

Queens Cross communities are fantastic, creative and caring. There are many acts of kindness taking place every day that make a difference to our friends, family and neighbours.

Looking after our wellbeing and thinking of others is important. We might live differently but we're all equal and part of a wider community.

Things like reporting anti-social behaviour, keeping noise to a reasonable level and getting involved with community groups and volunteering can all help Queens Cross be a great place to live and work.

Environment

We have lots of projects and initiatives about looking after our homes and the areas around them.

We're tackling fly tipping and bulk uplift with our new service in partnership with Total Homes. Litter picks and estate inspections aim to keep the area clean and clear and properties in good condition.

Working with Glasgow City Council, we're getting more litter and dog mess bins installed.

You can join us in making Queens Cross a cleaner, better place to live and work. Follow us on Twitter and Facebook, visit our website at qcha.org.uk, pick up or ask for the new Nurture leaflet.



Cedar tidy up

Our maintenance teams have completed a tidy up of the area around Cedar Court.

Removing rubble, painting railings and clearing grassy areas was all part of the team's efforts.

This is a short term tidy up to improve the area for local residents while the much bigger programme of Making Places is at the planning stage (see page 5 for more information).

Helping more **community groups** in Queens Cross

Following the success of our Queens Cross Connected scheme earlier this year, which saw local community groups receive funding for projects which would improve the lives of local people – we're doing it again.

Thanks to funding from Glasgow City Council's Glasgow Communities Fund, Queens Cross has £30,000 available for local groups, charities and organisations who would like to deliver a project in the Queens Cross area of operation which will benefit residents in our communities.

Groups can apply for a maximum of £5,000 to help them achieve the aims of their projects.



Vote for your favourite

Residents will soon be invited to vote for the community projects they would most like to see receive funding. We'll let you know on our social media channels and website when the voting process opens.

Previous winners

This is our second round of our Queens Cross Connected scheme. Earlier this year, four organisations were successful in gaining funding.

The Courtyard Pantry (top left) received £2100 for supplying 200 people with bags containing all the ingredients and recipe cards to allow people to cook healthy meals at home.

Hamiltonhill Claypits Local Nature Reserve (top right) Management Group received £4200 for tools and secure storage for their project.

Gathering Ground at Applecross Basin (bottom left) received £4750 to help with set up costs for their community garden project.

Community Central Halls received £4000 that allowed them to extend their community meals and grocery supplies (bottom right) for vulnerable people during the pandemic. The funding helped them deliver over 2000 meals and over 500 grocery bags in the local community.



LOOKING FOR A JOB? LOOK NO FURTHER



ABOUT US

Jobs & Business Glasgow provides free advice for unemployed job seekers, aged 16 and over, living in a Glasgow City Council postcode.

WHY CHOOSE US

- ✓ Your success matters to us and we're here to help you secure the job you want.
- ✓ You will be matched with a dedicated Employability Adviser.
- ✓ Our support is tailored to you.
- ✓ Appointments are arranged at a time to suit, and delivered via phone or face to face video call.

GET IN TOUCH

-  **Call free:** 0300 123 2898
-  **Text:** 07393 753 298
-  **Email:** contact@jbg.org.uk
-  **Visit:** www.jbg.org.uk

OUR SERVICES

One to one tailored support

CV and cover letter development

Interview techniques

Links to specialised support with, mental health, homelessness and addictions

Access to digital technologies, such as phones, laptops, and wi-fi routers, to support your job searching

Benefit and budgeting advice

OUR OPPORTUNITIES

Access to training courses

Paid work experience placements

First access to job opportunities

First access to apprenticeships

SAVING YOU MONEY

Our financial inclusion team has been going from strength to strength since it started in November 2020, helping local people pocket almost £1 million through welfare rights, financial and energy advice. Find out more about that on page 18.

Early intervention



SUPPORTING
YOU AFTER
YOUR MOVE

WE'RE HERE TO HELP

Moving into a new home is an important step. We appreciate the value of support, especially early on, and the impact it can have on you and your household.

WE'LL CALL YOU

We're getting in touch with all new tenants by phone to introduce our Financial Inclusion service. As a Queens Cross tenant you are able to access this service as and when you might need it. The call will:

- give an overview of the service and what it offers
- give you details of how to access the service
- introduce energy advice
- do a benefits calculation – to ensure that you are receiving all the income you should be
- help to apply for benefits
- advice on budgeting

Energy advice

We don't want anyone to be stuck paying money they don't need to this winter

Did you know that you should always contact your supplier when you move into a new home, even if it's got pre-payment meters? Housing officers will be providing new tenants with a card to note down their start meter readings and phone numbers to find out who their supplier is. This should help make sure that new tenants get the best start to their time with Queens Cross.



Warm home discount

We're on hand to offer information, help and advice about the warm home discount. The warm home discount scheme is a one-off payment of £140 to help towards your electricity bills. Check if you're eligible and apply by visiting gov.uk/the-warm-home-discount-scheme or contact your energy supplier directly.

KEY THIS WINTER

Reducing your fuel bills

There's a lot you can do yourself to reduce your fuel bills. Here are some useful tips:

- Compare energy suppliers and switch to make sure you get the best deal. Go to **uswitch.com/gas-electricity/** or phone USwitch on 0800 049 9722.
- Use less energy while keeping your home warm. Find out more at **homeenergyscotland.org/make-my-home-warmer/** or call Home Energy Scotland on 0800 808 2282 for more information.

For help and advice, make an appointment with one of our energy advisers by calling us on **0808 143 2002**.

We can make sure you're getting discounts you're entitled to, give you advice on using your heating or move your meter to where you can read it safely.



MY ENERGY SUPPLIER HAS GONE BUST – WHAT DO I DO?

You may have seen in the news that several energy suppliers have gone bust.

STEP 1

Don't panic. If your supplier has stopped trading then don't worry – your gas and electricity supply will carry on as normal.

STEP 2

Keep paying the same as you normally do (bills, direct debit or prepayment meter). Any credit you have with your supplier won't be lost. OFGEM will pass your details to a new supplier who will get in touch with you and they will take over any credit you might have on your energy account or can give you a refund if you wish. If you owe any money then you'll still need to pay it, sadly.

STEP 3

Don't try to switch while the changeover is taking place. Keep any bills or letters you are sent, download copies if you have an online account, and take photos of your meter readings just to be on the safe side.

STEP 4

Once the switch is complete, shop around! You don't have to stick with the supplier OFGEM provided you and you may well find a better deal with a new supplier. Prices could keep rising so you may be better off in the long run if you choose a fixed price tariff.

If you are having difficulties or need help to switch supplier once the changeover is complete call us on **0808 1043 2002** and ask for an appointment with our energy advisers.

Remember – your gas or electric won't get cut off, so don't panic!



Putting almost £1 million in residents' pockets

Our six strong Financial Inclusion Team offers welfare rights, financial and energy advice to all local people, not just tenants.

As a result of the team's hard work during the pandemic, local people are now getting almost £1 million more in their pockets.

The majority of work delivered by the team involves appealing benefit decisions made by bodies such as Department of Work and Pensions, Glasgow City Council and Scottish Social Security. With the addition of an Energy Advisor to the team in October, people struggling with their household energy bills can access advice and financial support too.

'Putting more money in people's pockets is the easiest way to reduce poverty in our communities. By helping people claim what they are entitled to, we are freeing them up to look at new opportunities to move their lives on, without the worry of not having enough money to pay

bills,' said Queens Cross Chief Executive, Shona Stephen.

'This has been particularly important for people struggling to cope during the Covid-19 lockdown.'

Over the past year the team has helped 175 people successfully access £922k of benefits they were entitled to but weren't getting. In addition over £20,000 was paid to tenants to help with energy costs through the Scottish Governments' Social Housing Fuel Support Fund.

'With fuel poverty being a real challenge and climate change action needed by everyone, we were delighted to introduce a new energy advice service over the past year as part of the team to help local people keep their energy costs and emissions down,' added Shona.

The service is confidential and anyone looking for help can make an appointment by calling the Association on 0808 143 2002.

Crossword Answers
Across: 7 Lea, 8 Etc, 9 Abe, 10 Stuff, 11 Egad, 13 Ere, 14 Rye, 15 Now, 16 Tuna, 18 Acute, 20 Ode, 21 Co, 22 Hoe.
Down: 1 Sloshed, 2 Mature, 3 Performance, 4 Accelerator, 5 Data, 6 Tea, 12 Sweeten, 15 Nought, 17 Used, 19 Foe.

Work progressing on M8 Woodside project



Amey, on behalf of Transport Scotland, is undertaking essential maintenance on the bridges of the eastbound and westbound M8 Junctions 16 to Junction 17 Woodside Viaduct.

Following the advice from a structural assessment, work was immediately progressed to address deterioration identified on both the eastbound and westbound structures. This was to ensure the continued structural integrity of the bridges, and to complement future refurbishment work.

Planned works will see the installation of temporary bridge props installed adjacent to the main bridge piers at several locations below the bridge deck, in preparation for a permanent repair.

FIRST STAGE OF CONSTRUCTION

Construction works started in August which involved the excavation, piling or construction of high-level support works around the existing bridge columns.



NEXT STEPS

Future construction of the project will see the installation of the bridge propping system and jacking of the structures to complete repairs to the crossheads. Road users are advised to plan ahead and allow extra time to complete their journey.

Residents will be kept up-to-date throughout each stage of the repair process. For more information on the project, visit [swtrunkroads.scot/m8-woodside-viaducts-j16-j17/](https://www.swtrunkroads.scot/m8-woodside-viaducts-j16-j17/) where you'll find detailed videos explaining each stage of the repair works.

Wellbeing 60+ Intervention Service

Have you recently had a change in health and are looking for support?

Our intervention 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 anyone over 60 living in north west Glasgow (not just Queens Cross tenants).

We can help you get back on your feet by assisting with personal care or medication, help you attend appointments, collect you from the hospital and pick up prescriptions and shopping.

Support naturally lasts between 4-6 weeks and works to build an individual's capacity and resilience.

To find out more about the service, give us a call on 0808 143 2002 or visit qcha.org.uk/qc-wellbeing.



- Are you a single parent or young family (under the age of 30)?
- Feeling unsettled or unsafe in your tenancy?
- Tenancy affected due to debt or anti-social issues?
- Struggling with forms or dealing with benefits?
- Health impacting tenancy or tenancy impacting health? Not feeling part of the community?

Our family wellbeing project is working with households to improve tenancy security and help families link in with the community.

If you'd like to have a chat about some of the issues you're facing and how we can help, get in touch with us:

Email: familywellbeing@qcha.org.uk

Call: 0808 143 2002



"THIS IS MY LOVE LETTER TO THE GLASGOW HIGH RISES"

Artist Cat Downing on her love of Cedar and all things high flats

Some artists draw inspiration from people, for others it's nature and animals.

For Glasgow based artist Cat Downing, a third year student at Glasgow Kelvin College, it's her love of the city's high rises – particularly a certain block of flats in Woodside.

"I love the design, and the colour – the sunshine yellow against the Glasgow sky. It sounds daft to say I have a favourite block of flats but I just love the Woodside high rises.

"For our class project, we could pick any subject we liked. I had photographed these flats on the very first day at college, and I've loved them ever since."

Cat got in touch with the association and, from then, a two day art exhibition was organised in September, showcasing some of Cat's work.

Queens Cross Chief Executive Shona Stephen was delighted to have Cat introduce her art to local residents.

"I love Cat's work and already had one of her prints of the Cedar flats in my office. When we carried out the

improvement works to the flats, we designed in specific spaces to display pieces of art on each landing by the lifts and within the foyer

"The fact that these spaces are now being used to host works of art in which the flats themselves are the subject matter, is a fantastic bonus.

"When Cat contacted us it was a really positive endorsement of the work to the flats and our area – we were delighted she saw the potential and significance



of an exhibition within the flats themselves.

"Public art is an integral part of our regeneration approach."

Some of Cat's artwork exhibited at Cedar included photos,

paintings, digital designs, chalk drawings and sculpture.

Cat continued: "High rises are amazing – they are like vertical streets, a community in the sky. In the past, they have had bad press, but there are so many stories held in these buildings, so many lives that have been lived here and I find that fascinating.

"This is my love letter to the Glasgow high rises."



EVENTS THIS WINTER

Queens Cross online panto is back for 2021!

This year Fizzgig Theatre will be performing their rendition of Snow White

Get your popcorn (or sweets) and loved ones at the ready, for a fun night of 'Oh yes we did!'

Full details of how to join in will be revealed on our social media channels or call us on 0808 143 2002 to find out more.

Get your voices ready to shout out "It's behind you!"



Santa's piping hot party

Get the wee ones in the spirit of Christmas with an afternoon of festive disco classics at the National Piping Centre this December.

Festive jumpers are encouraged to get you and your little ones in the mood for Christmas.

Tickets include a gift from Santa and a tea, coffee and mince pie for the adults.

National Piping Centre (beside Dundasvale)

Sunday 5th, 12th and 19th December – 2-4pm

£12 per child including gift from Santa, £5 per adult including refreshments

Queens Cross tree lighting

Gather round and welcome in the start of the festive season at our Christmas tree lighting. We'll be switching on the lights at the Queens Cross Clock Tower and singing some Christmas classics.

Keep an eye on our social media for more information coming soon.

QUEENS CROSS IS OUT AND ABOUT!

We'll be hosting events at Dundasvale, Queens Cross and Woodside in the near future to catch up with residents.

Why not stop by for a cup of tea, a chat and a biscuit? Find out about upcoming events, opportunities or if you'd like help or advice – we'd be happy to chat.

We'll let you know all the info, including dates and times of each event, when it's been confirmed.

We will have staff who can chat with you about:

- Rents and your thoughts on our services and value for money
- Local activities and opportunities
- Our events coming up next year like the Gala Day



Libby's our Community Foundation patron and community force to be reckoned with

COME ALL YE!

I was recently on Scotland Today discussing Captain Kirk's reaction to his most recent voyage into space! The 90-year-old actor William Shatner described his experience in the same way as had a female astronaut, who had just returned from outer space, who I once watched as a wean, eons ago on Blue Peter!

This newfound perspective gave them both an overwhelming feeling of humility and gratitude for life on our planet. They spoke of looking out of one window in the spaceship, into a dank dark void, which chilled them to the bone and then out the other porthole they saw Mother Earth, all in a blur of bluey green, bursting and buoyant with life. They both expressed a desire to return with a renewed vigour never to take our world for granted.



For most of us these technical advances mean no more to us than the joy of a non-stick frying pan and as far as holiday destinations go, space doesn't appeal to me. I like to meet the natives and since the nearest inhabited planet hasn't been discovered yet, these guys, with more money than sense, are all just bumping into each other up there, like one big time share outing on a coach trip.

Talking about 'meeting the natives' us Glaswegians as hosts to the up-and-coming COP26 event, will soon be visited by the world and his wife! I've missed a trick here when it comes to renting out my spare room!

I think the influx of folk flocking to our city will be a great time for us! People will inevitably complain about road congestion, but we always do. It always makes me laugh when I hear people say, 'I'm stuck in traffic', as if they themselves are not also the traffic. Glasgow was more than fighting fit to take on the Commonwealth Games and blossomed during the garden festival, I don't see why we can't do the same again and create a warm and friendly climate for COP26. I've felt for years that being friendly, especially to strangers, is one of the most sophisticated ways to be and that the Glaswegian has it in spades.

It's a way of being that could heal and engender real change. When our world leaders are letting us down so badly and in so many areas of liability and accountability for its citizens, any resentments we would have against each other seem so misdirected. When we are using our energies against each other it seems to me so dreadfully ironic, when we all feel such a sense of contempt coming from our leadership. It seems so acutely appropriate we make heartfelt connections as a global citizen. Here's to an understanding of that absolute truth that we're all in this together, as we're all Jock Tamson's bairns and most of us don't need to jump into a spaceship and zoom off planet to realise it.


LIBBY MCARTHUR

Our columnist and charity patron.

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 1: 1ST APRIL TO 30TH JUNE 2021



Rent


Quarter 1: 1st April to 30th June 2021

Unpaid Rent

1.6%

Average number of days to re-let empty properties

33 days



Repairs

Quarter 1: 1st April to 30th June 2021

Repairs completed right first time

99.6%

Routine repairs completed on time (within 5 working days)

100%

Urgent repairs completed on time (within 2 working days)

99.8%

Emergency repairs completed on time (within 4hrs)

100%



Gas


Quarter 1: 1st April to 30th June 2021

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 on 0808 143 2002 and schedule an appointment.



Customer Satisfaction

Quarter 1: 1st April to 30th June 2021

Satisfaction with Repair Service

87%

Satisfaction with the Customer Contact Centre

77%

We have seen improvements in our contractor's performance through customer satisfaction data from the previous quarter. An improvement plan was developed and progress has been made in 10 out of 12 areas monitored. We are meeting more regularly

but current resource issues are hampering speed and communication in certain trades, which continues to feature in satisfaction outcomes.

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 April, May and June 2021 we received **72** 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

39%

28 complaints upheld

32%

23 complaints partially upheld

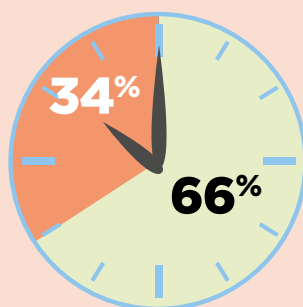
14%

10 complaints not upheld

15%

11 resolved

Complaints responded to within timescales



47 complaints responded to within timescale

25 complaints responded to outwith timescale

Compliments

We received **24** compliments from customers from January-March 2021.

Here are some of the things customers said:

“Thank you to the Woodside housing team for all the help I have received over the past year. I have had issues with anti-social behaviour and the housing team have been very supportive and proactive to try and resolve the issue. They have a tough job. So, thank you very much to Kelly, Suzanne and their manager Jennifer for helping myself and my family.”

“Thank you for getting the outside building and bins cleaned up. I only reported this at the end of last week. Great service – many thanks.”

Tenant called to thank Business Support - he talked to different members of the team over a few days regarding his parking permit. He thanked everyone in the team for their help but especially Louise who spoke to him at the office. He said that he was really distressed and wanted to thank Louise from the bottom of his heart as she was very understanding.”

Learning from complaints

Overall areas for learning from Q1:

- ✓ Reminders sent to staff about contacting people when their housing application is put on hold
- ✓ Reminders sent to staff about communicating with tenants by the agreed date
- ✓ Closer monitoring and inspections of close cleaning and landscaping contractors to ensure improvement is made

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

STAY ACTIVE WITH WALK AND SHOP!

Our walk & shop programme, for people age 60+, will help you stay active while you do your shopping.

The idea is simple:

1. Join our morning or afternoon walking group
2. Explore the surrounding areas such as the Forth & Clyde Canal
3. Visit the Courtyard Pantry at Westercommon Drive
4. Enjoy a free lunch
5. Pick up your food shop
6. Use our transport to take you home with your messages

The Courtyard Pantry provides access to quality healthy, affordable food. It costs £2.50 to do a grocery shop at the Pantry, where you'll receive a selection of items worth £10-£15.

Joining one of our walks means you'll receive a free pantry membership, a prioritised slot to

shop safely and a free lunch from the Courtyard café.

Walks take place every Thursday:

- Morning: meet at 10am at the Queens Cross Clock Tower
- Afternoon: meet at 1pm at 105 Hopehill Road

Trained walk leaders will meet you at the above location, where you'll venture over the new pathway along the Forth & Clyde Canal, linking you to the heart of Westercommon.

This route is perfect for beginners, so pull on your boots and enjoy all the benefits a waterside walk. Be sure to bring appropriate clothing and water for the walk.

If you're interested in taking part, get in touch with Donna Maclean, Health and Wellbeing Activity Coordinator on **0808 143 2002** or email **dmaclean@qcha.org.uk**.

WEDNESDAY WALK AND TALK FOR ALL

We are also running weekly Wednesday walking groups where everyone is welcome.

Meeting outside our main office at 45 Firhill Road, we'll be visiting different local nature spots every Wednesday. If you'd like to join us, call **0808 143 2002** or visit our website at **qcha.org.uk/what-on** to find out more.



Photo – Roddy Scott:
Cycling Scotland

LOCAL ACTIVITIES



Wheeling our way to wellbeing!

Cycling has seen a huge surge in popularity and our programme has included opportunities for people to try out cycling safely, under the guidance of specialist organisations including Freewheel North and Bike for Good.

We have now held three popular cycling pop-up events in Westercommon and Woodside where people tried their hand at bikes, trikes and rickshaws – some for the very first time!

First-time adult riders have gained confidence to progress from cycling in empty car parks to canal paths, giving people the helping hand they need to cycle regularly.

Jamie Ballantine, Social Regeneration Manager, said, “Supporting people to explore new pathways and take advantage of new community initiatives makes people more likely to use and support these facilities in the future.

“Thanks to funding from Glasgow City Council we’ve been able to work with Bike for Good and Freewheel North which are both excellent organisations that promote safe and accessible cycling.”

Follow our ‘QCHA Social Regeneration’ Facebook page and check out our ‘What’s On’ guide on our website, qcha.org.uk, to find out more.

Getting a helping hand from Bike for Good

Cycle maintenance can be expensive and tricky when you don’t know how. Our collaboration with Bike for Good’s Dr Bike project (above) saw 21 local people receive a free bike service to keep them cycling safely.

Smoke and heat alarms to meet **new standards**



As we mentioned in our summer Focus magazine, the 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 that 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; and
- 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. And 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 Fire and Rescue Scotland and can arrange for a fire safety visit where you'll get excellent advice.

You can also arrange a free fire safety visit from the fire service by calling them on **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**

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

DID YOU KNOW THAT WE ARE HAPPY TO TRANSLATE?

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

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



هل تعلم أنه يسعدنا أن نترجم؟

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

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

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

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

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

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

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

您是否知道，我们乐意提供翻译？

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

这可能意味着您无法访问所需的信息和服务。

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

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

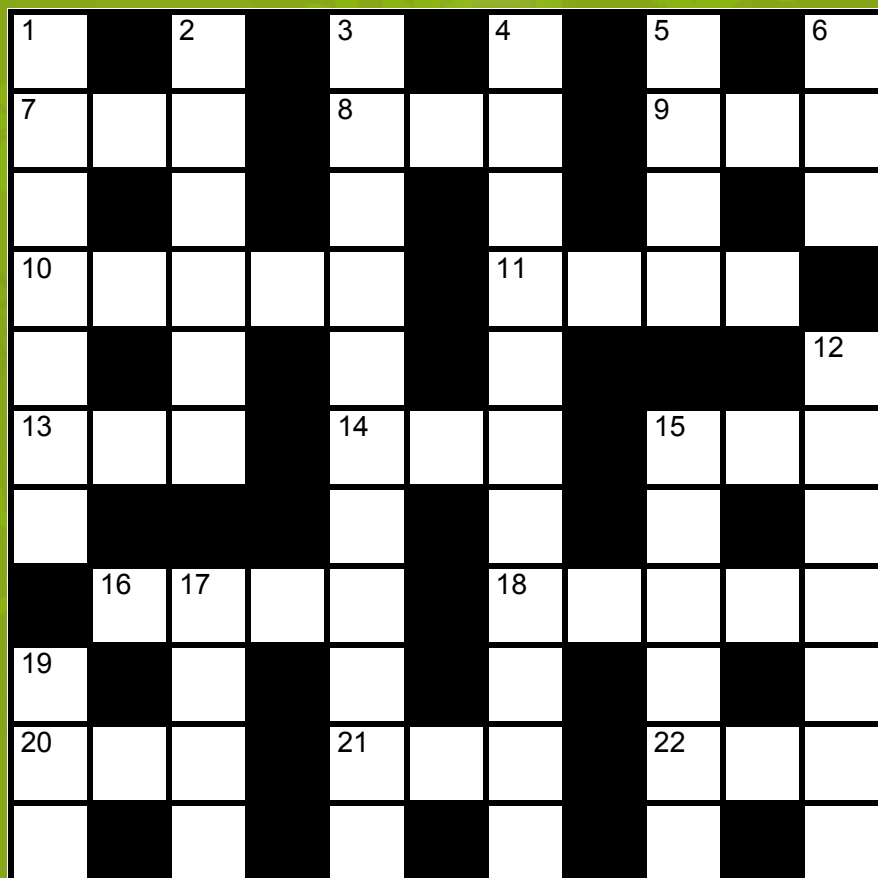
کیا آپ بذات خود یا کوئی شخص کراس کے کسی ایسے کسٹمر کو جانتے ہیں جسے ہمارے ساتھ انگریزی میں بات چیت کرنے میں دشواری کا سامنا ہو؟

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۔

Feeling Puzzled?

Crossword



Across

- 7 Meadow (3)
- 8 And so on (3)
- 9 Biblical Sarah's husband (Abbr.) (3)
- 10 Cram (5)
- 11 Mild oath (4)
- 13 Before (3)
- 14 Cereal grass (3)
- 15 At the present time (3)
- 16 Large marine food fish (4)
- 18 Sharp (5)
- 20 Lyric poem (3)
- 21 Dove sound (3)
- 22 Weeding implement (3)

Down

- 1 Drunk (7)
- 2 Ripe (6)
- 3 Execution (11)
- 4 Speed controller (11)
- 5 Individual facts (4)
- 6 Light meal (3)
- 12 Add sugar (7)
- 15 Nothing (6)
- 17 Secondhand (4)
- 19 Enemy (3)

Sudoku

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

Spot 5 differences



Crossword answers on page 18

Useful Contact Numbers

ADVICE

Citizens Advice (Maryhill and Possilpark):
0141 948 0204

CITY COUNCIL

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

ENERGY

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

HEALTH

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

FOODBANK

Glasgow NW Foodbank: 0141 959 9813

POLICE AND EMERGENCY

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

SCHOOLS

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



GET IN TOUCH

Main Office
45 Firhill Road,
Glasgow, G20 7BE

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.

HOLIDAY CLOSURE

We'll be closed from 3pm on Friday 24 December and open at 9am on Wednesday 5 January.



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

