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focus

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION



SPRING 2022

TRANSFORMING HAMILTONHILL

Site start date expected soon **P4-5**

**Pride of Queens
Cross Awards**
Get your entry in **P15-18**

Rent increase
Support available to you
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**Woodside
Making Places**
*Improvements to begin in
autumn* **P21**



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Supporting local residents

Welcome to our 2022 spring Focus magazine, as we look ahead to the rest of the year and beyond.

OUR CUSTOMER SERVICE OFFER

Our aim is to give you access to the services you need, at times that suit you. These include:

- 24/7 online services
- 24/7 emergency repairs service by telephone
- Customer Service Advisors to answer your questions quickly
- New office opening hours
- Meetings and appointments with staff

Have a look at **pages 6-7** to see our service updates including our new office opening hours.

MAKING YOUR MONEY GO FURTHER

Money is something that we all worry about at some point. These worries can come from concerns

about not having enough to pay for essentials like rent, food, gas and electricity, putting clothes on our back and much, much more. We understand these worries and concerns and are here to help

From our **Money Advice Team** to our **Family Wellbeing Project**, we have services available to help you. There is also **The Courtyard Pantry** at Westercommon, where you can receive £10-£15 worth of food and essential items for £2.50 per visit. It costs just £1 to become a lifetime member. See **pages 10-11** for our full range of money saving services.

THE PRIDE OF QUEENS CROSS AWARDS ARE BACK!

We are thrilled to bring back our fantastic community and staff awards for 2022.



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

It's time to celebrate the best of Queens Cross. Complete your entry form on **pages 17-18**.

We hope you enjoy our spring magazine.

Shoua Stephen
Chief Executive

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Co Wheels Car Club

Pay as you go car hire

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

Using a car club can be much cheaper than owning a vehicle. With Co-Wheels, you only pay when you need to use a car – ideal if you don't rely on a car for your daily commute to work.

As a car club member, you can book online through their booking system and pick it up from Queens Cross and drop it off at your leisure.

Call us on 0808 143 2002 or visit co-wheels.org.uk to find out more.



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Site start date soon for Hami

The Association's proposals for Hamiltonhill should soon reach a major milestone, with a start date expected on the first phase of housing once a major offer of housing grant is approved by the Scottish Government. Carried out by the Robertson Group and Urban Union, works on the creation of new parks and open spaces will also progress following delays caused by increased costs in the construction industry.

PHASE ONE HOUSING

The first phase of new homes will be built in the north area of the neighbourhood, enclosed by Bardowie Street/Carbeth Street/Stonyhurst Street and Hobart Street, where initial ground works were completed last year.

This phase will provide 208 new homes which will include tenement-style flats, terraced housing and cottage flats. Of these, 178 flats and houses will be built for social rent by the Association, while 30 houses will be marketed for private sale by Urban Union.

THREE YEAR COMPLETION

The construction of all the new housing will take three years to complete, which will see new homes becoming available in late 2024 and into early 2025.

A strict work procedure and traffic management system will be put in place during the works in order to keep disruption to all residents to a minimum.

We'll let you know more about these arrangements closer to the start date once they've been confirmed.

You can also keep up-to-date on the progress of the project online, and find out more about the overall plans for Hamiltonhill on our website.

See back page for details.

PARKS & OPEN SPACES

Ground work has been taking place over the past few months in the area south of Caldarven Street to prepare for the creation of new parks and open spaces.

This work should finish in April 2022 which will allow the team to kick on and construct the green spaces. The parks are to be completed by spring 2023, in time for local children to enjoy over the Easter school holidays.

The five new open spaces are designed for various types of use:

- 1. Community Park** – A large community focused activity area located at the old school site on Stonyhurst Street.
- 2. Play Park** – A fun children's play park incorporating a mixed use sports pitch. This will be located at the same location of the existing park at Appleby Street.
- 3. Tranquil Space** – A quieter, more tranquil and green open space promoting relaxation and connections between the community. This will be located at the open courtyard between Caldarvan Street and Cleghorn Street.

expected Hamiltonhill



NEW FUNDING SECURED

The Association has secured an additional £663k grant funding from the Green Infrastructure Fund which brings their total funding of Hamiltonhill to £2.2m. This represents a major investment to transform Hamiltonhill into a green neighbourhood.

The Association is also delighted to announce it has been successful in securing £305k grant funding from Glasgow City Council's The Place Fund. This fund is designed to support the development of '20 minute neighbourhoods' which encourages active travel routes for pedestrians across three of the new open spaces to be created at Hamiltonhill. (See page 13 for more)

4. Link Space - A smaller, connecting location between the Play Park and the Tranquil Space, located at Eltham Street.

5. Community Garden - A small, community focused garden situated at the northern edge of the site next to the Bardowie Street Hall. The Community Garden is a project we have undertaken in partnership with Clay Community Church.

PROVIDING COMMUNITY BENEFITS

Queens Cross, in partnership with Urban Union, will take forward a community benefits strategy aimed at providing employment and training opportunities for local residents.

We'll be asking local residents for their opinions on the strategy. Keep an eye on our social media pages and website for more information and to find out how to take part.

OUR CUSTOMER SERVICE OFFER 2022



OUR AIM IS TO GIVE YOU ACCESS TO THE SERVICES YOU NEED, AT TIMES THAT SUIT YOU. THESE INCLUDE:

- 24/7 online services
- 24/7 emergency repairs service by telephone
- Customer Service Advisors to answer your questions quickly
- New office opening hours
- Meetings and appointments with staff

NEAR ME SPEAK TO US BY VIDEO CALL



We're delighted to offer you another way to speak with us without having to visit the office or us having to visit your home. Near Me 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 for 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 by calling us on **0808 143 2002** or email contactus@qcha.org.uk

Self-service	Enquiries / chat	Meetings / appointments	Emergency repairs
<i>YOU CAN QUICKLY AND EASILY....</i>	<i>CUSTOMER SERVICE ADVISORS CAN HELP YOU TO....</i>	<i>WHEN YOU NEED TO MEET A MEMBER OF STAFF...</i>	<i>CALL US AND WE WILL...</i>
<ul style="list-style-type: none"> • Check your rent balance • Pay your rent • Make other payments • Report repairs • Apply for housing or a transfer using Findmyhome.org.uk • Let us know about a change in your circumstances • Ask for an appointment • Make a complaint or offer compliments • Tell us about anti-social behaviour • Access service documents and information • Email a service query • Find out what's on in the community 	<ul style="list-style-type: none"> • Make an appointment with a staff member • Check your rent balance • Pay your rent • Make other payments including Ecopod payments • Report repairs and answer follow up questions about repairs • Make a housing and transfer application • Make a complaint or make a compliment • Report anti-social behaviour • Access service information • Arrange a gas service • Request bulk uplift • Request a new fob or parking permit 	<ul style="list-style-type: none"> • Housing Officer • Maintenance Officer • Money and Benefits Advisor • Energy Advisor • Engagement Officer • Other staff members <p>We will make an appointment for you.</p>	<p>Respond in the event of fires or floods, loss of power or heating and any event that affects your health and safety.</p>
WHEN: Available 24/7	WHEN: 8am to 5pm Monday to Friday (except public holidays)	WHEN: Monday to Friday by appointment (except public holidays)	WHEN: Any time, every day, all year round
HOW: <ul style="list-style-type: none"> • QC App • QC website, qcha.org.uk • Email us on contactus@qcha.org.uk • QC Factoring App • Follow us on Twitter, Facebook, Instagram 	HOW: Call us on 0808 143 2002	HOW: Call us on 0808 143 2002 for an appointment: <ul style="list-style-type: none"> • At home • Online (using Near Me) • In an office 	HOW: Call us on 0808 143 2002

NEW office opening hours from 22 March 2022

From 22 March our office at 45 Firhill Road will open at the hours set out here for people who need to come in to make an appointment.

OFFICE OPENING HOURS:

Monday to Friday
10am to 12noon and 2pm to 4pm

Unfortunately we can't offer drop-in appointments as housing and maintenance officers spend much of their time either visiting people at home or are out and about working on homes and properties.

RENT & SERVICE CHARGE INCREASE 2022/23

WE RECEIVED MANY COMMENTS FROM TENANTS

SOME WERE POSITIVE:-

I believe that if the rent increases slightly, it is fine because the prices of all services, even food products, increase.

The welfare rights service I received is excellent also the service from housing is very good.

The guys are alright here. The caretaking service is good value for money.

OTHERS WERE CRITICAL:

The flat itself and the gardens are good value for money. I understand the problem with backlog of repairs and difficulty in getting contractors but find the lack of communication about progress with repairs very frustrating.

Given the fact that people have not yet fully recovered financially, mentally and emotionally from the pandemic, I feel it is unfair to hike the rent up. I understand operational costs might be going up, but we have not seen anything tangible in terms of improvements that can justify increase.

A MESSAGE FROM ANDREW BURNS, CHAIR OF THE BOARD OF MANAGEMENT



A huge thank you to everyone who took part in the rent consultation for 2022/23.

Once again, we weren't able to arrange events or sit down with you as we would have liked to because of Covid-19 restrictions. But we really do appreciate the time that many of you took to provide feedback and comments to us. It gave us a fuller picture of the pressures and challenges you're facing as well as the services you value.

We received more than 450 returns, around 50 more than last year, so I and other Board members had enough feedback on which to make a decision and to confirm the rent increase for 2022/23 at 2.9%.

At the Board Planning Day in November last year, we had a detailed discussion about the financial challenges facing the Association in the aftermath of the Covid pandemic.

The full extent of the risks and pressures are still unknown to us. But we've already seen the cost of major repair and investment projects soaring due to labour shortages and increased supplies and materials costs. Some by as much as 20%.

There is also more pressure on staff like our handypersons and estate caretakers because of cuts to services provided by other agencies such as Glasgow City Council's refuse collection and bulk uplift services.

In addition, feedback from the consultation, and from the information we gather through our own money management services, tells us that many people are struggling financially and that the past two years have been particularly challenging.

With all of these issues to consider, Board members wanted to reach a figure that balances business needs, increasing costs and affordability for tenants. Most people surveyed feel that the services we provide are value for money (60%) but we know that, despite current circumstances, we must seek to continually improve what we do for all of our customers and to plan for future generations.

Thank you for your continued support. If the issues discussed make you want to get more involved in the Association's decision making, please do get in touch. We'd love to hear from you.

Andrew Burns
Chair

WHAT TENANTS TOLD US ABOUT THE RENT INCREASE PROPOSAL

This year **457 tenants** responded to the rent increase consultation.

What you told us:

297 people (65%) voted for the 2.9% increase

59 people (13%) voted for the 3.4% increase

101 people (22%) voted for the 'Other' option with the majority requesting no rent increase

PAY BY DIRECT DEBIT

If you pay by Direct Debit, your Housing Officer will update your payment details to reflect your new rent.

You will also receive a letter of confirmation from Allpay.

If you would like to start paying by Direct Debit, please contact your Housing Officer as soon as possible so this can be set up ready for the rent increase.

WHAT'S NEXT?

If you are already receiving full housing benefit and your rent is increasing, your housing benefit will cover the increase.

If you are on Universal Credit, you must update your journal immediately to the new rent. Your Housing Officer will be in touch with you about this at the start of April.

If you pay your own rent and your rent is increasing, you may now be entitled to a benefit to help you pay your rent.

We have specialist advisors who can check your entitlement to housing benefit/Universal Credit and other benefits.

If you would like to discuss the change to your rent or would like help to check whether you will qualify for help with your rent, please call your Housing Officer or our Money Advice Team on **0808 143 2002** or email contactus@qcha.org.uk

WE CAN HELP

We understand money worries and our **Money Advice Team** are here to help. They can ensure you're getting the benefits and other income you're entitled to and help you budget and manage debt.

Our **Energy Advice Team** can help with challenges you may be facing, such as keeping your home warm in an affordable way.

Check out the useful tools and resources on our website that can help you manage your money at qcha.org.uk/my-qc-home/money-welfare-advice

To speak to our Money and Energy Advisors, call us on **0808 143 2002**.



RENT RESTRUCTURE




In 2017 we started to restructure rents so that people in similar house types pay the same rent.

If your rent account is still affected by the rent restructure, we will contact you separately to offer you assistance if this is required.






Download the Queens Cross app

IT LETS YOU:

-  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.



WAYS TO MAKE YOUR

- THE PANTRY • FAMILY WELLBEING
- MONEY & ENERGY ADVICE • GETTING ONLINE

THE COURTYARD PANTRY



The Pantry opening times
Every Tuesday and
Wednesday from 10am – 3pm.

Where is the Pantry?
2 Westercommon Drive,
within The Courtyard Café

The Courtyard Café is also open – serving hot food, freshly baked cakes and refreshing teas, coffees and soft drinks – for sit down customers and takeaway.

Sit in on Monday, Thursday and Friday, 10am-2pm.



The Courtyard Pantry at 2 Westercommon Drive, is a membership based shop that provides good quality food at a low cost. It costs £1 to become a lifetime member.

Each time you visit you pay £2.50 which allows you to choose around £10-£15 worth of food and essential items.

How can I become a member?

You can drop in to the Courtyard Pantry and get help to complete a membership form. Or email: courtyardpantry@flourishhouse.org.uk and we will send you an online application form to complete.

When you visit the Pantry for the first time, pay the £1 membership

fee and we will give you your membership card.

How much does it cost? It costs £1 to become a lifetime member. Then, each time you visit you'll pay £2.50 and can choose your shopping. You will generally receive between £10-£15 worth of food and essential items.

What kind of produce is available?

We stock everything you need to maintain a healthy balanced diet.

Who runs the pantry? The Courtyard Pantry is run by Flourish House, (a charity based in Glasgow) in partnership with Queens Cross Housing Association.

For more information call 0808 143 2002 or speak to your Housing Officer.

MONEY GO FURTHER

HELP TO MAKE YOUR MONEY GO FURTHER



Money is something that we all worry about at some point. These worries can come from concerns about not having enough to pay for essentials like rent, food, gas and electricity, putting clothes on our back and much, much more.

We understand these worries and concerns and are here to help.

Our **Money Advice Team** can ensure you are receiving the income that you are entitled to and help you budget your money and manage debt.

Gas and electric meters out of credit or disconnected? Can't afford to keep warm?

Our **Energy Advice Team** can help with challenges that you may be facing, such as keeping your home warm in an affordable way.

Let us help give us a call on **0808 143 2002** or email contactus@qcha.org.uk

FREE BOOKS FOR CHILDREN UNDER 5



Queens Cross tenants with children under 5 can get a free book every month from Dolly Parton's Imagination Library.

You'll get a book delivered to your home until your child's 5th birthday.

To apply, give us a call or register via our website at qcha.org.uk

There's also a YouTube channel, 'Goodnight with Dolly' with the singer reading bedtime stories. The good news is that anyone can access the channel so parents can log on right away.



SUPPORT FOR YOUNG FAMILIES

There are many reasons why parents of young children may be struggling and we know how hard Covid-19 has been on families.

Our **Family Wellbeing Project** provides support to young families.

If you are a parent with young children and are worried about your home, your children or your finances you should have a chat with Alana Stewart who will listen and offer support.

Alana can provide the support that parents need to provide a safe, secure and nurturing home, and will also understand the children's needs.

Contact Alana Stewart, our Family Wellbeing Project Manager – familywellbeing@qcha.org.uk or phone 0808 143 2002.



WE'LL HELP YOU GET ONLINE

William, Ross and Donna are three of our digital champions who can help you to get online. They can do this over the phone or at one of our community centres.

They can answer questions about going online and using the internet and can even help you to access a suitable device.

They can help you to get connected, talk to you about using social media, shopping online or listening to your favourite music. They can also help if you are looking for work.

To get started, contact Ross from the Social Regeneration Team on 0808 143 2002.

Nurture our Neig – our campaign gathers pace

Looking after ourselves and our neighbours

The Nurture our Neighbourhoods campaign is as much about looking after Queens Cross people as well as its places.

A new Good Neighbour Charter sets out some of the things that residents and staff can do together to look after each other and take care of the local environment.

Looking out for people who live and work around us and respecting others' backgrounds, interests, abilities and cultures is part of living well together.

Remembering to keep noise to reasonable levels is as important

as looking after our rubbish and recycling or looking after dog mess in the right way.

For their part staff are committed to providing residents with excellent customer service, high quality homes and neighbourhood services. Listening to feedback, creating new ways to involve local people in local decision making is also important.

The Charter is for all of us who live and work in Queens Cross. Let us know how else we can work together to make it even better.



Working together on anti-social behaviour

At Queens Cross our aim is to provide safe, well managed neighbourhoods for all residents.

We have produced a leaflet which explains how to report anti-social behaviour and get the help you need.

OUR COMMITMENT TO YOU

We aim to investigate and resolve straightforward complaints about anti-social behaviour within 10 days.

More complicated investigations may take up to 20 days.

We will keep in touch if there are reasons why progress is delayed. We may look to involve partners if you need support.

You can find our antisocial behaviour leaflet on our website. If you'd like a physical copy, give us a call on **0808 143 2002**, leave your address and we'll send one out to you.



hbourhoods



FREE BULK UPLIFT SERVICE NOW RUNNING TO JUNE

Tenants can continue to call on a pilot service of free bulk uplifts by Total Homes until June this year.

Late last year we 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 trial period has been so successful we're extending it to June. It will then be evaluated and a decision made on how and if the service continues.

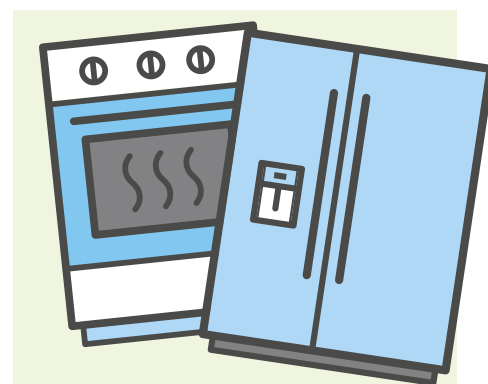
Set up as a direct response to Glasgow City Council introducing a bulk uplift charge in 2021, an

estimated 500 tonnes of bulk waste was removed from our area in 2020-21.

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

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

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



We can now offer tenants a free bulk uplift service until June 2022 through our partnership with Total Homes.

£305k award for open spaces, Hamiltonhill

The Hamiltonhill development has received £305k in funding from Glasgow City Council to develop three open spaces as part of the 600 home housing development.

The application for The Place Fund is for the south half of Hamiltonhill and will pay for a network of active travel paths in each of the three spaces.

The paths will help knit Hamiltonhill together, linking Saracen Street through the three spaces towards the Claypits Nature Reserve.

All of the spaces will be within 5



minutes' walk for local Hamiltonhill residents and 20 minutes' walk for residents of the wider Ruchill/Possilpark neighbourhood.

The aim of the fund is to support community led

regeneration and community wealth building, promote wellbeing, inclusive economic development and contribute towards achieving carbon net zero.

Rona Anderson, Director of Property, Enterprise & Regeneration welcomed the award: "The Association is delighted to be successful in this grant application to The Place Fund.

"We will use this funding to support the creation of active travel infrastructure within the new green neighbourhood at Hamiltonhill. This includes a network of well-lit, off-road paths that will help bind the community together whilst increasing opportunities to exercise, rest and socialise in nature."

GET ONLINE ADVICE FROM OUR MONEY ADVICE TEAM

Our brand new website pages are there to help you

Getting help with spending and budgeting are just some of the online tools available to help local residents.

The revamped money and welfare section of our website can offer advice on managing your money, handling debt and reducing your energy bills.

There is also a budgeting tool to help you plan your spending, and an online banking simulator where you can try online banking if you never have before.

"We appreciate that money is tight for everybody at the moment," said Mark Soanes, manager of the money advice team.

"We hope that this new webpage will help you navigate some of the challenges that we are all facing at the moment.

"There are some videos on the site around saving energy, which I am sure everybody will appreciate with the news of recent price increases by energy



suppliers. We will be adding to the resources available so please keep checking in to see what's been added."

You can find our money advice at qcha.org.uk/my-qc-home/money-welfare-advice.

Association begins exciting new partnership with **Energy Angels**



New Queens Cross tenants will get help with setting up their energy accounts and receive free impartial advice after the association secured a partnership with Energy Angels.

Energy Angels can assist residents with their utilities when moving house, ensuring the same energy service is provided at their new

address.

The service can offer impartial advice on switching supplies; making sure you have access to the lowest price energy tariffs.

Provided free of charge by Energy Angels, the company has been in operation for over 15 years and worked with 95 Social Housing providers in the UK.

The partnership will help the association with managing void properties, helping Queens Cross save money, time and labour.

The team can also install smart meters in your home, and let you know about funding available from green improvements to your property.

The Pride of Queens Cross Awards are back!

We are thrilled to bring back our fantastic community and staff awards for 2022.

It's time to celebrate the best of Queens Cross.

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

Now it's up to you!



AWARDS CATEGORIES

There are 11 awards in 2022. Who do you think deserves recognition?

Full details also available on our website – qcha.org.uk



A huge thank you to our main sponsors
Urban Union



Awards ceremony,
7 October, Glasgow
Grosvenor Hotel.
All shortlisted entrants to be invited.



THE CATEGORIES ARE:

1. Outstanding Service to the Community (community and staff)

For individuals

For individuals who provide an exceptional contribution to the community. They are a role model for compassion, and service and are striving to make the world a better place.

2. Customer First (community and staff)

For individuals and groups

This award is for people who put customers first in everything they do. They are dedicated to providing the best possible service, always putting people at the heart of their work or volunteering.

3. Leadership (community and staff)

For individuals

The Leadership award is for people who are role models. They're the people who show us all how to deliver for the people and communities of Queens Cross.

4. Working Together for Better Neighbourhoods (community and staff)

For groups

This award is for a group or team of people who inspire and create positive change in our neighbourhoods through co-operation, collaboration and open communication.

Continued overleaf...

Continued...

5. Environmental Champion (community and staff)

For individuals and groups

For those who have improved the community, whether by introducing a more environmentally aware approach to what they do or creating a green space in the community.

6. Health and Wellbeing Contributor (community and staff)

For individuals and groups

We're looking for people with a passion for health and wellbeing and have put their ideas into action. They will have worked on or volunteered at a project that improves people's lives, supporting others to make positive health and wellbeing choices.

7. Young People's Outstanding Contribution to the Community (community and staff)

For individuals and groups

For a young person or group of young people aged 25 or younger who have excelled in what they do. They may show commitment to learning and education in difficult circumstances, care for or support family or friends or have achieved a charity fundraising goal.

8. Outstanding Partner

For local partners

This award is for local partners, such as charities and businesses, who have worked to bring positive change and make a difference to local people and the community.

9. Equality, Diversity and Inclusion Champions (community and staff)

For individuals and groups

We're looking for people who are champions for equality, diversity and inclusion.

They may demonstrate, through words and actions, a dedication to being inclusive and welcoming everyone to Queens Cross.

10. Outstanding Local Business

For local businesses

This award seeks to

recognise and celebrate our local business community.

The company will have demonstrated commitment to growing their business with the Queens Cross community in mind.

11. Good Neighbour Award

For individuals

This award recognises people who go out of their way to help their neighbours and friends. They show care, compassion and commitment, whether online or in person.

HOW TO NOMINATE SOMEONE FOR AN AWARD

You can nominate either an individual, team or group of people for an award by visiting our website or by using the nomination form included here in Focus magazine.

To nominate online: visit the dedicated 'Pride of Queens Cross

Awards' page on our website and complete the form there or download a Word version of the form.

To use the entry form in Focus: complete it in writing and either hand it to a member of staff, hand it in to our reception desk at 45 Firhill Road. Or post it to: **Pride of Queens Cross Awards, Queens Cross Housing Association, 45 Firhill Road, Glasgow G20 7BE.**



For further information and help completing the entry form, get in touch with Adam Coles on 07341 730 705 or email prideofqc@qcha.org.uk

Make sure you get in touch to get involved and nominate by 30th June 2022.

Can't wait to hear from you!

**The awards can only happen because of the support of the sponsors.
A huge thank you to all of our fantastic sponsors for making them possible.**

PRIDE OF QUEENS CROSS AWARDS 2022

ENTRY FORM

For your nominations

Closing date for entries: Thursday 30 June 2022

Your Contact details

Name:	
Address:	
Telephone number:	
Email:	

Category entered

Please tick appropriate box:	<input type="checkbox"/> Outstanding Service to the Community (For individuals) <input type="checkbox"/> Customer First (For individuals and groups) <input type="checkbox"/> Leadership (For individuals) <input type="checkbox"/> Working Together for Better Neighbourhoods (For groups) <input type="checkbox"/> Environmental Champion (For individuals and groups) <input type="checkbox"/> Health & Wellbeing Contributor (For individuals and groups) <input type="checkbox"/> Young People's Outstanding Contribution to the Community (For individuals and groups) <input type="checkbox"/> Outstanding Partner (For local partners) <input type="checkbox"/> Equality, Diversity and Inclusion Champions (For individuals and groups) <input type="checkbox"/> Outstanding Local Business (For local businesses) <input type="checkbox"/> Good Neighbour Award (For individuals)
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Full details available at qcha.org.uk

Nominee(s) name/names:	
Contact person (if group/team)	
Contact person or nominee's email address and telephone number	

PRIDE OF QUEENS CROSS AWARDS 2022

Submission questions

Please give as much information on the group or individual as possible as it will be used by the judges to decide the winner.

Tell us why you're nominating this person, group, partner or business.

What are the main activities of the group/individual?

What makes this group/individual exceptional? Give any examples that you can of what they've achieved.

Is there any other information you'd like to add?

Please post your completed form to our main office at 45 Firhill Road, G20 7BE or drop off to our reception.
Or you can complete your nomination online at qcha.org.uk

WE'RE LOOKING FOR BOARD MEMBERS COULD IT BE YOU?



Look out for Board member videos on our Twitter and Facebook pages over the coming weeks and get in touch if you'd like to know more.

We're looking for new members to join our Queens Cross Group boards.

There are a wide range of roles available with different opportunities in each of the four boards.

As well as a way of getting involved in improving the local area, it is also an excellent way to meet new people, learn new skills and possibly enhance your CV.

Four organisations make up the Queens Cross Group: Queens Cross Housing Association, Queens Cross Workspace, Queens Cross Factoring and the Queens Cross Community Foundation.

"We're looking for people who have excellent local knowledge and experience as well as those with specific skill sets. Fundamentally however, we are interested in anyone who has a passion for improving the lives of people who live in north Glasgow," said chief executive, Shona Stephen.

Current Board members are fronting

a campaign to encourage others to take part. Videos have been produced promoting the chance to get involved and make a difference in the local community. Every board members is given training and support in the role.

"This is a chance to have a real say in the direction the Group takes in the future and to have real influence on what shape the area takes over the next few years," Shona added.

Find out more about board Member opportunities by contacting Adele Drennan, Governance Officer, on **0808 143 2002** or by email on **contactus@qcha.org.uk**



“ The training I’ve been through has set me up for success. ”

Jeanne Dayton, Board Member,
Queens Cross Community Foundation



QC Workspace going from strength to strength



Queens Cross Workspace own and rent out 70 commercial and retail spaces in the Queens Cross area.

With a mixture of hardworking businesses, charities, community groups, and artists, north west Glasgow is home to plenty of interesting people.

And there are more businesses filling these spaces than ever before after the team at Queens Cross Workspace reached a significant milestone in renting out most of the 70 commercial spaces in their stock.

One of those commercial spaces is a new community café on Garscube Road.

Prior to the pandemic, Queens Cross Workspace received funding for the project which allowed them to create a space to be run as a community café. The space itself is open and welcoming and will make for the perfect community hub.

The café at 846 Garscube Road will be run by an incredible social enterprise, using their excellent experience to serve up some hearty lunch time favourites in the heart of Firhill.

There are also four identical workspaces which lie at the bottom of the award-winning Cedar Court flats. Newly renovated, Queens Cross Workspace are now looking to find the right businesses to operate from these commercial spaces.

With few spaces still on the market, we look forward to seeing what organisations snap these up and increase the number of local businesses.



The Glasgow Tool Library works just like a normal library, but instead of sharing books they share tools and skills. Join up at glasgowtoollibrary.com to access equipment for your DIY and craft projects.

Visit qcworkspace.co.uk to find out more.

AUTUMN START FOR MAKING PLACES IMPROVEMENTS



Making Places is a £4m landscape improvement project in the Woodside area

After hearing the views of local residents through consultation events, we're excited to announce that work on new and improved pathways, play and growing spaces are planned to begin in autumn this year.

The improvements, which are part funded by Sustrans, are designed to make it easier and more pleasant for people walking and wheeling around the area.

Taking 2-3 years to complete, the improvements will incorporate apple trees and fruit bushes, as well as new



allotment spaces where people can grow their own fruit and vegetables.

Plans will also involve softening and greening of the built

environment in Woodside which will encourage a greater variety of plants, birds and insects such as bees and butterflies into the area.

According to The Forestry Commission, improving the biodiversity of an urban area by introducing trees can also help reduce air pollution while making the area more appealing for people to use for getting around and for leisure.

You can view the plans on our dedicated website – woodsidemakingplaces.org.uk.

CITIZEN SCIENCE: HELP US TRACK THE IMPACT OF MAKING PLACES

You can help us track the impact the Making Places project will have on nature and wildlife in Woodside.

How to take part:

We want to know about the wildlife you see in Woodside. You can take part by looking out your window, sitting outside or going for a walk around the area and recording what you see. Take a note of the type and numbers of different wildlife you see and upload your findings using the form on our website.

You'll find the submission form in the "What's On" area under Citizen's Science – qcha.org.uk/whats-on/groups-clubs.



You can do the survey as many times as you like. Please make sure your results are collected on different times and days, the more recorded sightings the better. And everyone who submits results will be entered into a prize draw!

Secure cycle storage

Secure cycle storage is included in the plans for Making Places. Thanks to funding from Glasgow City Council we have brought forward plans for one of these new cycle stores for Cedar Street.

Grant funding will pay for a new 40 cycle store and the installation will take place this spring. Once the new cycle store is complete, local residents will be able to book their space. Spaces will be allocated on a first come, first served basis and will cost approximately £12 per bicycle, per year.

Please note: the shelter will have a lock, but users must lock their bikes inside the shelter. We recommend using a quality 'sold secure gold rated' bicycle lock.

IMPROVE YOUR ONLINE SKILLS WITH DIGITAL CAFÉ

Older people have been brushing up on their online skills thanks to weekly Digital Café classes.

Supported by Glasgow's Golden Generation and the National Lottery, participants can improve on their digital skills and enjoy a free lunch at each class, with healthy eating an important part of the café.

The sessions at 105 Hopehill Road are delivered by Donna Maclean, Health and Wellbeing Coordinator at Queens Cross, and are supported by a Digital Skills worker from Glasgow's Golden Generation.

Donna said: "The Digital Café has helped individuals learn how to use digital devices and develop their skills to operate safely online. Participants have reported an increase in confidence with their digital skills."

To find out more or to get involved email Donna MacLean at socialregeneration@qcha.org.uk



MOVING FORWARD WITH QUEENS CROSS COMMUNITY FOUNDATION

As we mentioned in our winter Focus magazine, Queens Cross Community Foundation is the new name for Garscube Community Foundation.

For almost 20 years, the Community Foundation has been making lives better in Queens Cross. Over the years the Foundation has supported community groups, school trips and provided grants for individuals to help them access new opportunities.

"Everyone needs a bit of help from time to time and the Foundation aims to give a helping hand when it's needed," said Sadie Gordon, Chair of the Community Foundation.

"I'm very proud of the Community

Foundation and what it has achieved so far. But I'm even more excited about its future and the positive change it can bring."

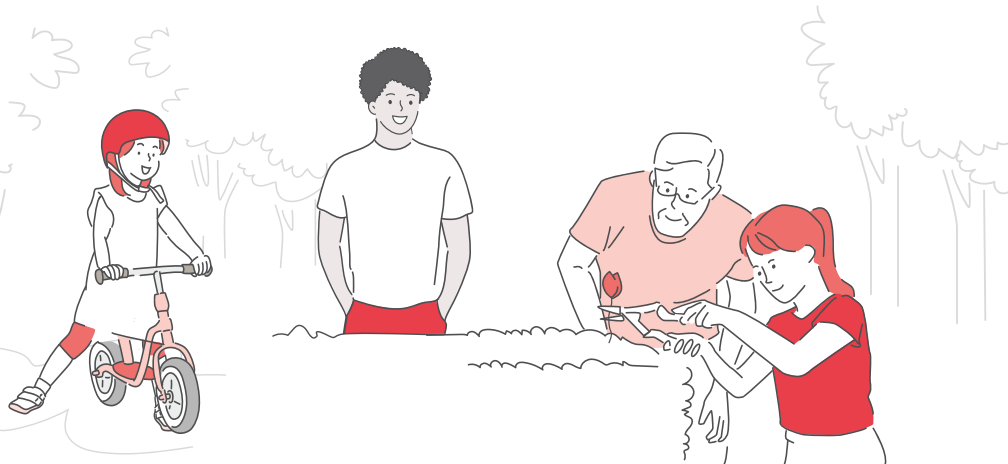
Tenants and local community groups can apply for one of three grant funding schemes below which provide opportunities to local people.

- **Community Chest** - Young people aged 0 - 25 can apply to our Community Chest: grants of up to £150 can help unlock educational and extra-curricular opportunities. Applicants must live or go to school in the Queens Cross area of operation.
- **Individual grants scheme** - this scheme is open to applicants

seeking funding that will improve their life chances by assisting with access to education, training or personal development. Applicants must live in the Queens Cross area of operation.

- **Grants for community organisations** - grants are available for community groups that have plans which will benefit members of the local community. In particular we are interested in supporting projects that will provide access to opportunities and challenge or alleviate poverty.

Full details and application forms for all of the above grants can be found online at qcfoundation.org.uk.



EVENTS THIS EASTER AND BEYOND

Mad Hatters Easter Egg hunt

Join the Easter Egg hunt at Braehead Shopping Centre and meet the Mad Hatter!

After starting your journey at the Mad Hatter's house, your mission is to find six large eggs

throughout the shopping centre. Each of these eggs will give you a challenge which unlocks a letter to create a password. Once you have the password, return to the Mad Hatter's house and receive a very

special prize!

From 1st-18th April
Braehead Shopping Centre
Tickets from £5.98



WHAT'S ON IN YOUR AREA?

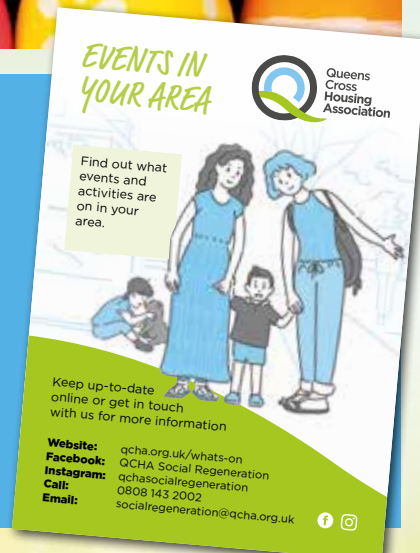
Our Social Regeneration Team have a wide ranging programme of free activities available in the local area throughout Easter.

From Homework Clubs and Digital Support to Walking Football and growing sessions, we have options for all ages. We also have more social

activities like walking and sewing groups, Parent & Toddlers, as well as online ESOL classes to support people to learn and improve their English language skills.

Check out the "What's On" area of our website for full details.

qcha.org.uk/whats-on/groups-clubs



Canal sponsored walk – save the date

The Queens Cross Community Foundation will once again be holding its Canal Sponsored Walk on Sunday 22nd May 2022. The sponsored walk is an excellent way for local groups to raise money for themselves, whilst also having a fun day out on the canal towpath.

Groups keep 80% of what they raise for their own funds and the remaining 20% goes to the Community Foundation to help them support groups and individuals throughout the year.

If you are involved with a community group or organisation and are interested in taking part, please email 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 3: 1ST OCTOBER TO 31ST DECEMBER 2021



Rent

Quarter 3: 1st October to 31st December 2021

Unpaid Rent **1.9%**

Average number of days to re-let empty properties **33 days**



Repairs

Quarter 3: 1st October to 31st December 2021

Repairs completed right first time **97.8%**

Routine repairs completed on time (within 5 working days) **99.8%**

Urgent repairs completed on time (within 2 working days) **99.3%**

Emergency repairs completed on time (within 4hrs) **98.6%**



Gas

Quarter 3: 1st October to 31st December 2021

All gas safety checks were completed on or prior to their anniversary date which gives us 100% completion rate once again. **99.7%**

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

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



Customer Satisfaction

Quarter 3: 1st October to 31st December 2021

Satisfaction with Repairs Service **83%**

Satisfaction with the Customer Contact Centre **82%**

In Q3 there were 22 emergency repairs that were not completed within timescales, which is a dip in our usual performance. This was the result of limited contractor resources with high rates of Covid-related staff absence in the quarter. Staff absence and a high volume of non-emergency repairs is contributing to

customer dissatisfaction levels. We are working with our contractor P&D to monitor our performance and hope to overcome these challenges in Q4.

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 October, November and December 2021 we received **151** 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

34%

51 complaints upheld

13%

20 complaints partially upheld

24%

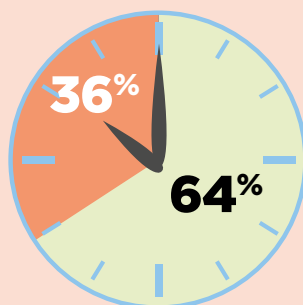
36 complaints not upheld

28%

42 resolved

2 still currently being investigated

Complaints responded to within timescales



89 complaints responded to within timescale

50 complaints responded to outwith timescale

Compliments

We received **19** compliments from customers from October- December 2022. Here are some of the things customers said:

"I recently moved to the area and didn't know anyone. Thanks to Donna I have become involved in Art and Fitness classes. Liz, who runs the Art class is just delightful. She expertly helps me and the others in her class to develop our skills and techniques in art, at our own level. Kevin, who runs a really fun fitness class, is excellent at teaching exercises which are just perfect for people of my age group and he encourages us to continue doing them at home. Both classes give me the opportunity to meet people and give me something to look forward to each week, which is so important, especially if you live on your own, as I now do."

"I would like to commend Corinne Young for her hard work, her patience and all the help she has given during the new application process. She is a credit to QCHA."

"Many thanks to Queens Cross Staff for aiding me when DWP left me without any benefits recently. The staff were superb and very caring."

Learning from complaints

Overall areas for learning from Q3:

- ✓ We are reviewing our processes to carry out more detailed benefit and universal credit checks for those wishing to join the Wellbeing service to ensure they are aware of financial implications. We are also flagging recent issues we have experienced with disability rights groups to highlight barriers that people may face when accessing support services they need.
- ✓ Enhanced Mental Health training for Housing Services

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

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

qcha.org.uk

queenscrosshousing @queenscrossha

0808 143 2002

contactus@qcha.org.uk

45 Firhill Road, Glasgow, G20 7BE



Jobs & Business
Glasgow



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

QUEENS CROSS FIRST TO ACHIEVE NEW LOOK INTERNATIONAL EXCELLENCE AWARD



The Association is the first organisation in Scotland to achieve recognition under the new model of an internationally recognised excellence award.

The European Foundation for Quality Management (EFQM) recently revamped the way it assesses organisations, with Queens Cross first in the country to reach its new exacting standards by achieving Qualified by EFQM status.

Assessors found Queens Cross to be performing extremely well across many areas of the business, particularly around areas of trust, openness and transparency in its

dealings with tenants.

They found the team very motivated by the impact they make within the local community and praised them on the clarity of direction the association was heading in and its vision for the area.

“We’re delighted to have achieved Qualified by EFQM, particularly in current circumstances. Like all businesses, there’s no doubt we’ve been challenged over past months.

“But through the EFQM process, and the analysis we’ve been through, we’ve been able to demonstrate to ourselves and others that we are able to manage rapid change while

maintaining very high standards of service. That means a lot,” said Shona Stephen, Chief Executive.

EFQM supports organisations from around the world to apply the EFQM Model and has locally based team members in Scotland.

“This is an outstanding result, especially during the difficult circumstances being experienced during the Covid pandemic. We are proud to be working with QCHA as members of EFQM and to highlight your success and commitment to continuous improvement.” said Janet Robertson, Director in Scotland, EFQM.

Crossword answers for page 30 - don't look if you haven't done it yet!

Down: 1 Abdomen, 2 Restless, 3 Stream, 4 All right, 5 Icicle, 6 Limited, 8 Generalissimo, 14 Intimate, 15 Overseas, 16 Topical, 17 Colonel, 19 Accuse, 21 Rapper.
Across: 7 Absent, 8 Galactic, 9 Northern, 10 Recoil, 11 Redeemer, 12 Geezer, 13 Oscillation, 18 Mozart, 20 Surveyor, 22 Sitcom, 23 Impostor, 24 Falsetto, 25 Enamel.

CAFÉ CONVERSATIONS ARE BACK!

Café Conversations are back for 2022! Grab a cuppa and come along for a chat.

We'll be continuing with in-person and online catch ups to discuss what matters to you and we're excited to hear your thoughts and ideas.

Our next sessions will be in spring and summer. Keep an eye on our social media pages for more details as they come.

Email Kirstie McLean at KMclean@qcha.org.uk or call 0808 143 2002 to sign up to our



next catch-ups.

Make sure to let your Queens Cross neighbours know to sign up.

Can't wait to see you!



ScreenCloud

If you're a tenant in one of our multi-storey flats at Dundasvale or Westercommon, you may have noticed the screen in your reception foyer area.

The screens are there to provide the latest news and events in your community as well as association updates.

Due to software issues, the screens haven't been working the way they should be.

We're currently working on a fix for this and we're hoping to have them up and running again soon.

We apologise for the inconvenience caused. Please get in touch with us on **0808 143 2002** or contactus@qcha.org.uk if you'd like to find out more about our services.



**Queens
Cross
Housing
Association**



**SCOTTISH
FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

Keeping your building clean & clear keeps you safe

In the event of a fire, items stored in communal areas could stop you from getting out – or prevent the Fire Service from getting in to extinguish the fire.

Keeping common areas and stairways clear saves lives, so it is vitally important that all potentially hazardous items are kept in appropriate storage areas.

This includes:

- X** Prams
- X** Wheelchairs or mobility scooters
- X** Bikes
- X** Rubbish bags
- X** Old furniture



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؟

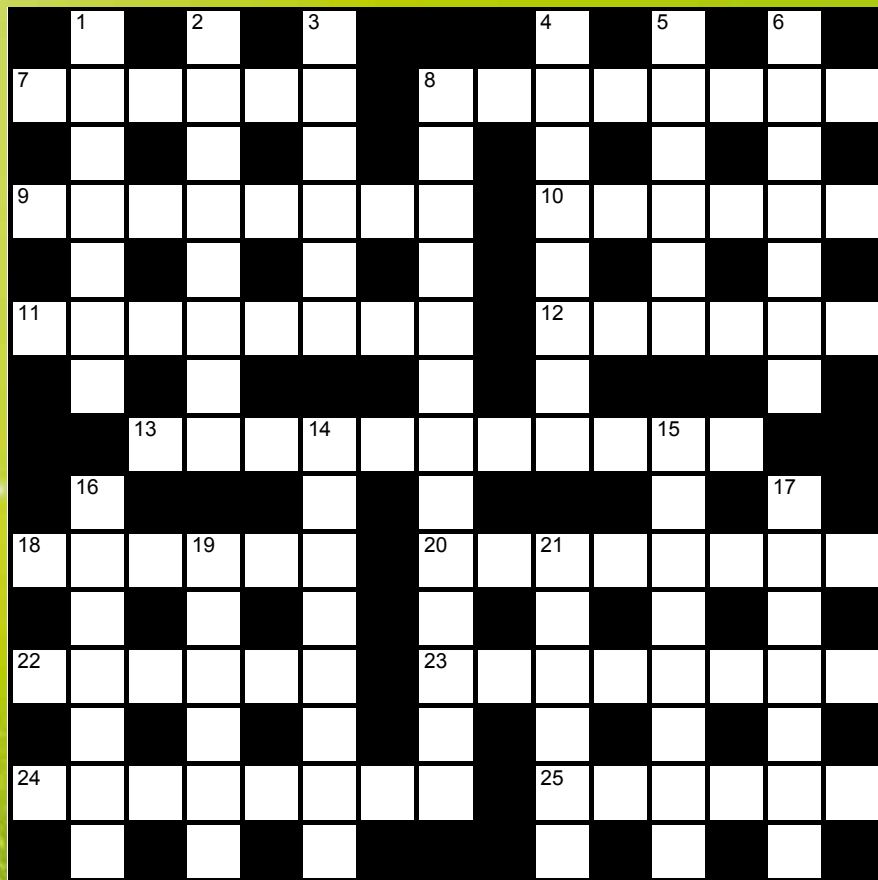
کیا آپ بذات خود یا کوئی شخص کراس کے کسی ایسے کسٹمر کو جانتے ہیں جسے ہمارے ساتھ انگریزی میں بات چیت کرنے میں دشواری کا سامنا ہو؟

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 Missing (6)
- 8 Enormous (8)
- 9 Type of lights (8)
- 10 Shrink back (6)
- 11 Saviour (8)
- 12 Man (6)
- 13 Moving to and fro (11)
- 18 Austrian composer (6)
- 20 Inspector (8)
- 22 Light-hearted TV show (6)
- 23 Person practising deception under an assumed name (8)
- 24 Forced high notes (8)
- 25 Tooth covering (6)

Down

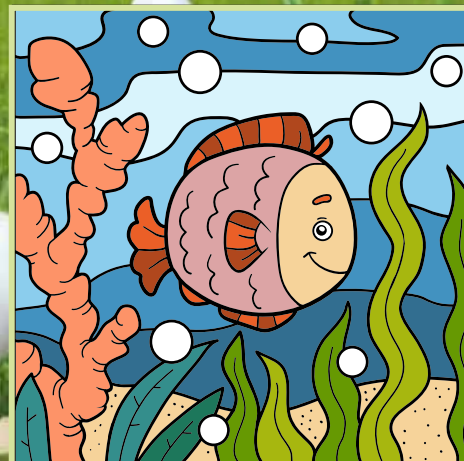
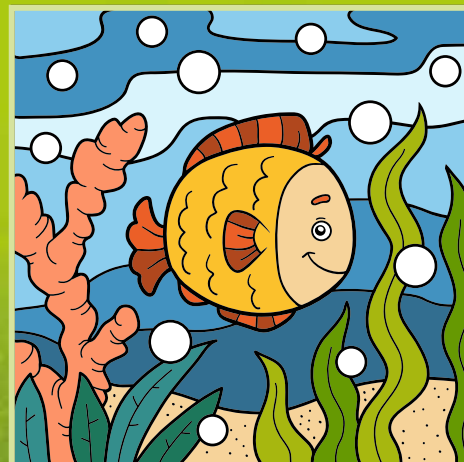
- 1 Belly (7)
- 2 Uneasy (8)
- 3 Flowing water (6)
- 4 Yes (3,5)
- 5 Tapered frozen mass (6)
- 6 Circumscribed (7)
- 8 Supreme commander (13)
- 14 Cosy (8)
- 15 Abroad (8)
- 16 Of local interest (7)
- 17 Regimental commander (7)
- 19 Charge (6)
- 21 Small sword (6)

Crossword answers on page 27

Sudoku

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

Spot 5 differences



Useful Contact Numbers

ADVICE

Citizens Advice (Maryhill and Possilpark):
0141 948 0204

CITY COUNCIL

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

ENERGY

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

HEALTH

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

FOODBANK

Glasgow NW Foodbank: 0141 959 9813

POLICE AND EMERGENCY

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

SCHOOLS

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



GET IN TOUCH

Main Office
45 Firhill Road,
Glasgow, G20 7BE

QC Factoring
45 Firhill Road,
Glasgow, G20 7BE
Tel: 0141 561 1105
Email: info@qcgroup.co.uk
Website: www.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 will be closed for the Easter weekend from 15-18 April and on the 2 and 30 May. For emergencies when our office is closed, 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

