



Queens
Cross
Housing
Association



GOOD NEIGHBOUR CHARTER

EXCELLENT HOUSING IN VIBRANT COMMUNITIES



This Good Neighbour Charter asks us all to commit to making Queens Cross the best place to live and work in Glasgow.

We can do this is by working together, looking after each other and taking care of the environment around us.

The Charter asks everyone to make a special effort to keep Queens Cross clean and green. This could be by getting rid of rubbish responsibly, recycling household waste and avoiding fly tipping. Or joining a local litter pick run by the Nurture our Neighbourhoods team.

Looking after our own wellbeing and being a good neighbour is important too.

Association staff are here to play their part by providing high quality advice and excellent customer service. We'll work with you on dealing with anti-social behaviour and help when your household budget's under pressure.

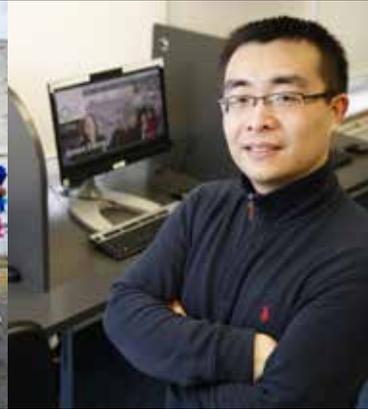
We're also here to support our most vulnerable customers and to listen when you come to us with a problem affecting you, your home or your neighbourhood.

The Good Neighbour Charter is only a start. But it does show that by working together we can make Queens Cross **the** place where people choose to live and work.



85% OF PEOPLE LIVING IN QUEENS CROSS SAY THEY CAN ASK NEIGHBOURS FOR HELP WHEN THEY NEED IT.*

82% OF PEOPLE FEEL THEY BELONG TO THE QUEENS CROSS AREA.*



83% OF PEOPLE SAY THE FRIENDSHIPS AND ASSOCIATIONS THEY HAVE LOCALLY MEAN A LOT TO THEM.*

PART OF THE



CAMPAIGN

* Tenant Satisfaction Survey 2021

TENANT COMMITMENTS FOR PEOPLE WHO LIVE IN A QUEENS CROSS HOME

Look out for your neighbours

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

Respect each other

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

Look after your home and local area

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

Keep noise reasonable

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

Look after visitors

Everyone loves visitors and having people visit you at home is important to living a healthy, happy life. Whoever pays a visit, let's make sure they also respect the neighbours and your home.



Report problems so they don't get worse

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

Keep Queens Cross Beautiful

We are all responsible for the environment and most people in Queens Cross make sure they use the bins and chutes provided by us or Glasgow City Council. If you need to get rid of rubbish or want to recycle household items, let one of us know and that way you're looking after the environment as well as your neighbours.

Have a voice, get involved

Are you interested in your community or looking for a new challenge? If you would like to find out more about ways to get involved and help others then please talk to us. No matter if volunteering is completing a Queens Cross survey or giving some hours of your time to a local group, we can only make changes for the better if we all take part.

STAFF COMMITMENTS FOR PEOPLE WHO WORK FOR THE ASSOCIATION

Offer high quality homes

We provide high quality sustainable homes to our customers and provide an excellent investment, repairs and maintenance service.

Provide safe, attractive, well managed neighbourhoods

We recognise that keeping the local environment and common areas safe and well maintained is vital to community and customer wellbeing.

Work hard to reduce antisocial behaviour

We investigate all complaints of antisocial behaviour and work with households as well as other partners and agencies to resolve disputes.

Provide high quality advice

From benefits and money advice to digital inclusion, we offer specialist advice and information that help customers achieve their personal and financial goals.

Excellent customer service

We treat customers as individuals, listen to their needs and do our best to answer enquiries and provide services quickly and effectively.

Queens Cross Housing Association staff fully support the Good Neighbour Charter and will make every effort to fulfil their responsibilities.



Support our most vulnerable customers

We offer a range of wellbeing services to those who need it most and a tenancy sustainment team who assist customers with support and advice that is right for them.

Develop community decision making

We consult and involve customers in decision making about their community and homes and are creative about the different ways that people can have their say.

Listen to feedback and learn from our mistakes

We will listen to feedback and opinions even though we might not like what we hear. We will respond to that feedback in any way we realistically can and learn from our mistakes.

If you have ideas or suggestions about how we can work together to be good neighbours, talk to a member of staff or get in touch by phone or email. See back page for details.

WANT ANOTHER VERSION OF THIS DOCUMENT?

If you would like this information in another language, in large print, Braille, Easy Read, on tape or disk or in British Sign Language (BSL), please ask us. You can call us on 0808 143 2002 or email contactus@qcha.org.uk

如果您希望将该信息翻译为其他语言、或用大号字体印刷、或盲文、或易读格式、或刻录在磁带或光盘中、或者翻译为英国手语，请联系我们。您可以致电 0808 143 2002，或发邮件到 contactus@qcha.org.uk

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إذا كنت تريد الحصول على هذه المعلومات بلغة أخرى، أو مطبوعة بحروف كبيرة، بلغة برايل، القراءة السهلة (إيزي ريد)، على شريط أو قرص، أو بلغة الإشارة البريطانية (BSL) فالرجاء أن تطلب منا هذا. يمكنك الاتصال على 0808 143 2002 أو مراسلتنا عبر البريد الإلكتروني: contactus@qcha.org.uk

Jeśli chcą Państwo uzyskać informacje w innym języku, wielką czciską, alfabetem Braille'a, w formacie Easy Read, na taśmie lub dysku bądź w Brytyjskim Języku Migowym proszę skontaktować się z nami telefonicznie na numer 0808 143 2002 lub wysłać wiadomość na contactus@qcha.org.uk

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ, ਮੋਟੀ ਲਿਖਾਈ, ਬ੍ਰੇਲ, ਸੌਖ ਦੇ ਨਾਲ ਪੜ੍ਹਨ ਵਾਲੇ ਨਮੂਨੇ, ਟੇਪ, ਡਿਸਕ ਜਾਂ ਖ਼ਿਟਿਸ ਸਾਇਨ ਲੈਂਗੂਏਜ (ਬੀ ਏਸ ਐਲ) ਦੇ ਵਿਚ ਚਾਹੀ ਦੀ ਹੈ ਤੇ ਕ੍ਰਿਪਾ ਕਰ ਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ। ਤੁਸਾਂ ਸਾਡੇ ਨਾਲ ਫ਼ੋਨ ਨੰਬਰ 0808 143 2002 ਤੇ ਗੱਲ ਕਰੋ ਜਾਂ ਫ਼ਿਰ ਸਾਨੂੰ contactus@qcha.org.uk ਤੇ ਈ ਮੇਲ ਖੱਲੋ।

اگر آپ کو یہ معلومات کسی دیگر زبان، بڑے پرنٹ، بریل، آسانی سے پڑھے جانے والے نمونے، ٹیپ، ڈسک یا برٹش سائن لینگویج (بی ایس ایل) میں چاہیے تو براہ مہربانی ہم سے بات کریں۔ آپ ہم سے فون نمبر 0808 143 2002 پر بات کریں یا ہمیں contactus@qcha.org.uk پر ای میل بھیجیں۔

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Write Queens Cross Housing Association, 45 Firhill Road, Glasgow G20 7BE



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Queens Cross Housing Association, a registered society under the Co-operative and Community Benefit Societies Act 2014.

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INVESTORS IN PEOPLE
We invest in people Gold

