



Queens
Cross
Housing
Association



GETTING TO KNOW YOU 4

WHY THIS SURVEY MATTERS

Over the years, lots of community projects have got off the ground because of Getting to Know You.

We've used the results to bring new funding to Queens Cross and what you tell us helps us improve what we do.

We know that people in Queens Cross are feeling the impact of the cost of living crisis and increasing energy costs. The Getting to Know You survey results let us respond better by understanding some of the issues and challenges tenants are facing.

Here's just some of the work that we've been able to do because of the useful information we've gathered from previous Getting to Know You surveys.

AFFORDABLE FOOD AT THE PANTRY

We opened the Courtyard Pantry at Westercommon with access to fresh, high quality food. For a £1 membership joining fee, customers can spend £2.50 in return for food and household goods worth £10-£15.



MONEY AND ENERGY ADVICE

We've increased online advice about money matters available on our website and introduced an Energy Advisor. There's help with managing money, handling debt and energy bills and a budgeting tool to help plan spending. The Financial Wellbeing Team will do a benefits calculation to ensure you're getting what you're entitled to.



SUPPORT FOR YOUNG FAMILIES

There are many reasons why parents of young children may be struggling. 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, this project can offer practical help and support.



MORE DIGITALLY CONNECTED

We employ a Digital Inclusion Co-ordinator to help people get the most from getting online. We offer training courses and support for everyone, starting at beginner level. We've created a Queens Cross app to make it easier to request services and manage rent accounts any time of the day.



BETTER, GREENER CONNECTIONS

We are working with our partners to transform Queens Cross streets and green spaces. New play areas and bike lanes are part of a new green transport infrastructure. Projects like the new Canal walkways and bridge are linking neighbourhoods and improving people's wellbeing.



HOW YOU CAN HELP

Please fill in the Getting to Know You survey form and return it in the prepaid envelope. You can ask a friend, family, or staff member to help you fill in the form.



If you would rather complete the form online, you can do this at: <https://is.gd/GTKY4> If you need any help in completing it then please contact Jason Brown at IBP on 01698 532021 (email j.brown@ibp.eu.com). You will need to use the ID number at the top right of your survey form to get access to the form online.

GET IN TOUCH

Call 0808 143 2002

Visit www.qcha.org.uk

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