



Queens
Cross
Housing
Association

qcha.org.uk

focus

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

SUMMER 2022

CEDAR MURAL UNVEILED

Created with help from schools P5

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know you 4**
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A busy summer ahead

Our summer Focus magazine is jam packed with the latest news and information as we look ahead to a busy summer.

NEW CEDAR MURAL

We were delighted to unveil a new mural in Woodside after help from over 200 local primary school children.

Funded by the Scottish Government Investing in Communities Fund and designed by artists Art Pistol & Rogue One, over 200 local children, along with community members, submitted sketches and ideas for the mural, which aims to bring people together and celebrate local diversity. Find out more on **page 5**.

COMMUNITY CAFÉ COMING TO QUEENS CROSS

A new community enterprise café is coming to Queens Cross,

which is set to bring employment opportunities and a new community hub to the area.

'Toshie's', named in homage of Charles Rennie Mackintosh, is being renovated in advance of opening on Garscube Road by a partnership with Queens Cross Workspace and The Courtyard Pantry. Find out more on **page 15**.

OUR GALA DAY IS BACK!

We're delighted to announce our Gala Day is back for 2022 following a two year absence as a result of the pandemic.

We're so excited to welcome everyone back, and our annual event will be bigger and better than ever.

We'll have rides, games, sports, live music, entertainment, food and so much more.



It takes places on Saturday 20 August so save the date!

We hope you have a fantastic summer.

Shoua Stephen
Chief Executive

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GETTING TO KNOW YOU 4

The main Covid crisis may be over but there are lots of new challenges facing Queens Cross tenants like the rising cost of food, energy and fuel.

If you're a tenant, you can help the association to provide the services you need by completing a Getting to Know You survey.

Association Chief Executive, Shona Stephen, has written to all tenant households asking everyone to complete the survey.

It covers topics like the number of people in your household, household finances, health and wellbeing, getting online, transport, equalities and contact preferences.

IT HELPS US TO HELP QUEENS CROSS TENANTS

We understand that some tenants might be unwilling to share

information with any organisation. But we'd ask everyone to take 10-15 minutes to fill the survey form in because it helps us improve services for all tenants.

Getting to Know You is an opportunity for you to tell us about yourself and for us to better understand your circumstances. This is the 4th time we have done a full tenant survey such as this.

In previous years it has given us the evidence we need to get funding for important projects that help people in the local community such as The Pantry at Westercommon as well as our Energy Advice and Financial Wellbeing teams.

This year, we're aware that people are affected by big increases in the cost of living and so we are asking a number of questions about this. Your answers will help us to understand

the issues and challenges facing you and other households and how we can help.

HOW TO COMPLETE THE SURVEY

We've asked independent research company, IBP Strategy & Research, to manage this survey on our behalf.

If you're a tenant, we'd ask you to complete the form and return it to IBP by the closing date of Friday 8th July in the Reply Paid Envelope provided.

You can ask a friend, family member or a member of the Queens Cross team to help if you like. You can also complete the form online at: <https://is.gd/GTYK4>

If you need any help in completing it then please contact Jason Brown at IBP on 01698 532 021 (email - j.brown@ibp.eu.com).



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Katrine Court



FUNDING SECURED FOR WOODSIDE MAKING PLACES

Environmental improvements to Woodside will start in autumn after Queens Cross secured funding to progress the association's Making Places project.

The £1.77 million grant award from Sustrans will see existing play and landscape areas transformed to create attractive multi-functional green spaces and useful transport links.

Work includes renewed pedestrian areas, street trees, the formation of cycle facilities and routes and play areas for children.

There will also be a green focus, with opportunities to participate

in community planting and edible landscaping as a way to encourage biodiversity.

Enhancing the lives of those living in Woodside by creating a greater sense of community and promoting a healthier lifestyle is one of the key aims of the project.

A civic corner will be created at the junction of North Woodside Road and St. George's Road which links in with the cycle routes being created by Glasgow City Council as part of their Connecting Woodside project – which is aimed at improving links from Woodside to the city centre.



THANKS TO RESIDENTS

Several consultations were held with local residents, including one in late May, to gain the thoughts and views from local residents on the proposed design plans for the area.

Thanks to everyone's feedback, our design team were able to tailor the designs to suit the wants and needs of residents.

With an autumn 2022 start date, the project is planned for completion in early summer 2024.

Over 200 local children help with Cedar mural design

A new mural was unveiled in Woodside after help from over 200 local primary school children.

Funded by the Scottish Government Investing in Communities Fund and designed by artists Art Pistol & Rogue One, local children and community members submitted sketches and ideas for the mural at St George's Road in Woodside.

Over 200 school children from Oakgrove Primary, St Joseph's Primary, Highpark Primary and St Cuthbert's Primary took part in helping design the mural, which aims to bring people together and celebrate local diversity.

Jamie Ballantine, Social Regeneration Manager at Queens Cross, said, "We are delighted to have a quality piece of public art in our area, completed by some of the best mural artists in Glasgow."

"During the consultation, people talked about social connections and many of the children drew pictures of hands: people holding hands and hands around the globe. This helped the artists come up with this thought-provoking piece which will brighten up the street and become a local talking point."

Feedback from local residents has also been positive. "I went to see the mural as soon as the scaffolding was taken down, it's stunning! I love the vivid colours - lots of people are talking about it and stopping to take pictures."

Ali Smith from Art Pistol Projects added: "The mural is about making people feel welcome and celebrating a rich local diversity. Different skin colour, cultures and religious beliefs make the world a colourful place and should be celebrated. We've chosen colours over colour. The mural aims to embrace that and bring more colour into people's lives."



Patrick Harvie MSP (second from left) meets Association staff to talk about rising energy costs and the long term goal of zero carbon buildings.

Minister hears first hand challenges of fuel poverty and zero carbon

Fuel poverty and the challenges of achieving carbon neutral homes were two of the hot topics on the table when Patrick Harvie MSP visited Queens Cross in March.

The Minister for Zero Carbon Buildings, Active Travel and Tenants' Rights met association staff to talk about how Scottish Government could help tenants cope with rising fuel bills and how the association could make homes more energy efficient to help reach zero carbon targets by 2045.

Patrick Harvie said:

"I am acutely aware that soaring energy prices are causing many people to worry about the cost of their fuel bills and it is vital that people struggling with energy bills

get the information and support they need, and the Scottish Government is committed to using all powers and resources available to us to support people through the cost of living crisis.

"The current cost of living crisis makes it clear, however, that immediate help also must go side by side with longer term action. Investing in energy efficiency is the best buffer against the ebb and flow of global energy prices, which is why we are focused on expanding and delivering our energy efficiency and heat programmes to ensure action to secure warmer, greener and cheaper heating for everyone in Scotland."

"Our area already experiences more than average rates of deprivation in the city, so fuel cost

risers are going to hit hard," said Association Director of Property, Enterprise and Regeneration, Rona Anderson.

"Packages introduced by the Scottish Government to help struggling families pay their bills are welcome, but we need to be more ambitious in how we tackle this structurally, by making homes as efficient as possible. With a joint portfolio of tenant rights and zero carbon buildings the Minister is ideally placed to help us achieve this.

"It is reassuring that the Minister is fully aware of these challenges and is keen to work with us and other housing associations facing similar issues to find cost effective solutions for our tenants."

Properties benefit from home improvements

Over 300 properties will receive home improvements as part of the association's major repairs project.

Having started in October 2021, Queens Cross have been working with ProCast to deliver improvements in homes across Queens Cross' area of operation including upgraded kitchens, bathrooms, rewiring and new central heating systems.

External work such as new windows, doors, door entry systems, roofs and stonework repairs have also been delivered.

Currently, 75 properties have benefited from the work, with the project scheduled for completion in September 2022.

The worktop, units and vinyl flooring colours were chosen by the resident. Wall tiling and flooring is carried out as part of the project to leave a modern, finished kitchen.



Roller shutter doors installed at Cedar

New door flashings and roller shutter doors have been installed at the bin and recycling stores at the three Cedar blocks.

Replacing the old aluminium doors which were not fit for purpose, the improved doors will benefit local residents, caretakers and QC Workspace clients based in the refurbished community spaces at blocks 9, 65, and 104 Cedar.

BIN STORES UPGRADED

Bin stores in various locations around Queens Cross have been cleaned up and upgraded.

Work was needed to modify the stores after Glasgow City Council issued new wheelie bins which did not fit into existing bin areas. Other stores had fallen into a state of disrepair.

The work, completed by WA Brick and Stone, involved removing concrete roofs, repairing damaged brick walls and improving floor surfaces.

The project spanned several areas including addresses in Murano Street, Firhill Street and Maryhill Road.



QUEENS CROSS GROUP VISION FOR 2025

The Queens Cross Group has unveiled plans on how it will use its combined resources to transform northwest Glasgow by 2025.



Shona Stephen, Chief Executive, visits the Glasgow Tool Library that works like a normal library where they share tools and skills instead of books.

A new Business Plan 2025 sets out how the four charities and companies in the Group each has something to contribute to help make Queens Cross one of the best places to live and work in the city.

The housing association provides more than just a home, its health and wellbeing services for people across Glasgow provide critical support for those who need it most.

To support local employment, Queens Cross Workspace provides more than 70 affordable workplaces to support small and medium enterprises across retail manufacturing and business services.

The Group's charity arm, the Queens Cross Community Foundation, offers small grants

to improve opportunities for local individuals and voluntary groups. While Queens Cross Factoring helps maintain high quality neighbourhoods.

Group Chief Executive, Shona Stephen said:

"The Queens Cross Group has a shared vision for the area. By 2025 we want to have made a significant contribution to improving the lives of local residents.

"The Group is more than just the sum of its parts. By working together we see opportunities for individuals and communities and will drive forward an ambitious plan of economic and community regeneration."

The Business Plan was launched



during a visit to a new QC Workspace business tenant, the Glasgow Tool Library. The Library is a charity that lends equipment for repairs and renovation, gardening, carpentry, craft, and more, and has over 342 local members.

"This is a great, accessible spot for our service, and we are quickly growing our membership across the city centre, West End and North of Glasgow. As a landlord we find Queens Cross Workspace has been really supportive of the project," said Glasgow Tool Library Co-Director, Cat Hotchkiss.

Details of what Queens Cross have planned for the area by 2025 can be seen on qcha.org.uk

To join the Glasgow Tool Library, visit glasgowtoolibrary.com

The Queens Cross Group is made up of Queens Cross Housing Association, Queens Cross Workspace, Queens Cross Factoring and Queens Cross Community Foundation.



Community garden path upgraded

A community garden path has received a makeover as part of a community benefit from a local contractor.

Infrastructure company AMEY, based at Woodside while they complete improvements for the M8, repaired the garden path in the area as a community benefit.

The path is part of a community garden in Woodside, widely used by local residents as a growing space and for weekly events including children's activities.

The path was previously decked with wood, but constant exposure to the elements meant it had deteriorated beyond repair and was in need of urgent replacement.

The new path is tarmac, features a dropped kerb and is wider than the old path. It now allows for wheelchair access through the main gate right up to planters, and provides a safer



smooth surface for travel around the garden.

The improvements from AMEY has saved the association over £10,000 in repairs. Many thanks to Martin and the team for their help.

Further improvements and an additional gate access point will be added once the Making Places project is underway. See page 4 to find out more about Woodside Making Places.

Successful walk for Queens Cross Community Foundation



Seventy-three walkers took part in a Canal Sponsored Walk in May to raise funds for their groups and projects.

The Queens Cross Community Foundation event saw people of all ages join in on the walk on the

Forth & Clyde Canal, which also featured live music and food and refreshments.

The walk raised money for attendees' groups and projects as well as Queens Cross Community Foundation.



After a two year break due to the pandemic, it was great to see people coming together to take part in the annual event. We'd also like to say a huge thanks to the staff and volunteers who helped on the day.

We can't wait for next year!

Are you interested in being a CAB Board Member?



Glasgow (Central) Citizens' Advice Bureau
Level 3, The Mitchell Library, 201 North Street, Glasgow G3 7DN
0141 552 5556
office@glasgowcentralcab.casonline.org.uk

Summary of role

As a Board Member you are responsible for the strategic management of the Bureau. Each CAB is a separate registered Charity and for your local bureau to be effective a wide range of experience is required. We welcome Board Members who are enthusiastic about helping their community, even if they don't feel they have specific professional skills.

What might you be doing?

- Attend Board Meetings regularly (approximately 6 each year)
- Take an active part in the discussions at the meetings
- Take an interest in the work of the bureau
- You might have a specific skill you can bring to the board eg financial management
- Help set policies, local objective and bureau projects
- Provide enthusiastic support for bureau volunteers and staff locally



Does this sound like you?

- Aware of local issues
- Committed to the Aims and Principles of the Service
- Able to think creatively and exercise good, independent judgement
- Work effectively as a member of a team
- Happy to improve awareness of Equality and Diversity issues
- Able to understand and accept the responsibility of being a trustee and employer
- May have a specific organisational skill.

Scottish Association of Citizens Advice Bureaux - Citizens Advice Scotland (Scottish charity SC016637, company limited by guarantee in Scotland SC089892.)
 Registered Office: 1st Floor, Spectrum House, 2 Powderhall Road, Edinburgh EH7 4GB.



Contact Centre Goes from Strength to Strength

Contact Centre staff are taking on additional training and development this year as they aim to help customers get their questions answered as soon as possible.

Customer Services Supervisor, Elizabeth Viola, looks after the smooth running of the contact centre. She said:

'We have a team of friendly, experienced staff to take your call. Their aim is to resolve your query for you when you call us if they can. If not, they will look to get you an answer as soon as possible.'

'The team have always been very enthusiastic about taking on new challenges and want to do more to help customers get the best possible service. These new developments will help us all get there.'

Over the coming months, contact centre staff will be working on:

- Using Near Me video calls to identify a particular part for a repair, or give advice on how to reset an appliance like a boiler or tripped switch.
- Having information on all association services so that they can signpost customers to the right person or service.
- Providing help and advice on customer self-service options such as the **contactus@qcha.org.uk** email address or the Queens Cross app
- Arranging for colleagues to call customers back at an agreed time.
- Ensuring repairs requests, including the tradesperson and part required, are recorded correctly.

This should see many customer queries resolved at the first point of contact.

To help the team take on these new duties, the contact centre is closing at 4pm every Wednesday for training time. At this time customer calls will be taken by the Business Support team for emergency repairs and any other urgent service requests.

Elizabeth concludes: 'The contact centre service is usually available Monday to Friday from 8am to 5pm. Closing at 4pm on a Wednesday will help us put these new service improvements in place sooner rather than later while causing the least possible amount of disruption to customers.'

Our **0808 143 2002** telephone number is free to call from landlines and mobiles.

Nurture our Neig

- our campaign gathers pace

Join our monthly litter picks

**First Friday of every month, 10am, 12pm
Litter picks and PPE supplied**



Join Queens Cross staff and volunteers as they make our neighbourhoods cleaner and safer.

We target different areas with litter hotspots each month. You can report areas with high levels of litter to us and we will add it to our litter hotspot register to target.

Everyone is welcome on our litter picks. If you're interested in taking part, get in touch with our social regeneration team on **0808 143 2002** or socialregeneration@qcha.org.uk.



LAST CHANCE TO USE FREE BULK UPLIFT SERVICE



Our pilot service with Total Homes which offers free bulk uplifts will be running until the end of June.

Follow a successful trial period, the scheme was extended to continue until the end of this month. An estimated 500 tonnes of bulk waste was removed from our areas 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**.



The service is currently being reviewed. To keep up-to-date with the latest information, follow our Facebook and Twitter pages:

[f @QueensCrossHousing](https://www.facebook.com/QueensCrossHousing)

[t @QueensCrossHA](https://twitter.com/QueensCrossHA)

Neighbourhoods

LOOKING OUT FOR GOOD NEIGHBOURS



Making the Queens Cross area safer, friendlier and greener is the aim of a new Charter launched jointly by the housing association and Community Involvement Groups.

The Good Neighbour Charter inspires residents and staff to work closely together to build on the existing sense of community to make the area one of the best places to live and work in Glasgow.

The association is already working with city council and national partners on major environmental improvement programmes and alongside local people to clean and

clear streets of litter. It's also set to build a new community in the Hamiltonhill area with nearly 600 new homes planned over the next few years.

"Our research tells us that 85% of people living in Queens Cross say they are happy to ask their neighbours for help with 82% of people questioned saying they felt like they really belonged to the area, so we are starting from a strong place.

"We need to use this goodwill to help local residents and staff do even more together to improve people's wellbeing and be proud of their neighbourhood," said Queens Cross's Depute Director of Neighbourhood Services, Elizabeth Hood.

"Tenants can become better neighbours by looking out for each other, looking after the local area and getting involved in groups and activities that help us make decisions. Staff can work hard to reduce anti-social behaviour, listen to what our communities and customers are telling us and take care of homes and the local environment."

Community Involvement Groups are made up of local people who work in partnership with the association to make sure residents' views are heard. Members of the four Groups support the Charter. Teresa McCaffery is a member of the Woodside group:

"I joined a Community Involvement Group to get involved, have a say and look after the area.

"I want to live in a nice place and working together with my neighbours in the community and with the association is one way that I can make a difference."

Teresa McCaffery (left), a member of Woodside Community Involvement Group, launches the Good Neighbour Charter alongside Neighbourhood Manager, Debbie Milne.



John Gray bursary launched for college and uni students



A new bursary scheme has been launched to help students in further education

Named after John Gray, Association Chairman and community champion, the bursary scheme is run by our charity, the Queens Cross Community Foundation.

It offers applicants up to £2000 a year towards the cost of their studies, whether at college or university.

JOHN GRAY, THE MAN WHO SAVED MARYHILL

John Gray dedicated a lifetime making Queens Cross and the surrounding areas a better place to live. And without his significant contribution, Queens Cross and Maryhill would not be the communities they are today.

John was an effective, popular and much-loved local community representative. Much of his time and energy went on fighting poverty and inequality and in helping young people.

He held a number of roles in local government. His work on the Regional Council's innovative Social Strategy

saw poorer communities benefit in the fight to tackle multiple deprivation.

After being elected to Glasgow Corporation in 1965, perhaps John's greatest achievement came in 1974 – when he played a pivotal role in preventing a motorway being built through Maryhill and Queens Cross.

John led the way in making local people feel part of the organisation and his integrity and personal style motivated and encouraged residents to become involved in shaping services and plans for their neighbourhoods.



John Gray, Association chairman and community champion who stopped a motorway being built through Maryhill and Queens Cross.



NEW COMMUNITY CAFÉ FOR QUEENS CROSS

A new community enterprise café is set to bring employment opportunities and a new community hub to Queens Cross.

'Toshie's', named in homage to Charles Rennie Mackintosh, is being renovated in advance of opening on Garscube Road by a partnership of Queens Cross Workspace and The Courtyard Pantry, a community project run by mental health charity Flourish House.

Dale Todd is the Courtyard Pantry Co-ordinator, he said:

"Thanks to our partners Queens Cross we are able to bring sustainable

job opportunities to the area, with a particular focus on hiring those that face barriers to employment, such as young people, those with disabilities and parents with young children. We also want to create a community hub, which serves delicious food and refreshments as well as providing a comfortable, welcoming place to visit.

"We have been speaking with locals and people that work in the area, asking what they would like us to sell at Toshie's. They would like to see us selling delicious breakfast rolls, tasty sandwiches, soups as well as healthy options such as porridge and salads. So that's exactly what we will do. We can't wait to get started."

The café will be housed in a Queen Cross Workspace property. Queens Cross Workspace is a local

economic development company operating in north west Glasgow. Part of the Queens Cross Group it provides good quality, affordable premises to let to community groups, small and medium-sized enterprises and social enterprises to support and generate employment and training opportunities for local people.

Rona Anderson is Queens Cross's director of property, enterprise and regeneration.

"This is great example of how we can use our position within the community to help address employment gaps. We need to use all the levers we have at our disposal to try and create opportunities for local people where we can."

Toshie's will open in late summer.



Toshie's manager Laura McFarlane and Queens Cross Director Rona Anderson at the key handover of the new community café.

LOOK OUT FOR THE LOGO

P&D now trading as Bell Decorating Group

As they enter the final year of their repairs and maintenance contract, P&D Scotland Ltd are now trading as the Bell Decorating Group Ltd.

The Bell Group bought P&D Scotland in April 2017. This change allows P&D to fully integrate into the Group.

Customers may not have noticed an immediate change but there will be gradual rebranding to the Bell Group over the year.

Doing this allows P&D access to Group IT systems, a new job management system, greater resources and improved recruitment.

All of this should lead to an improved repairs service and experience for customers.



Customers will now see the Bell Decorating Group out and about in the Queens Cross area.

Remember, all Bell Group staff carry an identity badge. To stay safe, ask to see the badge when they, or anyone else that you don't know, call at your home.



Soft landing areas under swings and chutes were pulled up with concrete exposed below.

Vandalism at Dunard Street playground

Vandalism to Dunard Street playground has meant that children can't enjoy the park as much as they used to.

Between March and May, deliberate damage to the soft landing areas under the swings and at the chute left the concrete below exposed and made the swings unsafe to use.

Although both areas have been made safe and the park is open, a wait for repairs to be completed meant that local children couldn't enjoy the park the way they used to.

Vandalism also adds to repairs costs.

If you see any vandalism taking place, you can call the community police. Always dial 999 in an emergency or 101 for non-emergencies.



The areas were first made safe and are now repaired.

The Pride of Queens Cross Awards

Have you nominated? *Now is the time!*

We are gearing up for our great awards ceremony to celebrate the best and most outstanding of our Queens Cross community.

There have been so many acts of kindness during lockdown and it's time to celebrate them. Let them know by nominating them, today.

Complete your entry form in this Focus magazine on page 18-19 and return it to our offices at 45 Firhill Road.

Alternatively, visit our website – qcha.org.uk – and complete an online entry form.



Make sure your nominations are in by 30 June.

Our sponsored, 3 course dinner and awards ceremony at the Grosvenor Hotel on the 7 October is sure to be a grand night out and we can't wait to see the best of Queens Cross celebrated.

Don't delay, nominate today!



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



Thank you to all of our sponsors for making this event possible.



COMMUNITY
INVOLVEMENT
GROUPS

Continued...

THE CATEGORIES ARE:

- 1. Outstanding Service to the Community (community and staff)**
For individuals
- 2. Customer First (community and staff)**
For individuals and groups
- 3. Leadership (community and staff)**
For individuals
- 4. Working Together for Better Neighbourhoods (community and staff)**
For groups
- 5. Environmental Champion (community and staff)**
For individuals and groups
- 6. Health and Wellbeing Contributor (community and staff)**
For individuals and groups
- 7. Young People's Outstanding Contribution to the Community (community and staff)**
For individuals and groups
- 8. Outstanding Partner**
For local partners
- 9. Equality, Diversity and Inclusion Champions (community and staff)**
For individuals and groups
- 10. Outstanding Local Business**
For local businesses
- 11. Good Neighbour Award**
For individuals

MEET THE JUDGES

MEET OUR THREE JUDGES WHO WILL BE REVIEWING THE ENTRIES AND SHORTLISTING THE BEST OF QUEENS CROSS.

Andrew Burns Chair, Queens Cross Housing Association



Andrew has served as an Independent member on the Association's Board since 2016 and has held office bearer positions including Vice Chair, and most recently became Chair of the Board in September 2021.

After working in social work services for almost 20 years, he left his post in 2015 in order to pursue a career in research with a focus on homelessness and other social issues. As well as research, Andrew also teaches on a variety of Social Science and Social Work topics.

Andrew sees safe and stable homes as the foundation on which the health and wellbeing of people rest. He hopes his experience, knowledge and skills can be used to the advantage of the tenants and communities served by Queens Cross Housing Association.

Pauline Smith

CEO, Connect Community Trust

Pauline is a Director and one of the founding members of Total Homes Cooperative. For the last 17 years, Pauline has been the CEO of Connect Community Trust based in Easterhouse.

In July 2022, she will be taking up the post of CEO with Development Trust Association Scotland.



Dr. Susan Aktemel

Executive Director of Homes for Good Social Business Group

Susan started her career in adult education and, in 1991, committed to using her skills to help people improve their lives. From 1994-2012 she created and grew Impact Arts, now a leading, dynamic Scottish charity.

Susan then combined her property experience with her commitment to improving people's lives to create Scotland's first social enterprise letting agency, with the aim of changing the private rented sector for people who need homes most. Since 2014 she has raised over £17 million in social investment for Homes for Good.

In 2017 she received an Honorary Doctorate from Strathclyde University for achievements in Social Enterprise, and in 2019 was inducted into the Strathclyde Academy of Distinguished Entrepreneurs.



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

RECOVERY

I've been doing a bit of research for my work with Streetcones. I've read and would recommend two books – one is called 'What Happened to You?' by Bruce Perry and Oprah Winfrey, and the other is 'There Is Nothing Wrong with You' by Cheri Huber. The reason these two books have been so relevant to me recently is because the work I have been doing with three groups who are in recovery from alcohol and drug abuse. The first book is a way to redress the wrong question being asked of folk who are in recovery. The question, 'what is wrong with you?' is just not the right thing to ask people, who find themselves trying to surface the throes of an addiction, the right question is, what happened to you?

We are all victims of trauma at some level. Trying to self-medicate through the abuse of alcohol or drugs is a misplaced way of trying to soothe a situation the best way that they can, given the level of fear you might be dealing with. For some of us it's sugar, T.V. fags, or gaming, for others vodka and heroin. Whatever your way of dealing with the pain, we all know that in the end our 'survival instincts' can end up killing us!

Especially if we don't have the support to make better choices. Cheri's book shares all of this brilliantly. However, the thing that I've learned most about working with people who are going through the huge spiritual exercise of attempting to find themselves again, after the terrible struggles of addictive substances is that they are extraordinarily brave, extraordinarily insightful, and know the creative power of vulnerability.

It's a humble experience to be with folk who are going through a journey like this.

It's been such a great journey, the laughter in the room always brings all of us to tears, we're so close to knowing what it is to be vulnerable to own our stuff that the only way to actually bring any kind of healing to bear is to surrender to something better, bigger, braver, and bolder than we can manage ourselves and that is often just being in group with no hierarchy or trying to fix folk, but just being together and being honest with each other. The sketches, songs, the poems and the ideas that will eventually be brought together, whether it be a film script or a play, will be being performed and I'll let you know when.

It's wonderful work to be reminded we can come together like this with compassion for our situation, especially in a world where it would be

deemed reasonable to throw our hands up in the air and say,

'We're all going to hell in a handcart!'

And instead, recognise each other saying...'Tell me about it!'

LIBBY MCARTHUR

Our columnist and charity patron.





Queens
Cross
Housing
Association



Queens
Cross
Community
Foundation

On behalf of the Queens
Cross Community Foundation,
formerly the Garscube
Community Foundation

Gala Day

Firhill Sports
Complex,
Hopehill Road,
G20 7HH

Fun on the day includes:

STALLS

FOOD

FAIRGROUND

TREATS

GAMES

ARTS & CRAFTS

SPORTS

ENTERTAINMENT

**SATURDAY
20TH
AUGUST
(12 - 4PM)**



Seamore Cinema



Get ready for #SeamoreSummer22, as the Seamore Neighbourhood Cinema will be showing a variety of films over the summer.

Starting with The Bucket List and Ralph Breaks the Internet, there will be a mix of film screenings with something for everyone.

The cinema will be selling food and drink at the door, including popcorn made by the amazing staff at Community Central Halls.

Follow @TheSeamore on Twitter for more dates to be announced.

- The Bucket List - Thursday 23 June, 6.30pm
- Ralph Breaks the Internet - Wednesday 29 June, 1pm

Community Central Halls
292-316 Maryhill Road, G20 7YE

Ticket prices:

Adults: £4

Children: £2

Family (2 adults, 2 children): £10

GHOST SIGNS OF GLASGOW

Explore the social history of Glasgow through the Ghost Signs of Glasgow photography archive, and objects from the Maryhill Museum.

Ghost Signs invites you to explore images of Glasgow's old handcrafted signs alongside artefacts from the Maryhill Museum collection – offering a glimpse into the city's past.

For young visitors: if you find the hidden ghost in the exhibit, you receive a prize!

The exhibition is free to visit.

Running until 1 July
Maryhill Burgh Halls
24 Gairbraid Avenue, G20 8YE



The Big Feed Glasgow



Join the Big Feed fun at the regular indoor street food market in the south side.


Proud winners of 'best street food' at both the Scotsman and Glasgow Live awards, they bring delicious food and live music together under one roof, along with face-painting, retro arcade games and a beer garden for a family-friendly street food market extravaganza.

Various dates over summer
249 Govan Road, G51 5HJ
Follow @bigfeedgla on Twitter

Focused on Performance

We want to keep you up-to-date with how our services perform. Every three months we produce reports that show how we're doing against our yearly targets. Key Performance Indicators are reported to our Board members and here are some of the results we think you'll be most interested in.

QUARTER 4: 1 JANUARY TO 31 MARCH 2022



Rent

Quarter 4: 1 January to 31 March 2022

Unpaid Rent

2.08%

Average number of days to re-let empty properties

37 days



Gas


Quarter 4: 1 January to 31 March 2022

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 and schedule an appointment on Freephone number 0808 143 2002.



Repairs

Quarter 4: 1 January to 31 March 2022

Repairs completed right first time **98.49%**

Routine repairs completed on time (within 5 working days) **99.86%**

Urgent repairs completed on time (within 2 working days) **100%**

Emergency repairs completed on time (within 4hrs) **99.94%**



Customer Satisfaction

Quarter 4: 1 January to 31 March 2022

Satisfaction with Repairs Service **82%**

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

In February of Q4, one emergency repair was late due to a sub-contractor delay. This was a blocked shower tray that required a drainage contractor. The repair was attended to on the same day but outside the target of four hours.

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

Your services, **your say**

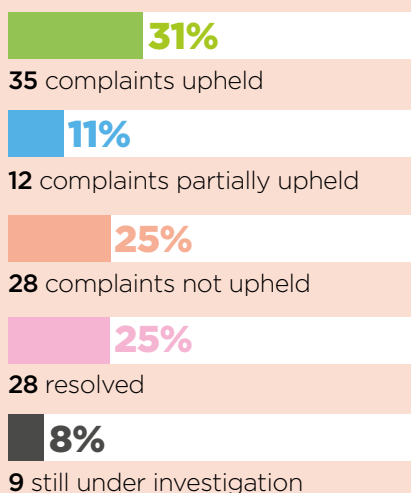
Complaints

In January, February and March 2022 we received **112** complaints. When you complain, we aim to investigate and then reply to you within 5 working days.

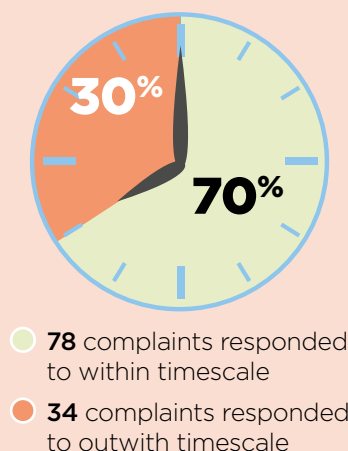
If you're unhappy with the response we give you at this stage, we'll move your complaint on to the second stage (stage 2) and aim to reply within **20 working days**.

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



Complaints responded to within timescales



Compliments

We received **22** compliments from customers from January – March 2022. Here are some of the things customers said:

“I would just like to thank Amanda MacKay from your customer contact centre. I called and spoke with her yesterday as my shower had broken and I was told it could be a week to get a new one. When I explained to Amanda that my heating and hot water are also broken and therefore I had no washing facilities without the shower she arranged to have a plumber out within a couple of hours and my shower was replaced. Excellent customer service! Thanks again.”

“When speaking to one of my tenants earlier this week she wanted to pass on how great a help Gemma Hagan has been for her over the last few months. Gemma has really helped Angela with an appeal, and she found out this week she had won this. She was extremely happy and couldn't thank Gemma enough for all her help and patience.”

“Tenant's daughter wanted to pass on her compliments for Andy Payne. She was very impressed by him and how polite and professional he was. She said that he really put her mother at ease and that she spoke very highly of them.”

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

Learning from complaints

Overall areas for learning from Q4:

- ✓ We intend to develop and improve customer service by allocating dedicated training time for customer contact centre colleagues. The aim is to ensure tenants get the best advice possible and that more enquiries will be resolved at first point of contact.
- ✓ We will also promote the fact that all calls to the 0808 143 2002 telephone number are free from both landline and mobile phones and that calls will be answered by friendly, experienced staff.
- ✓ Contact Centre staff will support customers with, for example:
 - recording repairs, parts for repairs and contractors;
 - resetting appliances such as boilers or a tripped switch;
 - arranging for staff call back appointments with housing, wellbeing and maintenance staff.

Queens Cross Workspace



We manage over 70 local commercial spaces as part of the Queens Cross Group. Our workspaces aim to provide affordable, hardworking spaces for local businesses to employ and serve the community. It's been a busy few months at Queens Cross Workspace (QCW) with new tenants moving in and new spaces becoming available.



Our newest tenant, Maryhill Open Artspace are based on the ground floor of Firhill Business Centre on Firhill Road and are settling in nicely. They provide high quality arts facilities, at an affordable price. Maryhill Open Artspace offer informal pottery classes allowing you to get creative using pottery wheels, hand tools as well as decorating your own work with colourful paint glazes. What better way to get crafty this summer? Find out more about Maryhill Open Artspace at maryhillopenartspace.org

Our largest office building, McCafferty House, is fully let for the first time since it was built in 2007. This is a huge milestone for us, as even though every separate unit has been let at one point, it has never extended to all of them at once. This is the perfect indicator that employers see Queens Cross as a great place to conduct business, and a great way to bring new jobs to the area.



The newest tenants to arrive are CPS Research. They are an independent clinical research organisation who conduct trials in pharmaceuticals, food supplements, medical devices, and other therapies. They have a number of trials they are recruiting for now. If you are interested in learning more visit their website at cpsresearch.com



Another exciting addition to McCafferty House is Verisure Services (UK), who provide high-quality alarm technology. Verisure have a strong track record of installing prevention measures for over 30 years by providing intruder alarms, smoke alarms, panic buttons and camera technology for business use and personal safety. For more on Verisure, visit verisure.com

Our Workspace portfolio is always expanding, we have exciting new spaces to offer local businesses. If you want to find out about our available offices and workshops, then head over to our website qcworkspace.co.uk

Intervention Service



SUPPORTING PEOPLE TO LIVE WELL AT HOME

This free service is provided by our Queens Cross professional care workers. It is designed to support and assess people age 60+ who may need help to live well at home.

TAKING THE TIME THAT'S NEEDED

We take the time that other social care and health professionals may not have, to sit down and talk with people about their lives as part of our assessment process. We work with service users to identify what they can do and where they may need support.

We cover everything from physical and mental health and wellbeing to practical household tasks, such as cleaning, shopping, dealing with letters and picking up prescriptions. It can be help that is needed for a short period or for longer.

A referral might be made when someone is unwell, or is dealing with a hospital stay, and needs help with their recovery. Or if they are not coping at home the way they used to, are becoming isolated or less mobile, but are not in need of social care.

HELP TO LIVE INDEPENDENTLY AT HOME

Our aim is to build a relationship with everyone who enters the service, taking the time needed to have conversations about how people are managing day to day and where they are not. We work with people to keep the skills they have, offering support where needed to give them confidence to manage all aspects of their life.

We are guided by service users and are respectful of their own needs. Our aim is to help people live independently at home, linking in with local community-based services if needed.

WHO CAN USE THE SERVICE?

The Intervention Service is free and open to **everyone** age 60+ living in Northeast and Northwest Glasgow (not just Queens Cross tenants).

We are happy to hear from people who think this service might be for them or to receive referrals from local community groups, community care centres, places of faith and community link workers as well as Social Care and NHS professionals.

Sometimes people are embarrassed to ask for help or do not know where to turn - that's where local organisations, businesses and groups can help.

We deal with referrals sensitively and only where the person referred has agreed to talk to us.

HOW DOES IT WORK?

The Intervention Service provides an initial 4-6-week support and assessment service.

During this period, we spend time with the service user, usually in their own home. We help with any immediate needs, looking at people's health and wellbeing.

We can provide personal care if this is required on a temporary basis or until longer term support can be arranged.

Overall, we work with an individual to build resilience and promote independence.

HOW TO CONTACT US

To find out more about our service or make a referral, call us on **0808 143 2002** or email contactus@qcha.org.uk



CAFÉ CONVERSATIONS

Talking about customer service



Twelve tenants came along to give their views on our customer service at two Café Conversations in May.

Held on Zoom and in person at the Courtyard Café, customers asked to see an improvement in how we manage and communicate about ongoing repairs.

They also wanted us to look at and improve our communication on day to day tenancy generally and shared their experiences of anti-social behaviour, concerns over close cleaning, fly-tipping and refuse services in the city.

We want to say a huge thank you to everyone who came along. All of this feedback will go in to the development of the Association's new Customer First Strategy action plan which will be launched later this year.

But that won't stop us acting on what we've heard in the meantime.



Our next Café Conversation will be held at this year's Gala Day on Saturday 20 August (see page 22). The topic is **Nurture our Neighbourhoods: making Queens Cross green.** If you're interested in joining

us on 20 August or at any future Café event, get in touch with Kirstie McLean by calling her on **0808 143 2002** or email kmclean@qcha.org.uk

See you there.

Queens Cross is Out and About!

We had a great catch up with everybody at the Pantry in the Courtyard in May. We had representatives from our Queens Cross Housing Team, Energy Advice Team, Tenant Participation and Events on hand to chat with the people that came along. It was great to see you and talk about our services and how we can help and be there for you. We caught up with more than 50 people on the day!

It was a great day out to discuss any issues and bring people together with teams that can help. Not only that but we had a wonderful catch up to let people know about events like the Gala Day and Pride of Queens Cross Awards.

But we are not done!

We are planning to have a day out in Dundasvale this summer to bring our services directly to you.

Keep an eye on our social media channels for more details of the next event.





From Pantry to Plate

A brand new scheme which provides free locally grown food to residents and helps to reduce food waste has started

In partnership with the Courtyard Pantry 'From Pantry to Plate' will see surplus harvested produce collected from local community gardens and brought to the Pantry, which will then be given away for free to residents.

So far fresh produce such as rosemary, mint and bay leaves have been distributed with the hope that more food will be grown in community gardens this year.

This project has been made possible thanks to almost £5,000 in funding from RHS through their community environment grant.

It's hoped this project will be the start of a food supply process that will branch out to bring in surplus produce from more local growing sites.

We always welcome new volunteers at our growing spaces. Get in touch with our Social Regeneration Team at socialregeneration@qcha.org.uk if you would like to get involved our Monday gardening drop-in sessions across the community.

Hopehill Wellbeing Garden

*A LETTER FROM MOIRA MCVICAR,
LOCAL RESIDENT AND MEMBER OF
HOPEHILL WELLBEING GARDEN GROUP*

After the monotony of lockdown and the harm it has caused, it was nice that we were able to start this gardening programme.

The day I walked into the common room it was a beginning.

We had a very derelict garden and there we were – all anxious to get started.

Looking round I could see

Donna smiling and being as efficient as always, Ben with his impeccable knowledge, and of course David and Frank (who were and are the life and soul of our new founded group), and of course as always the Hopehill ladies.

I think we have an average of forty plants in total. Between plants, seeds, cuttings and bulbs

etc - we could possibly have more strawberries than Wimbledon could hope for.

Not only have we gained knowledge, we have the promise of a lovely garden – where we can sit and enjoy seeing all that has been planted come to life.

For this reason as a team, we thank you for that.

THANK YOU



Queens Cross recognised for giving young people opportunities



Putting young people at the heart of what we do has always been a cornerstone of Queens Cross.

The association has again been recognised by Investors In Young People, achieving the gold accreditation for continuing to provide opportunities for young people.

The association has been committed to offering apprenticeships, full-time employment and work experience placements to those who have had additional barriers to employment.

Molly Bonner is currently completing an apprenticeship with the association in the maintenance team.

"It's been really good so far, I've learned a lot within the team.

"I've also been out with the electricians and handyperson team which has been interesting, and I'll soon be working with other departments to see how they work.

"Once I finish my apprenticeship I'd like to become a Maintenance Officer and progress through the grades."

James Sproull completed a three-year apprenticeship with the Handyperson team before gaining full-time employment at another housing association.



"Throughout my apprenticeship I gained a lot of skills and knowledge which has helped me progress in my career.

"I learned how to change locks, fix smoke and heat alarms, remove

graffiti and carry out minor repairs.

"I'd definitely recommend applying for Queens Cross if you're a young person as it will give you the knowledge and skills that you need to kick start your career."

Crossword Solution:

Across: 9 Precipice, 10 Lama, 11 Smith, 12 Rootstock, 13 Telegrams, 14 Tsar, 18 Witness, 20 Riotous, 21 Rile, 22 Sunstroke, 26 Semibreve, 28 Cheap, 29 Alpha, 30 Intercept.
Down: 1 Spasm, 2 Regimental, 3 Tightened, 4 Mirror, 5 Reformer, 6 Bliss, 7 N A T O, 8 Jack Frost, 15 Shopkeeper, 16 Swordsman, 17 Fourscore, 19 Souvenir, 23 Sweaty, 24 U-boat, 25 Spite, 27 Maps.

Bright Deal – Making sense of energy



Bright Deal is a home energy advice service from Deaf Action, helping deaf and hard of hearing people in Scotland understand and manage their home energy.

We can offer advice in BSL to help you live comfortably, understand your energy usage, and save money on your bills.

In-home energy advice

Our specialist Energy Champions carry out home visits across the Central Belt, supporting deaf and hard of hearing people with tailored advice.

Online advice & coaching in BSL

We provide an online advisory service, offering one-to-one support in BSL using video-calls. We can support BSL users from anywhere in Scotland.

We can offer advice on a range of topics, including:

- Energy saving measures
- Understanding tariffs, meters and budgeting
- Effective use of heating controls and hot water systems
- Preventing heat loss and insulation
- Comparing costs and heating methods
- Switching fuel suppliers
- Grants and financial help

Our advice and support will be tailored to your individual needs, from assessments and advice sessions, to more in depth coaching.

For more information, visit our website – deafaction.org.



Bright Deal supports deaf and hard of hearing people in Scotland to understand and manage their energy.

We can offer advice in BSL to help you live comfortably, save on energy bills and understand your energy usage.

To find out more, visit:

www.deafaction.org/bright-deal

www.deafaction.org

*Deaf includes people who are Deaf BSL users, deafened, deafblind and hard of hearing.
Registered Company Number SC 296876. Registered charity SC 006888.
Registered address, 45 Albany Street, Edinburgh, EH1 3QY.

energy
saving
trust

DeafAction
Making the difference



New benches donated bell

A big thanks to The Bell Group, who recently donated and installed new garden benches in Queens Cross.

The new instalments at Dalmally Street are welcome additions for local residents.

Delighted with the donation, Francis and Helen said: "The new benches will allow residents to come together to socialise and relax.

"All we need now is some sunshine!"

MONEY SAVING TIPS ON OUR WEBSITE

Energy prices are predicted to increase again in October, which is a worry for everyone.

Our Energy Advice Team are here to help. You can also visit the energy advice pages on our website with information on what to do if you're struggling to pay bills or want to use less gas, electricity or heat.

If there's some advice or information that's worked for you and you'd like to share with others, get in touch, and we'll add it to our energy advice web page.

You can email us on contactus@qcha.org.uk, call us on **0808 143 2002** or talk to one of our staff and they'll pass the message on.



REGISTRATION FOR OUTRUN IS NOW OPEN!

Join us on Saturday 27 August as we tackle OutRun, an annual five mile race around Kelvingrove Park.

Queens Cross are proudly sponsoring the event held by FrontRunners, an inclusive, community based road running club for LGBTQIA+ people and allies.

You can find out more and sign up for the race by visiting glasgowfrontrunners.org or follow them on Twitter - [@glasgowfrontrun](https://twitter.com/glasgowfrontrun).

Make sure your home is fire safe



We're working hard to install new interlinked smoke and heat alarms as part of Scottish Government legislation.

Being interlinked means if one alarm goes off, they all go off. You may not always hear the alarm closest to the fire, especially if you're somewhere else in the house. An interlinked system will alert you immediately and can help save lives.

If you haven't had the new alarms fitted, it's important you allow us access to your property so we can install these for you.

If you'd like to arrange an appointment, get in touch with us on **0808 143 2002** or email contactus@qcha.org.uk.

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؟

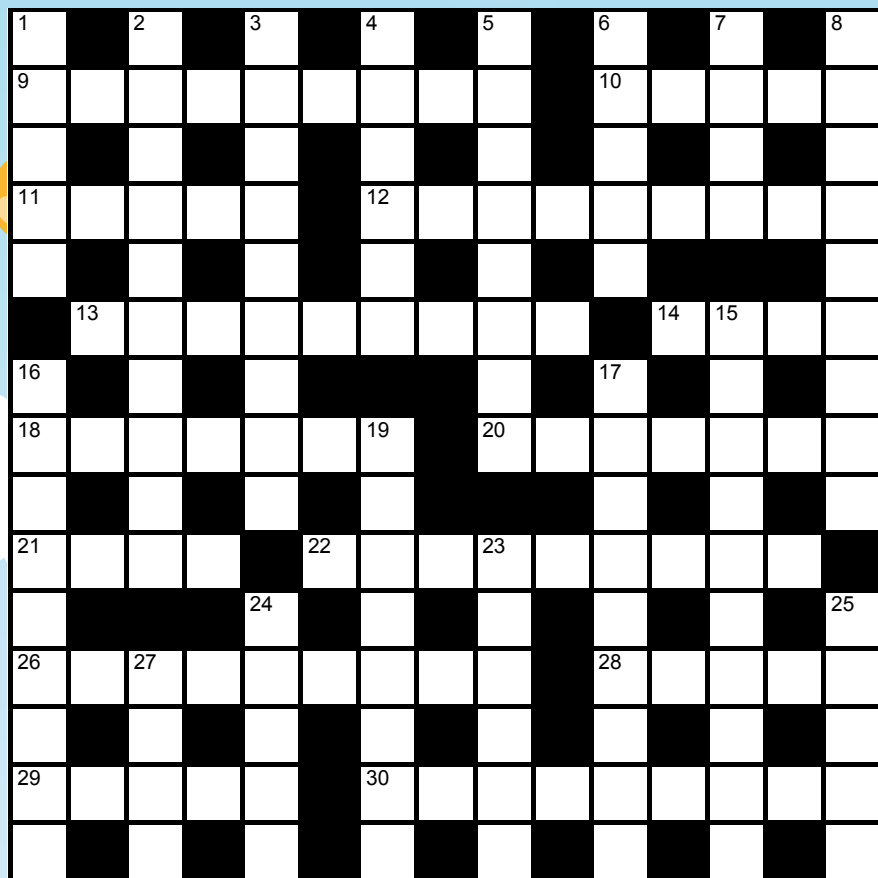
کیا آپ بذات خود یا کوئینز کراس کے کسی ایسے کسٹمر کو جانتے ہیں جسے ہمارے ساتھ انگریزی میں بات چیت کرنے میں دشواری کا سامنا ہو؟

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

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

Feeling Puzzled?

Crossword



Across

- 9 Cliff face (9)
- 10 South American ruminant (5)
- 11 One who shapes metal (5)
- 12 Rhizome (9)
- 13 Telegraph messages (9)
- 14 Government supremo in a specified policy area (4)
- 18 See (7)
- 20 Uproarious (7)
- 21 Vex (4)
- 22 Caused by overexposure on a hot day (9)
- 26 Musical note (9)
- 28 Inexpensive (5)
- 29 Type of male (5)
- 30 Cut off (9)

Down

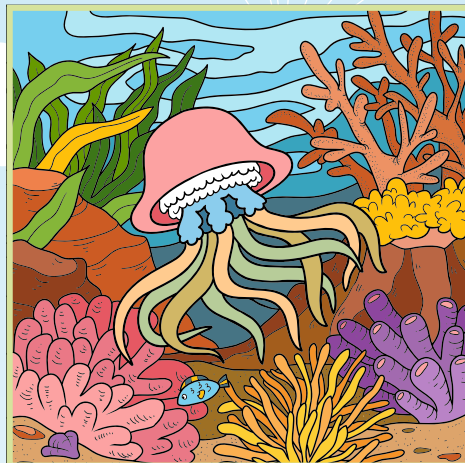
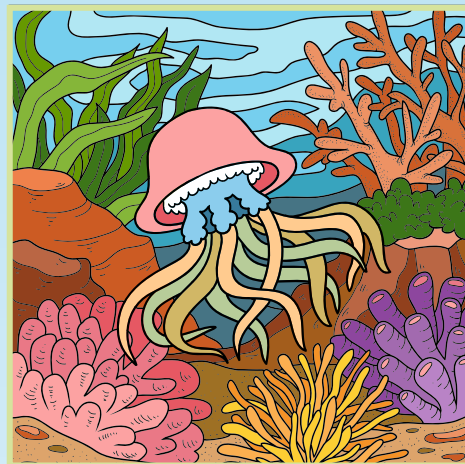
- 1 Sudden convulsion (5)
- 2 Type of military flag (10)
- 3 Made more restrictive (9)
- 4 Reflecting surface (6)
- 5 Progressive (8)
- 6 Utter joy (5)
- 7 Western pact (1,1,1)
- 8 Cold weather personified (4,5)
- 15 Retailer (10)
- 16 Fencer (9)
- 17 Eighty (9)
- 19 Memento (8)
- 23 Perspiring (6)
- 24 German submarine (1-4)
- 25 Malice (5)
- 27 Charts (4)

Crossword answers on page 30

Sudoku

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

Spot 10 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.



Bell Group UK

Our repairs service is provided by Bell Group UK (formerly 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 on Friday 15 and Monday 18 July for the Glasgow Fair Weekend. 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)
- Fiona Higgins (Labour)
- Jacqueline McLaren (SNP)
- Robert Mooney (Labour)

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