



Queens Cross Housing Association

qcha.org.uk focus

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

WINTER 2022



PRIDE OF QUEENS CROSS AWARDS

Celebrating the best of Queens Cross **P16**

Energy advice
Help and support available **P4**

Rent consultation
Latest information **P7**

Winter events
Festive activities near you **P24**

CHRISTMAS OFFICE CLOSURE
Sat 24 Dec - Tue 3 Jan



NURTURE OUR NEIGHBOURHOODS
Page 10



JOHN GRAY BURSARY SCHEME
Page 15



HAMILTONHILL DEVELOPMENT
Page 21



SERVICE UPDATES
Page 28

Welcome to our Focus magazine

Hello and welcome to our winter Focus magazine.

It's a tough time for all with the current cost of living crisis, and we're here to offer help and support.

ENERGY ADVICE

We've all seen and heard so much in the news about energy, but it's not always clear how it will affect you and what you can do about it.

We've put together an article to give you some information and ideas about how to manage your energy bills this winter. Have a look on **pages 4-6**.

RENT CONSULTATION

You may have seen the news of a Scottish Government announcement that landlords are not allowed to increase rents before 31 March 2023. This 'rent freeze' applies to both housing associations and private landlords.

Queens Cross would normally apply a rent increase annually and this happens on 1 April each year. Before making changes to rents,

every housing association is required, by law, to consult with tenants about the proposed change and what it means for tenants and services.

We will write to tenants in December to ask for your thoughts about any proposed rent increase. See **pages 7-9** to find out more.

PRIDE OF QUEENS CROSS AWARDS

We were delighted to celebrate the achievements of the local community and staff.

Our fully sponsored event recognised individuals and community groups for their incredible work and effort making Queens Cross a great place to live and work.

See all the winners from the night on **page 17**.



CHRISTMAS EVENTS

There is plenty going on in the run up to Christmas. From pantomimes to Christmas fairs, there's a lot of fun to be had for the whole family.

Check out our events section on **pages 24-25** to find out.

We hope you have a wonderful festive season.

Shoua Stephen
Chief Executive

CONTENTS

4 Energy advice this winter

7 Rent consultation

10 Nurture our Neighbourhoods

14 Queens Cross Workspace

15 John Gray bursary scheme

16 Pride of Queens Cross Awards

20 Burnbank Development

21 Hamiltonhill Development



12 Our AGM



Staff from Pachedu and Queens Cross come together for our Food for Thought session in Windsor Hall to explore Black History Month.

COMMUNITY OPPORTUNITIES PROJECT

Bringing more diverse events to the community has been the aim of a Queens Cross project.

The association’s community opportunities project has brought a range of activities to the Westercommon and Woodside areas.

There has been summer Eid parties for families, a women’s group

called ‘Chat and Chai’ and a men’s group created for the ethnic minority community.

There has also been other sessions focusing on health and wellbeing, financial inclusion, employability and power of attorney.

Guest speakers from ethnic equalities organisation Pachedu visited Windsor Hall to talk about Black History at one of our Food for

Thought sessions in October.

We have more events and activities planned in the next few months. Look out for our weekly activities and upcoming events on our Facebook page – **QCHA Social Regeneration** or website – qcha.org.uk/whats-on or call us on **0808 143 2002** for more information.



31 Gala Day

22 Intervention service

23 Libby’s blog

24 Events this winter

26 Performance

28 Service updates

32 News in brief

34 Puzzles

35 Useful contacts

ENERGY ADVICE

Not more stuff about energy!



There's so much in the news about energy, but it can be confusing. We've put together this article to give you some information and tips on how to reduce energy bills as well as how to get help when you need it.

Warm Homes Discount (WHD)

You could get £150 off your electricity bill under the Warm Homes Discount scheme. It is paid directly to your supplier by 31 March 2023.

Who will get it?

If you are in receipt of Guarantee Pension Credit, the WHD is paid automatically ('the core group') to your electricity account or by voucher if you are a pre-payment customer. If you are on a low income, you may be able to apply as part of the 'broader group'. Each supplier has their own criteria, check with them to see if you qualify.

When can I apply?

The schemes usually open in November but contact your supplier or check their website for more details. The funds are limited and on a first come first served basis and it's worth checking even if you were turned down last year, because the criteria changes.



Energy Bills Support Scheme

Everyone will receive payments totalling £400 this winter towards your electricity account. The payments will reduce electricity bills by £66

in November and December with a further deduction of £67 in each of the following four months. You don't need to register or submit your details and if you pay your bills by credit/debit card, direct debit or have a smart prepayment meter, this will be paid automatically.

If you have an oldstyle pre-payment meter, your supplier will send vouchers to add to your meter. Keep an eye out for any texts, emails or letters from them and use the vouchers as soon as you receive them, as they have an expiry date. If you haven't received your first payment in October, contact your supplier.



Make sure your supplier has up-to-date contact details, so you don't miss out on the vouchers. If you have moved house recently, check you have registered with your supplier.

Energy Facts

Here are some true and false facts about energy:

I CAN'T SWITCH SUPPLIERS JUST NOW - FALSE X

You won't save any money right now by switching. Suppliers are not looking for new customers either, so the only deals available are fixed rate tariffs. These are more expensive than the standard tariff at the moment, so best to stay with your current supplier.

I HAVE TO PAY MONEY WHETHER OR NOT I USE GAS/ELECTRICITY - TRUE ✓

Most suppliers apply a standing charge, which is a fee you have to pay every day, if you have a meter in your property. This applies to both gas and electricity, all types of meters: prepayment, credit and smart. It also applies, even if your gas is capped. The standing charges have increased in the latest price cap rises, so lots of people are noticing this charge for the first time.

MY ENERGY BILLS ARE HIGH NO MATTER WHAT I DO - FALSE X

There are things you can do to keep your energy bills as low as possible by reducing your energy usage. You can also see some tips below on reducing energy in the kitchen.



MY BILLS WON'T EXCEED £2,500 PER YEAR, NO MATTER HOW MUCH ENERGY I USE - FALSE X

The price cap that came into force on 1 October 2022 set a limit to how much suppliers can charge you per unit of gas or electricity, and for the standing charge. If you use more energy than the average then your bills will be higher than the £2,500 quoted. The good news is, if you use less energy than average, your bills could be lower.

Cooking tips

These cooking tips can help keep you warm and keep your energy bills low:

- **Don't heat what you don't need.** The more you heat, the more you pay. Heating up a full kettle of water for one cup uses more electricity than you need.
- **If possible, cook in bulk.** In most kitchens, the oven uses more energy than other cooking appliances. If you do use your oven, cook as much as you can while it's on, reducing how often it needs to be on.
- **Microwaves use a lot less energy** than your stove-top which uses less energy than the grill, which is more efficient than using the oven. If food packaging suggests putting it in the oven, you might be able to save energy and money by microwaving it instead. Make sure it's in a microwave safe dish first though!
- **Lids save heat (and steam).** Put a lid on pots and pans - the contents heat up more quickly, which saves money. As a bonus, less steam in your kitchen reduces condensation.



Energy Scams

Energy Scammers are taking advantage of the cost of living and energy crises. Watch out for the following:

- Texts, emails or WhatsApp messages telling you to register to qualify for the Energy Bills Support Scheme. Everyone qualifies and no-one has to register.
- Door-to-door scammers selling you discounted top-ups for prepayment meters. Suppliers won't pay someone to save you money, so don't be fooled.
- Some tenants have reported being targeted by debt collectors for energy debt belonging to a different person.
- Don't let anyone into your home if you're not sure – check their identification and make sure you tell your supplier when you move



I'm struggling to pay my bills, who can help?

Queens Cross have a dedicated financial wellbeing team to help tenants who are struggling with energy problems. You can call us on **0808 143 2002** for

general advice or check out our tips and resources on our website – qcha.org.uk.

Other services who can help:

- **Energy Advice Scotland** can advise on everything from meters to grants to help with fuel debt. Give them a call on **0808 196 8660**.
- **Home Energy Scotland** can give advice on how to use less energy in your home. You can contact them by calling **0808 808 2282**.
- Contact your energy supplier if you're struggling to pay your bills. They might be able to extend your emergency credit to keep your power on if you have a prepayment meter or they can set up a payment arrangement if you owe them money – you don't have to pay it all at once.
- **Citizens Advice Scotland** (cas.org.uk) can help with debt.
- **The Scottish Government** has a new website that brings together lots of information and help on the current cost of living crisis. There are sections on energy, benefits and debt as well as specific sections for families, older people and those with health issues - costofliving.campaign.gov.scot
- **The Scottish Child Payment** helps towards the cost of supporting your family. It's a payment of £20 per week for each child under 6, if eligible. This payment is increasing to £25 per week

from 14 November as well as being rolled out for children under 16. If you already receive this payment, this will automatically increase. If your child is part of the new group of eligible children, you will need to apply. Visit mygov.scot or call **0808 182 2222** to find out more.





WILL QUEENS CROSS RENTS BE INCREASING IN APRIL 2023?

You may have seen the news of a Scottish Government announcement that landlords are not allowed to increase rents before 31 March 2023. This 'rent freeze' applies to both housing associations and private landlords.

The rent freeze applies to rents that will increase by 31 March 2023. The Scottish Government has not ruled out any rent increases in April.

Queens Cross would normally apply a rent increase annually and this happens on 1 April each year. Before making changes to rents, every housing association is required, by law, to consult with tenants about the proposed change and what it means for tenants and services.

Generally, we consult with tenants before Christmas so that Board members can take tenants' views into account when setting the budget in January.

What about the cost of living crisis?

We know that many people are struggling with higher prices for food, for energy and general living costs. Some are facing difficult choices about buying food and heating their home.

The association aims to keep rents affordable, particularly for tenants who don't get help with their rent or are working. Rents are only increased to maintain services and keep homes in good condition.

We know that any rent increase will be unpopular - do rents have to increase?

The costs to the association of providing services and keeping our neighbourhoods safe and tidy have gone up massively in the last year and are expected to keep rising.

Our biggest expense is carrying out repairs, maintenance and investing in homes and neighbourhoods. Last year we told you that the cost of our 5 year major works* programme had increased by 20%. This year some contracts have doubled in price and our energy prices have increased fivefold.

(*Major works = new heating systems, windows, kitchens and bathrooms as well as roofs and environmental works)

Year	Kitchen	Bathroom	Rewire
2020	£3,240	£2,484	£2,881
2022	£4,286	£3,164	£3,843
Increase %	32.27%	27.4%	33.36%

Over the last six months we have already had to make savings because we set a rent increase in April 2022 that was below inflation. The April 2022 rent increase was only 2.9% when inflation was sitting at 7.8%* in April. We have made savings in many ways including not filling staff vacancies quickly and reviewing contracts to make sure they give best value.

(*CPIH is a Government measure of increasing costs or inflation)

Inflation is currently sitting at 10.1% (August 2022) and is the highest rate for 30 years.

We understand that tenants' earnings and benefits are not increasing as much as your costs and

that a 10% or higher rent increase would be more than many of our tenants can afford.

However, if rents do not increase we will need to make significant savings by cutting back on repairs and maintenance, cancelling or delaying major works and reducing our services by cutting staff levels.

What would happen if we apply a rent freeze?

The association's financial plan includes the cost of major works in our homes of around £6.8 million every year. If we do not increase rents at all in April 2023 this will have an immediate impact on what

we can include in the major works programme in the next few years. We will have to reduce our spending by £14 million pounds over the next 5 years.

What is the impact of a below inflation rent increase?

Any increase below inflation has an impact on the money we have to deliver services - not just in the one year but every following year too.

The table below shows how much money is lost by the association over 5 years as a result of two below inflation rent increases when inflation is as high as 10%

Rent increase below inflation				This amount is equivalent to		
April 2023	April 2024	Inflation	Reduction in money available over 5 years	% of our planned major works	% of our staff costs	% of our spend on day to day repairs
Freeze	5%	10%	£14 million	40%	32%	61%
5%	5%	10%	£10 million	28%	23%	43%
7%	5%	10%	£8 million	23%	18%	35%



Crossword answers for page 34 - don't look if you haven't done it yet!

Down: 1 Oust, 2 Option, 3 Archery, 4 Maryland, 5 Bear, 6 Smash-up, 7 Stringer, 8 Bookkeeper, 13 Accessible, 16 Somebody, 18 Tortoise, 20 Cologne, 21 October, 24 Afraid, 26 Lame, 28 Dime.

Across: 9 Upper case, 10 Motto, 11 Tigh, 12 Yardstick, 13 Abnormal, 14 Bungle, 15 Cosy, 17 Edits, 19 Prep, 22 Summon, 23 Armchair, 25 Imbroglio, 27 Oared, 29 Laden, 30 Mesmerism.

If we apply below inflation rent increases and do not reduce our spend, the association will run out of money.

We would need to make a number of difficult choices to reduce costs if rent is to be kept below inflation – probably a combination of the options below:

1. Reduce planned major works until inflation drops

- Only do works we are contractually bound to do
- And works that keep buildings safe and wind and watertight
- Not doing heating renewals and upgrades
- Not replacing bathrooms and kitchens

2. Reduce services

Only delivering core services such as lettings, housing management and maintenance.

Not doing things like benefits and energy advice and community support activities. However we know these services are even more important when people are struggling to manage financially and will impact our most vulnerable tenants more.

3. Change our future plans on rent increases

If we reduce the rent increase for two years, we would have to raise the rent increases applied in year 3 and onwards to a level higher than inflation.

4. Be more efficient

We are already making savings that are not reducing services and will continue to look at any ways we can be more efficient but this alone will not reduce our costs as much as will be needed.

How we intend to improve our services

We know that our repairs and maintenance service is one of the most important services we provide. It's also the part of the business where we spend most money.

Customer feedback this last year has been clear that we have room to



improve on the repairs service.

We do over 15,000 repairs every year and 80% of these are done in one visit. But tenants have complained about repairs not being done correctly or taking too long. There have been real issues for contractors this year with the availability of trades people and materials, but we need to get better at telling tenants why a repair hasn't been carried out or why it is taking so long to get parts.

We will be arranging new repairs contracts to start in April 2023. We intend to offer smaller packages of work and believe this will help improve services. In the meantime, we will work with Bell Group to improve the quality of our repairs service and communication with tenants.

Are our rents affordable?

We try to keep the annual increase as low as possible and aim to charge rents that are similar to those of other local social housing providers like Maryhill and NG Homes. We use the Scottish Federation of Housing Association's Affordability Toolkit to confirm the relative affordability of our rents. This confirms that our rents are generally well within the levels considered affordable for families, single parent families and couples. The rent for some of our 1 bed flats are on the cusp of affordability for single people on low incomes.

We also know that the rents charged by many private landlords are not affordable in our area for people on low incomes.

Help we can offer

If you are struggling to make ends meet or to pay your rent, our Financial Wellbeing team can help. There are benefits and grants available that you may not be aware of. We have money & benefits advisors who can check whether there is financial help you are entitled to. Our energy advisor can talk to you about your energy bills. Call us on 0808 143 2002 for an appointment.

Have Your Say

We will write to tenants in December to ask for your thoughts about any proposed rent increase ... it is more important than ever that you give us your views.

Nurture our Neig

Fly tipping

We have been getting increasing reports of fly tipping around our neighbourhoods.

In September, 13 instances of fly-tipping was reported to us by local residents.

We're working closely with Glasgow City Council to look at ways of reducing fly-tipping and identifying offenders to help keep our areas clean and safe.

If you spot someone fly-tipping, please call Glasgow City Council on **0141 287 1058** or report it online at glasgow.gov.uk



Free bulk uplift with Total Homes



Our free bulk uplift service with Total Homes Co-Operative has been extended into 2023.

Pick-ups can be made directly from your home within three days of the request – no need to leave your bulk uplift on the street.

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

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

ANTISOCIAL BEHAVIOUR



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

If you or someone you know is experiencing incidents of antisocial behaviour please let us know.

We aim to investigate and resolve straightforward complaints about antisocial behaviour within 10 days. More complicated investigations may take up to 20 days.

We also work with other agencies such as Police Scotland and Glasgow City Council who can deal or support you with incidents of antisocial behaviour.

Our antisocial behaviour leaflet explains in full how we handle antisocial behaviour and all the other agencies we work with. Have a look at it by visiting our website – qcha.org.uk/documents.

HOW TO REPORT ANTISOCIAL BEHAVIOUR TO US

To report antisocial behaviour, call us or send us an email.

For information on antisocial behaviour and other services, visit our website

Call 0808 143 2002

Email contactus@qcha.org.uk

Visit qcha.org.uk



Neighbourhoods



Environmental charity Keep Scotland Beautiful were celebrating at our Pride of Queens Cross Awards, picking up the community award in the Environmental Charity category.

Keep Scotland Beautiful work closely with the association to help us achieve our sustainability, net zero and clean neighbourhood objectives in line with our 2021-2025 business plan.

The charity have provided invaluable guidance, advice and training to help the association reach their goals.



Bin It To Win It

Keep Scotland Beautiful have teamed up with LitterLotto to offer a weekly prize draw.

Bin It To Win It rewards you for cleaning up your local area. Download the LitterLotto app and take a photo binning your litter to be in with a chance of winning.

Finding the right balance

Cost of living crisis and rising service costs discussed at 46th AGM



There was a serious and sombre mood amongst housing association members at this year's Annual General Meeting at The Courtyard on 20th August.

Whilst there was recognition and thanks for everyone who has supported their local community in the past two years, there was discussion about the pressures on how to support households and manage association budgets.

Chair's report focused on pressures on poorest households

Unable to make the AGM due to personal circumstances, Anne Ramsey, Vice Chair, presented Andrew Burns' Chair's Report. Andrew's thoughts were on those residents who were just getting by but 'are now really struggling, and those that were already struggling who are facing real hardship'.

At the same time, Andrew reinforced the association's commitment 'to try and mitigate

some of the worst effects for our tenants and other community members while, at the same time, trying to ensure the association and the wider group remain financially stable'.

A belief in good quality social housing that gives people access to a safe and secure home at an affordable rate was at the heart of Andrew's presentation.

Unlike the private rent sector, the social housing sector has a wider role in 'caring about the local environment and the communities in which people live'. That includes building affordable new homes that are more adaptable and accessible 'for our older tenants or for those living with impairments'.

Andrew highlighted the association's role in offering specialised advice, help and support, and the fact that we've increased our financial wellbeing support.

In the coming months and years, the big challenge for the Board and the association is one of balance. Andrew said: 'as we try to walk the line between doing all of the things that you can reasonably expect from us, being fair to the people who work so hard for the association, and keeping costs down for tenants as far as possible, we will undoubtedly be faced with some very difficult decisions.'

He closed by encouraging





Anne Ramsay, Vice Chair, presented the Chair's Report on Andrew Burns' behalf at the this year's AGM



local residents to work alongside association staff in making important decisions about future services.

“It does feel like a cruel twist in events that, after two years of pandemic and lockdowns....we’re hit by a cost-of-living crisis.”

Finance assurance but challenges ahead

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

While this was good news given another difficult year for all businesses, Neil Manley, Director of Finance and Corporate Support, talked about ongoing cost increases and the effects of inflation in delivering services.

Neil explained that, while the association does have a surplus, this money is already committed to

investment in existing homes and on building new homes. Future rental income is needed to ensure we can meet financial commitments while keeping rents affordable in a very volatile financial environment.

Services adapt to the times

Association Chief Executive, Shona Stephen, looked back on 2021/22 as another

year when the pandemic continued to impact services. But it was also a year when major projects re-emerged, were refined and got back on site.

Shona pointed to success stories such as the bulk uplift partnership with Total Homes and the Café Conversations that have opened up discussion with tenants on topics like customer service.

However, the impact of Covid, Brexit and the war in Ukraine was also covered by Shona who illustrated cost rises of more than 33% for some services and materials.

Shona explained the challenges facing Board members in looking at this year's rent consultation



especially given the recent rent freeze announcement by Scottish Government which could have even more consequences on the association's budget.

Members were then asked to work in groups to reflect on the presentations and the financial pressures as well as their views on cost reductions and future service needs.

Help us to help you get involved

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

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

If you or anyone you know are interested in finding out more about volunteering with the association, email us on contactus@qcha.org.uk or call us on **0808 143 2002**.

New additions to Queens Cross Workspace

An organisation which supports women and a bespoke furniture specialist are just some of the new exciting businesses which have opened in Queens Cross.

MsMissMrs are a community interest company which helps women and girls through education programmes and workshops in self-awareness. You can find out more about their work on their website - msmissmrs.co.uk.

They are one of two new businesses which will be based at Firhill Road alongside printing company D&S Print.

They specialise in designing and printing leaflets, letterheads, business cards and carry-out menus. For more information, visit ds-print.co.uk.

NEW COMPANIES ON GARSCUBE ROAD

Two new business tenants have moved into workshops on Garscube Road. The first is JS McColl - a long standing partner of Queens Cross and a well-known local business renowned for their personable and high-quality services in painting and decorating.

You can learn more about them on their website - jsmccolldecorators.co.uk

The second addition is an exciting new business creating bespoke furniture. Though they aren't set up yet, we're very excited to see their work. So keep an eye out for some wonderful woodwork in the coming months.



Queens Cross Workspace rent out spaces to over 70 commercial properties in the local area that bring employment and support to the community.

LOOKING FOR A BUSINESS SPACE?

Are you looking for space for your business? Email info@qcgroup.co.uk to find out what we have to offer.

You can also follow us on Instagram at [@qcworkspace](https://www.instagram.com/qcworkspace) to find out how we can help and about available spaces.



STUDENTS BENEFIT FROM QUEENS CROSS SCHEME



wasn't aware of all the expenses that university life comes with.

"This has made sure I don't fall behind and I have all the correct materials for me to successfully study."

The bursary scheme is named after former Queens Cross Housing Association chairman and community champion John Gray, who passed away in 2019 after dedicating his life to the communities of Queens Cross and was a strong advocate of opportunities for its young people.

Norman Gray, John's nephew, is pleased that the scheme has helped local residents.

"John was always clear-sighted about the importance of support for children and young people.

"He would be delighted that Queens Cross Housing Association has set up a bursary scheme to give such practical support to the growth of the people and the community of the area."

Queens Cross' social regeneration manager Jamie Ballantine helped develop the project.

"Queens Cross Community Foundation aims to improve life opportunities, enhance wellbeing and challenge poverty in our local communities.

"With the current cost of living crisis, the John Gray bursary scheme has been vital in helping these students starting out at college or university.

"This grant funding has allowed them to purchase essential supplies for their studies which they otherwise wouldn't have been able to afford."

Students moving into further education have been helped with the cost of studying thanks to a new scheme launched by a north west Glasgow charity.

The John Gray bursary scheme was set up by Queens Cross Community Foundation, the charitable arm of Queens Cross Housing Association.

In its first year, grants totalling £10,000 have helped six students starting full-time and part-time courses at college and university purchase educational essentials such as textbooks and electronic equipment to aid their studies.

Adela Bačová is studying an

undergraduate degree in politics and international relations with psychology and Spanish at the University of Strathclyde. She received £2,000 to help with her course.

"The scheme has made a very big difference to my studies so far. I was able to buy essential textbooks and an iPad to help me stay organised without being forced to take out a student loan.

"It has also encouraged me to participate in social events at my student union which has helped me meet new people in my course.

"Without the scheme it would have been very difficult for me to do my course. As a first year student I



QUEENS CROSS HAIRDRESSERS ARE a cut above

Two neighbourhood hairdressers snipped up a joint award for serving their local community in Queens Cross.

The Hair Gardener and Theresa-Ann's Hair Studio were jointly crowned 'Outstanding Local Business' at the Pride of Queens Awards. The Awards ceremony was held at the Grosvenor Hotel thanks to the scheme's sponsors.

Both hairdressing businesses were nominated by local residents for offering services to local people that went above and beyond a cut and blow dry.

Theresa-Ann and Xanthe Aitken from the Hair Gardener were singled out for offering a listening ear, supporting local community initiatives and helping customers in need of support.

A total of 56 groups and individuals were shortlisted at the awards across 11 categories. The awards are the association's way of recognising outstanding achievements in the community by local residents, employees, businesses and partners.

Other community winners included the Firhill Youth Project in the Health and Wellbeing category for their work in encouraging young people to get involved in rowing on the Forth & Clyde Canal.

Local resident May McVey picked up an award for Outstanding Service to the Community. May has worked tirelessly to ensure that local people have a voice and take part in shaping their own community.



"We were so struck by the praise and genuine affection in their nominations, we were unable to separate them. They are both truly community focused businesses that treat their patrons more like family, rather than simply a customer to be served. Their doors are always open to help however they can, and we were bowled over by the countless examples of how they've gone out their way to support those who need help the most," said association chief executive, Shona Stephen.

"I'd also like to extend my congratulations to all this year's winners. It reinforces for me yet again the true sense of community we have here at Queens Cross with people continually going above and beyond to help others in all sorts of creative ways."

Regeneration company Urban Union, part of the Robertson Group, were the main sponsors of this year's event. Neil McKay, Managing Director at Urban Union, said:

"We are honoured to support and celebrate the work of local businesses at the Pride of Queens Cross awards. Recognising the massive contribution these businesses make to society and their respective communities is important, especially as we continue to recover and operate in a challenging economic period. At Urban Union, we believe in building thriving places to live, and these businesses are a significant part of that."

"I'd like to take this opportunity to congratulate the winners and those shortlisted."

WINNERS

1. OUTSTANDING SERVICE TO THE COMMUNITY

- **FOR COMMUNITY**
Winner – May McVey
Highly commended –
Braeside Community Garden
- **FOR STAFF**
Winner – Jamie Ballantine,
Social Regeneration Manager

2. CUSTOMER FIRST

- **FOR STAFF**
Winner – John Smith,
Maintenance Officer
Highly commended – Lynn
Devlin, Housing Officer



3. LEADERSHIP

- **FOR STAFF**
Winner – Jacqueline
McMurchie, HR Assistant
Highly commended – John
Gray, Estate Services
Co-ordinator

4. WORKING TOGETHER FOR BETTER NEIGHBOURHOODS

- **FOR STAFF**
Winners – Douglas Mack,
Alan Millar and Robert
Brydson, Estate Caretakers

5. ENVIRONMENTAL CHAMPION

- **FOR COMMUNITY**
Winner – Keep Scotland
Beautiful
- **FOR STAFF**
Winner – Debbie Munro,
Facilities & Contracts Officer

6. HEALTH & WELLBEING

- **FOR COMMUNITY**
Winner – Firhill Youth Project
- **FOR STAFF**
Winner – Alana Stewart,
Family Wellbeing Project
Manager
Highly commended –
Housing First for Young
People

7. YOUNG PERSON'S OUTSTANDING CONTRIBUTION TO THE COMMUNITY

- **FOR COMMUNITY**
Winner – Chloe Stirling and
Ally McAllister
- **FOR STAFF**
Winners – Wellbeing Workers
Kira Motherwell & Regan
Nixon

8. OUTSTANDING PARTNER



- Winner – Courtyard Pantry
- Highly commended – Baby
Food Bank

9. EQUALITY, DIVERSITY AND INCLUSION

- **FOR COMMUNITY**
Winners – Hopehill Gardening
Group



- Highly commended –
Glasgow Tool Library

- **FOR STAFF**
Winners – Raymond
Kilpatrick, Wellbeing Worker

10. OUTSTANDING LOCAL BUSINESS

- Joint winners – The Hair
Gardener/Theresa Anne's
hairdressers
Highly commended – Kip
McGrath Glasgow West

11. GOOD NEIGHBOUR AWARD

- Winner – Helen Getty
- Highly commended – Janet &
Bill Scott



Spotlight on Community Award Winners

OUTSTANDING SERVICE TO THE COMMUNITY

Braeside Community Garden – highly commended

Braeside Community Garden has been transformed from derelict waste ground into a growing space and leisure area where local residents can come together and socialise.

The space has been used for a variety of events including a monthly maker's market where local residents can display and sell their creations. The area is also used by children to play in the newly created sandpit and tree house.

This project is the vision of Claire McEachran who, along with the experience of Grahame Currie and his trusty hammer, have created an amazing space.



HEALTH & WELLBEING

Firhill Youth Project – winner

Firhill Youth Project and Community Sports Hub provide free opportunities for local young people to become active in the community through rowing and water sports.

Over 200 young people from local schools and youth groups have taken part in a range of water sports and other educational based activities.

The sessions are free and give young people the chance to take part in a sport they wouldn't have had a chance to otherwise.



YOUNG PERSON'S OUTSTANDING CONTRIBUTION TO THE COMMUNITY

Chloe Stirling and Ally McAllister – winner

Chloe and Ally have been instrumental in raising money for the Association's Housing First for Young People service to provide more activities for young people.

After being supported by the service, both Chloe and Ally recognised how few opportunities young people get who have experienced care or homelessness.

Chloe set up a Mrs Hinch inspired raffle while Ally took part in a sponsored cycle to raise hundreds of pounds for the service.



Spotlight on Community Award Winners

OUTSTANDING PARTNER

Baby Food bank - highly commended

The Glasgow Baby Food Bank was set up in October 2019 after a local community group heard a breastfeeding asylum seeker had been hospitalised and the dad could not afford milk formula for their child.

The Glasgow Baby Food Bank have their own premises and have started a monthly pop up swap shop at the Westercommon Courtyard. The swap shop provides items such as:

- baby clothing, toys and equipment
- baby food
- different size nappies

This service has helped over 3000 families so far across the north of the city.



OUTSTANDING LOCAL BUSINESS

Kip McGrath Glasgow West - highly commended

Since opening in 2017, Kip McGrath Glasgow West has delivered over 8,500 lessons in English and Maths to almost 500 different pupils in the local area.

They work with children in the local community between the ages of 4 and 18 and support schools in raising attainment and also offer specialised support for pupils with additional support needs such as dyslexia and autism.

They also offer yearly scholarship places for local pupils from ethnic minority backgrounds and have been working in partnership with Scottish charity Children 1st to provide free tuition for looked after and accommodated children.



GOOD NEIGHBOUR AWARD

Helen Getty - winner

After moving to Westercommon 53 years ago and noticing the lack of facilities for young and older people in the area, Helen helped set up a community hall and leisure area for young people.

Now 83, Helen is still active in helping local people. During lockdown, she checked up on everyone she knew once a week to make sure they were well or needed help.

Jack, a 92 year old man who lives alone, receives a phone call from Helen every day to check he's doing okay.

She makes a great pot of home-made soup and gives bowls to all her neighbours.

Helen also helps in the local church with fundraising and donations.





SPRING START EXPECTED FOR BURNBANK GARDENS DEVELOPMENT

Work which will see the creation of 48 new flats at Burnbank Gardens is expected to start in the next few months.

The joint project, with Glasgow West Housing Association, will see new flats built on the site of a derelict hostel on the south side of Burnbank Gardens. A site start on the development is expected to begin in spring 2023 with an estimated completion date of autumn 2024.

Planning permission was approved last year for a six storey block split into two closes, with 24 flats in each close. Both housing associations will take ownership of one close each once the flats have been completed.

Situated just off St George’s Cross, Burnbank Gardens is a crescent of Victorian townhouses and tenements set around a communal garden, and is part of the Glasgow West Conservation Area.

Designed by architectural company Anderson Bell + Christie, the new development will replace a derelict hostel built in 1961 and currently owned by Glasgow City Council.

Each upper floor of the block will have a sun-deck and balconies for residents to socialise in the fresh air, whilst the ground floor has a communal landscaped garden. The building will be designed using blonde



sandstone material at the front that will blend in with the Conservation Area character, and facing brick at the rear.

We’ve had a few enquiries from people asking to be allocated to one of the flats. At this time it’s too early to apply for accommodation at Burnbank, but if you’re interested in applying for a home in any of our existing estates, please visit findmyhome.org.uk and complete an online application form.

First phase of housebuilding begins at Hamiltonhill

Work has started on the first phase of housebuilding at Hamiltonhill as part of plans to transform the area.

The first phase of new housing will see 208 homes built in the north area of the neighbourhood enclosed by Bardowie Street/Carbeth Street/Stonyhurst Street and Hobart Street.

These homes will be made up of 110 flats, 18 cottage flats and 50 terraced houses to be built for social rent by the Association, with 30 houses marketed for private sale by Urban Union.

The construction of the new housing will take over three years to complete, with new homes becoming available from late 2025.

Parks and open spaces

The creation of new parks and open spaces in the area has also begun.

An improved play park will be

created on Dartford Street as well as a new large community park on the site of the old Saracen Primary School. A new community garden will also sit on a vacant site on Bardowie Street, linked to Bardowie Hall.

These works are being carried out by Urban Union, part of the Robertson Group who are a development partner of the Association.

A traffic management system will be put in place during the works to keep the disruption to local residents to a minimum.

Grant funding

The association is delighted to have secured £3.8 million in grant funding to help create the parks and open spaces which represents a major investment to transform Hamiltonhill into a green neighbourhood.

Community benefits

As part of the wider Hamiltonhill regeneration project the association, in partnership with Urban Union, will be promoting a community benefits strategy which will aim to provide employment and training opportunities for local residents. Tenants will be invited to consultation sessions to give their views on how best to take forward this strategy.

Information events

The association will also host regular information events to keep the local community up-to-date with every step of the development. We'll let residents know when these events are taking place.

Visit our website to keep up-to-date with the latest developments of the Hamiltonhill project - qcha.org.uk/find-a-home.



Chief Executive, Shona Stephen, meets Urban Union Managing Director, Neil McKay, at the Hamiltonhill site.

Free assessment & intervention service For people age 60+

Do you know someone aged 60+ who might need some support at home?

The assessment and intervention service is free and open to everyone aged 60+ living in northeast and northwest Glasgow (not just Queens Cross tenants).

60+ team members **are happy to receive referrals** from friends, neighbours and relatives as well as places such as local community groups, care centres and places of faith.

The team's assessment covers physical and mental health, general wellbeing, practical household tasks like cleaning, shopping, dealing with letters and prescription collection.

They can also deal with issues such as: a hospital stay and recovery period; not coping at home; mobility issues; feeling isolated.

Call the association on 0808 143 2002 or visit our website on qcha.org.uk/qc-wellbeing/people-aged-60 for more information.



CO-WHEELS CAR CLUB Pay as you go car hire

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

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

LIBBY'S BLOG



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

The nights are fair drawing in! Am writing this between Halloween and Guy Fawkes and with two wee granddaughters in my life now, I am reminded of how exciting these festivals were for me when I was wee! We were left to our own devices! It's all very organised now! As far as I am concerned there's good and bad about how they are now! I think it's a shame all the dressing up outfits seem to be shop bought and we don't make our own but I am glad that publicly organised firework displays now seem the favoured way to go. When I think about how cavalier we were back then with fireworks; it's a wonder more of us didn't end up in casualty!

I recently sat on the Oran Mor stage for a Q&A, in front of a full house, with the full cast after a variety style show called 'Recovering Voices'. They had just performed for the very first time in their lives, a whole series of poems and sketches, all inspired by the subject of recovery from alcohol and drugs abuse. The Minister for Drugs Policy Angela Constance joined us. The performance had gone so well with lots of tears and laughter, with everyone working so hard together and producing a show that managed to encourage, delight, entertain and move its audience.

'Recovering Voices', was the culmination of months of work through **The Creative Change Collective**, who are a team of experienced creative professionals that specialise in working to address social challenges across Scotland.

Myself and my fellow facilitators led these workshops in different recovery settings, including; Turning Point in Govan, Cross Reach up at Jordanhill and Phoenix at Anniesland. The

sketches pulled no punches, but the honesty just leant to the comedy. The audience were blown away by the group on stage and I was so chuffed they had worked so hard and delivered so well.

There was one young man who explained how he had been only six weeks clean. He shared that had you told him then that he would have been on this stage performing he would never have believed a word of it.

I was asked to speak about the work, and it was then that I started to realise it was true leadership that I saw, when I was involved with these folk in recovery. It seems in my experience that when people have been to hell and back, they don't come back empty handed. Moreover, if they come through with forgiveness for themselves and find forgiveness within their family and friends, their desire to give back positively to their

community dominates their way of being. They become people who no longer indulge in self justification, knowing fine well where that gets them, and neither do they judge others, instead their sense of humility, gratitude and service to others seems to me their dominant traits.

It's been such a privilege to work on these projects. I know that the creative change collective have more of them lined up to do. I'm convinced that this genuine creative storytelling is the way to go.

Visit ccc.scot to find out more.

LIBBY MCARTHUR

Our columnist and charity patron.



EVENTS THIS WINTER

Sleeping Betty

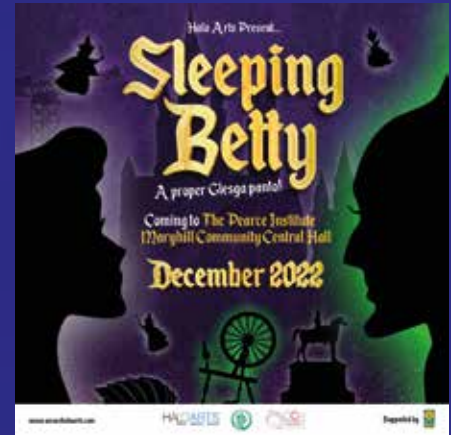
Halo Arts are delighted to present **Sleeping Betty** - a proper Glesga panto!

Princess Betty is born with great beauty and has a wonderful christening, but the evil fairy Deadly Nightshade is pure raging at not being invited. When she finds out she seeks revenge and curses Betty to prick her finger and die! Can her pals protect Princess Betty? Will the Prince save the day? How does the castle survive with such a daft King and stupid guards? Why are there so many questions?

A rip-roaring ride from start to finish, *Sleeping Betty* definitely won't send our audience to sleep! Join Halo Arts this December for fab new festive panto taking place in both south and north west Glasgow.

The show runs from 9th-11th December at The Pearce Institute and 17th-23rd December at Maryhill Community Central Halls.

Find tickets online at wearehaloarts.com



Queens Cross tree lighting

Queens Cross are making sure Santa and his reindeer can see us this Christmas! Our Christmas trees will be back this winter to light up the night sky and foster Christmas cheer at Firhill, Westercommon and Dundasvale. Look out for them in November.



Queens Cross Community Foundation Christmas Fair

Join us on Thursday 1st December from 3-7pm as Christmas comes to the Westercommon Courtyard.

Meet Santa, enjoy our craft stalls, tuck into some mince pies, hot drinks and festive treats and take part in our Christmas raffle.

All funds raised will help the Community Foundation which helps local people and community groups.



Saturday Art Club at the Gallery of Modern Art

Join the Gallery of Modern Art at their Saturday morning art club for 5 to 12 year olds!

Come along to these fun and creative workshops every Saturday for families in the Gallery of Modern Art roof top studio.

These free sessions take inspiration from the artworks on display while trying out different materials and techniques. Drawing, painting, sculptures, printing, collage - what will you be making this week?

Follow GlasgowMuseums on Twitter for more information.



Maggie's Glasgow Christmas Fayre

Bag some Christmas goodies, visit a magical Santa's grotto, listen to live carol singers and more at the annual Maggie's Glasgow Christmas Fayre on Saturday 26th November!

Sleigh on by for 11am at Maggie's Glasgow Gartnavel to meet Santa in his grotto, listen to live Christmas Carols and pick up some stocking fillers from our wonderful local crafty vendors.

It's sure to be a great family day out that will get you in the Christmas spirit, expect mince pies and mulled wine and lots of fun.

Our Elf Family Fun Run is on the same day, making it a great day out for all ages, be sure to jingle on by!

Follow maggiesglasgow on Twitter or Instagram to find out more.



The Tea Green Markets are back!

Tea Green returns to Glasgow Botanic Garden's Kibble Palace on the weekends of 19th, 20th November and 10th, 11th December with their unique festive markets.

Join them from 10am - 4pm for their amazing festive markets and find those perfect & unique

pressies in time for Christmas.

Pop along and discover an awe-inspiring line-up of hundreds of the best independent creative businesses based in Scotland, under one absolutely glorious roof!

Follow teagreenevents on Instagram for more information.



Elfingrove

Elfingrove returns to Kelvingrove Art Gallery & Museum on 24th November with a month-long magical experience for all the family featuring the UK's biggest ice rink and first ever snow wheel!

New this year at Elfingrove:

- **Snow Wheel** – enjoy Elfingrove from the air as snow falls around you and Christmas tunes fill the air
- **Toddler rink** - a small dedicated toddler rink off the main ice rink where under 5s can slide and glide wearing bobskates, while safely accompanied by an adult

- **Skate Side Dining** – a one of a kind restaurant overlooking the ice where you can book the best seat in the house for the ultimate Elfingrove experience
- **Candyland and the Silent Snow Disco** – the sweetest spot in town for the ultimate sugar rush with all things candy, candy floss and candy canes plus home to the Silent Snow Disco
- **Apres Skate Bar** – a chilled out bar where you can grab a bite to eat choosing from street food faves with a festive twist, including piping hot grilled cheeses oozing with



brie, gourmet hot dogs loaded with pulled turkey, and festive fries with pigs and blankets – plus loads of great options for veggies and vegans.

Visit itison.com/elfingrove

Focused on Performance

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

QUARTER 1: 1 APRIL TO 30 JUNE 2022

 **Rent**
Quarter 1: 1 April to 30 June 2022

Unpaid Rent **1.5%**

Average number of days to re-let empty properties **40 days**


 **Repairs**
Quarter 1: 1 April to 30 June 2022

Repairs completed right first time **98.73%**

Routine repairs completed on time (within 5 working days) **99.93%**

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


Emergency repairs completed on time (within 4hrs) **100%**

 **Gas**
Quarter 1: 1 April to 30 June 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.

 **Customer Satisfaction**
Quarter 1: 1 April to 30 June 2022

Satisfaction with Repairs Service **86%**

Satisfaction with the Customer Contact Centre **84%**

Letting days remain over target due to challenges with long term meter issues and poor performance of the contractor which is delaying the return of voids.

Senior management void review meetings have reconvened to focus on improvement across all areas of the void process.

A new IT system (Pan Connect) is due to be launched with the void module one of the first to be tested. This will provide teams with improved data.

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

Your services, **your say**

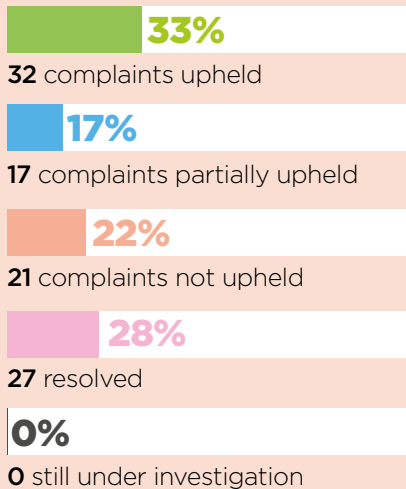
Complaints

In April, May and June 2022 we received **97** complaints. When you complain, we aim to investigate and then reply to you within **5 working days**.

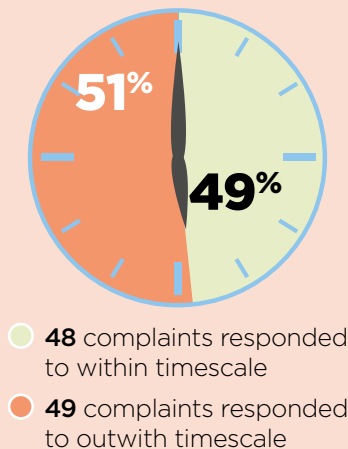
If you're unhappy with the response we give you at this stage, we'll move your complaint on to the second stage (stage 2) and aim to reply within **20 working days**.

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 **20** compliments from customers from April - June 2022.

Here are some of the things customers said:

“An applicant called to thank Michelle Wilson. She had suggested that she apply for PIP. She just wanted to thank Michelle as she has been successful in applying for PIP and would not have thought of applying if Michelle hadn’t advised her to try.”

“I just would like to express my appreciation for the work that has been done at my property today. The plasterer has been very professional and personable at the same time. The gentleman has made a lot of effort to resolve the issue from upstairs neighbour. He was very supportive, and I would like to congratulate you having that kind of professional on board.”

Compliment from tenant via app:

“Great service to fix my shower, very quick and efficient”

Learning from complaints

Overall areas for learning from Q1:

- ✓ The Customer First working group is holding Learning from Complaints workshops, the first two of which have focussed on customers who have expressed dissatisfaction with how their complaints have been handled as well as communication issues across services.
- ✓ The recent appointment of a Continuous Improvement (CI) Officer will give impetus to this work with an initial focus on the repairs and maintenance service.

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

SERVICE UPDATES



CCTV upgrades for Dundasvale and Woodside

We're moving from an analogue to digital CCTV system as upgrade works progress across Dundasvale and Woodside this autumn.

The new system will mean CCTV coverage in previous blind spots, resulting in improved safety and security for local residents.

The Dundasvale works include more external cameras but also to low rise buildings as well as lift areas and building entrances and exits.

In Woodside the new cameras will cover more external areas than before. Cedar Street, Raglan Street, St George's Cross, North Woodside Street, Braid Square and St Peter's Path will have better, improved coverage.

CCTV systems are monitored by the association's estate caretaking team. The new systems are expected to go live in both areas by early 2023.



Faster re-let times for void properties

Our new mobile voids module will reduce the time needed to prepare a void property for re-let.

As soon as a tenant lets us know they want to terminate their tenancy, a pre-inspection can be automatically scheduled followed by a full inspection after keys have been returned.

In the past, a housing officer would visit an empty property and take repairs and meter readings, coming back to the office to enter these details into multiple systems. This would be followed by a visit from a voids team to take detailed notes of any further repairs or decoration work to be done before contacting contractors and suppliers to arrange the works.

The new online module will reduce the number of steps staff need to take as they'll now use a tablet to record information on site in one go.

New estates report to lead to cleaner environment

A new report that details neighbourhood environmental issues will allow the association to deal with problems like fly tipping more quickly and effectively.

The new report is used by staff to record their own observations on monthly estate inspections and those of local residents who raise environmental issues with them.

In September, 156 estate management incidents were reported in total. These include everything from dirty bin stores and dog fouling to issues with communal areas.

The new report increases monitoring of environmental issues and better understanding of problems like litter hot spots.



New accessible entrance for main office

Our customer entrance door at 45 Firhill Road has been upgraded and is now fully automatic.

The new doors are operated by a sensor meaning customers no longer need to press a button to enter the building.

This will help those with mobility issues or who are pushing prams and pushchairs. It will also make deliveries easier to deal with.





PROUD SPONSORS OF QCHA GALA DAY.

Bell were delighted to sponsor and support Queens Cross Housing Association at their annual Gala Day on Saturday 20th August. Helping to sponsor the event and donating a Candy Cart & Donut wall on the day; we gave over 250 bags of free sweets out and over 100 donuts to attending families.

Bell is currently one of the largest property maintenance contractors in the UK, both in terms of our geographical coverage and our directly employed workforce.

We have been a family owned and operated company since 1988. Since then, our group has grown and developed organically and through acquisitions, and we now offer a full spectrum of property services including: Planned and Project works in Painting, Roofing, Flooring, Passive and Active Fire Protection, Kitchen and Bathroom Replacements, Multi-Disciplinary Fabric Upgrades, Retrofit and Energy Services and Response and Void Maintenance Contracts.





Our



Queens
Cross
Housing
Association

GALA DAY

returns!



Local residents enjoyed a day of fun in the sun as our Gala Day returned to the Firhill Complex.

Over 2,000 people attended our annual event which took place after a three year hiatus caused by the pandemic.

With live music, games and activities, sports, craft stalls, fairground rides, bingo, raffle and tombola; there was a range of entertainment for all ages.

Andrew Burns, Queens Cross Housing Association Board Chair, was glad to see the event return.

"We were delighted to be back hosting our Gala Day once again.

"After a difficult couple of years, it's great to be able to hold large events and see so many people from the local community come together.

"I'd like to thank our sponsors: City Technical, John O'Conner and Bell Group for their generosity in helping us put together the Gala Day."

The event benefitted the wider community, with proceeds from the day going towards Queens Cross Community Foundation.



PHASE 1 INVESTMENT WORKS CLOSE TO COMPLETION

We are delighted to announce that phase 1 of our major repairs programme on is almost complete.

We have so far carried out work to approximately 160 properties providing various elements such as bathrooms, kitchens, boilers and heating systems. We have also carried out stone work repairs to two properties on Northpark Street.

Overall the quality of work has been very good and tenants are satisfied with the upgraded homes.



New Parking Controls in North Woodside and North Kelvin



Glasgow City Council have introduced new parking controls in the North Woodside and North Kelvin areas.

Resident and Business Parking Permits can be obtained and the costs are detailed below:

- Resident Parking Permits are £85 per annum or £23.75 quarterly.
- Business Parking Permits are £650 per annum.

The zone identifier for these parking permits will be W2, which will allow permit holders to park in any parking space signed with a W2 zone identifier without incurring further parking charges.

The zone extents will be available to view on an Interactive Map at glasgow.gov.uk/parking

Further information can be found on the North Kelvin Community Council website - northkelvincc.org.uk

WAYS TO PAY YOUR RENT

Below are the different ways in which you can pay your rent:

- Set up a Direct Debit – Call our customer contact centre on **0808 143 2002** or email ContactUs@qcha.org.uk.
- Recurring Payment – These are continuous payment taken off debit/credit card – an alternative to Direct Debit with zero charges if payment fails.
- To make a debit/credit card telephone payment – Call our customer contact centre on **0808 143 2002**. Alternatively you can contact your housing officer directly for assistance.
- Pay via the Queens Cross app – Download our app through the App Store or Google Play. If you need a hand, get in touch with our housing services team.
- Pay Online – visit qcha.org.uk
- Allpay Payment card – Pay your rent in person at any Post Office or shop with Pay Point.

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؟

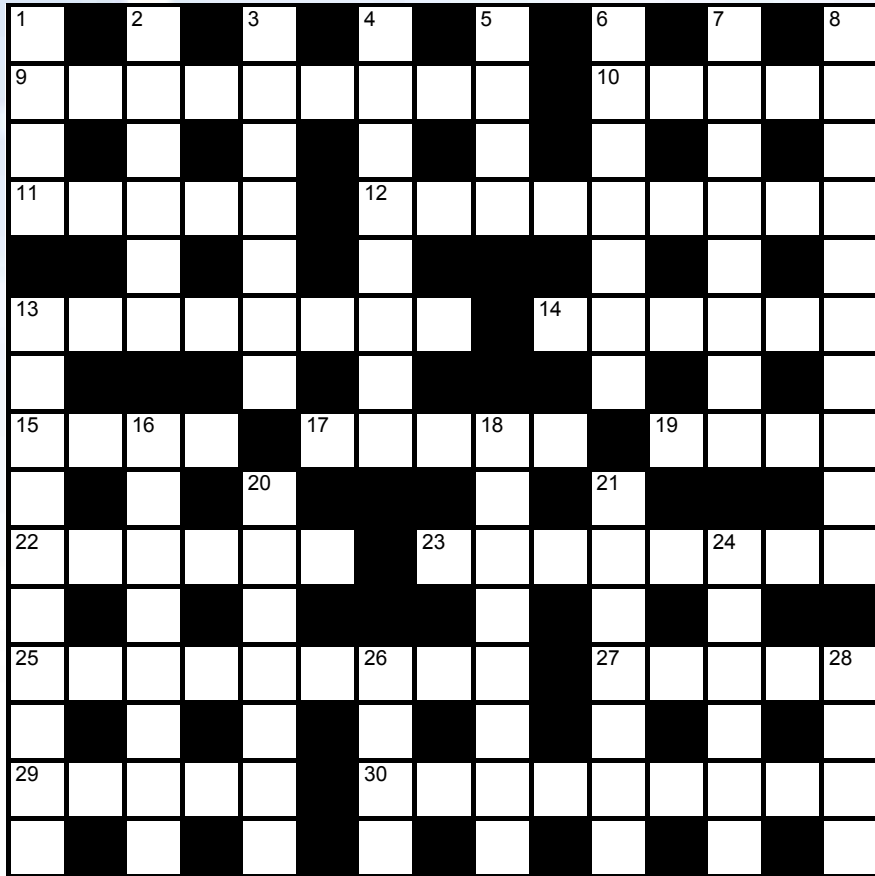
کیا آپ بذات خود یا کوئی نئے کراس کے کسی ایسے کسٹمر کو جانتے ہیں جسے ہمارے ساتھ انگریزی میں بات چیت کرنے میں دشواری کا سامنا ہو؟

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

کوئی نئے 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 Capital (5,4)
- 10 Maxim (5)
- 11 Femoral region (5)
- 12 Comparison standard (9)
- 13 Unusual (8)
- 14 Botch (6)
- 15 Snug (4)
- 17 Prepares for publication (5)
- 19 Homework (4)
- 22 Order to come (6)
- 23 Comfortable piece of furniture (8)
- 25 Misunderstanding (9)
- 27 Paddled (5)
- 29 Burdened (5)
- 30 Form of hypnosis (9)

Down

- 1 Expel (4)
- 2 Choice (6)
- 3 Bow and arrow skill (7)
- 4 UK biscuit brand sold as cookies (8)
- 5 Tolerate (4)
- 6 Serious collision (5-2)
- 7 Longitudinal fuselage component (8)
- 8 One who maintains accounts (10)
- 13 Easy to reach (10)
- 16 An unspecified person (8)
- 18 Hare beater (8)
- 20 Perfumed toilet water (7)
- 21 Film: "The Hunt for Red ---" (7)
- 24 Apprehensive (6)
- 26 Gammy (4)
- 28 10 U S cents (4)

Crossword answers on page 8

Sudoku

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

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@qcggroup.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

Our offices will close at 4pm on Friday 23 December for the festive break and re-open at 9am on Wednesday 4 January 2023.



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)

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

