



Queens Cross Housing Association

qcha.org.uk

focus

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

SPRING 2023

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Welcome to our spring Focus

Hello and welcome to our first magazine of 2023. Inside you'll find out the latest local news, information about services and helpful advice and support.

RENT CONSULTATION DECISION

I'd like to thank everyone who took part in this year's rent consultation and gave us some really useful feedback.

We received 508 returns, around 60 more than last year. The Board read through all of the comments you sent to us and had a long discussion about the right level of rent increase, which will be 7% for 2023/24.

We understand this will be difficult for some, and our financial wellbeing team are here to help. They can ensure you're getting the benefits and other income you're entitled to and help you budget and manage debt.

You can find out more about local services available to you on **page 6-8**.

NEW REPAIRS CONTRACT

We're delighted to announce that local contractor WrightKerr All Trades Ltd has successfully tendered to deliver the Association's housing repairs service.

The contractor will carry out

emergency and non-emergency plumbing, electrical, joinery and general building and roof repair on Queens Cross homes.

We expect to see a number of customer service improvements including repairs appointment slots, real-time tracking of repairs and an improved out-of-hours and emergency response. Find out more on **page 9**.

FUNDING DELIVERED TO TRANSFORM HAMILTONHILL OPEN SPACES

Plans to transform Hamiltonhill have reached a major milestone after funding was secured to create five new parks and open spaces.

The £2.42m grant was awarded to the Association from the Green Infrastructure Fund, which is led by NatureScot and is part of the European Regional Development Fund (ERDF).

It will help develop the area's environment, creating a network of public spaces including a large community park, garden and play park for children. Read more on **page 10**.



EVENTS THIS SPRING

There are lots of local events coming up through spring and we've picked out some of the best of them.

Have a look at our event section on **page 24-25**.

We hope you enjoy our magazine.

Shoua Stephen
Chief Executive

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NEW INTERLINKED FIRE & SMOKE ALARMS

ACCESS NEEDED TO ALL HOMES

If you're a tenant and don't have a new interlinked fire and smoke alarm system fitted in your home yet, you **MUST** give us access to your home as soon as possible.

WHY DO I NEED IT?

Fire can happen to anyone at any time. Having this new fire and smoke alarm system in your home can alert you to a fire in your home or in your block and save lives.

MAKE AN APPOINTMENT TODAY AND WE'LL FIT THEM FOR YOU

If you are a QCHA tenant and don't yet have the new-style fire and smoke alarm system fitted in your home, it's very important that we get access to your home.

Get in touch with us today to arrange an appointment and we'll fit them for you.

HOW DO I ARRANGE A FITTING?

You can arrange an appointment by calling our Business Support Team on **0141 589 7444** or on **0808 143 2002**. Or email us at **contactus@qcha.org.uk**

MUST be fitted in your home by spring this year.

Our estate caretaker or handyman team will fit the new system for you.

MORE INFORMATION

For more information, visit **firescotland.gov.uk**



Scottish Government
Riaghaltas na h-Alba
gov.scot



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RENT & SERVICE CHARGE INCREASE 2023/24

WE RECEIVED MANY COMMENTS FROM TENANTS

SOME WERE POSITIVE:-

Maintain services - repairs are good, tradespeople are nice and QC staff are lovely and respectful.

Good caretaking service to continue.

I feel like we already get value for money especially with the cost of living increase.

OTHERS WERE CRITICAL:

I am currently at a stage where I have to decide between eating, heating my home or paying my rent.

If repairs were done quicker. People came out a while back and I need a lot repaired and was told they would be back and no one has contacted me.

Back court area needs improved and is not maintained to a high enough standard.

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

On behalf of all Association Board members, I want to thank everyone who took part in this year's rent consultation and gave us feedback on the options we put to you.



read through all of the comments you sent to us and had a long discussion about the right level of rent increase and I can confirm that it will be 7% for 2023/24.

The Board have recently approved the appointment of a new repairs contractor and are optimistic that performance for this service will improve. Our website and Focus magazine will provide more information on this new service in the coming weeks.

Rent is the association's largest source of income and underpins our ability to deliver services and meet financial obligations including investment in Queens Cross homes. At the same time, our investment and supply costs are increasing at a higher than inflation rate. A 7% rent increase this year means that we can maintain services while making savings where we can.

Thank you again for your support and all of the responses you sent in. If you are interested in getting involved in the Board, or one of our other tenant participation groups or activities, please do get in touch either by phone or email. We'd be delighted to hear from you.

Andrew Burns
Chair

This year's consultation was different to most. The uncertainty around the Scottish Government's Cost of Living legislation, meant we delayed the consultation until December while we waited for clarity on whether rent capping would extend beyond March 2023. That meant the consultation ran over the busy festive period rather than October/November as we would usually do.

Despite the shorter timescale, the number of responses received was higher than previous years. The results showed that 57% of tenants voted for a rent rise of 7% or above though feedback comments made it clear that improving our repairs service and focussing on our home improvement programme should be our priority.

We received 508 returns, around 60 more than last year. The Board

WHAT TENANTS TOLD US ABOUT THE RENT INCREASE PROPOSAL

This year **508 tenants** responded to the rent increase consultation.

What you told us:

173 people (34%) voted for the 9% increase

117 people (23%) voted for the 7% increase

117 people (23%) voted for the <7% increase

101 people (20%) voted for the 'Other' option

PAY BY DIRECT DEBIT

If you pay by direct debit, your housing officer will update your payment details to reflect your new rent.

You will also receive a letter of confirmation from Allpay.

If you would like to start paying by direct debit, please contact your housing officer as soon as possible so this can be set up ready for the rent increase.



We understand money worries and our financial wellbeing team are here to help. They can ensure you're getting the benefits and other income you're entitled to and help you budget and manage debt.

We can help with challenges you may be facing, such as keeping your home warm in an affordable way.

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

To speak to our team, call us on **0808 143 2002** or email contactus@qcha.org.uk

WHAT'S NEXT?

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

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






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

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






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

Download the Queens Cross app

IT LETS YOU:

-  Report and track repairs
-  Check your rent balance and pay in to your account
-  Report anti-social behaviour
-  Update your personal information
-  Make a complaint or compliment.

To set up an account you'll need:

-  Your name
-  Your date of birth
-  Your tenancy number (you will find this on the letter about the rent increase)
-  An email address
-  A new password

After that, you'll just need your email and password to log on.

Download now from the App Store or Google Play to get started.



WAYS TO MAKE YOUR

THE PANTRY • GLASGOW TOOL LIBRARY • FINANCIAL WELLBEING TEAM
FAMILY WELLBEING • FREE BULK UPLIFT SERVICE • GETTING ONLINE

SAVE MONEY ON FOOD AT THE COURTYARD PANTRY



About us

The Courtyard Pantry project offers its members good quality food and household goods at low costs.

Membership is open to all. It costs £1 to join and membership lasts for as long as it is needed.

When members visit the Pantry, they can choose 10 food and/or household items for £2.50.

Most food is supplied by our partner, Fareshare, but additional food and household items are sourced locally. The Courtyard Pantry is a member of the Scottish Pantry Network.



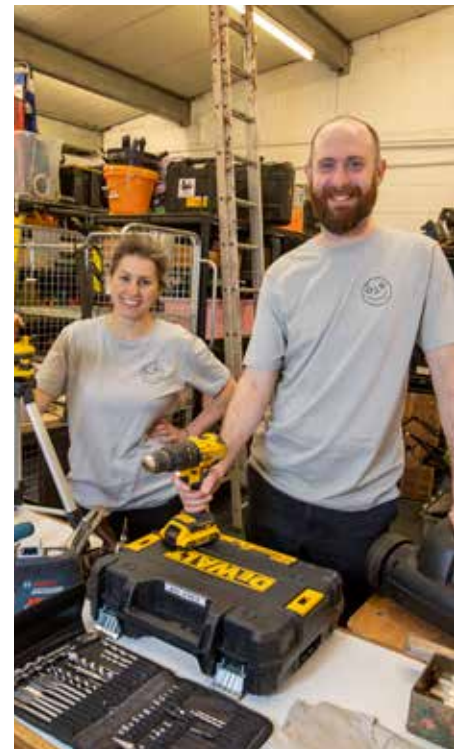
How to join

The Pantry operate a membership waiting list. When you get in touch, they'll ask you for your contact information (name, telephone number/e-mail) and then be in touch when they're able to sign you up as a member.

Who runs the Pantry?

The Pantry is run by newly established charity The Courtyard Pantry Enterprise (SC051688) who also run Toshie's community café on Garscube Road, close to the Mackintosh Church.

GLASGOW TOOL LIBRARY



The Glasgow Tool Library (GTL) works just like a normal library but, instead of lending books, it shares tools and skills.

Based in a Queens Cross Workspace business unit, GTL is a charity that lends equipment for repairs and renovation, gardening, carpentry, craft, and more. It has over 340 local members and runs workshops, talks and exhibitions for people in to DIY.

To join the Glasgow Tool Library, visit glasgowtoolibrary.com

The Pantry opening times

We are currently open every Tuesday and Wednesday, between 10am-3pm.

Where is the Pantry?

2 Westercommon Drive, in The Courtyard building

Where can I find out more?

Website: courtyardpantry.org.uk
Email: pantry@courtyardpantry.org.uk
Tel: 0141 589 7419



MONEY GO FURTHER

FINANCIAL WELLBEING TEAM

Money can be a real worry at times. It can be difficult to budget and make sure there is enough to pay for essentials like rent, food, gas, electricity and clothes.

We understand this and are here to help.

Our financial wellbeing team can check you're receiving everything you're entitled to; resolve benefits issues and help you budget and manage debt.

We can also give advice on reducing your energy bills and help with issues you might have including fuel debt or if you are at risk of disconnection.

Call us on **0808 143 2002** or email **contactus@qcha.org.uk** for an appointment.



FREE BULK UPLIFT SERVICE STILL AVAILABLE



We've been offering a free bulk uplift service for some time now and we're pleased to say that it's still available.

Total Homes runs the service, with 80% of all the items they collect upcycled, reused or repurposed. Got an old sofa you need to get rid of? Call us on **0808 143 2002**.

Pick-ups can be made direct from your home.

SUPPORT FOR YOUNG FAMILIES

There are many reasons why parents of young children may be struggling right now.

Our family wellbeing project provides support to young families.

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

Alana can provide the advice and help that parents need to provide a safe, secure and nurturing home.

Alana will also be able to assist with community links.

To contact Alana Stewart, family wellbeing project manager, email **familywellbeing@qcha.org.uk** or call **0808 143 2002**.



WE'LL HELP YOU GET ONLINE

Ross Rankin and Donna Maclean are two of our digital champions and they can help you get online.

They can do this over the phone, on a video call or at one of our community centres.

Whatever you choose, they will sit down with you and answer your questions about going online and using the internet. They might even be able to help you get access to a device like a laptop or tablet.

They can help you get connected with family and friends on social media safely, help you to shop online, listen to your favourite music or get into podcasts. They can also help if you're looking for work.

To get started, call us on **0808 143 2002** and ask to speak to Ross Rankin.

HELP THAT'S AVAILABLE TO YOU

These government schemes can help you make ends meet during this cost of living crisis.

Energy Bills Support Scheme



How much:
£400

Who can get it:
Every household

Do I need to apply?
No - it's paid automatically

When should it be paid?
£66 each month in October and November 2022 and £67 in December 2022 and January-March 2023.

Warm Home Discount



How much:
£150

Who can get it:
Those on pension credit or certain qualifying benefits

Do I need to apply?
It's paid automatically if in receipt of pension credit. Others need to apply to their supplier (some schemes may already be closed to new applications)

When should it be paid?
By March 2023

Winter Fuel Payment



How much:
Up to £600

Who can get it:
Every household with someone born on or before 25 September 1956

Do I need to apply?
Some will need to apply

When should it be paid?
November or December 2022

Cost of Living Payment



How much:
£650

Who can get it:
Those in receipt of certain means tested benefits

Do I need to apply?
No - it's paid automatically

When should it be paid?
£326 in July 2022
£324 in November 2022
£301 in spring 2023 (from 6/4/23)
£300 in autumn 2023
£299 in spring 2024

Winter Heating Payment



How much:
£50

Who can get it:
Low income households in Scotland

Do I need to apply?
No - it's paid automatically

When should it be paid?
February and March 2023

Disability Cost of Living Payment



How much:
£150

Who can get it:
Those in receipt of certain disability benefits

Do I need to apply?
No - it's paid automatically

When should it be paid?
September 2022

Child Winter Heating Assistance



How much:
£214.20

Who can get it:
Children under 19 who get certain disability benefits

Do I need to apply?
No - it's paid automatically

When should it be paid?
From October 2022



Association Chief Executive, Shona Stephen (left) and Maintenance Manager Jim Williams (right) welcome the WrightKerr team to Queens Cross.

Queens Cross keeps repairs service local

Local contractor WrightKerr All Trades Ltd has successfully tendered to deliver the Association's housing repairs service.



The contractor will carry out emergency and non-emergency plumbing, electrical, joinery and general building and roof repair on Queens Cross' 4500 homes. Last year the association carried out around 12,000 repairs for tenants.

"There are a number of challenges facing the construction industry at the moment, skill shortages and inflationary pressure driving the cost of materials up, are just two of them. We look forward to working closely with our new contractor to meet these challenges and deliver a better repairs service for our tenants," said Queens Cross Chief Executive, Shona Stephen.

"The repairs service is one of our most important and I'm delighted that we will be working with a local company to deliver them

as effectively and efficiently as possible."

In partnership with its new contractor Queens Cross expects to see a number of customer service improvements including repairs appointment slots, real-time tracking of repairs, improved out-of-hours and emergency response and faster turnaround of void properties.

"This is the largest contract we've ever been awarded so we are really looking forward to working with Queens Cross to show them what we can do and deliver quality, prompt work for tenants," said WrightKerr's Head of Operations, Gavin Friels.

The contract will bring wider benefits to the local community through agreed local employment and apprenticeship targets.

"As well as new partnership with WrightKerr we are also expanding our QC Direct Repairs team to deliver more maintenance services in-house. With these changes combined customers can expect to see better standards of service rolled out across the area in the coming year," added Shona.

The three year contract is worth around £2.5 million per year for the contractor.

Funding delivered to transform Hamiltonhill open spaces

Plans to transform Hamiltonhill have reached a major milestone after funding was secured to create five new parks and open spaces.

The £2.42m grant was awarded to the association from the Green Infrastructure Fund, which is led by NatureScot and is part of the European Regional Development Fund (ERDF). It will help develop the area's environment, creating a network of public spaces including a large community park, garden and play park for children.

There will be places for activity and leisure including a sports pitch as well as tranquil areas and green spaces which will improve the biodiversity of the neighbourhood.

Site work has started and the new outdoor areas are expected to be completed by summer 2023 as part of a wider regeneration of Hamiltonhill.

"We are delighted to receive this ERDF grant from NatureScot to help

secure the future of Hamiltonhill," said Queens Cross Chief Executive Shona Stephen.

"The regeneration of the area is a key part of Queens Cross' vision of providing excellent housing in vibrant communities.

"These five new parks and open spaces will host community events and give local people relaxing areas for exercise and recreational activities, helping to improve their health and wellbeing."

Martin Faulkner, NatureScot's Green Infrastructure Project Manager, said: "Green Infrastructure projects bring more nature into our cities. We depend on nature for our and the planet's wellbeing, and these new Hamiltonhill parks and open spaces give much more opportunity for local people to enjoy and appreciate nature.

"With community action and volunteering at the heart of nature conservation, we look forward to seeing the benefits of improved



health, wellbeing and economic opportunities for the Hamiltonhill residents and visitors."

The project is part of a major new £37.5 million Scottish programme of projects to improve the urban environment of larger towns and cities.

With 81% of Scotland's population living in urban areas, the Green Infrastructure Fund will make larger towns and cities more attractive and environmentally sustainable places to live, work and invest in. It is a Scotland-wide initiative with many partners, including local authorities and housing associations.

The association's development at Hamiltonhill will see around 670 new homes built, providing a mix of low-rise flats and terraced housing for social rent and private sale.



Work progressing on phase 1 housebuilding

The first phase of new housing started in September 2022 in the area enclosed by Bardowie Street/Carbeth Street/Stonyhurst Street and Hobart Street.

Work to date has concentrated on re-shaping the ground to provide level platforms for the new houses to be built, together with forming the underground drainage systems and connecting these to the existing sewers.

In the coming months, foundations will be laid and the structure of the new houses will start to be formed with timber frames erected on the site.

This phase will provide 208 new homes with 110 flats, 18 cottage flats and 50 terraced houses to be built for social rent, including 48 flats designed for older persons.

The construction of these new homes will take around three-and-a-half years to complete, with new homes for rent becoming available from mid-2025 onwards.

The homes will be allocated through the association's Find My Home service. Applicants can register online and bid for properties when they are ready to let.

Thirty houses will also be marketed for private sale by Urban Union, who will manage all sales enquiries directly.



Community benefits

As part of the wider Hamiltonhill regeneration project, the association will be promoting a community benefits strategy – aimed at providing employment and training opportunities for local residents.


The strategy will also look at environmental and social improvements in the area.


The association is also keen to include an arts strategy as part of the provision of the new housing and parks in the neighbourhood.


We'd love to hear from you

Information events will be taking place to get your views on which improvements you'd like to see in Hamiltonhill.

Keep an eye on our social media channels and website for more information on when these events will take place.

 [qcha.org.uk](https://www.qcha.org.uk)

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

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

 [@queens_cross_housing](https://www.instagram.com/queens_cross_housing)



Group set up to look at condensation, mould and damp

There's been a lot of concern and media coverage about condensation, mould and damp (CMD) in Scotland's social housing sector just now.

In response, the association set up a working group to look at our own services and, as part of this, we want to work closely with customers to find the best ways of addressing condensation, mould

and damp in homes.

We invited local residents listed on our tenant participation register and other Queens Cross resident participation groups, to meet and talk about this issue in early March.

At the workshops we talked over the condensation, mould and damp concerns of our customers, the action they'd like the Association to take and how customers and

Queens Cross teams can work together to make improvements for everyone involved.

We'll now be taking these ideas and actions forward.

If you're a tenant and have an ongoing issue with condensation, mould or damp in your home, call us on **0808 143 2002** or email **contactus@qcha.org.uk**

RENEWAL OF LANDLORD'S ELECTRICAL SUPPLIES AT CEDAR

We've recently appointed MP Group UK Ltd to replace the landlord's electrical supplies at Cedar Court. These electrical supplies feed the water pumps, door entry, CCTV, lighting and lifts. The current switch gear and cabling has come to the end of its economic life, having been installed with the original building in the 1960s.

Work will start this month and will be completed by summer this year. There will be little to no disruption for residents as most of the works will be done 'behind the scenes' in corridors and switch rooms.



Work started at Westercommon maisonettes

Refurbishment work recently started to improve the maisonettes at Block 5 Westercommon Drive. Ailsa Building Contractors Limited will carry out the work which include a new roof, asbestos removal, external wall insulation, new close doors and screens, new canopies above the doors and upgrades to the close and deck access.

The refurbishment works will also be undertaken at Blocks 6 and 26 Westercommon Road. The project is scheduled to be completed by October this year.

We will also carry out internal upgrades to our tenanted maisonettes in Westercommon Drive and Westercommon Road. Work is scheduled to begin later this year providing new kitchens, bathrooms, heating systems and rewiring.



This project is being led by the association's investment team with assistance from Queens Cross Factoring and the neighbourhood

housing team.

For more information on our investment projects, give us a call on **0808 143 2002** or visit **qcha.org.uk**.

Nurture our Neig

ESTATE WALKABOUTS

We've been out and about inspecting our estates to identify areas which can be improved.

We've identified several **hot spot areas** in our neighbourhoods which have suffered from issues including littering, graffiti, dog fouling and fly tipping.

We've been working with local bodies such as Glasgow City Council and Police Scotland to help clean up our streets, and have started making improvements such as cleaning up and upgrading bin store facilities (pictured).

We're also starting monthly litter picks again to specifically target areas where littering is an issue.

Keep an eye on our social media and website to find out how you can join in on our upcoming litter picks.



The before and after of an upgraded bin store



Gala Day growing competition



Seven local children took part in our Gala Day growing competition to plant and grow some sweet peas.

We held a mini prize ceremony to recognise their efforts, giving them a wee goodie bag and certificate each.

Well done to all!

Neighbourhoods



GOOD NEIGHBOUR CHARTER

Our aim is to make the Queens Cross area safer, friendlier and greener for all.

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

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

The charter asks everyone to make a special effort to keep Queens Cross clean and green. This could be by getting rid of rubbish responsibly, recycling household waste and avoiding fly tipping.

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

To read our Good Neighbour Charter in full, visit our website at qcha.org.uk.



BE A RESPONSIBLE DOG OWNER.

Glasgow City Council can issue you an on-the-spot fine of £80 for not picking up your dog's mess. **Bag it. Bin it.**

SPOTTED MESS IN YOUR AREA?

Glasgow City Council's Environmental Task Force can help clear up: Dog fouling ✓ Fly tipping ✓ Litter ✓ Graffiti ✓

To report an incident, call them on **0300 343 7027**, download the **MyGlasgow app** or get in touch through social media:



Good luck to Tommy Kerr

Wishing good luck in retirement to a QC legend - who *almost* never joined

It's 1994, and Tommy Kerr's just come off a nightmare Saturday shift.

Working at Blue Triangle Housing Association, Tommy had spent 12 years there as a youth support worker. Helping young people was

something he enjoyed.

"You'd get young people who were in trouble with social work, not going to school and involved with gangs.

"Working with them and seeing them improve their lives, you'd start

thinking 'this is worthwhile.'"

After putting a tough shift behind him and returning on the Sunday, he spotted in his desk drawer a forgotten application for a job at Queens Cross.

Tommy had picked up the form weeks earlier for a support worker role within the association's Firestation project, still in its infancy at just a year old.

Tommy quickly realised time was against him - with the deadline *that day* to apply for the role.

"I wrote it out, finished my shift at 11am on Dumbarton Road and ran to the Queens Cross office to post it through the door.

"It's probably the worst application I've ever written."

Tommy impressed with his experience and was offered the job. Starting on 1 October 1994, Tommy began working with 13 young people aged 16-25 housed in supported accommodation, and quickly brought fresh ideas to the project.

Through funding, he organised a week's trip to the Isle of Mull, where young people would take part in outdoor activities and learn essential life skills - the first time they had ever experienced anything like that before.

Tommy also set up trips to Spain which gave young people the opportunity to go on holiday and travel abroad for the first time.



Tommy Kerr (bottom right) receiving retirement gifts from young people and Queens Cross staff.



In his more day-to-day role, Tommy would help service users in many different ways.

“We helped young people with everything, from basic things such as maintaining their kitchen and keeping on top of housework to teaching them basic cooking skills.

“We’d help with other things like making sure their gas and electric was registered to them and making sure their council tax details were up-to-date.

“We’d also check on their physical and mental health and accompany them to doctors and hospital appointments.”

In his time at Queens Cross Tommy has watched the service grow, which now supports over 40 young people in permanent tenancies as well as 13 in supported accommodation under QC Wellbeing’s Housing First for Young People Service.

Knowing he’s made a positive difference to the lives of many people is something that Tommy will take with him into retirement.

“It’s the one thing I’m really proud of, the fact that I’m still in touch with people I supported years and years ago and they still see me as a person to come to for advice.

“That’s when I know that I’ve had a positive impact and I’m really pleased with that. I can put my head on the pillow and have a good sleep

with my conscience clear – I’ve done my work.”

“It’s a good feeling knowing that people appreciate what you’ve done.”

One of the things Tommy’s best known for in Queens Cross is his tablet. Tommy’s tablet is well

“I don’t think my life would have turned out as well without Tommy. I truly believe that Tommy saved my life.”

“Before I met Tommy, I didn’t trust people. However, Tommy showed me that there are good people who want to help.”

“Tommy always goes the extra mile for people.”

“Tommy has continually gone above and beyond supporting young people.”

renowned locally, and selling it has helped raised thousands over the years at fundraisers and gala days.

“I’ve been making tablet for about 30 odd years. When we stayed in Govan a lovely old woman used to make tablet and handed it out to local children.

“She offered to show my wife how to make it and, by luck, the night she came in to show her I was there. I watched her make it and it clicked for me.

“I learned it and my wife didn’t and I’ve been making it ever since.”

“Without the support Tommy has given me I don’t know where I would have ended up. I see Tommy as my safety net, who I could call anytime if I needed help.”

“Tommy throughout his career at QCHA has supported hundreds of young people. All these young people have benefited from having Tommy as part of their lives. His compassion and commitment to help them achieve their goals has had a lasting impact on so many people’s lives.”

Local artists display work in Cedar flats

Art, craft and knitwear beautifully produced by local makers is now on display in the foyers of the Cedar multi-storey flats. The creations made by local people and community groups have been a welcome addition to the glass display spaces at the entrance to the recently refurbished tower blocks.

Many local residents have complimented the work, with people saying the colourful and clever creations have brightened their day and brought a smile to their faces as they head out to work or return home from the shops. The community display spaces are an ideal way for people to showcase their hidden talents.

One local artist Ina Herc (pictured) is a local tenant who works with various mediums such as green

wood working and photography. Her work includes a focus on nature and she often uses materials sourced locally such as fallen trees and reclaimed wood.

Ina is delighted to have a space in one of the blocks where she can display her works, as are other local creatives. One local artist, Gary, makes intricate wood burnished pieces, known as pyrography art. Another maker, Ang, produces beautiful crochet and her work is also on display.

All those involved have said seeing their work on display has been great fun and for people displaying for the first time, the positive feedback has been a real confidence boost, spurring people to produce more work as well as encouraging more people to get crafty!



Crafternoon sessions take place at the Cedar Hub on Tuesday afternoons. To find out more check out the what's on area of our website, qcha.org.uk.

We also have smaller spaces on each floor that are available for use to display or advertise local interests. These spaces can be booked by contacting socialregeneration@qcha.org.uk

NEW ART IN WOODSIDE GARDEN



Woodside community garden will receive a lift after plans were put in place to install paving art.

Thanks to funding from Cycling Scotland, the garden on Cedar Street will be brightened up with a newly designed art installation.

Hamish Bigg from 'Bigg Design' and Eleanor Young from 'Fun Makes Good' will design the new addition, and have been consulting with the local community and schools to get their views on what they'd like to see created.

Over 40 people attended their consultation drop-in session in February to give their thoughts on the project, with some creating their own designs.

The art will be installed in spring once the consultation process has been completed.

Keep an eye on our social media to find out what the final design will be.

You can have a look at Hamish and Eleanor's other work online at:

biggdesign.co.uk
funmakesgood.co.uk

Celebrating a traditional Burns Supper

Residents enjoyed an afternoon of traditional food and entertainment to mark Burns Day in January.

Forty older tenants from the Wellbeing 60+ service attended the Burns supper in Dundasvale Hall to celebrate the works of Scotland's favourite son.

The event was organised after the Dundasvale Christmas party for older people had to be cancelled in December. The classic Burns menu was catered by staff from The Courtyard Pantry Enterprise as tenants tucked into a delicious traditional three course meal followed by tea, coffee and shortbread.

Live music and entertainment in the form of karaoke and disco enticed everyone on to the dance floor, with the Dundasvale line dancing group leading the way.

After the event transport was arranged to take tenants safely back home.

Thanks to the Dundasvale Community Involvement Group for supporting this activity and special thanks also to The Courtyard Pantry Enterprise who were happy to cater for the event.

Local resident Linda Burton enjoyed the event: "Thank you for great music, great food and great entertainment!"



Free data for tenants!

In partnership with The National Databank, we're offering free SIM cards to local residents with mobile phones and other devices such as tablets and WiFi dongles.

These SIM cards run on the Vodafone and Three networks and offer free calls, texts and 10gb data per month for six months for mobiles or 1gb data per month for 24 months for devices.

One local resident who received a SIM card thought the process was straightforward: "The number switch was pretty easy and I understand how switching the number can put people off. It took a couple of days to swap the number over.

"Vodafone text and let me know that my new month's

allowance is about to start every month. Also, the data that you don't use rolls over to the next month! The data has been sufficient for me!"



If you're interested in getting one, please get in touch with us on **0808 143 2002** or **contactus@qcha.org.uk**.

Digital café sessions

The association also run digital café sessions, where you can boost your online skills by learning from experts while enjoying a cup of tea and a chat.

Ross Rankin, digital inclusion co-ordinator at Queens Cross, runs the sessions. "Some of the people accessing our digital cafe sessions only really need to access our free WiFi and laptops and that's absolutely fine. They seem to enjoy the tea, coffee and welcoming space too.

"We have had a few people tell us these "drop-ins" are good because they have some social anxiety and these informal café sessions allow them to take their time and be more relaxed about how and when they learn."

Crossword Solution:

Across: 1 Units, 4 Shipwreck, 10 Yeti, 11 Instructor, 12 Tempin, 13 Abortion, 14 Rheumatism, 18 Read, 19 Fuss, 21 Spectacles, 24 Pedestal, 26 Woolly, 28 Southerner, 29 Inns, 30 Adversary, 31 Agony.
Down: 2 Niece, 3 Thimphu, 5 Hosea, 6 Perform, 7 Richter, 8 Chocolate, 9 Vienna, 15 Household, 16 Tap, 17 Sec, 20 Sceptre, 21 Settees, 22 Thwart, 23 Closing, 25 Lunar, 27 Linen.

Community Foundation helps young people attend trip of a lifetime

Nearly 50 young people will travel on the trip of a lifetime thanks to help from Queens Cross Community Foundation.

Forty-seven pupils from John Paul Academy will head to the slopes to enjoy a week's skiing holiday in Andorra.

Twenty students from the school live in local Queens Cross areas, and for many this will be their first trip overseas.

Pupils and teachers from the school have been fundraising to pay for the trip which will cost over £7,000, with the foundation donating £3,000 towards the getaway.

Students have been attending dry slope ski lessons after school with their PE teachers to prepare them for hitting the slopes.

Queens Cross Community Foundation Chair Sadie Gordon and Vice Chair Anne Ramsey visited the school to present the foundation's contribution and to wish the children

well for their forthcoming trip.

The grant awarded to this project was from the Queens Cross Community Foundation's Small Grant scheme. Details of this grant and others are available on the foundation's website qcfoundation.org.uk

A BIG THANK YOU TO OUR SUPPORTERS

The foundation would like to thank all our supporters, sponsors and donors who make our grant giving work possible. Local retailers, contractors and generous individuals who continue to support our events, activities and fundraising efforts. From cash donations to providing us prizes for raffles and tombolas, everything helps in our quest to raise funds for the foundation.

A very big thank you to the following businesses who have supported us during 2022/23:

- The Mattress Shop (Maryhill Road)
- Lloyds Chemists (Garscube Road and Maryhill Road)
- St Kilda Holdings (The Bag Pipe Shop)
- Mac Tassos
- Bell Group / P&D
- Glasgow Science Centre
- The Courtyard Pantry Enterprise
- Mackenzie Construction
- Blairs Windows
- Kentallen
- Local people who have donated generously with raffle prizes

The work would also not be possible without the support of the Queens Cross Group and the contributions made from Queens Cross Workspace, Queens Cross Factoring and the Housing Association which have allowed us to support so many local projects and people.

Details about our grants for individuals and groups can be found at our website - qcfoundation.org.uk



STUDENTS THRIVING AFTER HELP FROM JOHN GRAY BURSARY SCHEME

Open for new applications from April 2023

We detailed in our *winter issue of Focus* how grants totalling £10,000 from the John Gray Bursary Scheme had 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.

Developed by the Foundation for residents living in the Queens Cross area of operation, four full-time students each received a £2000 award and two part-time students received £1000.

And students have been excelling in their courses thanks to help from the scheme.

“The course has been going so good! Having the bursary meant that I didn’t have to worry about my accommodation fees and focus on my studies.”

The six local students include people with care experience, people from ethnically diverse backgrounds and both young and mature students. They are studying a range of courses from medicine and pharmacy to politics and international studies.

The bursary is named after John Gray (pictured right), who was a former chairperson and longstanding board member of Queens Cross Housing Association and supporter of the Community Foundation.

John was a Glasgow City councillor for over 40 years and was involved in one of the city’s first initiatives to tackle multiple



deprivation and was motivated to fight poverty and inequality and promote the development of youth and community work.

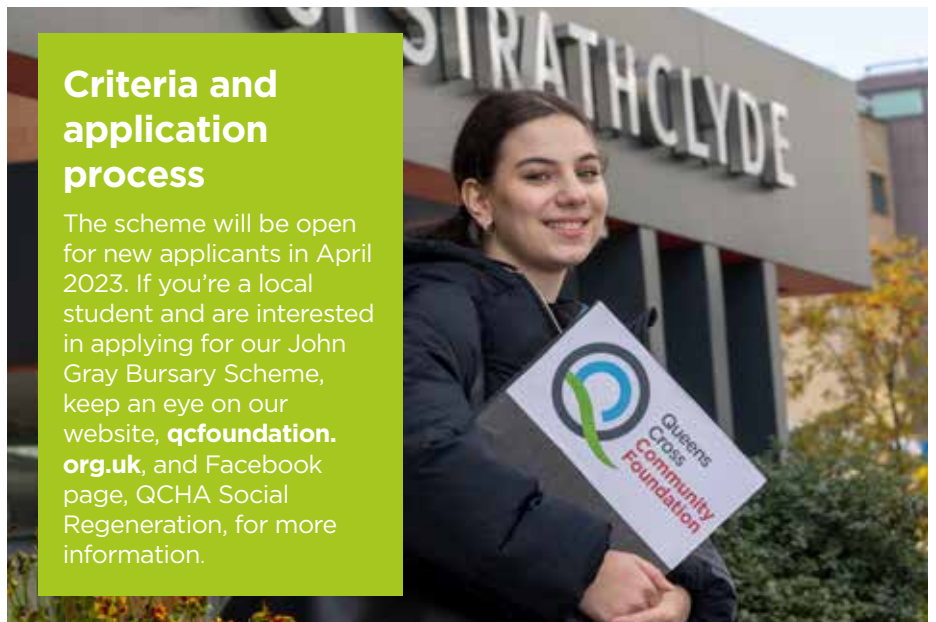
“My course has been going fantastic. The John Gray Bursary Scheme has assisted me with being able to buy equipment and materials which has been a great help to for my studies. I have completed all my assessments and the bursary has helped me with day-to-day life as well.”

“My course has been going very well so far. Thanks to the bursary I was able to purchase resources such as textbooks to study efficiently for my exams. It has also allowed me to join the university sports union, proving useful to my physical and mental health.”

“Thanks to the grant I have been able to purchase supplies and software relatively stress free during an otherwise financially turbulent time.”

Criteria and application process

The scheme will be open for new applicants in April 2023. If you’re a local student and are interested in applying for our John Gray Bursary Scheme, keep an eye on our website, qcfoundation.org.uk, and Facebook page, QCHA Social Regeneration, for more information.



‘Ageing Well’ IN QUEENS CROSS

A project to engage more closely with elderly men from minority ethnic communities is doing well after receiving additional funding support.

The association’s social regeneration team is working with the ‘Ageing Well’ group in a bid to bring interesting, informative speakers to local residents, organising outings, and introducing people to services they are currently not accessing.

Project officer, Rabeea Qureshi said:

“Men from minority ethnic communities are an extremely difficult group to engage with due to language and cultural challenges, but they need support even more because of the isolation these challenges result in.

“The popularity of the men’s group so far proves there is a need for specific support for this demographic.”

The 20 plus strong group meets for lunch once a week and participants learn from health and legal experts around a range of topics that are of interest to them, such as power of attorney and

what to do if suffering a stroke. More local men are coming forward to join Ageing Well since the new programme’s introduction.

“Although very much an information sharing group at the moment, we want to build on the activities we do and are looking to establish a walking group and are planning visits to local historic and cultural sites,” added Rebeea.

As well as the men’s group, under the Scottish Government funded Community Opportunities Project, Rabeea has worked with colleagues and partner agencies to deliver children’s summer and Eid parties.



She’s also organised local information sessions covering topics such as health and wellbeing, financial inclusion and employability. Her work includes building on existing ESOL classes to help people improve their English language skills and she’s established a new women’s group, ‘Chat and Chai’, to support young mothers from minority ethnic communities.

“Building inclusivity in the area is essential to building stronger more prosperous neighbourhoods. Rabeea’s efforts are really helping bring our communities together as one,” said Queens Cross Group chief executive, Shona Stephen.

To find out more about what’s being delivered for the community see qcha.org.uk or speak to the Social Regeneration Team on socialregeneration@qcha.org.uk or 0808 143 2002.



TWO REVERENTS WENT INTO A CHAPEL

Recently I've spent quite a bit of time up at the Glasgow Crematorium. I've heard people call it the Western Necropolis, both either Mary or Lambhill, or simply Tresta Street. Whatever, you know where I mean. I love that space, despite its function.

I don't know how many of you know, but during lockdown I decided if I was going to keep the wolf from the door, I needed another string to my bow and so retrained as a celebrant. I never saw myself before as someone who would be matching and dispatching, but I was drawn to the ethos in this particular community and working with Celebrate People (celebratepeople.co.uk) has proved to be all I hoped for.

When I was a punk in the late 70s early 80s, there was a band with an infamous frontman called Rev. Volting. The Glasgow Punk scene knew him as the guy who scaled the sheer face of the Strathclyde University building, to climb through an open window and join the audience in the seminal punk event of 1977, The Ramones and Talking Heads in concert. The students had banned punks from the gig!

I was asked to do his funeral at the Glasgow Crem. and it was a strangely wonderful occasion. As we listened to the swell and crescendo of the Cocteau Twins - Pearly Dewdrops' Drops, I looked down on lots of faces from my misspent youth, now all looking like my parents' pals, keen to pay their respects to Rev.

I recently met another Reverent there, this time I was in the congregation. My son had lost his friend. A wonderful, much loved, Maryhill boy, who I knew as a wee one.

The Reverend Christopher Rowe of Colston Milton Parish Church officiated at his ceremony and did so with

great good grace. As a celebrant I often say during a ceremony that Celebrate People support all faiths, none and everything in between. It seems the Rev. Christopher Rowe concurs, he says on his FB page:

"Most of the funerals I conduct are not for 'churchy' or religious people. Like most people they don't go to church, but probably believe that there is more to life than just this life on earth; that somehow after we die, we continue in another place."

I think the Rev. speaks for so many of us. He also doesn't charge money for doing a funeral. I was so impressed and comforted by Rev. Christopher Rowe's sermon and so pleased for the family that they had found this wonderful man to hold that space for them, so much so, that I wrote to him to say so.

I also for some reason, wanted to tell him that as someone

who wasn't religious, as such, I too had not thrown the baby Jesus out with the bath water but had my own personal faith which was helping me be the kind of celebrant that I wanted to be.

I received a wonderful letter in return. My favourite bit of his sermon was when he said that although he was fond of the little book, The Bible, it was the big book he was passionate about.

The big book being all of us!

LIBBY MCARTHUR

Our columnist and charity patron.



LOCAL EVENTS THIS SPRING

Canal fundraiser walk for local groups



Pull on your boots for the Queens Cross Community Foundation sponsored walk on Saturday 13 May 2023! This year's walk will start at Stockingfield Junction at 11am and finish at The Courtyard, Westercommon Drive.

The format is simple: free registration, raise funds and enjoy a lovely walk along the canal followed by refreshments, snacks and live music. Register your group now and we'll send you a sponsor form so you can raise money for your group. Groups keep 80% of what

they raise with 20% going back to the Queens Cross Community Foundation to support our grant giving work.

The sponsored walk is for local community groups and organisations. It's always a fun day out and a chance to meet others involved in the community, as well as being an easy way to raise funds!

This is an inclusive walk on a quality path, with the distance around 2.5 miles long. Walkers need to be able to get themselves to the start for 11am, and home from the finish as transport is not provided.

CANAL WALK

- **Starts:** Stockingfield Junction Bridge by Lochburn Road
- **Finish:** The Courtyard, 2 Westercommon Drive
- **The Route:** Canal path with an uphill finish
- **Distance:** Approx 2.5 miles
- Contact socialregeneration@qcha.org.uk to register

MEMORY GROUP



Meeet new people and take a trip down memory lane. Join Memory Scotland at Woodside Library as they reminisce about the past and look through old photos. Share your own memories while catching up with others over a cup of tea.

All welcome, no booking required. For more information, visit memories.scot or call Woodside Library on **0141 276 1609**.

- Third Friday of each month
- 11am
- Woodside Library



LOCAL EVENTS THIS SPRING

Easter egg trail at Tenement House



Join the National Trust for Scotland for some EGGcellent Easter fun at the Tenement House!

Follow the trail, collect the clues, solve the puzzle and win your chocolate-y reward while exploring the history of Tenement House and all its hidden gems.

- £4 per trail
- Friday 7th April - Monday 10th April
- 10AM-4PM
- Tickets are valid all day!
- Visit nts.org.uk/stories to find out more.

Free Art Classes For 12 - 18 Year Olds

The Language Hub are running art classes, aimed at 12 - 18 year olds, who are interested in learning, creating and expressing themselves through art.

These free art classes are supervised by an art teacher but are self-led by the young people and can be about anything from learning about art, artists, artistic periods and genres to creating their own and preparing exhibitions.

- Free to attend.
- For young people aged 12-18.
- Refreshments and snacks included.
- Various dates including 31 March, 21 April and 28 April 2023
- The Language Hub
- 7 Keith Street, Glasgow West End, G11 6QQ
- Find out more at thelanguagehub.co.uk



Meet My Community

Come and meet your community!



These monthly events at The Language Hub are for people aged 16+ and provide creative activities and networking opportunities for community members.

New to the area? Been here for ages and looking to meet new people?

These community events are for people aged 16+ and provide creative activities and networking opportunities for community members.

These events are free to attend and food and refreshments are provided. What's not to like?!

Funded by The Glasgow Community Mental Health Wellbeing Fund.

- Various dates including 1 April and 6 May 2023
- The Language Hub
- 7 Keith Street, Glasgow West End, G11 6QQ
- Find out more at thelanguagehub.co.uk

Queens Cross community activities

There are many weekly community groups and activities for local residents of all ages.

From growing spaces, mindfulness and walking groups to digital cafés, sculpture clubs and introduction to employment sessions – there's something for everyone to enjoy.


Scan the QR code to see the full list of local weekly activities or visit qcha.org.uk/whats-on.



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 2: 1 JULY TO 30 SEPTEMBER 2022



Rent

Quarter 2: 1 July to 30 September 2022

Unpaid Rent	1.63%
Average number of days to re-let empty properties	36 days



Repairs

Quarter 2: 1 July to 30 September 2022

Repairs completed right first time	88.69%
Routine repairs completed on time (within 5 working days)	94.02%
Urgent repairs completed on time (within 2 working days)	98.57%
Emergency repairs completed on time (within 4hrs)	99.77%



Gas

Quarter 2: 1 July to 30 September 2022

99% of gas safety checks were completed on or prior to their anniversary date.	99%
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 2: 1 July to 30 September 2022

Satisfaction with Repairs Service	80%
Antisocial behaviour cases resolved	96%

Your services, **your say**

Complaints

In July, August and September 2022 we received **130** 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

38%



41 complaints upheld

20%



22 complaints partially upheld

17%



18 complaints not upheld

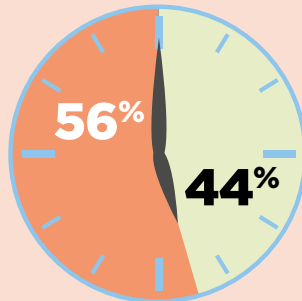
25%



28 resolved

0 still currently being investigated

Complaints responded to within timescales



- 63 complaints responded to within timescale
- 49 complaints responded to outwith timescale

Compliments

We received **35** compliments from customers from July - September 2022. Here are some of the things customers said:

“Customer advised that Lee was very polite and professional. He 100% deserves his qualification, he is a fantastic plumber and he put a smile back on to a customer’s face by completing the work.”

“Back court has been tidied up. Great job done by the workers.”

“Compliment received about our contact centre team members and, in particular, Stephanie who is always so full of life and joy that you cheer me up every time I call.”

Learning from complaints

Overall areas for learning from Q2:

- ✓ We have been working on improvements to the repairs and maintenance service and an action plan has been developed with a focus on customer service. We expect our new repair and maintenance contract will deliver a number of customer service improvements including repairs appointment slot and real-time tracking of repairs.

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

Dundasvale green and open spaces project

Glasgow City Council have a small budget available to spend on improving green and open spaces at Dundasvale in order to promote biodiversity whilst adding natural colour and interest for city residents.

We are pleased to work in partnership with Glasgow City Council in pursuit of small-scale environmental improvements in line with the City's Green and Open Spaces Strategy.

A community consultation event took place on 1st March where local residents talked to Queens Cross and City Council representatives about the ideas and suggestions.



840 Garscube Road

Work has started on remodelling the building at 840 Garscube Road to provide a new home for our Wellbeing Housing First for Young People service.

This should complete by mid-May to allow the project to move from Wilton Street into the remodelled building which will suit the needs of our young residents much better.

We have also managed to obtain grant funding to meet 70% of the costs of this work.

Successful apprenticeships for Lee and Liam



Congratulations to Lee Campbell and Liam Boyle who have both successfully completed their apprenticeships with Queens Cross.

Lee completed his four-year apprenticeship in plumbing, while Liam is now fully qualified as an electrician.

Both Lee and Liam have also successfully gained employment with the association in our property services team - big congratulations to them!

Keep an eye on our website, qcha.org.uk, for more apprenticeship opportunities coming up in the near future.

Gala Day '23 date released

Saturday, 19 August will see us out and about in the community for the annual Gala Day.

This is our opportunity to give back to local people and let families and children enjoy a fun day out while raising some funds for the QC Community Foundation.

Save the date in your diaries now.





Shona Stephen, Chief Executive (right), at one of the Cedar flats bike storage facilities with Patrick Harvie, Minister for Active Travel (centre), and Paul Downie, Programme Manager, Cycle Scotland (left).

NEW £2M FUND FOR SECURE CYCLE STORAGE

Minister for Active Travel, Patrick Harvie, visited Queens Cross to launch a new two-year, £2m fund by Cycling Scotland to meet increased demand for residential cycle parking and storage.

The fund will help local authorities support the installation of secure bike parking facilities, making it easier for more people to choose an affordable and sustainable way to travel for everyday journeys - vital to meet Scotland's Net Zero commitments.

Minister for Active Travel Patrick Harvie said: "Through the launch of the new cycle storage fund, we'll expand safe storage infrastructure across the country and make it easier for people to choose cycling."

"The storage that has been funded for Queens Cross Housing Association is a great example of partnership working to encourage cycling by making it easier to store a bike. Safe cycling infrastructure is equally important to help people leave the car in favour of active travel. To support this, we're providing record funding this year and have committed to invest 10% of the transport budget on active travel by 2024/25."

Shona Stephen, Queens Cross Chief Executive said: "It's great to have so many cycle storage spaces for tenants. We've definitely seen an increase in cycle usage

locally because there's somewhere safe for people to store their bike and we couldn't have done this without grant funding. Having them in place also contributes to our own local sustainability objectives."

Michelle Mclean, a resident of Queen's Cross Housing Association, said: "We use the store to park my son's bike, it's handy for where we live and it keeps them safe. The store also means less people are leaving bikes on the landings which is a health and safety risk. We have actually had a bike stolen before when we kept it chained up outside."

Anyone interested in storing their bike at one of our secure facilities should get in touch with us on 0808 143 2002 or email contactus@qcha.org.uk

About Cycling Scotland

Cycling Scotland is the nation's cycling organisation. Working in partnership with other organisations, with funding from Transport Scotland, they help create an environment for everyone in Scotland to cycle easily and safely. For more information, visit www.cycling.scot



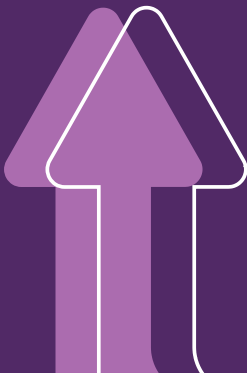
HEALTH AND SOCIAL CARE CONNECT

Connecting you to support and services in Glasgow

Web yoursupportglasgow.org/connect

Phone 0141 287 0555

Or scan the QR code



Queens Cross Workspace



Queens Cross Workspace oversee over 70 commercial properties in the Firhill area ranging from offices to workshops and from retail units to industrial spaces. The variety of our premises on offer attract all sorts of incredible small and local businesses to our community, and in turn, bring employment and livelihood to our neighbourhoods. Our workspaces are home to a great mix of tenants like artists, charities, care-workers and politicians. You can find more about us and get updates on our website - qcworkspace.co.uk



Toshie's café open now

At the beginning of this year we celebrated the highly anticipated opening of Toshie's community café at 846 Garscube Road.

Run by the Courtyard Pantry SCIO, this addition to our neighbourhood has been incredibly popular at breakfast and lunch time among our tenants and local residents. Serving delicious sandwiches, classic cakes and fresh coffee, Toshie's is really one you need to try!

If their menu wasn't enticing enough, they provide gluten free and vegan options, so there really is something for everyone to love.

A TASTE OF SRI LANKA IN QUEENS CROSS

We recently welcomed Kochchi to Garscube Road, a new business who specialise in Sri Lankan street food.

This brilliant start-up has been taking Edinburgh by storm at the Bonnie and Wild Market in St James Quarter. Their vibrant flavours and exciting dishes are available for delivery straight to your doorstep in the Queens Cross area.

To find out more about what's on offer, check out their website at kochchi.co.uk



Have you have been thinking about renting a premise for your small business or are looking to expand to a larger space? We may have just the space for you.

There are always opportunities to join our growing portfolio at Queens Cross Workspace. At the moment, we have 1000-2500 sq ft of office space becoming available in our busy and established McCafferty House. Or maybe you are looking for a retail unit? We have those too; from 400 sq ft-800 sq ft.

If you are unsure what you are looking for, get in touch and we can help. To arrange a viewing, or find out more about our availabilities and services, call **0141 576 0210** or email info@qcgroup.co.uk.

FESTIVE FUN AT FOUNDATION CHRISTMAS FAYRE

Almost 200 people took part in our Christmas fayre at the Courtyard in December, having fun while raising funds for Queens Cross Community Foundation.

The event was a tremendous success, with 173 people passing through to check out our crafters market stalls, Children's games, bauble decoration and of course a visit from Santa Claus.

The aim was to have a low budget, fun festive event to get people in the Christmas spirit. The event was free entry with some fundraising activities included on the day.

The smiles around the hall showed the event to be a success and with low-cost stalls for kids, including a tombola with over around 140 prizes to be won we managed to raise some funds too!



Local crafters were also selling their arts, crafts and jewellery with some first-time craft stall holders including some who attend our 'crafternoon' sessions at Cedar.

The event raised over £1,000 for the foundation and was supported by The Courtyard Pantry Enterprise, Mackenzie Construction, Blairs Windows and Kentallen.

Christmas party success for older residents

Local residents enjoyed a day of delicious food and entertainment as the association hosted a Christmas party to reduce social isolation.

Almost 40 older people joined in the festivities at The Hub on Maryhill Road, with it being the first big event for many people since the Covid pandemic started.

Cooked by the Courtyard Pantry Enterprise, attendees tucked into a tasty Christmas dinner with all the trimmings and enjoyed festive music and entertainment.

A big thank you to Queens Cross Community Involvement Groups for funding the event.

Our condolences to the family of Allan Millar



It is with great sadness that we announce the passing of Allan Millar, Queens Cross Housing Estate Caretaker, on 24 February 2023.

Allan joined the association in April 2011 and was a valued member of the Estate Services team, particularly in the Westercommon area where he was based.

Allan's hard work and commitment were recognised in October 2022 when he and his colleagues won an award in the Working Together for Better Neighbourhoods category at our Pride of Queens Cross Awards.

Our thoughts are with Allan's family, friends and colleagues at this very difficult time.



Energy theft -DON'T DO IT!

We understand that people are facing rising energy costs over the winter months and residents may be tempted to 'rig' their gas and/or electricity meter.

Devices used to fraudulently reduce or eliminate energy unit costs are very dangerous and can cause an electric shock, fire or gas explosion.

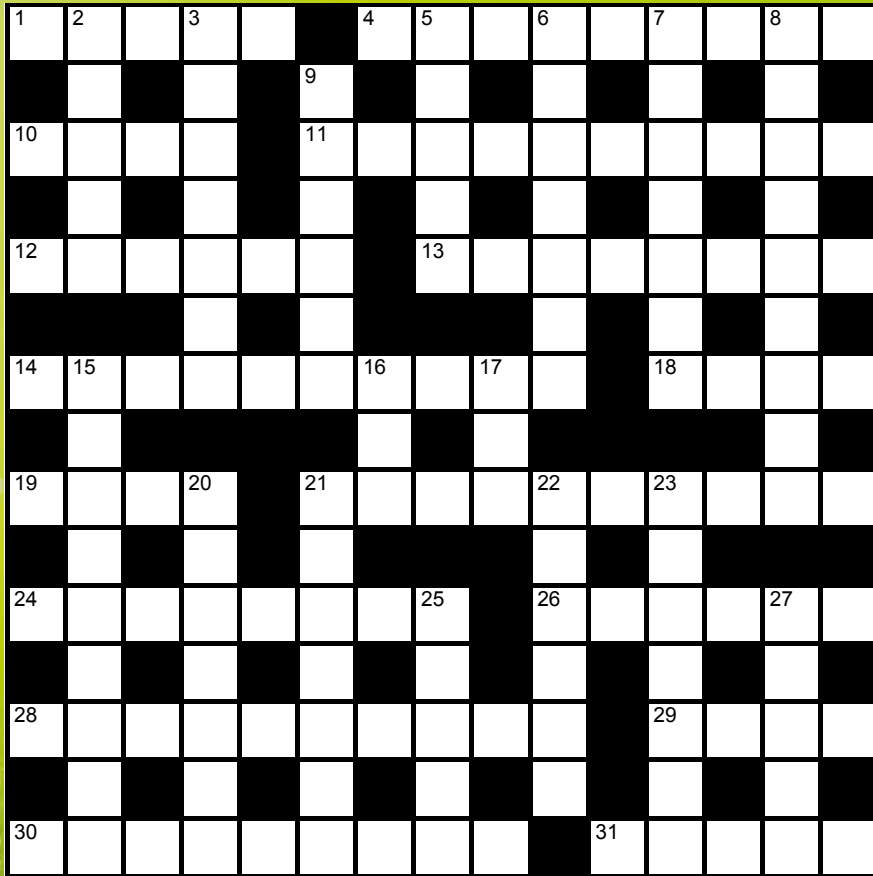
Residents are reminded that 'rigging' meters not only places occupants at risk but places neighbours at risk too.

Tampering with meters is a criminal offence and is a serious breach of your tenancy. If you are found guilty of tampering with a meter, we may take legal action to recover the property.

If you need advice on energy costs, please get in touch with us on 0808 143 2002 and we can help.

Feeling Puzzled?

Crossword



Sudoku

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

Spot 10 differences



Across

- 1 Single things (5)
- 4 Marine calamity (9)
- 10 Abominable snowman (4)
- 11 Teacher (10)
- 12 Form of bowling (6)
- 13 Termination of a pregnancy (8)
- 14 Stiffness in the joints (10)
- 18 Peruse (4)
- 19 Needless bustle (4)
- 21 Eye-glasses (10)
- 24 Statue support (8)
- 26 Like some mammoths (6)
- 28 From e.g. Portsmouth or Basingstoke (10)
- 29 Taverns (4)
- 30 Opponent (9)
- 31 Prolonged pain (5)

Down

- 2 Cousin of your daughter (5)
- 3 Capital of Bhutan (7)
- 5 Minor Biblical prophet (5)
- 6 Execute (7)
- 7 Earthquake scale (7)
- 8 Dark brown (9)
- 9 Capital of Austria (6)
- 15 Home (9)
- 16 Ask for a loan (3)
- 17 Not sweet (3)
- 20 Wand showing sovereignty (7)
- 21 Lounges (7)
- 22 Frustrate (6)
- 23 Shutting (7)
- 25 Kind of month (5)
- 27 Fabric woven from flax yarns (5)

Crossword answers on page XX

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.qcgroup.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.



WrightKerr All Trades Ltd

Our repairs service is provided by WrightKerr All Trades Ltd. All staff carry identity badges so please ask to see their badge when they call at your home.

HOLIDAY CLOSURE

Our offices will be closed on Friday 7 April and Monday 10 April for the Easter holidays.



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

