



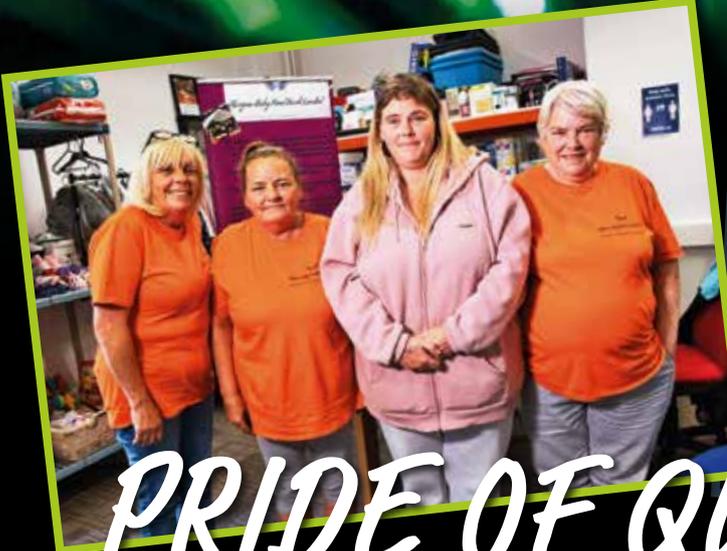
Queens Cross Housing Association

qcha.org.uk

focus

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

SPRING 2024



PRIDE OF QUEENS CROSS AWARDS 2024

NOMINATE YOUR COMMUNITY CHAMPION P14-17



WOODSIDE MAKING PLACES Page 9

HAMILTONHILL OPEN DAY Page 12

JOHN SUTTON COMMUNITY CLUB Page 20

EVENTS THIS SPRING Page 24-25

Welcome to our spring Focus magazine

We'd like to thank everyone for their feedback on this year's rent consultation. Based on the current situation and everyone's comments, Board members agreed that a below inflation rent increase of 5% would allow the Association to balance the needs of delivering services, meeting some investment costs and rent affordability for tenants.

You can read more about why we came to this decision and help and services we offer on **pages 4-7**.

Queens Cross' Housing first for young people's service moved into their new accommodation on Garscube Road and it's looking great.

The service provides a home for young people age 16-25 who are at risk or have experienced homelessness.

These new spaces offer young people greater independence with improved cooking facilities and the addition of several common areas to allow for group activities

- helping them with their journey into adulthood. You can see some pictures of the new facility on **page 22**.

We're delighted to welcome two new directors to Queens Cross who will join the Association in April.

Phil Daws and Heather Anderson will join as Director of Property, Placemaking and Regeneration and Director of Neighbourhood Service respectively.

Having two new directors join the senior team will bring renewed focus to the Queens Cross Group's commitment to providing excellent housing and vibrant neighbourhoods. You can find out more about their appointments on **page 23**.

With winter (just about) behind us, we're excited to be moving into brighter nights and better weather. We've picked out some of the best local events and activities for all ages. Have a look at our spring events on **pages 24-25**.



We hope you all have a wonderful Easter.

Shoua Stephen
Chief Executive

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Co-Wheels Car Club

PAY AS YOU GO CAR HIRE

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

Using a car club can be much cheaper than owning a vehicle. With Co-Wheels, you only pay when you need to use a car – ideal if you don't rely on a car for your daily commute to work.

As a car club member, you can book online through their online booking system and pick it up from Queens Cross and drop it off at your leisure.

Use promo code **QUEENSCROSS15** to get £1 signup fee, no monthly fee and £15 driving credit. It is valid for new members and those living in Queens Cross HA properties only. Driving credit expires 3 months from registration. Code is valid on new accounts until 31 December 2024.

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



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Rent increase is 5% for 2024/25

WE RECEIVED MANY COMMENTS FROM TENANTS

SOME SUPPORTED A RENT INCREASE

OTHERS WERE CONCERNED

I appreciate and understand the increased and rising cost for everything

I would prefer rent to not be raised at all as I'm struggling

I think increasing the rent by 5% is ok so that you can continue providing services

I'm a student so would like rent increases to be low as possible

Rent has to rise to keep houses updated and improvement to properties

Essential repairs not being met when it was deemed urgent

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



This year, our aim was to make the Association's rent consultation more inclusive than ever.

A postal survey was sent to every tenant. The survey was also available online. Text reminders were sent to mobile phones and we held rent consultation focus groups in each of

the four community neighbourhoods.

At more than 900 responses, I'm very pleased at the level of responses returned and grateful for the time taken by you, our tenants, to let Board members know what you want from Association services.

As well as the rent consultation, Board members took tenants' feedback from the 2023 Tenants Information Service (TIS) consultation into consideration. You told us very clearly in the consultation that you want affordable rents as many are struggling with day-to-day living costs. However, investment in homes and good services, especially repairs, is also important to you.

Taking all of this into account, Board members agreed that a below inflation rent increase of 5% would allow the Association to balance the needs of delivering services, meeting some investment costs and rent affordability for tenants.

The rent consultation leaflet sent out in December explained that the biggest expense is carrying out repairs and investing in homes and neighbourhoods. Some building and maintenance costs have gone up by 20% or more. A 5% increase won't allow us to do everything we'd planned for but will mean that services will be maintained though some investment programmes will need be rolled out later than planned.

In recent months we focused on introducing our new repairs contractor, WrightKerr, and are beginning to see the benefits of an



improved customer service. But we know that much more needs to be done to ensure we continue to maintain and improve homes.

These are tough times for tenants and housing associations across Scotland. With all city services under pressure, we need to work more closely together with you and our partners to maintain and support local communities.

If you want to get more involved in the Association, please do get in touch. We'll be delighted to hear from you.

Andrew Burns
Chair

WHAT TENANTS TOLD US ABOUT THE RENT INCREASE PROPOSAL

This year **913** tenants responded to the rent increase consultation.

770 people (84%) said we should keep the rent as low as necessary to ensure services and home improvements can continue

53 people (6%) preferred a higher rent increase to pay for additional investment and improvements to homes

81 people (9%) said they were not sure

and

456 people (50%) said they consider their rent is value for money

299 people (33%) said they didn't feel their rent was value for money

152 (17%) said they were not sure

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.



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 from 1 April 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



WE CAN HELP



We understand you may sometimes have 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 to 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-welfare-advice

To speak to someone on our team, call us on 0808 143 2002 or email them direct on financialinclusionteam@qcha.org.uk

SAVE MONEY ON FOOD AT THE COURTYARD PANTRY

About us

The Courtyard Pantry's aim is to reduce the harmful effects of poverty, using food as a vehicle for change while reducing waste and minimising the impact on the environment.

Membership is open to all. Once a member, you can choose around 10 food or household items.

Most food is supplied by the Pantry's partner, Fareshare, as well as other local providers.

How to join

A member of the Scottish Pantry Network, the Courtyard Pantry operates a membership waiting list.

There's a small membership fee to join and, when we contact you, we'll need your name and a telephone number or email address for our records.



Who runs the Pantry?

The Pantry is run by The Courtyard Pantry Enterprise who also run Toshie's Community Café at 846 Garscube Road, close to the Mackintosh Church. Open 8am - 3pm.

The Pantry opening times

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

Where is the Pantry?

2 Wester Common Drive, in The Courtyard community centre

Where can I find out more?

Website: courtyardpantry.org.uk

Email:

pantry@courtyardpantry.org.uk

Tel: 0141 589 7419



WE CAN HELP YOU GET ONLINE

Want to get connected online but don't know where to start? Or maybe you'd like an online refresher course of some kind?

Help is at hand.

We run digital drop-in sessions and in-person classes that introduce beginners to computers, tablets and mobile phones.

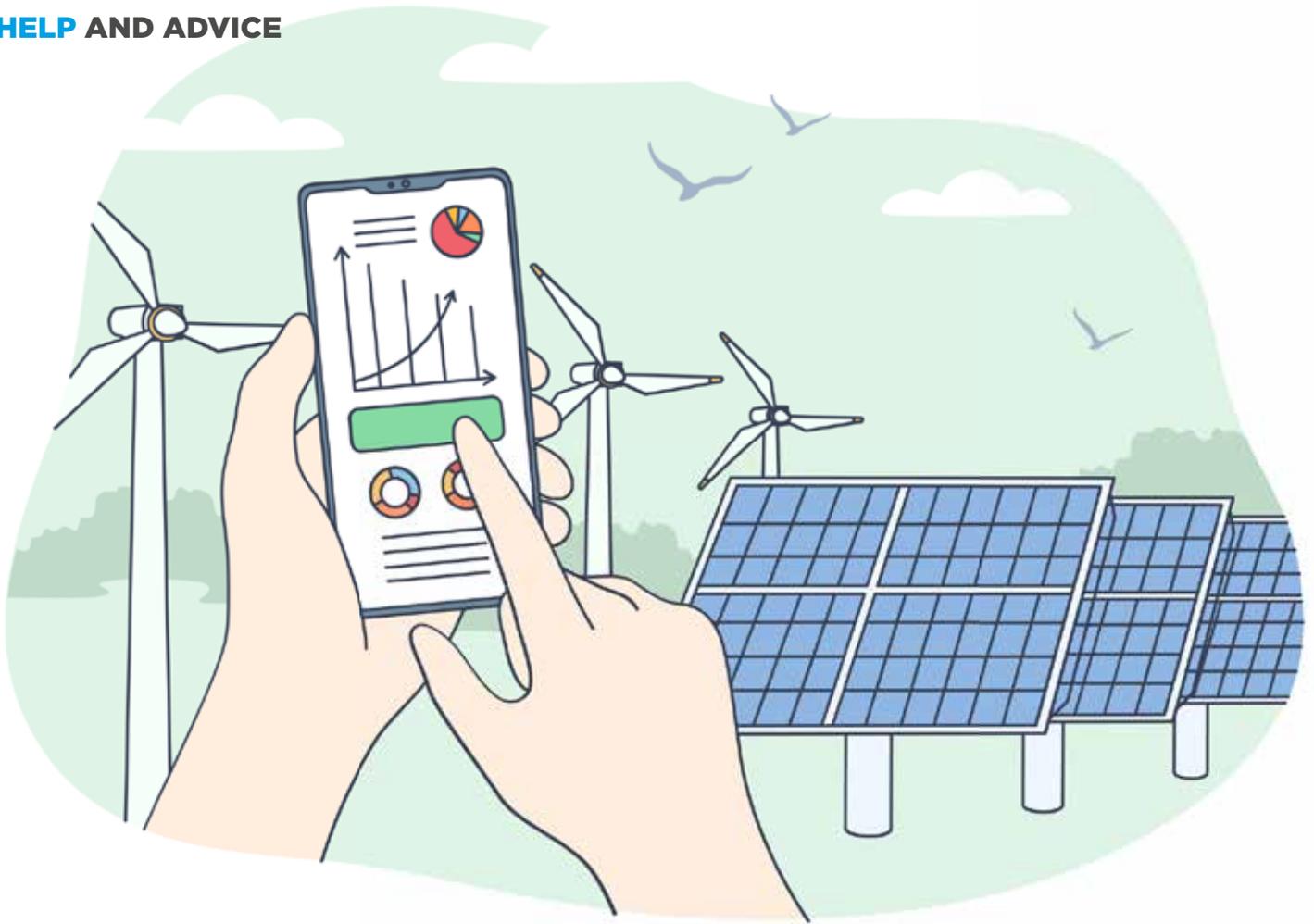
There's also support with online shopping, form filling, banking and utilities as well as how you can use social media, YouTube, Instagram and so on.

Digital Inclusion Officer, Ross Rankin, can help you find a course or friendly, informal class that suits your needs.



To find out more, call our main number on **0808 143 2002** and ask to speak to Ross Rankin, drop us an email on contactus@qcha.org.uk or visit the What's On page of our website, qcha.org.uk





Energy Price Cap

From 1 April 2024 Ofgem, the energy regulator, has announced:

- the price cap for energy prices will reduce by £238 to an average of £1,690 a year for a typical household.
- Standing charges are increasing to an average daily charge of 60p a day for electricity and 31p a day for gas across the UK.
- Standing charges for prepayment meters will no longer be higher than those paying by direct debit.

The Price Cap was introduced to limit how much your supplier can charge per unit for gas and electricity as well as setting a maximum daily standing charge.

A typical household uses 11,500

kWh of gas and 2,700 kWh of electricity per year, paying by direct debit.

The amount you pay will depend on how much energy you use but the price cap limits how much can be charged per unit.

Standing Charges

Standing Charges are a fixed daily amount which covers the cost of connecting to a gas or electricity supply, similar to a telephone line rental. This charge will apply even if you don't use your gas and electricity and you can build up debt if you don't top up to cover this cost.

For example, if you don't top up your gas meter during the summer when the heating isn't on, you will

still have standing charges adding up.

SFHA Fuel Support Fund

Funding from the Fuel Support Fund was welcomed and enabled us to recruit an Energy Adviser. We also had funding for energy efficiency measures such as air fryers and reflective radiator foils plus heated blankets. This package of support has helped reduce fuel poverty and debt for some of our tenants, who were finding it very difficult.

If you need help to reduce your energy costs; understanding your bill; help with fuel debt or any other energy issue, please contact us on 0808 143 2002 or email energyadvice@qcha.org.uk

Woodside

MAKING PLACES

PHASE 1 - CEDAR STREET AREA

We are delighted that the first phase of the Making Places project is progressing well.

New mobility storage and cycle shelters are being installed and new play equipment is due to be installed in the spring.

Raised planters have been prepared for bushes, trees and plants to be planted which will create lush raingardens and make for a resilient and community-oriented neighbourhood.



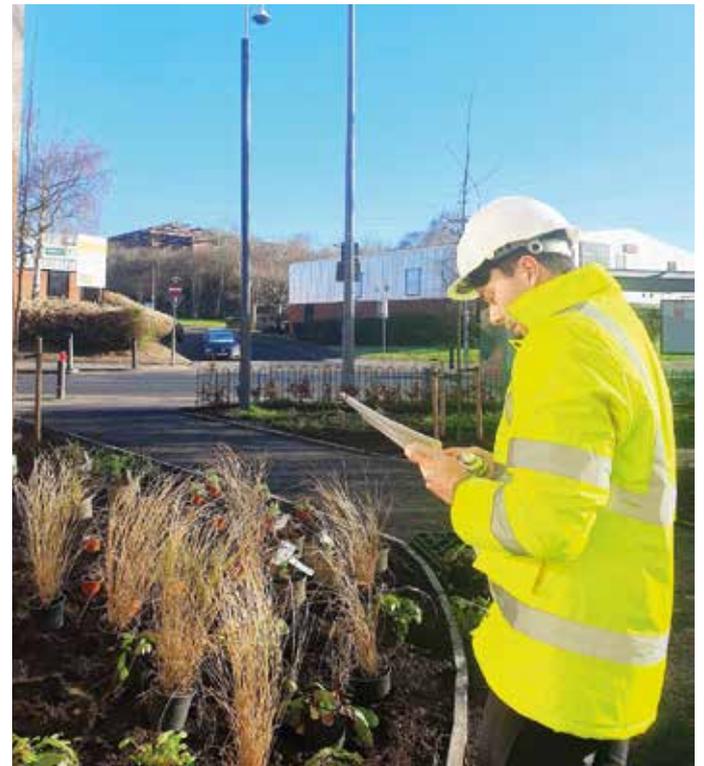
PHASE 2 - BRAID SQUARE AND RAGLAN STREET AREA

Design plans for phase 2 are almost complete. Subject to funding from the Scottish Government, work will begin on site in January 2025.

Residents who attended our engagement event in December at Windsor Hall were supportive of the plans and optimistic for the forthcoming environmental improvements.

Residents also welcomed the progress made to date including the removal of vegetation which was encroaching on buildings and pathways. We would like to express our sincere thanks to AMEY who have assisted with this work.

We plan to hold a consultation day in May where the final drawings for Phase 2 can be viewed - more details of this event will be coming soon.



Nurture our Neig

Action on litter on North Woodside Road

Community members keen to take action on litter were supported by Queens Cross staff to tackle a well-known litter 'hot spot' on North Woodside Road.

Local community members motivated to restore the appearance of their neighbourhood worked with our health and wellbeing coordinator to clear some of the worst affected areas.

We know these hot spot areas have been reported to Glasgow City Council several times by QC staff and residents and no action had been taken. We know litter is a problem everywhere right now and that council services are stretched.

Community members welcomed the support from Queens Cross to access litter pickers and the equipment required to complete the task safely.



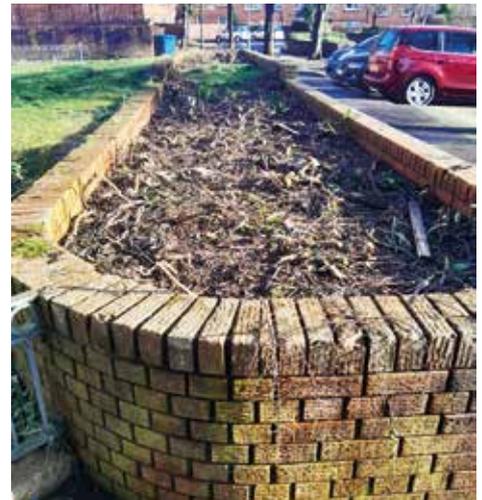
WE CAN HELP

If you're out and about and looking to hold a litter pick in your area, we can help. Get in touch with us on **0808 143 2002** and we can provide you with litter pickers and other equipment needed to help keep Glasgow's streets clean and safe.

WEEKLY LITTER PICKS STARTED

We also have a weekly Wednesday litter picking group which has just started around the Woodside area.

If you are keen to get involved then please get in touch to give us your details. You can call us on **0808 143 2002** or email **socialregeneration@qcha.org.uk**



Neighbourhoods



ESTATE WALKABOUTS

Our Nurture our Neighbourhoods team are regularly out and about in our neighbourhoods looking for ways we can improve the environment in our communities such as cleaning up graffiti, improving bin stores and dealing with problem fly-tipping areas.

We're holding twice monthly walkabouts where we'll inspect the streets in our neighbourhoods. Residents are

invited to join us as we look to see what environmental improvements we can make.

Take a look at our schedule below to see which areas and streets we'll be covering throughout April, May and June. For more information about our walkabouts or to register your interest in coming along to one, get in touch with us on **0808 143 2002** or **contactus@qcha.org.uk**.

Estate walkabout schedules

Tuesday 2 April, 10-11am - Woodside area 3

Meeting point: Sports centre/ swimming pool at Braid where we'll be visiting:

Cedar Court & Street, 434 St Georges Road, Raglan Street, Braid Street, Braid Square, St Peters Path, Unity Place

Thursday 23 May, 10-11am - Dundasvale area 1

Meeting point: Dundasvale Hall where we'll be visiting:

2 Dundasvale Court, 16 Dundasvale Court, 20 Dundasvale Court, 22 Dundasvale Court

Thursday 18 April, 10-11am - Westercommon area 2

Meeting point: The Courtyard where we'll be visiting:

Panmure Close, Panmure Gate, Panmure Street, Panmure Place, Westercommon Maisonettes

Tuesday 4 June, 10-11am - Woodside area 2

Meeting point: Windsor Hall where we'll be visiting:

Clarendon Street, Clarendon Place, Glenfarg Street, Windsor Street, Windsor Terrace, Maryhill Road (evens), St Georges Road (tenements)

Tuesday 7 May, 10-11am - Queens Cross area 3

Meeting point: 45 Firhill Road where we'll be visiting:

Bonawe Street, Simpson Street, Kirkland Street, Dalmally Street, Dunard Street, Wilton Drive, Wilton Street, Lyndhurst Gardens

Thursday 20 June, 10-11am - Westercommon area 3

Meeting point: The Courtyard where we'll be visiting:

Auckland Street, Bardowie Street, Derwent Street, Ellesmere Street, Hamiltonhill Road, Salmona Street, Stonyhurst Street



HAMILTONHILL PARKS AND OPEN SPACES

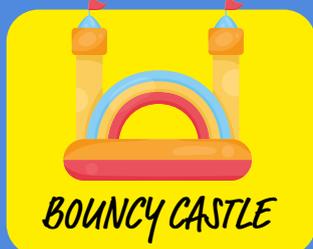
Come along to our open event – Tuesday 9 April

Queens Cross Housing Association are happy to announce that the works on the new parks and open spaces at Hamiltonhill are now complete.

To celebrate reaching the first major milestone

in the redevelopment of Hamiltonhill, we invite you to join us for an open day on 9 April between 1-4pm in the Garden at The Clay Community Church on Bardowie Street (this will be held in the hall if adverse weather is forecast).

THERE WILL BE:



We hope you can join us to mark the occasion! Keep an eye on our social media pages for more information on the event.

-  **Queens Cross Housing Association**
-  **Queens Cross Housing**
-  **queens_cross_housing**



Housing officers join Queens Cross through GEM Programme

Two new Housing Officers have joined Queens Cross Housing through the GEM programme. Run in partnership with the Scottish Federation of Housing Associations (SFHA), the GEM programme work with organisations in the housing sector to offer a wide range of jobs and intensive learning experiences

to talented individuals, matching people to roles which suit their passion, skills and experience.

Laura MacDonald and Gracie McMaster (pictured below) started at the Association in January and will work with Queens Cross while receiving training through the programme.

Laura's career background is in customer relations and complaint management within the professional consultancy and insurance sector. She returned to education and graduated from the University of Glasgow in 2022 with a first class master of arts in history.

"When I finished university I wasn't clear what sector I wanted to work in. I secured a job working in community development for a housing cooperative based in Motherwell and while not working directly in housing, this was my first up close experience of the housing sector.

"When I saw the opportunity with the GEM Programme and Queens Cross it seemed the ideal opportunity I'd been looking for.

"Not coming from a housing background, the GEM Programme seemed perfect to introduce me to the sector while also gaining a valuable qualification and work experience at the same time."

Gracie graduated from the University of West of Scotland in 2021 with a degree in social sciences.

"My dissertation focused on homelessness. From then I got a job as a tenant liaison worker, working for a charity that provided temporary furnished flats. I wanted to continue my career in housing and develop housing management skills further through the opportunity of working with Queens Cross.

"When applying to Queens Cross, the GEM programme was very appealing to further my learning and will be a crucial part of my development for my career. The GEM programme will challenge me and give me the foundations I need to fulfil my job role and provide future opportunities as well as being a fantastic opportunity to network with other members of housing providers across the UK."



**INTERESTED
IN WORKING FOR
QUEENS CROSS?**

New jobs at Queens Cross come up every month. Have a look on our website, qcha.org.uk/jobs, to see the latest opportunities.

PRIDE OF QUEENS CROSS AWARDS 2024

Our Pride of Queens Cross Awards are back for 2024!



Main sponsor

The awards, which take place every two years, recognises local residents, Queens Cross staff and local businesses who go above and beyond in making Queens Cross and its communities a great place to live and work.

Sponsored by Urban Union, our awards event will take place on Friday 4 October at the Grand Central Hotel, and you can

nominate your community champion now.

If whoever you nominate is shortlisted for an award, you along with them will be invited to the big ceremony.

Complete your entry form by turning over the page or visit our website, qcha.org.uk, to complete an online entry. The closing date to submit your entry is Friday 31 May.



Who is your community champion?

Pride of Queens Cross Awards 2024

You can nominate community groups, local residents, businesses and Queens Cross staff.

The eight categories are:

Complete the entry form overleaf or online at qcha.org.uk

- 1 Making a difference**
(for local residents and QC staff)
This award recognises those who have made a difference to the lives of people in their community. It could be as part of a community group or activity, volunteering or through providing excellent service to a tenant.
- 2 Customer first**
(for QC staff and local businesses)
This award is for people and businesses who put customers first in everything they do. They are dedicated to providing the best possible service, always putting people at the heart of their work.
This could be highlighted by their work on a particular project.
- 3 Leadership**
(for local residents and QC staff)
The Leadership award is for people who are role models. They show us all how to deliver for the people and communities of Queens Cross. They may be managers or community group leaders but could also lead by the way they motivate and positively influence others.
- 4 Community activity**
(for local groups, clubs and activities)
This award is for a community group or activity which has improved the lives of its participants. It may be an activity which gets people moving, engages their brain and improves their health and wellbeing. Or it could be a group which provides residents with help or support.
- 5 Improving neighbourhoods**
(for local residents and QC staff)
This award recognises a group or individuals who inspire and create positive change in our neighbourhoods. This could be through improving the local environment or through actions which aim to make our communities a better place to live and work.
- 6 Young person's making a difference**
(for local residents and QC staff age 25 and under)
This award celebrates young people or a young person age 25 or younger who have inspired others with their achievements. They may have shown commitment to learning and education in difficult circumstances, fundraised for a good cause or have helped people in the community.
- 7 Local business**
(for local businesses)
This award seeks to recognise and celebrate our local business community. The company will have demonstrated commitment to growing their business with the Queens Cross community in mind.
- 8 Good neighbour**
(for local residents)
This award recognises residents who go out of their way to help their neighbours and friends. They show care, compassion and commitment.

If the person, group or local business you nominate is shortlisted, you will be invited to the awards event at **The Grand Central Hotel on Friday 4 October 2024.**

ENTRY FORM

Who in the community do you think deserves to be recognised?

Closing date for entries: Friday 31 May.

Complete the entry form and hand it to a member of staff, or into our offices at
45 Firhill Road or 2 Westercommon Drive.

Which person, community group or local business are you nominating?

Tell us why you're nominating this person, community group or local business. Please give as much detail as you can.

Which category is this nomination for?

Please tick appropriate box:

- Making a difference** (for local residents and QC staff)
- Customer first** (for QC staff)
- Leadership** (for local residents and QC staff)
- Community activity** (for local groups, clubs and activities)
- Improving neighbourhoods** (for local residents and QC staff)
- Young person's making a difference** (for local residents and QC staff 25 and under)
- Local business**
- Good neighbour** (for local residents)

Is there any other information you'd like to add?

Which person, community group or local business are you nominating?

Your name:	<input type="text"/>
Your address:	<input type="text"/>
Your phone number:	<input type="text"/>
Your email:	<input type="text"/>
Phone number and email of who you're nominating:	<input type="text"/>

FOOD FOR THOUGHT sessions



Local residents enjoyed evenings of interactive discussions and delicious food as our Food for Thought talks returned over the winter months.

Held at The Hub at 472 Maryhill Road, participants heard from academic experts from Glasgow Caledonian University on a range of subjects including artificial intelligence, mindfulness and the benefits of living near water.

Attendees then shared their own thoughts while enjoying freshly cooked meals provided by The Courtyard Pantry Enterprise.

Jamie Ballantine, social regeneration manager at Queens Cross, said:

“We were delighted to start back our Food for

Thought talks over the winter months in partnership with Glasgow Caledonian University.

“We first started these evening events back in 2017 in response to people looking for something interesting to do in the local area during the darker winter nights.

“The free talks in our venues are about bringing people together to listen, learn and engage in stimulating discussions and conversations.”

Following the success of the recent talks, it’s hoped that more sessions will take place later this year. Keep an eye on our website and follow us on Facebook for more info.

Website – qcha.org.uk/whats-on

Facebook – QCHA Social Regeneration

NEW ART FEATURED AT CEDAR

We are delighted to feature some new art work in our display spaces in the foyers of the Cedar multi-storey flats.

These colourful paintings by Anne Ramsey look great on the ground floor of one of the Cedar blocks. Anne is a local community member and talented artist.

Look out for more new art displays due to be installed in the next few weeks. If you have art work you'd like to feature email: socialregeneration@qcha.org.uk.



COMMUNITY BENEFIT FOR WOODSIDE GARDENS

We'd like to say a huge thank you to Mackenzie Construction for supplying community benefit help to our Growing Space project at Woodside.

Mackenzie, who are working on the Making Places project, provided mechanical help to fill three new raised beds with soil materials at Woodside Garden – saving a lot of time and effort for local growers.



Crossword Solution:

Across: 1 Psych, 5 Spain, 8 Venus, 10 Bilkini!, 11 Unwise, 12 Crisp, 13 Unbolt, 14 Errors, 15 Offer, 17 Beggar, 19 Cheers, 20 Idaho, 21 Athena, 23 Muscle, 25 Creep, 26 Mortar, 27 Untrue, 29 Onset, 31 Porous, 32 Enough, 33 Spear, 34 Seems, 35 Helrs.
 Down: 2 Science, 3 Cairo, 4 Anti, 6 Powerless, 7 Insurer, 8 Victoria Cross, 9 Supercomputer, 16 Flake, 18 Guest room, 22 Twosome, 24 Lounger, 28 Those, 30 Sten.



COMMUNITY FOUNDATION GRANT SUPPORTS LOCAL FOOTBALL CLUB

A local football club has benefited from a Queens Cross Community Foundation grant.

John Sutton Community Club, based at the Firhill Complex, offers community football and walking football sessions to residents of all ages in the area.

The £1,100 grant from the Community Foundation has helped the club purchase new kits for walking football participants and will also pay entry fees for a tournament.

Sadie Gordon, Chairperson of Queens Cross Community Foundation (pictured centre), visited the club at the Complex to see the new strips in person.

She said: "John Sutton Community Club is a great initiative to bring local residents together to improve health and wellbeing and reduce loneliness through socialising.

"The Community Foundation is delighted it could help out in a small way by providing participants with new kits."

Queens Cross Community Foundation aims to

support local community projects and voluntary organisations who provide services for individuals or groups who are disadvantaged or have particular needs.

John Sutton Community Club hosts community football on Tuesdays from 7-8pm and walking football on Fridays from 11am-12pm, with refreshments provided after.

Founded by ex-footballer John Sutton, the group is about bringing local people together to have fun.

John said: "The one big word that you'll hear from a lot of the people taking part is enjoyment. It's going to keep you fit, walking about in the fresh air.

"We want to make it for everyone and anyone. The more people from different backgrounds who come along, the more fun it is. We want anyone to feel comfortable to come along and join in.

"Even if you don't want to play football then come along for a cup of tea!"

Visit their Facebook page, John Sutton Community Club, for more details on taking part.

Honouring Derek Iggo



Derek's commitment to the Community Foundation was recognised with a celebration lunch

Maryhill native Derek Iggo recently retired from the Queens Community Foundation Board after almost 20 years service helping local people.

Born and raised in Maryhill, Derek went to Ruchill Primary School before starting his career in the newspaper industry. He ended up in the charity sector, spending the last 25 years of his working life as an administrator at Community Central Halls.

Derek's journey with Queens Cross Community Foundation began in 2004 when he was encouraged by the late John Gray, a prominent local councillor, to lend his expertise and passion to the Foundation.

"John felt that Queens Cross was the major community-orientated housing association in Glasgow and that the Community Foundation was going to be a great help to many people. He was right! The Foundation has went on to help hundreds of people and community groups over the years."

Derek has always valued the importance of supporting young people to access opportunities to develop and succeed in life.

Derek's commitment to volunteering includes 30 years as captain of the local Boys Brigade, a group that was particularly active in the 1980s and 90s and operated out of Community Central Halls. Derek also served as chairperson of Shakespeare Street Youth Club.

Reflecting on his time on the Community Foundation Board, Derek is proud of the work they have done helping people.

"The foundation, supported by excellent staff from Queens Cross Housing Association have helped many people and organisations in need.

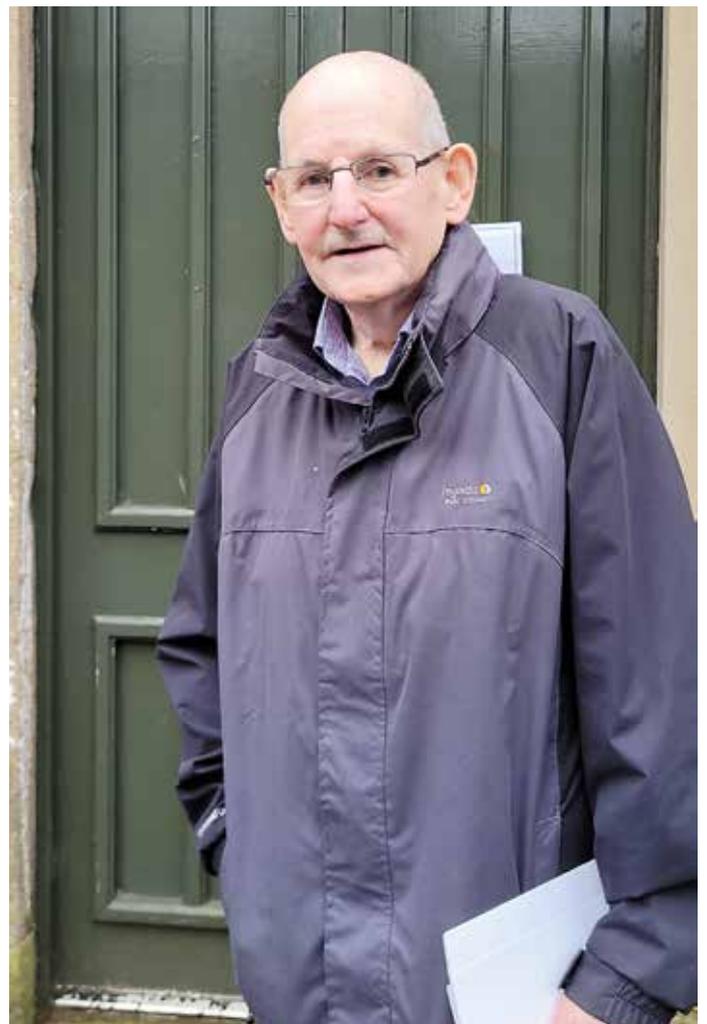
"The fact that the foundation is still going is testament to the fact that charity does good work, supported by a dedicated board of volunteers and staff who genuinely want to make a difference.

"Every community-based housing association should have or support their own Community Foundation."

Looking to the future, Derek thinks local partnerships are key in helping challenge poverty in local communities.

"The Courtyard Pantry, which operates out of a Queens Cross facility in Westercommon, helps hundreds of people access quality and affordable food.

"This demonstrates the type of practical partnership



that shows how Queens Cross can work with other local organisations to continue to improve the lives of local people."

Derek has agreed to become a Queens Cross Ambassador, where he can continue to support the work of the QC Group.



NEW HOME FOR HOUSING FIRST FOR YOUNG PEOPLE'S SERVICE

Queens Cross' Housing first for young people's service have moved into their new accommodation on Garscube Road.

The service provides a home for young people age 16-25 who are at risk or have experienced homelessness. Every young person requires different needs and most have experienced an unsettled childhood.

There are two tiers to the community-based housing first model:

1. Transitional housing providing supported accommodation to 13 young people.
2. Transitional support to 40 young people living in permanent tenancies.

These new spaces offer young people greater independence with improved cooking facilities and the addition of several common areas to allow for group activities - helping them with their journey into adulthood.

The young people are enjoying their new surroundings.



“ I love it here. My room is more spacious and the layout has benefitted my mental wellbeing. I also prefer the location as it's nearer so many things. ”



“ I like it here as I have my own space and don't need to share bathroom or kitchens. I love cooking and having my own kitchen means so much to me. ”

“ My flat is really big here and it means that I have been able to unpack all my things and make it feel like my home. Since moving in I have had lots of visitors and I have been able to make them meals. ”

Sharon Freeman, Queens Cross Community Wellbeing Manager, is delighted with the positive outcomes from the new spaces:

“The move has made such a difference to the young people that we support and the staff team. Young people now have better facilities with all flats having their own bathroom and cooking facilities. This will enable them to start building the skills of how to manage their own home.

“There is also a number of different spaces in the building that will allow us to run more activities for young people. The building also offers better staffing areas, which means that staff will have the facilities that will enable them to provide the best quality of support.”

We welcome two new directors

Two new Directors are joining the Queens Cross Group in early April.

Phil Daws and Heather Anderson will join as Director of Property, Placemaking and Regeneration and Director of Neighbourhood Services respectively.

A rigorous recruitment process was led by Chief Executive, Shona Stephen. She said: "It was very

encouraging to see how many excellent and high-quality individuals wanted to work for Queens Cross.

"Having two new directors join the senior team will bring renewed focus to the Queens Cross Group's commitment to providing excellent housing and vibrant neighbourhoods."



Phil Daws has been with East Renfrewshire Council for 24 years where he is the Head of Housing, Property and Climate Change. He manages teams responsible for all aspects of social housing, factoring, and Net Zero.

Phil is looking forward to his new role: "I'm very excited to be joining Queen's Cross Housing Association. I know the area well as I lived there for a few years.

"Queens Cross has a great reputation, and I'm looking forward to working with residents to help ensure that the area continues to be a fantastic place to live."



Heather Anderson joins from Irvine housing association, Riverside Scotland. She has a long career in social housing and said:

"I joined South Ayrshire Council in 2003 as a housing student. That meant I could study for my housing qualifications and gain experience across all aspects of housing services.

"I've always been interested in the wider strategic role of housing, particularly how good affordable housing can improve tenants' health, wellbeing and quality of life, so joined the Council's Housing Policy and Strategy Team in 2009, becoming Manager in 2012.

"I became Head of Service Delivery at Riverside Scotland in 2017 and am delighted to join Queens Cross as Director for Neighbourhood Services."

LOCAL EVENTS THIS SPRING

The George Ward Collection

EXPLORING 1970S MARYHILL THROUGH THE EYES OF A LOCAL MAN

A Maryhill man born and bred, the late George Ward used his trusty cameras to document and immortalise the buildings and characters which were integral to Maryhill and Glasgow, many of which have since disappeared.



'The George Ward Collection' captures a Maryhill suspended in time, invoking nostalgia for a long-lost city landscape, along Maryhill Road and beyond.

The exhibition includes old 35mm film photographs of streets and canal landscapes, as well as a selection of footage filmed using 8mm and Super 8 cine cameras. Also on display are a lamp post and other pieces of street furniture that George salvaged from depots and skips, in the hope that "maybe someday someone will be interested."

- **Free entry, running until Saturday 11 May 2024**
- **Maryhill Burgh Halls, 10-24 Gairbraid Avenue, G20 8YE**
- **Visit the exhibition: Monday-Friday, 10am-5pm Thursday until 7.30pm, Saturday, 10am-6pm.**

Abacus craft nights

Bring along your knitting, crochet, cross stitch or any other craft you are working on and join Abacus



Coffee for their weekly Craft Nights on Thursday evenings!

The usual coffee shop bits are available so enjoy tea and a slice of cake while you craft. There is also delicious hot chocolate and chai lattes on offer as well as vegan and gluten free options.

- **Free to attend**
- **Every Thursday, 7.30-9.30pm**
- **9B Cedar Court, G20 7NT**

BASIC CODING FOR YOUNG PEOPLE

Join us for basic coding for young people!

This free weekly activity is ideal for any young people living in/ around our Queens Cross areas (Dundasvale, Woodside, Queens Cross and Hamiltonhill/ Westercommon).

We will be working on the

basics of Python, learning all about website design and even decoding some databases.

- **Tuesdays at Woodside Library, 4-6pm**
- **Wednesdays at The Courtyard, Westercommon, 6-8pm**
- **Visit our website, qcha.org.uk, for more details.**

There are lots of weekly events and activities happening in our neighbourhoods. Scan the QR code to see the full list on our website, qcha.org.uk.



LOCAL EVENTS THIS SPRING

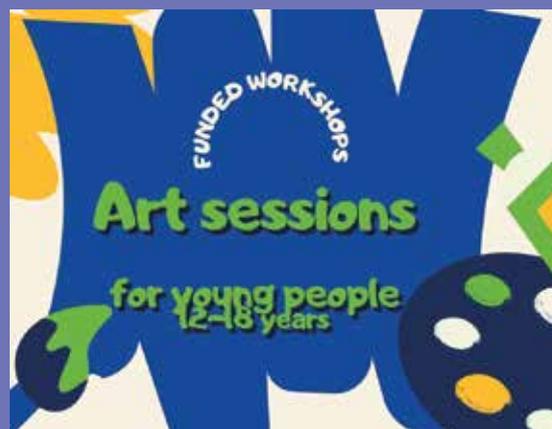
Funded Art Workshops for Young People

The Language & Cafe Hub are running Funded Art Workshops for Young People who want to draw, paint and express themselves creatively in a friendly, supportive environment.

Different topics are covered and a range of materials are used. For all abilities who want to draw, paint and express themselves creatively in a friendly,

supportive environment.

- Various dates throughout April, May and June
- The Language Hub, 7 Keith Street, G11 6QQ
- Free to attend
- For young people aged 12 to 18 years
- Book a place via the website - thelanguagehub.co.uk



WEEKLY SWING DANCE CLASSES

Glasgow Lindy Hoppers hold weekly drop-in beginners and improvers swing dance classes at Maryhill Community Central Halls.

At the weekly drop-in sessions every Monday, you can learn a wide variety of dance styles from the 1920s, 1930s and 1940s including Lindy Hop, Charleston, Solo Jazz and more. There's social dancing in between classes which gives you plenty of practice time to the best swing music both classic and modern.

- 7pm - beginners class (no partner required, suitable for absolute beginners)
- 8pm - social dancing
- 8.45pm - improvers class (suitable for dancers with more experience)
- £5 for 1 class, £8 for 2
- Every Thursday (times above)
- Maryhill Community Central Halls, 304 Maryhill Road



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 3: OCTOBER TO DECEMBER 2023



Rent

Quarter 3: 1 October to 31 December 2023

Unpaid Rent	1%
Average number of days to re-let empty properties	31 days



Repairs

Quarter 3: 1 October to 31 December 2023

Repairs completed right first time	91.11%
Routine repairs completed on time (within 5 working days)	99.65%
Urgent repairs completed on time (within 2 working days)	99.45%
Emergency repairs completed on time (within 4hrs)	98.2%



Gas

Quarter 3: 1 October to 31 December 2023

<p>99.76% of gas safety checks were completed on or prior to their anniversary date.</p> <p>All tenants have a responsibility to let us access their home so that we can carry out these vital safety checks.</p> <p>If you think your gas service is overdue, call us today and schedule an appointment on Freephone number 0808 143 2002.</p>	99.76%
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Customer Satisfaction

Quarter 3: 1 October to 31 December 2023

Satisfaction with Repairs Service	77%
Antisocial behaviour cases resolved	88%

Your services, **your say**

Complaints

In October, November and December we received **127** 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



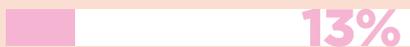
22 complaints upheld



23 complaints partially upheld



40 complaints not upheld

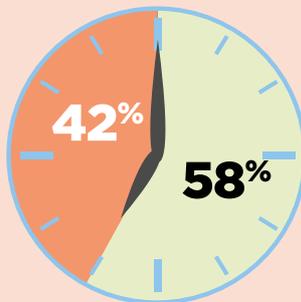


17 resolved



25 still currently being investigated

Complaints responded to within timescales



73 complaints responded to within timescale

54 complaints responded to outwith timescale

Compliments

We received **20** compliments from customers from October to December 2023. Here are some of the things customers said:

“The electrician who attended was fantastic, thorough and explained everything – it was a really positive experience.”

“If a job was to be done in the past I would wait wondering what would go wrong. WK are by far superior in professionalism, attitude and respect. Cannot fault them.”

We also received a compliment about our new tenancy advisors who are supporting tenants with queries about condensation, damp and mould. “They were extremely helpful, and tenant was over the moon with their service.”

Learning from complaints

Complaints are continuing to reduce across the Association which is positive. We are aware, however, that some customers can be unsure about complaining. We use all complaints to improve services. If customers are dissatisfied with the service they receive, we would encourage you to raise a complaint. Details on how to complain can be found opposite.

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

Trauma Informed Practice Training for staff

Association staff deal with many different people and situations over the course of their working day.

Fifty staff received Trauma Informed Practice training last year to help them recognise and support people who have experience of trauma in their lives.

Being trauma informed helps staff take account of the ways in which people can be affected by trauma and how to adapt their approach in those situations.

More training will be rolled out to more staff in the near future.

Two year funding for energy advice project



Following a successful joint bid with Maryhill and Hawthorn housing associations, we have secured funding for a two-year energy advice project.

This is great news for our tenants who will continue to have access to the service.

Energy Advisor, Ellen Greenshields, has been very busy with referrals over winter months.

She has been out in the community with a monthly drop in at The Courtyard at Westercommon on the second Tuesday of every month, where tenants can come in for advice without an appointment.

NEW CUSTOMER PORTAL TO IMPROVE SERVICE ACCESS

A new customer portal is in development that will improve tenants' access to information about their tenancy. It will also make requests for different services easier to make.

A working group is looking at the new online portal which will eventually replace the QC app which many customers use now.

IT Manager, David Dick, says the portal will be easier and more navigable to use. He said:

'The new portal will have better functionality than the current QC app. It will be easier for customers to update their tenancy records and make requests and reports to the Association.'



'The creation of the portal means existing app users will need to switch over at some point, but not yet.'

'It's early days and we'll give lots of notice and help to existing app customers when the time comes.'

Focus will bring you news of the portal's progress in the coming months.

Garscube Road shops bought by QC Group



Queens Cross Group has bought shop units on Garscube Road from the Wheatley Group..

Three units have been purchased by Queens Cross Workspace for letting (Pharmacy/Beauty Parlour/Café) with the remainder to be converted into housing by the Association.

This is an exciting development and an opportunity to improve and upgrade this part of the local area.

The Star and Garter pub will remain in private ownership.

Funding secured for Family Wellbeing Project

Our Family Wellbeing project has received funding to continue to support families at a higher risk of homelessness.

The funding, from the Nationwide Community Fund, enables the Association to support 60 families over the next two years.



The Family Wellbeing Project focuses on improving the wellbeing of parents and children. We provide the support that the parents need to provide a safe, secure and nurturing home.

The focus will be supporting families to:

- Address any issues within their property and make a house a home
- Improve financial wellbeing including navigating the social welfare system, debt management, reducing fuel poverty and food insecurity
- Reduce the fear and stigma of accessing the support that is available to families
- Improve health and social wellbeing by improving their access to health services, encouraging healthier lifestyles and accessing opportunities in the community
- Promote engagement in education, employment and volunteering opportunities



Through the support families will build up the confidence, skills, resilience and support networks to navigate any future hardships they may face.

If you think our Family Wellbeing service is something that would

benefit you or you would like to find out more, get in touch with Alana Stewart, our Family Wellbeing Project Manager, on **0808 143 2002** or email **familywellbeing@qcha.org.uk**. You can also follow us on X, search for **@FamilyQcha**.

Queens Cross retains prestigious IIP gold accreditation



Queens Cross Housing has once again been recognised for its outstanding commitment to their employees.

The Association retained its gold accreditation from Investors in People (IIP) for maintaining its excellent workplace practices. First recognised in 2009 by IIP, Queens Cross achieved the gold level in 2020.

IIP is an international standard for people management, recognising organisations worldwide who are leading the way in making the workplace a better environment for staff.

Since 1991 they have assessed over 50,000 organisations, with only 26 percent of workforces achieving the gold standard.

“I’m delighted that we have retained the gold accreditation from Investors in People,” said Shona Stephen, Chief Executive of Queens Cross Housing Association.

“Achieving this standard once again is a fantastic reflection of how much we value the hard work and dedication our staff put in every day which makes Queens Cross a great place to work.”



Employees came together to celebrate the success during the Association’s Christmas jumper day

Queens Cross Workspace

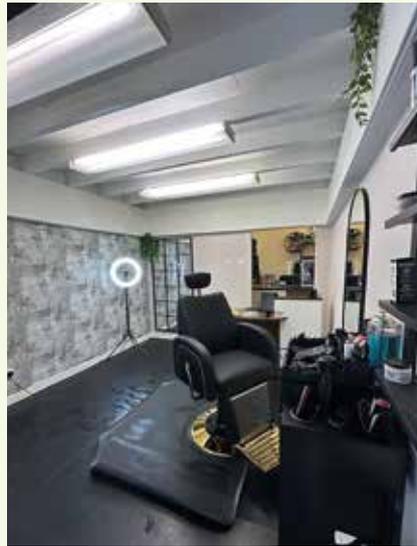


It's been a busy start to the year at Queens Cross Workspace, with two void units filled since our return from the winter break and some good progress made on ongoing projects.

Across our varied portfolio which consists of office, workshop, retail, and warehouse space, we have such a diverse range of tenants, each with their own unique contribution to the community. With occupancy levels sitting at 92%, our current availability is limited, but if you know of anyone who is looking for high-quality, affordable workspace, don't hesitate to send them our way.

The first of our new tenants this year were Minibems Limited, a nationwide business who aim to improve the efficiency of traditional heat networks. In what was our quickest turn around to date, two representatives of Minibems were initially spotted on Firhill Road looking rather lost. After a brief chat, they detailed that they were looking for office space immediately and we were able to show them round Suite 8 - Firhill Business Centre. 24 hours later we were able to get everything signed off and had our first tenant of the new year.

Back in December 2023, we unfortunately had to say goodbye to one of our longest serving tenants, 'Wee Skribbles'. Independent artist Michael Larkin rented the smallest unit in our portfolio for more than ten years,



and as some of you may know, his work is incredible. After another quick turnaround, a new tenancy was agreed with 'Apex Barbers', who are open for business at 586 Maryhill Road.

We are always on the lookout for new ways to develop, renovate and innovate within the local community and our recent work at 79 Braeside Street amplifies that. With this unit being used as storage for so many years it was heavily rundown, and an extensive refurbishment was required to bring it up to standard. The renovation project, which lasted several months, is now complete and we are delighted with the end results. After working our way through enquiries, we can reveal that local entrepreneur Morwenna Patrick will be trading from the unit with her business 'Glo



Aesthetics'.

The list of enquires for another one of our retail units, 275 Maryhill Road, is continuing to grow. A few issues have delayed this one but we hope to have everything resolved as soon as possible and with demand high, it certainly won't wait around!

In addition to these, we do have a couple of office spaces in McCafferty House and Firhill Business Centre which are move-in ready and come with a fantastic range of amenities. For more information on these, and to stay up-to-date on all workspace announcements visit www.qcworkspace.co.uk or explore @qcworkspace across Instagram and LinkedIn.



Christmas voucher campaign

Thanks very much to the following contractors and partners for their support in our Christmas Voucher campaign, which enabled us to provide some of our tenants with vouchers at Christmas.



Foresite Reactive



Join a QC Board

On Thursday 22nd February we held a recruitment event for tenants interested in joining or hearing about the four Boards within the QC Group. This was a very successful event with several of our tenants coming along and showing a keen interest. Attendees had the chance to hear about the QC Group, speak with staff, and current Board Members about their experience of serving on our Boards. We are hoping to be welcome some new faces to our Boards soon.

If you are interested in joining or hearing more about our boards, there is still time to get in touch. Please contact Alison McKay, Governance Advisor on **0141 589 7443** or email **AEMcKay@qcha.org.uk**.

WE'RE LOOKING FOR BOARD MEMBERS. COULD IT BE YOU?

“ You can talk about problems only young people go through. It's helped me build confidence. ”

Bronwyn Wypiec, Community Board Member, Queens Cross Housing Association

For an information pack, call Alison McKay, Governance Advisor, on **0141 589 7443** or email **AEMcKay@qcha.org.uk**.
We look forward to hearing from you.

Queens Cross Housing Association

Queens Cross Community Foundation

Queens Cross Workspace

Queens Cross Factoring



Best ways to contact us

Getting in touch with us about a service, repair or general enquiry? Call us on **0808 143 2002** where our team of skilled contact centre staff are ready to take your calls – Monday-Friday from 9am-5pm. Calls are free from mobile phones and landlines.

Call back

If your enquiry is non-urgent but we can't resolve it when you call, we will make arrangements for you to receive a call back within 3 days.

During busy periods, such as Monday mornings and lunchtimes, it can take up to 10 minutes to answer your call so your patience is very much appreciated.

Our call centre service is available from 9am-4pm on Wednesdays as that remaining hour is used for staff training, so our team can handle your phone calls in the best and most efficient way possible.

If you have an emergency outwith

these hours or during the weekend, such as an emergency repair which needs attended to – you can call our emergency line on **0808 143 2002** and our team will respond.

Services we can help with

We can help with general enquiries including environmental issues (fly-tipping, bulk uplift, graffiti), access to bin stores or backcourts, problems with door-entry systems or intercom handsets, rent payments, rent enquiries, eco-pod enquiries, lift breakdowns and repairs reporting.

Services the association doesn't handle

There are some services the association doesn't provide such as bins not being collected, the gritting of all roads and pavements and street lighting. For these issues you should get in touch with Glasgow City Council on **0141 287 2000**.

For power outages you can check out SP Energy Networks. You can check if there is a power cut in your area and get updates by visiting their website, spenergynetworks.co.uk, or calling **0800 092 9290**.

Scottish Water is your place to go for updates on water supply issues - you can find them at scottishwater.co.uk or call **0800 077 8778**.

If you smell gas you should contact SGN Scottish Gas Networks immediately on **0800 111 999**.

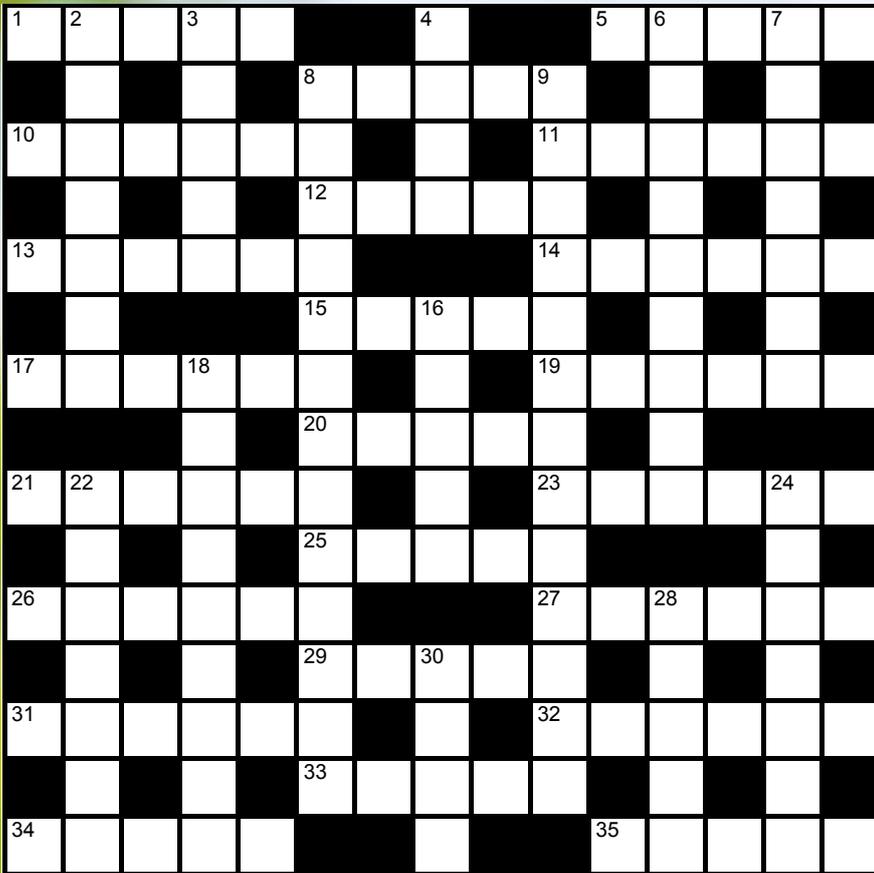
Other ways to contact us

You can also email us if your enquiry is non-urgent at contactus@qcha.org.uk. If you're looking to pay your rent, make a complaint or pay us a compliment, you can do so on our website by visiting qcha.org.uk.

You can also pay rent using our QC App, Search for 'Queens Cross App' on the App Store or Google Play Store to get started.

Feeling Puzzled?

Crossword



Across

- 1 Shrink (5)
- 5 Iberian monarchy (5)
- 8 Second planet (5)
- 10 Atoll used for nuclear tests (6)
- 11 Foolish (6)
- 12 Brittle (5)
- 13 Open up (6)
- 14 Mistakes (6)
- 15 Tender (5)
- 17 Penniless person (6)
- 19 Applauds (6)
- 20 U S state famous for potatoes (5)
- 21 Greek goddess of wisdom (6)
- 23 Brawn (6)
- 25 Crawl (5)
- 26 Short cannon (6)
- 27 False (6)
- 29 Beginning (5)
- 31 Spongelike (6)

Down

- 2 Systematically arranged body of facts (7)
- 3 Capital of Egypt (5)
- 4 Against (4)
- 6 Incapable (9)
- 7 Underwriter (7)
- 8 Highest military decoration (8,5)
- 9 Powerful number cruncher (13)
- 16 Scale (5)
- 18 Sleeping accommodation which is only occasionally used (5,4)
- 22 Couple (7)
- 24 Recliner (7)
- 28 That group (5)
- 30 W W II sub-machine gun (4)

Crossword answers on page 19

Sudoku

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

Spot 7 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: 0345 270 0700
SP Energy Networks: 0800 092 9290
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: 07735 522621

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.



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 29 March and Monday 1 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)
- Seonad Hoy (Scottish Green)
- 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

