



Queens  
Cross  
Housing  
Association

qcha.org.uk

# focus

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

SUMMER 2024

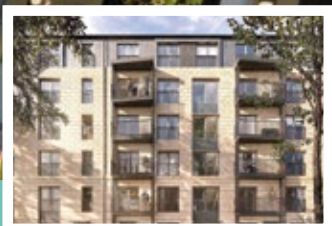
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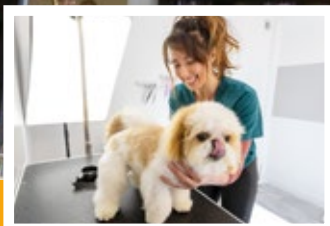
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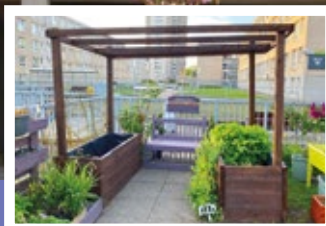
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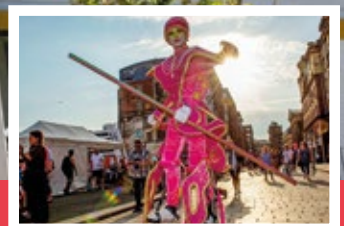
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# Welcome to our summer Focus magazine

**A**s we move into summer there are many exciting things happening in our communities.

**Hamiltonhill development**

In April, we celebrated the official opening of the new parks and open spaces at Hamiltonhill.

The five new spaces at Hamiltonhill include a play park with a sports pitch and a community gardens. It marks a significant achievement in the development and I'm looking forward to the next steps, which will see the first houses completed. Read more on **pages 4-5**.

**Burnbank Gardens**

Plans for new social homes at Burnbank Gardens have taken a huge step forward.

McTaggart Construction will build 48 flats designed to meet the needs of older people.

The project will be run in partnership with Queens Cross and

Glasgow West Housing Associations. Twenty-four flats will be owned by Queens Cross HA and 24 will be transferred to Glasgow West HA when completed. Find out more on **page 6**.

**Pride of Queens Cross Awards**

I'd like to thank everyone who took the time to nominate their community champion for this year's Pride of Queens Cross Awards.

We have received many amazing entries which highlights the many ways local residents, community groups, businesses and Queens Cross staff go above and beyond in making our communities a great place to live and work.

Our judging process has started, and we will be announcing soon the finalists for each category - keep an eye on our social media pages.

**Gala Day**

Save the date! Our Gala Day will take place on Saturday 17 August.



Featuring fairground rides, live entertainment, games and activities, craft stalls, delicious food and much more - there will be something for everyone. I can't wait to see you all there.

I hope you all have a fantastic summer.

*Shona Stephen*  
**Chief Executive**

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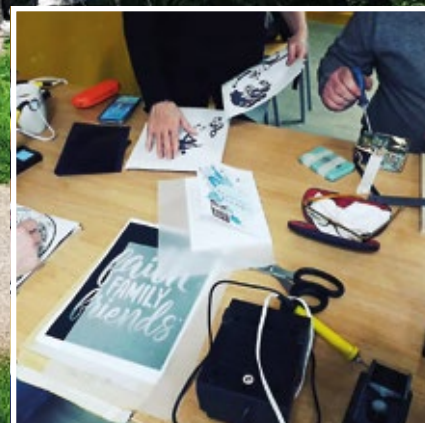


**17** Business opportunities



# WHAT'S ON IN YOUR AREA?

**F**ancy joining a local gardening group over summer? Or getting out and about with one of our walking groups? Check out the full range of activities across our areas on the what's on pages of our website. There are plenty of weekly activities happening to suit all ages. Visit our website, [qcha.org.uk/whats-on](http://qcha.org.uk/whats-on), or call us on 0808 143 2002 for more information.



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# New Glasgow greenspaces hailed in official opening

**T**he creation of new parks and open spaces in north west Glasgow have been praised for their positive impact on local communities after they were officially unveiled to the public.

The five new spaces at Hamiltonhill, which includes a play park with a sports pitch and a community gardens, are part of Queens Cross' regeneration of the area. Phase 1 work is underway to provide around 670 new homes, with the first 178 – a mix of flats, cottage flats and terraced houses – due to be completed by summer 2025.

Glasgow's Lord Provost Jacqueline McLaren joined local residents at a celebration event to officially mark the completion of the greenspaces, a major milestone in the redevelopment.

The Lord Provost said: "This is great news for Glasgow. An exciting development with 670 new homes on the horizon. My congratulations to Shona Stephen and the team at Queens Cross Housing Association.

"It's good to know Glasgow's green credentials are being honoured with the provision of green spaces and parks I know this new community will really appreciate. Looking forward to Phase 2 starting next year."

The play park, affectionately named the 'Hammyhill Play Pits' by Queens Cross tenants, includes a



range of equipment and mixed-use sports pitch aimed to get children involved in active play.

There is also a community park, community garden, link space and tranquil space which provides

residents with areas to take part in recreational activities, community events and quieter spaces to relax in a natural environment.

The creation of the greenspaces was made possible after the project received funding from the Green Infrastructure Fund, through NatureScot as part of the European Regional Development Fund (ERDF). Glasgow City Council also provided significant match funding from the Vacant & Derelict Land Investment Programme and The Place Fund for Green Infrastructure and Active Travel improvements.





Queens Cross Housing Chief Executive Shona Stephen is delighted to see the new outdoor areas in place.

She said: "The completion of these new greenspaces marks a significant achievement in the regeneration of Hamiltonhill.

"The neighbourhood greening contributes to Queens Cross' vision of providing excellent housing in vibrant communities. These elements will promote a sense of place in Hamiltonhill while improving residents' health and wellbeing and increasing biodiversity.

"We'd like to thank NatureScot for providing the funding required to allow us to make these considerable environmental improvements."

Arthur Keller of NatureScot added:



"NatureScot was delighted to support the development of the new greenspaces at Hamiltonhill through our ERDF Green Infrastructure Fund. They are already an asset

to the community and show how imaginative use of greenspace can help to manage the impacts of climate change in our cities."

## New homes at Hamiltonhill progressing well

**The first phase of new housing in Hamiltonhill is going well with 48 flats in four blocks planned to be completed by late autumn 2024.**

The second phase, made up of 32 flats and eight houses, is expected to complete in early spring 2025, while the third phase of 24 homes is estimated to be finished in early summer 2025. The final phase of social houses for rent should be ready for occupation by autumn 2025, with thirty houses for sale expected to finish by the end of 2025.

Before advertising homes to let on Find My Home, a new build letting plan will be developed to explain how we prioritise properties for let.

An incentive scheme is also in the pipeline for tenants living in properties that are too large for their needs.

We'll provide support and money to help people move to a smaller home. No one will be forced to move – the scheme is designed to assist those who choose to move to do so more easily.







# Progress made on Burnbank Gardens project

**P**lans for 48 new social homes have taken a huge step forward after a contractor was appointed to take on the development.

McTaggart Construction will build the flats at Burnbank Gardens designed to meet the needs of older people, with four flats adaptable for wheelchair users.

The project will be run in partnership with Queens Cross and Glasgow West Housing Association. Twenty four flats will be owned by Queens Cross HA and 24 will be transferred to Glasgow West HA when completed.

Each upper floor of the two closes in the block will have a sundeck and balconies for residents to socialise in the fresh air, while the ground floor has a shared rear garden for each close. The six-storey

building, designed by Anderson Bell Christie Architects, includes materials such as stone facing to complement the Conservation Area.

Work on this innovative development is expected to start in the summer with the installation of boreholes for a low carbon ground source heating system.

The land was acquired by Queens Cross HA from Glasgow City Council in November 2022 and the hostel previously on the site was demolished last year.

The £12m development is being funded by the Scottish Government's Affordable Housing Supply Programme, a grant from Glasgow City Council, and contributions of about £80,000 per flat from both Queens Cross and Glasgow West Housing Associations.

Shona Stephen, Queens Cross

Chief Executive, said:

"We're pleased to welcome McTaggart Construction on board as this exciting project moves one step closer to starting.

"These homes will provide much-needed accommodation suitable to the needs of older residents."

Award-winning developers McTaggart Construction specialise in building quality affordable homes.

Manning Director Janice Russell said: "We are delighted to be working with Queens Cross and Glasgow West Housing Associations on this much-needed housing project.

"Providing affordable accommodation of this quality makes a positive difference to people's lives."

# Ofgem explores energy challenges for housing associations and tenants

*REGULATOR ATTENDS FACT-FINDING MISSION WITH SFHA TO EXPLORE ISSUES SUCH AS ENERGY DEBT, VOIDS, AND AFFORDABILITY*

## ofgem

**S**taff from Ofgem were delighted to visit Queens Cross Housing Association to find out about the work of housing associations in supporting tenants on a range of energy issues.

The visit, facilitated by SFHA, provided an opportunity to inform the regulator's thinking around the future of the energy price cap, impact of standing charges, and approaches to consumer energy debt.

Discussions also addressed some of the barriers to smart meter use as well as the concerns of housing associations around the closedown of the Radio Teleswitch Service.

During a roundtable, staff from Ofgem heard first-hand from Queens Cross' housing and wellbeing teams and SFHA staff about how the association supports tenants with energy advice and wellbeing services, as well as some of the challenges the organisation faces on issues such as managing voids and engaging with energy suppliers.

Queens Cross's Financial Wellbeing Manager, Suzanne Wight,

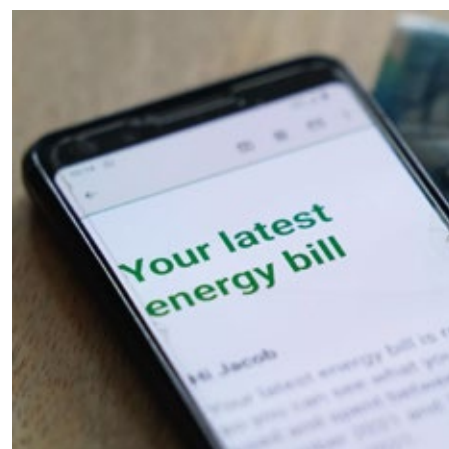
welcomed the regulator's visit and said that it was a good opportunity for Ofgem to hear directly from housing association staff about some of the key challenges around energy issues.

She said: "We welcomed the opportunity to share with Ofgem real examples of the challenges our staff face dealing with energy suppliers, when supporting tenants and managing our voids. We had an open discussion about diverse topics such as delayed meter installations leading to unnecessarily longer voids; affordability and debt; the support available to tenants and the resources we use contacting suppliers.

"We look forward to continued engagement with Ofgem so we can proactively reduce the issues that we've identified; ensure our tenants are treated compassionately and support suppliers in their programme of installing smart meters and the RTS switch. "

Ofgem also believed that the visit provided them with a detailed insight of the issues housing associations and tenants face around affordability, standing charges, and smart meters.

Interim Deputy Director for Price Protection, Chris McDermott, said: "Visits like this are so important to hear first-hand about the issues



customers are facing, and we are grateful to the staff at Queens Cross for so openly sharing their perspective and raising the challenges faced by their tenants.

"We share their concerns, which is why we are currently looking at the energy sector as a whole – including affordability, standing charges and the future of the price cap – and we will report on our findings this summer.

"Protecting customers is at the heart of what we do, so we are determined to work together with government, industry and stakeholders to devise a long-term sustainable approach to ensure we have an energy market that is fair and supports customers who are struggling or vulnerable."



# Money, benefits advice and useful information

## UNIVERSAL CREDIT ROLL OUT CONTINUES



**T**he transfer of claimants from legacy benefits to universal credit continues. The following dates will see claimants receive a migration notice – a letter inviting them to claim UC and a deadline to do so when their current benefit will end. It's important to deal with the letter as soon as possible to avoid a potential loss of income.

The following timetable confirms when each benefit has or will move over:

### April 2024

- Claimants in receipt of income support with (or without) child tax credit and/or housing benefit
- Tax credits and housing benefit

### June 2024

- Housing benefit claims only

### July 2025

- Those who receive employment support allowance and child tax credits

### August 2024

- Anyone over state pension age who is claiming tax credits.

### September 2024

- Anyone claiming job seekers allowance

Please note, those of pension age will continue to claim housing benefit.

If you need help to claim, Citizens Advice Scotland can help. Call them on **0800 023 2581** or use the live chat on their website – **cas.org.uk**.

Queens Cross can also help if you need advice or further information. Get in touch with us on **0808 143 2002** or speak to a member of staff.

## CREDIT UNIONS

**C**redit unions are owned by their members, are not-for-profit financial providers and are an ethical alternative to traditional banks. They provide many facilities to members such as savings, low loan rates, direct debits and more.

Salaries, pensions and benefits can be paid in and managing your account is easy – either via an app or by going into their banks, based in the local community.

Saving however much you can afford will build up a pot which can be used for unexpected purchases or at Christmas. Saving is also a great way to build up a good credit score and get access to affordable loans which can be beneficial for more expensive items. There are also options for children to begin saving, helping them learn to manage money at an early stage.

Anyone who lives or works in the area the credit union serves can apply to open an account.



While credit unions can offer a lifeline to those who can't access ordinary banking products or are having difficulty opening a bank account, they must still lend responsibly. They will only lend to people who can afford to make the repayments and if they are unable to lend to you, they may be able to give or signpost you to other support such as budgeting, debt advice and benefit calculators.

Credit unions are regulated by the Financial Conduct Authority and members money is protected up to £85,000 if the bank fails. Some of the credit unions that cover our area of Glasgow are:

- **Pollok Credit Union** – [pcu.org.uk](http://pcu.org.uk)
- **Glasgow Credit Union** – [glasgowcu.com](http://glasgowcu.com)
- **Scotwest Credit Union** – [scotwest.co.uk](http://scotwest.co.uk)



## WATER DIRECT

**G**lasgow City Council is responsible for collecting council tax, water and sewerage charges. Many residents on a low-income including benefits will be entitled to a council tax reduction, so will pay no or a reduced amount of council tax. Almost everyone will be liable for water and sewerage charges.

Water Direct allows the council to collect the water and waste charges direct from certain benefits. If you have arrears from previous years or fall behind in the current year, they may request these payments directly.

Before now, the council had to request deductions only when there were arrears and the council had gone through the court process obtaining a summary warrant, which adds on a 10% surcharge. By requesting deductions before this process, it avoids additional charges.

This could result in up to three deductions for council tax/water and sewerage for previous and current financial years. Find out more about the service by visiting [glasgow.gov.uk/waterdirect](http://glasgow.gov.uk/waterdirect)

## ENERGY TIPS

It may be approaching summer, but there's always a few handy tips to help us save money all year round.

### When signing up to a new tenancy

Register with your energy supplier and give meter readings as soon as you sign your new tenancy. If you don't have a smart meter, give your supplier regular meter readings. This will avoid estimated bills and potential arrears building up.

### Keeping your prepayment meter topped up

Most suppliers have a daily standing charge, regardless of whether you use your gas and electricity. This can add up: average standing charge is 60p per day for electricity and 31p per day for gas. Keep your prepayment meter topped up to avoid debt.

### Priority Services Register

You can register with the Priority Services Register if you need additional support, are having supply issues or need to contact your supplier.

If you have children under 5, have serious health issues or have difficulty communicating, register with your supplier. If you need help to do this, contact us on **0808 143 2002** or email [energyadvice@qcha.org.uk](mailto:energyadvice@qcha.org.uk)

## OUR FINANCIAL WELLBEING TEAM ARE HERE TO HELP

**T**he team can check if you are entitled to benefits, help with any benefit issue, provide budgeting and debt support and energy advice.



You may be entitled to help even if you don't currently receive benefits. You may have had a change in circumstances or your health has deteriorated. If you would like us to contact you, please call **0808 143 2002** or email [financialinclusionteam@qcha.org.uk](mailto:financialinclusionteam@qcha.org.uk)

## BENEFIT CALCULATORS

There are benefit calculators online which you can use to find out what you're entitled to:

Entitledto - [entitledto.co.uk](http://entitledto.co.uk)

TURN2US - [turntous.org.uk](http://turntous.org.uk)



# Nurture our Neig

## Rats on the rise

### LET'S TACKLE THIS NASTY PROBLEM

**G**lasgow is experiencing a rise in reports of rats and vermin across the city. And Queens Cross is no different from any other area.

#### We need everyone to work together

The Association aims to provide tenants with a clean, safe environment to live in but that can't be done without the help of partners at Glasgow City Council (GCC) and all residents.



### If you see anything, report it

- **Common areas and outdoors – contact GCC**  
It's important to report sightings of rats or vermin in common areas, open spaces or backcourts promptly.  
This should be done to GCC by completing an online form at [www.glasgow.gov.uk/pestcontrol](http://www.glasgow.gov.uk/pestcontrol) or by calling them on **0141 287 1059**.
- **In your home – contact Queens Cross**  
If there are rats or other vermin in your home then report it to us, here at the Association, by calling **0808 143 2002** or by emailing us on [contactus@qcha.org.uk](mailto:contactus@qcha.org.uk)

#### Proper household waste disposal is key

One of the main ways to reduce vermin is to dispose of household waste properly, especially food.

Rats follow a food source and will continue to return to areas that have a high food source. No amount of enforcement or entrapment will be successful unless the food source is disposed of and stored securely.

It's vital that all residents dispose of household waste in a secure bag and then put in a bin provided by GCC with the lid closed to ensure it is sealed.

Thank you for your help and co-operation in dealing with this problem.

**Any broken or damaged bin should be reported to Glasgow City Council on the MyGlasgow app.**

The app gives you quick and easy access to a range of Council Services and can be downloaded via the App Store (iPhones) or Google Play (Android).



# Neighbourhoods



## WHICH BIN SHOULD I USE?

### BLUE RECYCLING BIN

- ✓ paper and cardboard
- ✓ magazines and newspapers
- ✓ drinks cans, plastic bottles and food tins
- ✓ empty aerosol cans

- ✗ plastic cartons (yogurt pots etc)
- ✗ plastic bags
- ✗ paint cans
- ✗ foil (if it has food or grease on it)
- ✗ books
- ✗ glass bottles and jars



### FOOD WASTE RECYCLING BIN

- ✓ food items
- ✓ tea bags

- ✗ food packaging
- ✗ oils
- ✗ liquids



### GENERAL WASTE BIN (NON- RECYCLABLE ITEMS)

- ✓ general waste

- ✗ glass bottles and jars
- ✗ hazardous waste
- ✗ bulky waste
- ✗ electrical items
- ✗ batteries



## FREE BULK UPLIFTS WITH TOTAL HOMES

We work in partnership with Total Homes Co-operative to offer a free bulk uplift service for our tenants. If you have unwanted furniture or bulk items for collection, pick-ups can be made directly from your home within three days of your request – so no need to leave your bulk uplift on the street.

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

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





# ESTATE WALKABOUTS



**O**ur 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 July, August and September. 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 7 July, 10-11am – Queens Cross area 4**

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

Braeside Street, Clouston Court, Fergus Court  
Kelvinside Avenue, Kelvinside Gardens, Oban Court

**Thursday 18 July, 10-11am – Dundasvale area 2**

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

4, 6, 8, 14 and 18 Dundasvale Court

**Tuesday 6 August, 10-11am – Woodside area 1**

**Meeting point: Recycling units at Lidl Maryhill Road where we'll be visiting:**

Napiershall Street, Napiershall Place, Maryhill Road (Odds), 224 – 245 Napiershall Road, 21 North Woodside Road, St Clair Street, Seamore Street, 23 & 26 Burnbank Terrace, Cromwell Street

**Thursday 22 August, 10-11am – Westercommon area 1**

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

109, 151, 187 and 231 Westercommon Road

**Tuesday 3 September, 10-11am – Queens Cross area 1**

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

101-107 Firhill Road, Firhill Street, 356-480 Maryhill Road, Hinshaw Street, Nansen Street, Hopehill Road, Trossachs Street, Ancroft Street, Garscube Road

**Thursday 19 September, 10-11am – Dundasvale area 1**

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

2, 16, 20 and 22 Dundasvale Court

# Our 5th all tenant survey is out now

## GETTING TO KNOW YOU 5



We're out with our fifth Getting to Know You survey, asking all tenants to give us information that helps us make decisions about the services you want from us.

Research Resource, the company who run the survey for us, are sending a survey form either by text, email or post to every Queens Cross household over summer.

We'd be very grateful if all tenants would take the time to fill out and return the survey to Research Resource.

## RESEARCH RESOURCE ARE WORKING FOR US

Research Resource are working for us, trying to get as many surveys completed by late summer.

If you don't complete a survey form by text, email or post then they might call you or knock your door asking if you'd mind completing the survey over the phone or at home.

Every survey completed tells us a little bit more about the services you need from us. So, we're very grateful for everyone who takes the time to complete it.

Need help or need this in another format such as large print or another language? Get in touch with Research Resource: **FREEPHONE 0800 121 8987** or **info@researchresource.co.uk**.

## WHY IT MATTERS

We know that completing a survey isn't at the top of everyone's 'to do' list so we really appreciate every single survey returned.

Thanks to the information you gave us in previous surveys we've been able to design services that fit your needs.

For example: we now have a huge social programme, have a service for people aged 60 and over, provide hot meals at children's clubs and groups, opened The Pantry in Westercommon, put more funding in to energy, money and benefits advice services and developed our customer services.

## WE'RE SENDING TEXTS AND EMAILS

We're contacting tenants by text and email because it's more convenient for many people nowadays.

But we'll still send a survey form by post if that's how you prefer to do these things.

If you need help and receive a Queens Cross Wellbeing service, our staff will support you.

Research Resource can also go over the survey form with you on the phone or at home as some of their field workers will be out and about in the area in late summer.

**Thank you very much and we look forward to hearing from you.**

If you receive a text or email with the heading 'QCHA GTKY', it's safe to open and complete.





# Are you a shareholding member of the Housing Association?

*BECOME A MEMBER AND JOIN US AT OUR AGM IN SEPTEMBER*

**Queens Cross Housing Association is a member organisation and our AGM takes place in September.**

At the AGM you have the opportunity to hear about our achievements over the past year, our longer-term plans for the area and participate in interactive workshops with other tenants, local residents and staff.

Shareholding members do not have to be tenants of the association and we welcome applications from anyone who lives within or has a connection to our local area.

You can be assured of a warm welcome and refreshments of sandwiches, tea and cakes will be available.

If you're already a member you will receive an invite to the AGM in July. If you're not a member, you can complete an application form on our website – **[qcha.org.uk/get-involved/association-membership](http://qcha.org.uk/get-involved/association-membership)**

Alternatively, email **[aemckay@qcha.org.uk](mailto:aemckay@qcha.org.uk)** or call us on 08081432002 to find out more. We look forward to seeing you in September.



# PRIDE OF QUEENS CROSS AWARDS 2024

**T**hank you to everyone who took the time to nominate their community champion for this year's Pride of Queens Cross Awards.

We have received many amazing entries which brilliantly showcases the local residents, community groups, businesses and Queens Cross staff who go above and beyond in making our communities a great place to live and work.

Our judging process has already started, and we will be announcing soon who has been shortlisted in each

category. Keep your eyes peeled on our social media pages to find out the finalists.

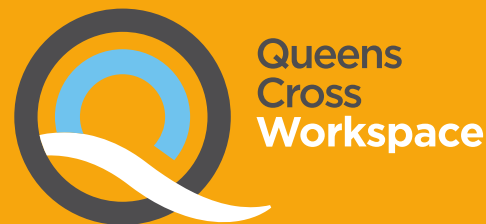
We'd once again like to thank our main sponsors Urban Union for generously supporting us to host this event. Without their support, the event would not have been possible.

We can't wait to see everyone at the awards ceremony at the Grand Central Hotel on Friday 4 October.





# Busy times for Queens Cross Workspace



**T**he transition from spring to summer is always a busy time for us at Queens Cross Workspace. This period often sees us receive plenty of enquiries from both established and start-up businesses looking for new workspace. With limited availability, we do our best to accommodate and support as many businesses as possible. When it comes down to a choice we pick the tenants that will bring the most jobs, the most community benefit and are most likely to be a success.

## MORE UNITS

As part of our ongoing mission to improve our local area we have, in partnership with the Association, acquired an additional eleven commercial units in varying states of disrepair.

Queens Cross Workspace will take on three premises which will remain as commercial units. Pictured from left to right, Bannerman's Pharmacy will remain as is, but the former beauty salon and café will hit the market once renovation work is complete. Keep your eyes on our social media channels for regular updates.

In other recent news, we launched a brand-new networking event with the aim of supporting interaction and strengthening business relationships across our community of tenants. The first session was hosted at Toshie's Community Café and, with great feedback from all who attended, we plan to run a second session in the near future.



## BUSINESSES STAYING PUT

This time of year also sees some of our existing tenants enter the renewal process, and we have been delighted to see so many of them commit to another term of working with us. The latest renewals include specialist bakery *FornGlasgow*, who aim to deliver quality baked goods to the local community, as well as registered charity *PATH Scotland*, who provide employability support and life skills programmes to individuals from BME/refugee backgrounds.

We like to give out a small gift pack as a thank you for sticking around.



## REFURBISHMENT WORKS

In what has been a busy few months, we have had some ongoing refurbishment projects come to an end. As some of you may have noticed new signage was installed across our properties, giving them a refresh with our distinctive branding. Tenants also benefited from new directories which help ensure their businesses are not missed by passing footfall. At Hathaway Business Centre, 18 new uPVC windows were fitted and each of the three communal areas at Firhill House saw new


flooring and a fresh coat of paint. A total of 28 hand dryers were also installed across our properties to reduce waste generated from paper towels.

## PHOTO TIME

To capture all of this work and highlight our local business community, we reached out to all Queens Cross Workspace tenants and arranged for a photoshoot to take place. We visited several of our tenants and got amazing shots of what they do daily. Without picking a favourite, our visit to dog groomers 'Puppy Paradise' (pictured) produced some great photos.

Be sure to check out our website [www.qcworkspace.co.uk](http://www.qcworkspace.co.uk) and visit @qcworkspace across Instagram and LinkedIn to ensure you don't miss out on our latest updates!





abacus  
coffee

# Workspace creates more business opportunities at Queens Cross

**A**s part of the £16 million refurbishment of Queens Cross's Cedar high rise flats in north west Glasgow, four new commercial spaces have been created.

The units are located on the ground floor of the newly transformed homes which last year won an Architect's Journal Award for the best retrofit project in the UK.

All three blocks have improved low energy lighting, new insulation, modern controllable heating and hot water systems and triple glazed windows. In addition new lifts and refuse areas have been installed along with enclosed balconies and increased security systems.

Work is now underway to improve the public spaces around the flats with new play facilities and landscaping being installed.

One of the first tenants in the new spaces was Claire Neilston who owns Abacus Coffee.

"I was looking for a space to pursue my love of coffee and just really liked the strong sense of community there is at Cedar and the wider Queens

Cross area. We've really fitted in and have become a familiar feature locally," said Claire.

The units are managed by Queens Cross Workspace, the commercial property arm of the Queens Cross Group.

The Queens Cross Group is made up of four partner organisations who work together to improve lives through high quality housing, community services, employment and business opportunities centred around Queens Cross Housing Association.

Queens Cross Workspace's Business Development Manager, James Ledger said:

"Commercial businesses are essential to building a successful vibrant community and we wanted to encourage more to move into the area. The refurbishment of the flats was the ideal opportunity for us to use the ground floorspace more imaginatively to create local employment opportunities."

Three of the four units are now filled, anyone interested in taking over the final unit should contact James at [james@qcgroup.co.uk](mailto:james@qcgroup.co.uk).



# Dundasvale Community Garden benefits from improvements

**T**hanks to Glasgow City Council's 'Let's Grow Together' funding, we have been able to replace all the broken rotten raised beds and planters in Dundasvale Community Garden.

Amanda, one of our key growers at this site, has put in a huge amount of her time, effort and resources over the last couple of years since moving to the area. She is a true asset, supporting others and doing all she can to make this space beautiful and biodiverse for the bees, wildlife and local visitors who often use the space for a break for lunch or from work.

Hamedeh, one of our other key growers, also puts in a tremendous effort to ensure there is a great variety of flowers and vegetable growing there each year.

An additional pergola feature has also been added to create a quiet relaxing space in the garden for people to sit in.

Last year Amanda used willow harvested from Woodside Community Garden to create an arch shelter between two planters and built a bench from recycled wood for the initial idea of a quiet seating space there.



This year, with the planters rotting and in need of replacement we wanted to preserve the concept, and the idea for a pergola structure to allow climbing plants also functioning as a frame for a shelter cover from the rain outdoors, was born.

Marc from Scotbeds completed the final installation recently with all raised beds/planters being fully lined for longevity and Amanda was overjoyed to see her vision come to light. She then also painted the structure with wood stain to improve its appearance.

As you will see from the pictures or if you pass by, it looks really outstanding. A big well done and thanks to Ben our horticultural garden tutor and the growers for



helping to prepare the site for the installation, great teamwork!

If you are passing by and see any of our growers there, why not pop in and say hello, or you are welcome to join the weekly drop-in session on Mondays with Ben, 12.30-2.30pm to get involved with the gardening activities there. This space is open to community members at all times to enjoy, and we also give away fruit and vegetable produce harvested there later in the season.



# Community Foundation

## 'Daffodil Tea' at The Courtyard

**T**he start of spring was brought in with a high tea celebration at the Courtyard.

Held by Queens Cross Community Foundation, 30 residents attended the 'Daffodil Tea' event in Westercommon – supported by the Association's social regeneration team and The Courtyard Pantry Enterprise.

Aimed at older people living

in the community, the free event brought people together to catch up and socialise while enjoying freshly prepared scones and sandwiches made by the Pantry.

The event featured a game of bingo which was very kindly run by local resident Margaret Dalzell, followed by a small raffle with all proceeds (just over £100) going back to the Foundation.



### Tenants enjoyed the event:

"THIS IS A LOVELY IDEA, THANKS TO ALL WHO HELPED ORGANISE."

"IT'S NICE TO HAVE SOMETHING INDOORS WHILST THE WEATHER IS LIKE THIS."

"I SAW THE POSTERS UP AND THOUGHT I'D COME ALONG. I'VE SEEN PEOPLE THAT I'VE NOT SPOKEN TO SINCE LAST YEAR, IT'S BEEN GREAT FUN."

One participant who attended the event got chatting to Ross, our digital Inclusion coordinator, and was helped to get back online.

Queens Cross Community Foundation is a small charity that awards grants to individuals and community groups, find out more online by visiting [qcfoundation.org.uk](http://qcfoundation.org.uk)

## EASTER HOLIDAY PROGRAMME FOR LOCAL CHILDREN

**L**ocal children enjoyed a free programme of activities and healthy lunches and snacks during the Easter holidays.

Sixty-four children attended our Easter programme, held over seven days across Windsor Community Hall and The Courtyard at Westercommon Drive.

Offered at a first come, first served basis, attendees took part in a wide range

of activities including outdoor and indoor sports, arts and crafts and team building games.

There was also science and tech-based activities and specialist art sessions provided by Glasgow Sculpture Studio – who also provided food.

The programme was funded by Glasgow City Council's Holiday Food Programme.





# Small charity making a big impact

**E**stablished in 2004, Queens Cross Community Foundation supports and provides opportunities to community projects, voluntary organisations and local people in our communities.



Queens  
Cross  
Community  
Foundation

Reflecting on another successful year, Queens Cross Community Foundation has helped more people in local areas than ever before. In the last 12 months, the Foundation has awarded £30,000 in grants to support local community groups and residents.

The Foundation operated three grant schemes in 2023/24:

- **Community Chest:** small grants of up to £150 which helps young people access extra-curricular and personal development opportunities.
- **Small grants:** grants for people of any age or for groups or organisations.
- **John Gray Bursary Scheme:** financial support for local people going to college or university, or undertaking further education or training.



## COMMUNITY CHEST FUND

Over 100 Community Chest grants were awarded to young people totalling over £14,000.

The Community Chest fund was first launched in 2018 as part of the Queens Cross Group's response to challenge poverty. Over £100,000 in grants has been awarded to young people aged up to 25 and living in our neighbourhoods.

## SMALL GRANTS SCHEME

During the financial year of 2023/24, the small grants scheme supported local youth groups and schools to on educational day trips and residential outdoors trips.

The fund also helped a local walking football team popular with older people purchase new strips and take part in a tournament. John Sutton Community Club, based at the Firhill Complex, received a £1,100 grant from the Foundation. It offers community football to residents of all ages in the area.

The fund has also provided targeted support to people with specific needs.

## JOHN GRAY BURSARY SCHEME

The John Gray Bursary Scheme also saw £10,000 awarded to five local residents starting out in higher and further education.

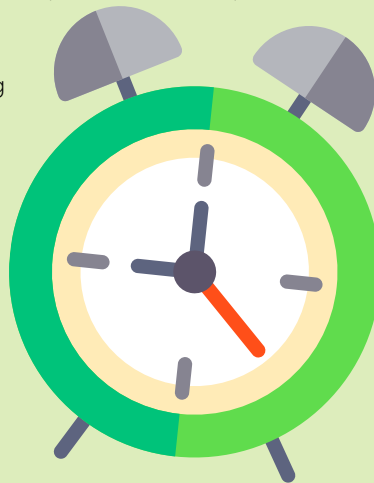
Started in 2022, the bursary was created for residents living in the Queens Cross Housing Association (QCHA) area of Glasgow.

### LAST CHANCE TO APPLY FOR THIS YEAR

The John Gray Bursary scheme remains open for applications for the coming academic year, but not for long!

Applicants can apply for up to £2,000 to help support them during their studies at college or university. While the Community Foundation can only support a small number of applicants, it can make a big difference to those who are successful.

To find out more about the bursary, eligibility criteria and how to apply visit the website – [qcfoundation.org.uk](https://qcfoundation.org.uk).



## WHAT QUEENS CROSS COMMUNITY FOUNDATION AIMS TO ACHIEVE

Formerly known as the Garscube Community Foundation, Queens Cross Community Foundation was first established in 2004. The Foundation is supported by the Queens Cross Group.

Sadie Gordon, Chairperson of the Community Foundation, sums up what the organisation is trying to achieve:

*"FOR OVER 20 YEARS, THE COMMUNITY FOUNDATION HAS BEEN MAKING LIVES BETTER IN QUEENS CROSS. EVERYONE NEEDS A BIT OF HELP FROM TIME TO TIME AND THE FOUNDATION AIMS TO GIVE A HELPING HAND WHEN IT'S NEEDED."*

Details of the grants available from QCCF, including on how to apply can be found online at [qcfoundation.org.uk](https://qcfoundation.org.uk).

The foundation has also published its annual impact report on the website – scan the QR Code to read it.







# QCHA Family Wellbeing Project

*HELPING FAMILIES MAKE A HOUSE A HOME, REDUCING THE IMPACT OF POVERTY AND IMPROVING THEIR OVERALL WELLBEING.*

**T**he project works with families who live in a Queens Cross Housing Association home who are:

- At risk of losing their home
- Difficulty managing finances which is having an impact on their home
- Struggling to heat and furnish their home
- Feeling isolated in the community
- Newly moved into tenancy

We provide short term interventions to enable families to build up the confidence, skills and support networks to help in the future.

If you'd like to find out more about the service, please get in touch with Alana Stewart on **0808 143 2002** or email **astewart@qcha.org.uk**.

Alternatively, scan the QR code to complete a referral form.



# HOUSING ASSOCIATIONS JOIN UP TO HELP HOUSING APPLICANTS



A partnership between  Queens Cross Housing Association +  Maryhill HOUSING

**Q**ueens Cross and Maryhill housing associations have joined together to give housing applicants easier access to a wider choice of homes in North-West Glasgow.

People looking for a home in the Queens Cross and Maryhill areas need now complete only one online application to be registered with both associations.

The **Find My Home** online housing service was launched successfully by Queens Cross Housing Association in 2021. Depute Director of Neighbourhoods, Elizabeth Hood, explains its progress:

“The online Find My Home service is available 24/7 so this has made applying for housing so much easier and convenient for Queens Cross housing applicants.

“The majority of people find the online system quick and easy but staff are still there to support all housing applicants if they need it. Anything we can do to make the process easier and to cut down the number of forms to complete must be positive.

“With almost 60 housing associations in Glasgow and an ever-increasing demand for housing, we believe this is a step towards making the whole process a bit smoother and offers more choice for everyone. 90% of applicants who responded to our recent consultation were in favour of this partnership.”



Jennifer Simon, Director of Operations, Maryhill Housing Association (left) and Elizabeth Hood, Depute Director of Neighbourhoods, Queens Cross Housing Association (right) launch an online housing application partnership.

Jennifer Simon, Director of Operations at Maryhill Housing Association, said:

“We’re delighted to join our neighbour, Queens Cross Housing Association, on the Find My Home system.

“This will simplify the application process for those seeking a home with us and increase the number of properties they are able to apply for in the area.

“With a single application, applicants will be able to find a home

almost anywhere in the Maryhill area, from Maryhill Park right through to the city centre at Cowcaddens.”

When Queens Cross or Maryhill Housing have an available property, they will place an advert on **www.findmyhome.org.uk** with details of the property location, type, size and features. Registered applicants can then place a bid.

Staff of both associations continue to be on hand to help customers complete an application form should they need it.





# GALA DAY

Saturday 17 August  
12-4pm

The Firhill Complex

Fun on the day includes:

LIVE ENTERTAINMENT

GAMES AND ACTIVITIES

SPORTS

CRAFT STALLS



FOOD AND  
REFRESHMENTS

FAIRGROUND  
RIDES

SAVE THE  
DATE!



# — OTHER EVENTS THIS SUMMER —

We've picked out some of the best local events taking place in Glasgow this summer.

## Fair Friday: Going Doon The Watter

FRIDAY 12 JULY, 1-4PM • KELVIN HALL

FREE  
EVENT

**T**he whole family can enjoy a trip down memory lane! Celebrating Scottish summer holidays through film, soundscapes, and art activities.

The Moving Image and Sound Archive are opening their doors this July for a fun packed afternoon for families. This event celebrates Scotland's tradition of going "doon the watter" in the summer. What better way to celebrate this than on Fair Friday itself?

There will be films from the collection showing in the auditorium, and holiday inspired arts and crafts activities. Two very special guests, Sandy and June, will also entertain visitors through storytelling, games and song.

You need to book a place to visit the arts and craft workshop space, but you don't need to book for the rest of the activities.



## Free open-air cinema at Queen's Park Arena

1-19 JULY • QUEEN'S PARK, LANGSIDE ROAD, GLASGOW SOUTH SIDE

FREE  
BUT  
BOOKING  
REQUIRED

**O**pen-air cinema returns to Queen's Park Arena this summer with a selection of 'Cults & Classics' themed films!

The programme of films feature a variety of genres including classics, horror, music, comedy, action and a selection of sing-a-long musicals. All of the iconic titles are presented on a huge LED cinema screen in the QPA amphitheatre.

Please note all tickets subject to £0.50 booking fee per person and must be booked in advance to guarantee entry. Find out more by visiting [qpa.inhouse.scot](http://qpa.inhouse.scot)



## Merchant City Festival

19-21 JULY, MIDDAY-10PM • MERCHANT CITY, GLASGOW CITY CENTRE

FREE  
EVENT

**T**he Merchant City Festival is a fun-filled 3 day event held within the Merchant City area of Glasgow, offering something free for everyone to enjoy!

The Festival brings outdoor arts, circus, dance, live music and more to the streets and venues of the Merchant City, and the much-loved markets and food stalls will also return.

The theme of this year's Merchant City Festival is Fair: Play – a celebration of Glasgow's Fair Fortnight tradition when people take time off to rest and play.






# Focused on Performance

Keeping you up-to-date with our service performance. The below stats are from our Quarter 4 report for January to March 2024.

## QUARTER 4: JANUARY TO MARCH 2024



### Rent


Quarter 4: 1 January to 31 March 2024

Unpaid Rent

0.8%

Average number of days to re-let empty properties

36 days



### Repairs

Quarter 4: 1 January to 31 March 2024

Repairs completed right first time

89.50%

Routine repairs completed on time (within 5 working days)


99.81%

Urgent repairs completed on time (within 2 working days)

99.21%

Emergency repairs completed on time (within 4hrs)

99.61%



### Gas

Quarter 4: 1 January to 31 March 2024

100% of gas safety checks were completed on or prior to their anniversary date.

100%

All tenants have a responsibility to let us access their home so that we can carry out these vital safety checks.

**If you think your gas service is overdue, call us today and schedule an appointment on Freephone number 0808 143 2002.**



### Customer Satisfaction

Quarter 4: 1 January to 31 March 2024

Satisfaction with Repairs Service

81%

Satisfaction with call handling

89%

# Your services, **your say**

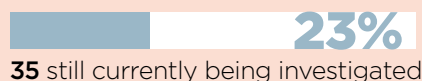
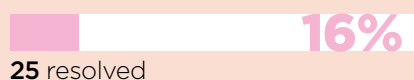
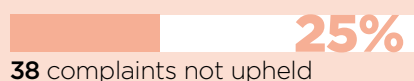
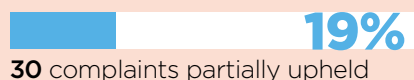
## Complaints

In January, February and March 2024 we received **155** complaints. When you complain, we aim to investigate and then reply to you within 5 working days.

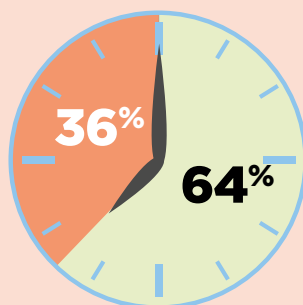
If you're unhappy with the response we give you at this stage, we'll move your complaint on to the second stage (stage 2) and aim to reply within **20 working days**.

We always try to deal with your complaint quickly. However, if it is clear that the matter needs a detailed investigation, we may move to stage 2 in the first instance, but we'll tell you and make sure you're kept up-to-date.

### Complaints results



### Complaints responded to within timescales



99 complaints responded to within timescale

56 complaints responded to outwith timescale

## Compliments

We received **16** compliments from customers from January to March 2024. Here are some of the things customers said:

We have continued to receive compliments about our tenancy advisors who are supporting tenants with queries about condensation, damp and mould.

**"I want to say how good the service to help with mould in our flat has been. Douglas and Jamesina were friendly and approachable and really helped with our issue. We feel supported, thank you!"**

**I had a new boiler fitted in my home and I have to say Lee was polite and very helpful. He had a few complications with fitting the boiler but informed me step-by-step what was happening. It not often you get someone who you want to compliment for his good work, but this young lad certainly deserves it.**

**"Tenant wished to make a compliment for the two caretakers who attended his property. They attended swiftly and couldn't do more for him, he was very pleased and happy with the service he received."**

## Learning from complaints

Complaints have increased slightly this quarter; however our response times have improved.

Complaints handling is one of the priorities for the new Director of Neighbourhood Services to ensure that all complaints are being responded to in line with the SPSO's Model Complaint's Handling Procedure.

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



# GOOD PROGRESS ON CUSTOMER PORTAL



**A** new customer portal is to replace the current QC app, making access to tenant services and information much easier.

Work on the portal is progressing well with the Queens Cross IT team at the point of testing and refining its functionality.

## USER TESTING

It's anticipated the portal will be ready for user testing with a tenant group later in the year.

David Dick, IT Manager, is pleased with progress:

'As with all new software, we need to test and retest to make sure that we're happy it works from a technical point of view before it goes to customer testing.'

'We'll continue our work over summer and aim to be ready for customer testing later this year.'

'While the new portal will initially have many of the same services as the current QC app, it will have improved functionality and be a better platform on which to build our online services.'



## NOTICE FOR SWITCH OVER

Existing app users will need to switch to the new portal at some point but will be given lots of notice and support when ready.

# Condensation, mould, damp?

## GET IN TOUCH AND WE'LL HELP

**W**e've sent out surveys to ask tenant households to tell us about any issues with condensation, mould or damp.

If you haven't received a survey yet but have concerns about

condensation, mould or damp in your home, please contact us on 0808 143 20020 or email [contactus@qcha.org.uk](mailto:contactus@qcha.org.uk) and we'll arrange a visit from our friendly tenant advisor team.



# Dundasvale Looking Fresh

**A** massive well done to all the Estate Caretakers at Dundasvale for keeping the environment in and around the area looking amazing.

During a recent site inspection, we spoke to many delighted tenants and noticed a huge improvement due to the hard work put in by the Estate Caretakers.

What a team.



## Handyperson and Caretaking teams joining up

**W**e know our Handyperson and Estate Caretaking services are highly valued by customers.

To help the services deliver to a consistent and high standard, the Handyperson team are moving into Estate Services.

The focus is on reviewing our approach to bulk uplift which is a time-consuming task for both teams so we are looking to see how this can be carried out more efficiently, leaving time for both teams to better complete their other duties.





## WESTERCOMMON MULTI STOREY FLATS – IMPROVEMENT WORKS

**W**e're now looking at investment for the high flats and how best to plan and manage these improvement works. There are 448 flats in the multi-storeys so it will be a complicated and lengthy programme over a number of years.

All flats' electric systems will be rewired in addition to kitchen and bathroom renewals. There will be considerable disruption to homes, with every room affected and tenants may be asked to move out for at least one week.

We would like to have ongoing conversations with tenants over this year and next to discuss how best to proceed. We want to ensure those affected understand

what's proposed, when works might begin and how we can provide support while they are being carried out.



# More improvements to flats in Westercommon Drive/Road

**W**orks to the inside of the maisonettes in Westercommon are due to start this July 2024. The £1.8 million project includes new kitchens, bathrooms, rewires and heating systems.

Old electric storage heaters will be replaced with new gas supplies and combi boilers – which heat the water as you use it. The Association has appointed McConnell's as the main contractor for the works.

## Making Places Project

**T**he first phase of work covering Cedar Street and North Woodside Road started on site in 2023 and is progressing well. Mackenzie construction are carrying out the work and aim to completed in 2024.

Landscaping such as new paving, flowers and shrubbery is making a difference to the whole look and feel of the area. New cycle and mobility scooter stalls are being set up while work to improve lighting and refuse facilities is underway.

## Big changes at Cedar

**I**mprovement works are going well with big changes to the Making Places phase 1 area around Cedar Court/Street homes. Landscaping, such as new paving, flowers and shrubbery, is making a difference to the whole look and feel of the area.

New cycle and mobility scooter stalls are being set up with improved lighting and better refuse facilities either underway or about to happen.



# Phase 2 work

**T**he second phase of work which covers Raglan Street, Braid Street, Braid Square, Unity Place and Karol Path will aim to start on site in early 2025.

An information session for local residents was held at Woodside Library in May. Residents were able to review the plans and speak to Queens Cross staff and our landscape architects Raeburn Farquhar Bowen.

Feedback from residents was very positive in relation to the progress made with phase one and the visible difference the environmental improvements are making to the landscape around the estate.

## FEEDBACK FROM RESIDENTS INCLUDED:

A resident who has lived in the area for 40 years was pleased to see that we had listened to their previous request for one of the paths to have a link to the car park. This would greatly improve accessibility.

Residents from Braid Street were excited to be overlooking an orchard area planned for phase 2.

Seating throughout the development was well received. Resident were looking forward to being able to sit at outside spaces especially near the orchard.

There has been a positive response to increased play equipment. The range of play equipment in multiple areas which caters to different age groups was important to them.

Some residents did have concerns about the maintenance of these new improved spaces. The association is committed to looking after this investment, ensuring that these new open spaces will be well looked after.

## BRAID/RAGLAN FUNDING NEWS SOON

**W**e're keeping everything crossed that we'll hear from Transport Scotland about funding for the second phase of Making Places very soon. All going well, the phase 2 environmental and green infrastructure works will start in Braid/Raglan Street areas in autumn this year.

## Community improvement

Our handyperson team recently repainted play equipment at Braid Street to brighten it up. We think they did a great job.

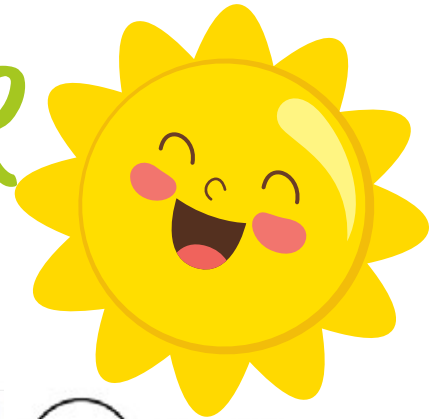


## Crossword Solution:

Across: 1 Rates, 4 Steadfast, 10 Marriage, 11 Saddle, 12 Hairbrush, 14 Lemon, 17 Yoga, 18 Gamma, 22 Pixie, 23 Creases, 24 Sight, 25 Empty, 28 Oboe, 31 Oscar, 34 Revolving, 36 Snooty, 37 Incident, 38 Accessory, 39 Arose.  
Down: 2 Alabama, 3 Eardrum, 5 Teensy, 6 Also, 7 Fudge, 8 Salvo, 9 Maori, 13 Hoist, 14 Lapse, 15 Mix-up, 16 Needy, 18 Gusto, 19 Magic, 20 Actor, 21 Senor, 26 Matador, 27 Tenants, 29 Eerie, 30 Touch, 32 Sonic, 33 Abode, 35 Dyes.



# CHILDREN'S SUMMER PROGRAMME SAVED



**T**he Queens Cross Group and our contractors have rallied together to ensure this year's summer holiday programme for local children can go ahead. A short notice funding cut for the summer programme threatened the six-week scheme which operates at The Courtyard and Windsor Hall during the holiday period.

Glasgow City Council's budget was well over subscribed and Queens Cross, along with many other community organisations, did not receive funding for the programme.

Faced with losing a summer

programme that is used by up to 150 children during the holidays, the Queens Cross Group quickly sought a solution and secured donations from Queens Cross Workspace and Queens Cross Community Foundation as well as new build contractors Urban Union and repairs contractor Wright Kerr.

The funds will help us employ sessional staff and pay for food to be provided at both sites by the Courtyard Pantry Enterprise. The holiday programme is free to access for local school age children.

Parents register their interest



and spaces are allocated on a first come, first served basis. Due to the funding shortfall the project will run 3 days a week for 6 weeks during the summer programme. Details of the programme are on our website - [qcha.org.uk/whats-on](http://qcha.org.uk/whats-on).

Big thanks to everyone who donated for helping save this much important summer programme.

## Benefit from our call back service

**G**etting 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 8am-5pm. Calls are free from mobile and landlines.

If your enquiry is non-urgent but we can't resolve it when you call, you can choose to use our call back service. Choose to receive a call back, hang up and we will arrange for someone to call you back within 3 working 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 contact 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.



# DID YOU KNOW THAT WE ARE HAPPY TO TRANSLATE?

**A**re you or do you know a Queens Cross customer who has difficulty communicating with us in English? This could mean that you don't get access to the information and services you need.

Queens Cross can provide translation and interpretation services for customers. If this is you, or someone you know, get in touch and we'll do our best to help.



هل تعلم أنه يسعدنا أن نترجم؟

هل تعرف أحدا من عملاء كوينز كروس أو أنك أنت عميل كوينز كروس وتجد صعوبة في التواصل معنا باللغة الإنجليزية؟

قد يعني ذلك أنك لا تستطيع الوصول إلى المعلومات والخدمات التي تحتاجها.

يمكن لكوينز كروس تقديم خدمات الترجمة الكتابية والشفوية للعملاء. إذا كان هذا الخطاب يعينك أنت أو أي شخص تعرفه ، تواصل معنا وسنبذل قصارى جهدنا للمساعدة.

## Czy wiesz, że jesteśmy otwarci na korzystanie z tłumacza - Happy to Translate?

Czy jesteś klientem lub znasz klienta Queens Cross, który ma trudności, aby komunikować się z nami w języku angielskim?

Może to oznaczać dla Ciebie brak dostępu do potrzebnych Ci informacji i usług.

Queens Cross zapewnia tłumaczenia ustne i pisemne swoim klientom. Jeżeli chcesz z nich skorzystać lub znasz kogoś, kto chciałby z nich skorzystać, skontaktuj się z nami, a dołożymy wszelkich starań, aby Ci pomóc.

## 您是否知道，我们乐意提供翻译？

您本人或者在您认识的人中，是否有难以用英语与我们沟通的女王十字（Queens Cross）的客户？

这可能意味着您无法访问所需的信息和服务。

女王十字（Queens Cross）可以为客户提供笔译和口译服务。如果您或您认识的人存在这种需求，请与我们联系，我们将尽最大努力为您提供帮助。

## کیا آپ جانتے ہیں کہ ہمیں ترجمہ کر کے خوشی ہو گی؟

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

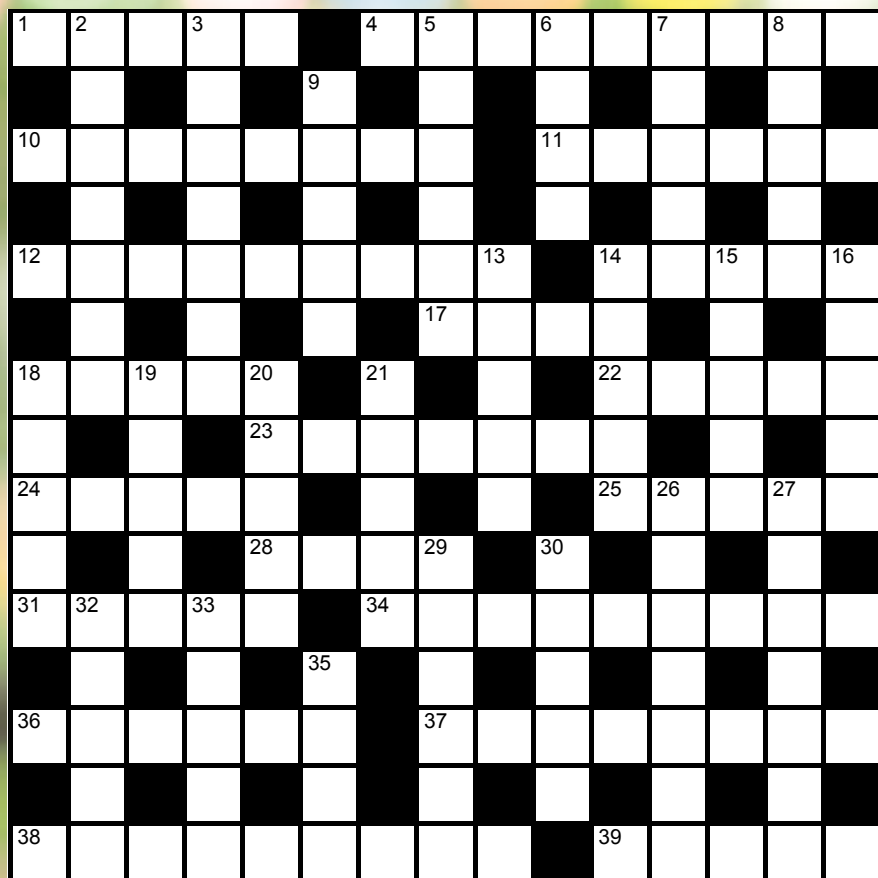
اس کا مطلب یہ ہو گا کہ آپ اپنی مطلوبہ معلومات اور خدمات تک رسائی حاصل نہیں کر پائیں گے۔

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



# Feeling Puzzled?

## Crossword



### Across

- 1 Charges (5)
- 4 Unwavering (9)
- 10 Wedding (8)
- 11 Bicycle seat (6)
- 12 Tonsorial tidier (9)
- 14 Yellowish citrus fruit (5)
- 17 Indian exercise method (4)
- 18 Type of radiation (5)
- 22 Sprite (5)
- 23 Folds (7)
- 24 Vision (5)
- 25 Vacant (5)
- 28 Woodwind instrument (4)
- 31 Academy award (5)
- 34 Disgusting (9)
- 36 Condescending (6)
- 37 Event (8)
- 38 Secondary piece of equipment (9)
- 39 Got up (5)

### Down

- 2 U S state on the Gulf Coast (7)
- 3 Aural membrane (7)
- 5 Minute (6)
- 6 Too (4)
- 7 Soft sweetmeat (5)
- 8 Simultaneous firing of artillery (5)
- 9 Native New Zealander (5)
- 13 Raise (5)
- 14 Pass into disuse (5)
- 15 State of confusion (3-2)
- 16 Destitute (5)
- 18 Zest (5)
- 19 Sorcery (5)
- 20 Participant (5)
- 21 Spanish Mister (5)
- 26 Bullfighter (7)
- 27 Lease holders (7)
- 29 Weirder (6)
- 30 Contact (5)
- 32 Operated by sound waves (5)
- 33 Residence (5)
- 35 Stains (4)

## Sudoku

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

Spot 10 differences



# Useful Contact Numbers

## ADVICE

Citizens Advice (Maryhill and Possilpark):  
0141 948 0204

## CITY COUNCIL

Anti-social behaviour: 0800 0273 901  
Cleansing and recycling: 0141 287 9700  
Roads and lighting faults: 0800 37 36 35

## ENERGY

British Gas: 0800 048 0202  
Scottish Water: 0800 077 8778  
Scottish Power: 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@qcgroup.co.uk](mailto:info@qcgroup.co.uk)  
Website: [www.qcfactoring.co.uk](http://www.qcfactoring.co.uk)

**For all our offices,  
call 0808 143 2002**

**Email:**  
[contactus@qcha.org.uk](mailto:contactus@qcha.org.uk)

**Website:**  
[www.qcha.org.uk](http://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

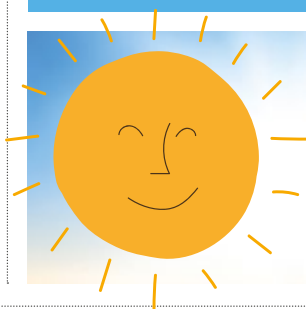
We provide an emergency repairs service.

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 12** and **Monday 15 July** for the Glasgow fair holiday.

# 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](http://www.glasgow.gov.uk)

