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focus



Queens
Cross
Housing
Association

SPRING 2025

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

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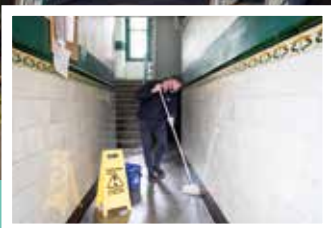
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Welcoming in Spring

It's been amazing to finally get some nice weather after what felt like a long winter!

NEW CLOSE CLEANING CONTRACT

I want to say a big thank you to everyone who has been in touch with us regarding the close cleaning service we provide in the common areas of our tenant buildings.

We have listened to your feedback and are delighted to announce that CAS Contract Cleaning will be providing a weekly service from summer 2025.

This project has been delivered thanks to more partnership working between Queens Cross and Maryhill Housing Association and I'm delighted to build our relationship with our neighbouring housing association. Find out more about the project on **page 7**.

NEIGHBOURHOOD PLANS

We're excited to share that plans to improve each of our neighbourhoods over 2025 and 2026 have been finalised.

We have put together a list of actions which will be carried out throughout the rest of 2025 and 2026 to improve each neighbourhood. Have a look at **page 9** to see some of the improvements we will be making in each area.

JOHN GRAY BURSARY SCHEME

Are you a local resident and getting ready to start college or university this coming September? Why not apply for our John Gray Bursary Scheme.

The scheme opens for applications for the coming academic year on Monday 21 April. The Bursary was created by Queens Cross Community Foundation in 2022 for residents living in the Queens Cross Housing Association (QCHA) area of Glasgow. Find out how you can apply on **page 17**.

SPRING EVENTS

We've picked out some of the best local events taking place throughout May and June 2025. Have a look at **page 20-21** to see if there is anything that takes your fancy.



Shoua Stephen
Chief Executive

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CELEBRATING **50 YEARS** OF QUEENS CROSS

2026 is a biggie for us as we will be celebrating our 50th birthday!

Established in 1976, next year will mark 50 years that Queens Cross Housing has been serving the communities of north west Glasgow – Dundasvale, Hamiltonhill, Queens Cross, Westercommon and Woodside.

We're looking to mark the occasion by telling your stories and sharing your pictures, and celebrating the people who make Queens Cross a great place to live and work.

- Can you remember what Queens Cross was like 50 years ago?
- Do you have an interesting story to tell about living in the neighbourhoods of Queens Cross?
- Do you have pictures of the local area from years past or from recent years?
- Do you have nice memories or experiences of living here?
- Do you or a family member have an interesting story about the area?

Whatever your story or picture you've taken – let us know (if you'd like to share it) and we'll look to showcase them throughout 2026.

Get in touch with us with your stories and pictures by emailing us at contactus@qcha.org.uk with the subject line '50th anniversary.'

Or call us on **0808 143 2002** if you have an idea for a story and you'd like to speak to us.



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Rent And Service Charge Increase 2025/26

A message from Andrew Burns, Chair of the Board of Management

Thank you to everyone who took part in our 2025/26 rent consultation. We had an incredible response rate this year with 1,296 tenants sharing their views with us – that is 1 in every 4 of our tenants. This is the highest ever rent survey return.

You told us your home needs to be affordable, safe and secure and energy efficient. We know you want communities with local facilities, high quality outdoor spaces and opportunities to be green (e.g. recycling and access to transport), and a responsive and reliant repairs service.

We are committed to continuing to provide excellent services but like most businesses we are also struggling with rising costs. We also know from your feedback many people have money worries, such as

the increase in energy bills and food prices.

That is why we chose to consult with tenants on 3.1% so that we could keep our rents as low as possible.

The Board of Management met and considered the feedback from tenants on 21 January 2025. After careful consideration, the Board have agreed to increase rents by 3.1% even though this does not cover our rising costs.

We are going to have to make budget savings this year and will need to carefully consider our rent increases in future. The Board of Management wanted tenants to know that they had listened to the feedback received.

3.1% is one of the lowest rent increase proposals across the social housing sector in Glasgow.



What does this mean for your rent?

Size / type	Current average monthly rent	3.1% increase per month	Rent from April 2025
1 Apartment	£339.58	£10.53	£350.11
2 Apartment	£384.99	£11.93	£396.92
3 Apartment	£401.59	£12.45	£414.04
4 Apartment	£449.23	£13.93	£463.16

Our annual rent setting and budget planning inform our overall 30-year Business Plan. This year's review has indicated that for the Association to ensure a robust 30-year plan is in place, it is likely that future rent increases may need to be higher to maintain services at current levels and continue to invest in our properties.

The Board understands and recognises the financial pressures on our tenants, and our aim will always be to keep rents as low as possible whilst continuing to deliver the services our tenants need. We are also committed to reviewing our services, and how we deliver them, on an ongoing basis to maximise efficiency.



**This year
1,296
tenants
responded to
our rent increase
consultation.**

What you told us about the rent increase proposal

**1,060
tenants (82%)**

agreed that we should keep the rent as low as possible.

**664
tenants (51%)**

consider their rent value for money.

Tenants told us their top three priorities are:

**Safe
neighbourhoods**

Clean buildings

**Investment in
homes**

NEXT STEPS

Help Available

We understand you may have money worries during difficult times.

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 – call us on **0808 143 2002** or email **financialinclusionteam@qcha.org.uk** and we will make an appointment for you.

Turn over to page 6 for some more useful updates and advice from our Financial Wellbeing Team.

Updates and advice from our Financial Wellbeing Team

Replacing your RTS meter by 30th June 2025

The technology that supports Radio Teleswitch (RTS) electricity meters will switch off on 30 June 2025. This could mean your heating and hot water will stop working as normal. If you have an RTS meter, your electricity supplier will need to install a new meter.

You may have an RTS meter if:

- Your home has a separate switch box near your meter with a Radio Teleswitch label on it
- Your home is heated using electricity or storage heaters
- There is no gas supply to your area, such as high rise flats
- you get cheaper energy at different times of day, for example, you might be on an Economy 7, Economy 10, or Total Heat Total Control

If you or someone you know has an RTS meter, get in touch with your supplier as soon as possible to arrange for a new meter. You can find more information at [ofgem.gov.uk](https://www.ofgem.gov.uk).



An RTS meter may look similar to this.

Energy Advice

Queens Cross, Maryhill Housing Association and Hawthorn Housing Co-operative have a joint energy advice project, funded by the Energy Redress fund. Our energy adviser, Ellen is available and can:

- give advice to reduce energy costs
- help with energy debt
- deal with meter or supplier issues
- explain your bill and check it's correct
- guidance on how to work your heating properly



Ellen, our energy adviser

If you would like an appointment, please contact us on **0808 143 2002** or email energyadvice@qcha.org.uk

Pension Age Disability Payment

A new Scottish benefit called Pension Age Disability Payment is replacing Attendance Allowance (AA). Everyone receiving AA will be contacted some time during 2025, beginning in April to begin the process which will take 8-12 weeks.

Your entitlement and payments won't be affected, the DWP will pay your money until you move over and then Social Security Scotland will takeover payments.

If you are due a review before your move, the DWP will contact you. More information can be found at mygov.scot.

UPDATE ON OUR CLOSE CLEANING SERVICE

CAS Contract Cleaning starting in summer 2025

Thank you to everyone who has been in touch with us regarding the close cleaning service we provide in the common areas of our tenant buildings.

We have listened to your feedback and are delighted to announce that CAS Contract Cleaning will be providing a weekly service from summer 2025.

This project has been delivered thanks to exciting new partnership working between Queens Cross and Maryhill Housing Association.

It follows the success of [Find My Home](#), which has given housing applicants through both housing associations easier access to a wider choice of homes across north-west Glasgow.

Elizabeth Hood, our deputy director of neighbourhoods, jointly led on the close maintenance project.

"We'd like to thank tenants who have shared their views with us on our current close cleaning service.

"We have listened to feedback and know how important this service is. We're delighted to welcome CAS Contract Cleaning who will deliver a high-quality standard in our buildings.

"We're also excited to build on our existing relationship with Maryhill Housing Association as we work together to improve our service offer to tenants."

WORKING TOGETHER

We want our tenants to live in well managed and maintained housing while providing an attractive, safe, clean and tidy environment.

We can achieve this by working together to ensure common areas are free of any rubbish or items such as bicycles, motorcycles, prams, wheelchairs, or mobility scooters.

If you share a garden with other residents take reasonable care to keep it from becoming overgrown, untidy or causing a nuisance to neighbours.



GLASGOW CITY COUNCIL SERVICES

No large household items should be dumped in the back courts or left in common areas. If you have large items which require a bulk uplift it's best to contact Glasgow City Council.

You can also report other environmental issues to them including dog fouling, graffiti and fly tipping in your area. Visit their website at glasgow.gov.uk or download their app on the App Store or Google Play to get started.

SPRING CLEANING FOR LOCAL LITTER PICKING GROUP

A group of dedicated residents have been tackling a common problem widespread throughout the city – litter.

Sally, Elaine, Kathy and Sheila came together in 2024 to tackle the growing litter problem in their neighbourhoods around Woodside and Queens Cross.

The small but determined team quickly made an impact, first targeting litter hotspots before establishing a regular routine of litter-picking.

Sally, who established the group, moved to Woodside from Cumbernauld around seven years ago and wanted to help clean up the local area. After getting in touch with Glasgow City Council, she got the equipment needed to start litter picking.

“I spoke to Glasgow City Council to see if they could do more pick-ups but was told there was no money, so I started going out myself and litter picking in my own street.

“I found out you could become a neighbourhood volunteer through GCC and they would provide the litter picker, and bags and hoops – everything you need.”

After litter picking herself for a time, some of Sally’s neighbours joined in, with Sheila being the latest regular participant helping tackle the problem.

“People stop and chat and you get to meet so many different people. I’ve been offered money a couple of times, local businesses have offered us snacks, coffee and pastries.

“People really want you to know that they appreciate it. I feel like a part of the community and that’s really important for me.”

During the summer months of 2024, the group was out two to three times a week, collecting over 250 large bin bags of litter by August. Their dedication has continued, and since then, they have gathered an additional 100 bags, bringing their total to an incredible 350 bags collected.

Elaine got involved with the group around a year ago after seeing Sally and Cathy litter picking in Woodside.

“I really enjoy it, it’s a nice thing to do. It makes the community look better and it’s not much time out of my week.

“The social side of it has been really good. I’ve got to know a lot more people than I did before and I’ve started to do more social things with the other ladies in the group.



“It’s very satisfying to see an area which has looked bad beforehand look so much better when you’re finished.”

The team take part in a dedicated litter pick every Wednesday afternoon around the Woodside and Queens Cross areas.

If you’re interested in joining the litter picking group, get in touch with our social regeneration team on **0808 143 2002**.

Or you can contact Glasgow City Council and register as a Neighbourhood Improvement Volunteer – find out more at **glasgow.gov.uk**.

Neighbourhood plans finalised to improve communities

We're excited to share that plans to improve each of our neighbourhoods over 2025 and 2026 have been finalised.

We have put together a list of actions which will be carried out throughout the rest of 2025 and 2026 to improve each neighbourhood. Below are some of the steps we'll take in each area.

Dundasvale

- Consult the community on the future use of the old bowling green space, consider options and pursue funding for preferred options to bring site back into use.
- Make improvements to the community garden
- Repair the lighting issues at 4,8,14,16,18 and 20 Dundasvale Court.

Queens Cross

- Plant cherry blossom trees at Dunard Street Playpark.
- Replace broken play equipment at Dunard Street Playpark.
- Identify areas to plant wildflowers.

Woodside

- Decorate the common areas at the decks.
- Seek funding to continue ESOL and English language classes in the area.
- Open new allotments at Cedar Street.



Westercommon

- Begin large scale refurbishment programme of multi storeys.
- Roll out financial and energy advice surgeries.
- Replace broken play equipment at Wester Common Road Playpark.

We'd like to thank tenants and staff who gave us invaluable feedback to help us put together plans for each area.

We'll be in touch with tenants directly to provide them with a full plan of their area. You can also find out details of our neighbourhood plans on our website – qcha.org.uk.

Update on phase 2 of Making Places project

Unfortunately, the Association has recently been notified that Sustrans are unable to provide funding to complete the second phase of the programme in the Woodside area.

The Woodside Making Places programme was largely funded by Sustrans which is a charity that works to improve access, health, and environment through walking and cycling.

A significant amount of work was completed on the first phase of the Making Places project which included improvements to landscaping, the creation of green space, storage facilities for bikes, allotments for growing herbs and shrubs, and a new children's play park near the Cedar flats in Woodside.

We were excited to progress phase 2 but, due to Sustrans unable to provide the necessary funding, we have had to change our plans.

We remain committed to improving the local area and addressing the needs of residents.

In recent months we have been consulting with the local community to identify the top priorities for the Woodside neighbourhood, which we will address during 2025/26.



The priorities for Woodside include:

- Improving the condition of communal stairwells and close decoration.
- Environmental works such as power washing brickwork and improving grounds maintenance.
- Roll out of drop-in sessions to provide advice and support relating to financial concerns and affordability.
- Potential replacement of the existing loft accesses in the deck access flats.
- Further roll out of English language classes.

While the second stage of Making Places will not progress as originally planned, the Association is committed to improving the local environment, ensuring we build on the excellent work completed in the first stage of the project and to address local needs across the area.



Connecting Woodside project set to transform St George's Road

Construction has started at St George's Road to create a safer and more attractive active travel environment through Glasgow City Council's Connecting Woodside project.

A two-way cycle lane linking Charing Cross and Garscube Road will be installed, whilst traffic signals will be upgraded, pedestrian crossing facilities improved and footways enhanced to encourage more people to walk, wheel and cycle for everyday journeys. Streetlighting will be upgraded between Maryhill Road and Garscube Road, drainage improved, and street trees planted to green the area and complement new landscaping.

Work will initially focus on the area next to St George's Studios at Charing Cross where the new cycle lane will start to take shape. Marked parking bays will also be added and dedicated loading facilities created. Pedestrians can also expect to see the addition of new, step-free crossings and areas of widened footways.

Over the coming months, work will progress along St George's Road toward Garscube Road where the new cycleway will connect with existing active travel routes

that link to the Forth and Clyde Canal and Glasgow city centre. Vehicle access points at Clarendon Place and Glenfarg Street will also be modified to improve road safety.

Ahead of work starting on St George's Road, the main junction at Charing Cross was redesigned to make it easier and safer for pedestrians and cyclists to use. This work included linking up the cycle lane on Sauchiehall Street with St George's Road.

Cllr Angus Millar, Convener for Transport and Climate said: "The work on St George's Road will see the creation of an active travel corridor that directly connects Sauchiehall Street at Charing Cross with Garscube Road in north Glasgow - with enhanced pedestrian crossings, improved footways, greening and drainage improvements, and upgraded streetlighting.

"This project provides a real opportunity to improve active travel connectivity for people across the city centre, west end and north of the city."

Further information can be found on Glasgow City Council's website – glasgow.gov.uk.



Is your current home **too big** for your needs?

Across Glasgow there is a shortage of larger homes for large families, which is creating problems across the city. If you live in a property with three or more bedrooms and want to move to a smaller property, you may be eligible for incentives to help you move.

The Queens Cross Under Occupation Incentive Scheme aims to support tenants who live in our larger properties (3+ bedrooms) by providing them with financial assistance and practical support. This is a voluntary scheme to encourage Queens Cross tenants who are under occupying to downsize to a smaller home and free up larger properties for families who need them.

We will pay up to £500 per spare bedroom for properties with 3 bedrooms (or larger) that are under occupied – up to a maximum of £1,000. Payments will be offset against any rent arrears and recharges. Downsizing tenants must also have sustained their tenancy to an acceptable standard.



As an alternative to a financial payment, assistance with removal, decoration, floor coverings, curtains/blinds or white goods may also be available.

If you are interested in finding out more, please contact your Housing Officer, call us on **0808 143 2002** or email **contactus@qcha.org.uk**.

HAMILTONHILL DEVELOPMENT PROGRESSING WELL

The first phase of 178 new homes at Hamiltonhill is progressing and is expected to fully complete in early 2026.

There have been some delays to the first area of 4 blocks of flats, which should now be ready for occupation in May 2025. These flats were advertised on our Find My Home website in November 2024 and we are currently allocating them. Works to the inside of the 48 flats are all complete with works still ongoing to the closes. Scaffolding from the external areas has been removed to provide landscaping, car parking and street access.

The remaining homes for rent are due to become available at regular intervals throughout the year with the last properties being delivered by November 2025.

The remaining homes are still to be advertised on the Find My Home website. If you are looking to apply for one, please keep an eye on the website, findmyhome.org.uk, for updates throughout the year.

Some of the terraced houses and smaller flat blocks have had scaffolding removed to allow external works to take place – you'll be able to see the new homes from Carbeth Street.

Our development partner Urban Union will soon start building 31 terraced houses for private sale on the corner of Stonyhurst Street and Hobart Street, with completion expected by early 2026. More details can be found by emailing Urban Union at info@urbanunionltd.co.uk.



Phase 2

The Association and Urban Union have prepared proposals for Phase 2 of the Hamiltonhill masterplan, with a view to work beginning on site in 2026. This phase will be located around Hamiltonhill Road and Caldarvan Street in the south area of the neighbourhood.

A local community information event was held in early March to advise residents of these proposals which will provide 164 new homes – thanks to everyone who came along. Seventy-one, mainly family, homes will be available for rent and there will be 93 Urban Union houses for sale.

More detailed information on the Association's plans for both Phase 1 and Phase 2 can be found on our website at qcha.org.uk.



Maisonette improvements progressing well

More tenants in our Westercommon maisonette properties have benefited from improvement works.

As well as a complete modernisation to the exterior of the buildings, each property will receive new kitchens, bathrooms, rewires and heating systems.

Pictured is some before and after shots of the new kitchens and bathrooms which have been installed.



Keeping the Westercommon Drive pitch safe for everyone

We know that some local dog owners have taken to using the enclosed sports pitch at Westercommon Drive as a space to let their dogs run and play. However, we need to highlight a serious health concern: dog fouling on the pitch is putting children at risk.

Dog waste isn't just unpleasant—it carries harmful bacteria and parasites that can cause infections, stomach illnesses, and even more serious health conditions. We have been made aware of children coming into contact with dog mess while playing on the pitch, leading to distressing and unhygienic experiences.

The sports pitch is meant to be a clean and safe environment for everyone in the community. Let's work together to keep Westercommon Drive's pitch a welcoming and safe space for all. Please do your part and help us protect our community's health and well-being.

Thank you for your cooperation.



Multi-storey flats project update

We are putting together designs for new kitchens, bathrooms with electric showers, rewiring and new ventilation system to all 448 homes in the four blocks at Westercommon.

We will undertake work in the order of when they were built in the 1970s - 187, 151, 231 and 109.

We plan to have some consultation events in the summer to showcase two pilot flats where you will be able to view what your flat will look like once the refurbishment works are complete.

We're also planning to set up a Residents Taskforce where tenants can assist with the design and procurement stages of the project.

This will be a significant project which will require

a lot of planning.

There will be a considerable disruption to homes and tenants may be asked to move out for a period of two to three weeks.

If you have any questions at this stage, please give us a call on

0808 143 2002 or email contactus@qcha.org.uk.



Become a QC Group Board Member

Do you know there are four organisations in the QC Group?

- **QC Housing Association** – Providing nearly 4,500 homes across the Woodside, Hamiltonhill, Westercommon, Queens Cross & Dundasvale neighbourhoods.
- **QC Factoring** – Supplying a common repair and general property maintenance service to approximately 2,500 privately owned residential and commercial properties.
- **QC Workspace** – Providing good quality, affordable premises to let to community groups, small and medium sized enterprises, social enterprise and commercial operators to support and generate employment and training opportunities for local people.
- **QC Community Foundation** – A registered charity supporting local community projects and voluntary organisations who provide services for individuals or groups who are disadvantaged or have particular needs.



We are looking to strengthen and diversify board membership. We'd like to recruit enthusiastic individuals with a passion for making a difference to local communities. We'd love to hear from Queens Cross tenants, factored owners and workspace tenants who want to make a difference to their community.

If you are interested finding out more please contact Alison McKay, Governance Advisor by calling **0141 589 7443** or emailing aemckay@qcha.org.uk.

ARE YOU A SHARE HOLDING MEMBER OF THE HOUSING ASSOCIATION OR QC WORKSPACE?

Become a lifetime members for a £1 one-off payment and join us at our AGMs in September

Both Queens Cross Housing Association and QC Workspace are member organisations with their AGMs taking place in September each year.

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 Association or Workspace tenants 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 available.

If you are already a member you will receive an invite to the AGM in July. If you are not a member, you can complete an application form on our website – qcha.org.uk/get-involved/association-membership.

Alternatively, email aemckay@qcha.org.uk or call us on **0808 143 2002** to find out more. We look forward to seeing you in September.



 Queens Cross Community Foundation

2025

SPONSORED WALK

Raise funds for your group or club and make a donation to QC Community Foundation

SATURDAY 10 MAY

Start: Dundasvale Community Hall 11.30
Finish: The Courtyard Westercommon

sign up using the QR Code

Queens Cross Community Foundation Sponsored Walk
Group Registration Form 2025



Free Refreshments provided by the Courtyard Pantry Enterprise



John Gray Bursary scheme open now!



Are you a local resident and getting ready to start college or university this coming September? Why not apply for our John Gray Bursary Scheme.

The scheme is now open to prospective students for the coming academic year. The Bursary was created by the Queens Cross Community Foundation in 2022 for residents living in the Queens Cross Housing Association (QCHA) area of Glasgow.

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

Since its launch, grants totalling £34,000 have helped 18 students starting full-time and part-time courses to purchase educational essentials such as textbooks and specialist equipment to aid their studies.

We detailed in our winter 2024 Focus magazine how local resident and medical student Adnan Mousa, who is

studying at the University of Edinburgh, was one of last year's John Gray Bursary beneficiaries.

Adnan said: "I was over the moon when I got accepted for the John Gray Bursary award. It is so amazing that as a local resident that I was able to get financial support towards my academic studies. After getting the grant, I was able to buy a new stethoscope, medical scrubs, lab coat and some medical books."

"A big thank you to the trustees, contributors and to QCHA members of staff for the generous award and thank you for helping and supporting me with my medical studies at Edinburgh University."

To find out more about the bursary, eligibility criteria and how to apply visit the website - qcfoundation.org/johngraybursary.



HOLIDAY PROGRAMME BENEFITS FROM SUPPORT

The Association's spring holiday programme has been boosted thanks to partnership support.

Allied Vehicles Charitable Trust and Queens Cross Workspace donated towards the project, allowing Queens Cross to continue to provide fun activities and healthy food free of charge to local children during the school holidays in April. WrightKerr and Kerr and Taggart also donated Easter Eggs for children taking part.

Our holiday programme offers a mix of nutritious meals, outdoor adventures, creative activities and different classes to around 70 kids in the Westercommon and Woodside areas.

"We are incredibly grateful to our partners for their generous donations towards our Spring

holiday activities," says Nicola McGrath, youth co-ordinator at Queens Cross Housing.

"This funding ensures that every child attending will receive breakfast, lunch, and snacks throughout the day, helping to make the programme as inclusive and enjoyable as possible.

"The holiday programme is always warmly welcomed by both children and parents and this support allows us to keep providing a safe, fun, and nourishing environment for local families. Thank you for making a real difference in our community."

David Facenna, Corporate Culture Director at Allied Vehicles Group, said:

"Helping make sure families don't face the holiday hunger gap gives parents one less thing to worry about.



"These are the kind of practical, powerful initiatives that make a tangible difference to people's lives."

Job opportunities with Urban Union

Interested in a career in construction?

Urban Union have a number of different subcontractors that they work closely with as well as a number of exciting opportunities within the Urban Union business.

There are many different opportunities which come up throughout the year including apprenticeships and fully qualified roles.

Have a look at their website – urbanunionltd.co.uk/careers – to see the list of current opportunities.



Employment help from Jobs & Business Glasgow

Jobs & Business Glasgow offer free support to Glasgow City Council residents who are either out of work, in work and looking to progress or change career. Their advisers can assist with all aspects of job searching and help you to source training. Find out more at jbg.org.uk or give them a call on **0300 123 2898**.



Art exhibit at 65 Cedar Street



Our art display at 65 Cedar Street showcases work created by local young people. These ceramics were created during our school holiday programme. Kids worked with artists Flo Dwyer and Sally Hackett who showed the children how to work with clay to create these large ceramic pieces.

Once the pieces were created they were carefully transported to Glasgow Sculpture Studios allowing the clay to dry before being fired in a kiln. The pieces were then transported back to the youth groups and the children painted them with ceramic glaze. They then

returned to the Sculpture Studios and fired a second time.

What is ceramic firing?

The ceramic firing process transforms raw clay into durable ceramic through high-temperature heating, typically in a kiln, and involves two main stages: bisque firing and glaze firing.

The whole process can take several weeks and the ceramics don't always make it through the firing process. They get fired at such a high temperature that sometimes the structures can explode!

Patients learn patience with digital devices

The Association has been working in partnership with Woodside Health centre to help patients get connected.

Our weekly digital drop-in sessions have helped attendees get online and taught them skills such as filling out online forms and using price comparison website to help them save money.

Learners have also been getting used to using different types of apps and connecting online with their GP.

If you're interested in coming along to a digital drop-in class, we hold weekly sessions on Mondays and Tuesdays from 10am-2pm at The Hub, 472 Maryhill Road, and on Wednesday from 10am-2pm at The Courtyard, 2 Westercommon Drive.

WHAT'S ON IN YOUR AREA

There are plenty of weekly activities taking place in our areas for people of all ages.

Scan the QR code to see the full list of events on our website.



LOCAL EVENTS THIS SPRING

We've picked out some of the best local events

JESSIE STEPHEN EXHIBITION

This exhibition at Maryhill Burgh Halls brings to light the remarkable story and achievements of Jessie Stephen (1893-1979), a working-class woman who became a powerful force of social change.

Born in 1893, Jessie Stephen was a fearless campaigner and one of the few working-class Scottish suffragettes that we know anything about. Growing up in Maryhill and working as a domestic servant in her early years, Jessie dedicated her life to championing workers' rights, women's suffrage, and social justice. Her activism

extended beyond the suffragette movement, leading her to a lifelong political career as a trade unionist, councillor, and advocate for equality.

This exhibition delves into her journey from a young domestic servant in Glasgow to a national activist, highlighting her dedication to improving the lives of others until the very end. Jessie Stephen's legacy is one of courage, resilience, and unwavering commitment to justice.

This exhibition was written by Women's History enthusiast Anabel Marsh. Local to the area, Anabel is



also the author and guide of our Maryhill Women's History Walk.

Running until Friday 13 June
Maryhill Burgh Halls, 24 Gairbraid Avenue

Free entry

Open Monday-Friday, 9am-5pm

Visit maryhillburghhalls.org.uk/ or **whats-on** for more info.

Woodside Hall - 100 Year Celebration

Celebrate 100 years of Woodside Hall with music, dance, poetry and more at this special event, all proceeds support the Woodside Community Fridge to tackle food insecurity!

Enjoy a vibrant celebration of 100 years of community at The Woodside Hall 100th Anniversary Cultural Fundraising event!

Take in an incredible evening of live music, dance, and poetry featuring The Folk Drama, The Tenementals, and the captivating Abhinaya Dance Academy with the

Taiko Drummers. Feel the rhythm with the Glasgow Reggae Club's Bob Marley Special and enjoy powerful spoken word from local poet Bob McNally. Plus, explore Mandy Edwards' Doon the Watter Photography exhibition (exhibition open from 2 pm) capturing the stories and spirit of life along the River Clyde.

This cultural celebration brings together creativity, heritage, and community pride all under one roof. All proceeds from the event will go directly to the Woodside

**100 YEARS OF
WOODSIDE HALL!**

Friday 2nd May

Community Fridge, helping to tackle food insecurity and support local families in need.

Friday 2 May, 6.30-11pm

Woodside Halls, 36 Glenfarg Street

Tickets: £11.25 for adults/£8 for concessions (minimum age 14+)

Google 'Woodside Halls 100 year celebration' for more info.

LOCAL EVENTS THIS SPRING

taking place throughout May and June 2025.

Glasgow School of Art Archives & Collections Tour

Explore the fascinating history of The Glasgow School of Art with an exclusive tour of their Archives and Collections at The Whisky Bond on the first Thursday of each month

Delve into over 160 years of art, design, and architecture, from contemporary works to iconic Mackintosh pieces, stunning textiles, jewellery, posters, and much more.

This free, guided tour, led by our knowledgeable staff, will showcase key acquisitions, including recent additions to the collection, alongside incredible historical treasures.

From Mackintosh furniture and Joan Eardley's works to suffragette memorabilia, fashion show

pieces, student registers, and an impressive poster collection, there's something for

everyone. Join us for a glimpse of our rich heritage, spanning from 1652 to the present day.

Spaces are limited, so booking is essential.

Running the first Thursday of each month from 12-1pm

The Whisky Bond, 2 Dawson Road

Free entry but booking essential

Search gsaarchives.net/explore/monthly-tour for more details.



ÒRAN MÓR'S A PLAY, A PIE AND A PINT SPRING SEASON

A Play, A Pie and A Pint's fabulous Spring Season will take you all over the world, from a gothic thriller set in the Highlands to an affecting comedy at a sun-drenched Moroccan spa!

A Glasgow institution - A Play, A Pie and A Pint features a new show at lunchtimes every week. Visitors can enjoy a drink and a pie included in the price of the ticket.

The weekly event produces new plays from Scotland, the UK and the rest of the world at Òran Mór in the West End of Glasgow. Founded by the

late David MacLennan in 2004, 38 new plays are produced every year.

Many of Scotland's best-known writers have written shows for the venue, which supports playwrights, directors and actors at every stage of their career.

Running until Saturday 28 June

Òran Mór, Byres Road

Tickets from £16

Mondays - Saturday at 1pm


Visit playpiepint.com for more info.



Focused on Performance

Keeping you up-to-date with our service performance. The below stats are from our Quarter 3 report for October to December 2024.

QUARTER 3: OCTOBER TO DECEMBER 2024



Rent

Quarter 3: October to December 2024

Unpaid Rent

1.09%

Average number of days to re-let empty properties

18 days



Repairs

Quarter 3: October to December 2024

Repairs completed right first time

98%

Routine repairs completed on time (within 5 working days)

98%

Urgent repairs completed on time (within 2 working days)

100%

Emergency repairs completed on time (within 4hrs)

100%



Gas

Quarter 3: October to December 2024

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

100%

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



Customer Satisfaction

Quarter 3: October to December 2024

Satisfaction with Repairs Service

85%

Satisfaction with call handling

94%

Antisocial behaviour cases resolved

86%

Your services, **your say**

Complaints

In October, November and December we received **132** 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



29 complaints upheld



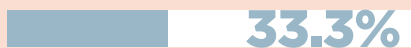
7 complaints partially upheld



28 complaints not upheld

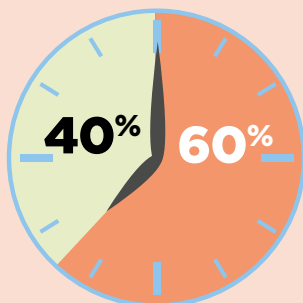


24 resolved



44 still currently being investigated

Complaints responded to within timescales



53 complaints responded to within timescale

79 complaints responded to outwith timescale

Compliments

We received **11** compliments from customers from October to December 2024.

Here are some of the things customers said:

"After dropping my daughter off at school, my car stopped working due to a low battery/engine issue. I was parked on Panmure Road when two Queens Cross staff asked me if I needed help. I said yes. They checked the car for any faults, after 5 minutes they managed to start it successfully! Many thanks to these two hardworking gentlemen, who are available to help others. This is the true spirit of Queens Cross. God bless Vinny and Scott."

"The close stairs are swept & washed frequently but usually it's left very wet & messy. Often the cleaning is done only up to the 2nd floor. However recently, the whole close was spotless, it had been cleaned, washed & dry, right to my doorstep on the 3rd floor."

Learning from complaints

Complaints increased slightly this quarter. Whilst this could be perceived as a negative, complaints are used to improve services, therefore this shows that tenants are becoming more comfortable with logging complaints. This, in turn allows us to reflect on any services that needs to be looked at in more detail.

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

HOW TO SAVE A LIFE

Thirty-four Queens Cross staff members took part in CPR and defibrillator training recently. Held by St Andrew's First Aid, colleagues from many different departments learned life-saving skills in the event of a medical emergency.

For some it was a refresher and for others it was the first time they had ever had any training in CPR/Defibrillators. Thanks to Katy from St Andrew's First Aid for her training and support.



BUSINESS PLANS 2025-30

Thank you to everyone for their feedback which has helped us immensely in planning for the next five years of Association services.

We're busy putting together the final touches and hoping to launch them to the public later this year.

We held a series of workshops with residents and association staff to gather views, listen and understand where we need to focus our efforts for the next five years.

Our business plans will put people and their wellbeing at the centre of all our actions to improve the lives of everyone who lives and works in Queens Cross. Thanks to everyone who has helped shape our plans.

PUZZLE ANSWERS

Across: 1 Dangle, 5 Psalter, 10 Incognito, 11 Exact, 12 Leer, 13 Regional, 16 Outflow, 17 Loader, 18 Era, 20 Hassle, 22 Neither, 25 Royalist, 26 Suva, 29 Among, 30 Alternate, 31 Spectre, 32 Hawker.
Down: 2 Ancient, 3 Gags, 4 Emit, 5 Propellant, 6 Acetic acid, 7 Trainee, 8 Ratlie, 9 Hilltop, 14 Flashlight, 15 Sweepstake, 19 Dreamer, 21 Any more, 23 Haulage, 24 Organs, 27 Utah, 28 Grow.

CYCLE STORES AT WOODSIDE

As part of phase 1 of our Making Places project, we have installed a number of new cycle stores and mobility charging units at Cedar Street.



These new stores provide local residents with a convenient and safe location to store their bicycles and a secure charging point for mobility scooters.

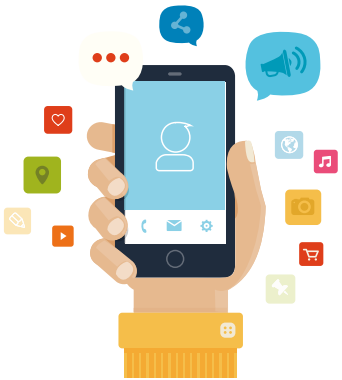
Give us a call on **0808 143 2002** if you'd like to reserve a place.

NEW QC APP ON ITS WAY

Our new QC app is taking shape and we're excited to fully launch it to tenants in the coming months. We're currently going through user testing to make sure the app is ready to go.

If you're an existing app user, we'll be in touch with you in due course to let you know how to switch over to the new app.

Our new app will make it easier for tenants to get in touch with us, report and track repairs, make requests and enquiries and access more of our services.



Buying, charging, disposing and recycling lithium-ion batteries safely

WHAT ARE LITHIUM-ION BATTERIES?

Lithium-ion batteries are found in lots of household items. These include mobile phones, laptops, and vapes as well as larger products like e-bikes, e-scooters and hoverboards.

It's essential to use these batteries safely for as long as they're powering your devices. This helps prevent accidental fires, which could have devastating results for you, your family, and your home.

The ferocity of a fire caused by a lithium-ion battery can be significant and prevent you from escaping from your home.

SPOT THE SIGNS OF A DAMAGED BATTERY

A damaged battery is a potential fire hazard. Pay extra attention if you have recently dropped the lithium-ion battery.

Don't use or charge your device if you notice the battery:

- producing smoke
- feeling extremely hot to touch
- looking swollen or has any type of lump or leak
- making a hissing or cracking sound
- smelling unusual
- taking longer to charge or does not fully charge

WHAT TO DO IF A BATTERY OR DEVICE CATCHES FIRE

If you see flames or smoke coming from the battery or device, a fire has already started.

As with all fires you should get out, stay out, and call 999. Do not try to extinguish the fire yourself.

HOW AND WHERE TO RECYCLE BATTERIES

Lithium-ion batteries, and non-rechargeable batteries such as AA or AAA, should never be placed in household waste. Heat, damage, or improper handling can cause fires or cause them to explode.



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Most local recycling centres accept lithium-ion batteries. They should be disposed of alongside Waste Electrical and Electronic Equipment (WEEE) items. Check with your local authority for specific recycling guidelines in your area.

Remember to:

- never dispose of lithium-ion batteries in general household waste.
- use dedicated recycling points or services provided by the manufacturer.
- check with local recycling centres or authorities for proper disposal options.

TOWER AIR FRYER SAFETY RECALL

Tower Housewares have issued a recall notice, as a small number of their Tower air fryers have a manufacturing defect that could result in them overheating and under certain circumstances, could pose a risk of fire.

If you were given a Tower air fryer between December 2023 and March 2024, you can check if it's affected by visiting towerhousewares.co.uk/pages/air-fryer-recall and follow the instructions.

Or you can get in touch with us on **0808 143 2002** and we can give you further advice.



WELCOMING NEW BUSINESSES TO QUEENS CROSS WORKSPACE



Queens Cross Workspace (QCW) is a property management company with a diverse portfolio of commercial business spaces across the Firhill area. We are committed to enhancing our surrounding community by providing high-quality commercial space for different businesses to thrive.

Our tenants range from startups and growing businesses to charities and community groups. They are the heart of what we do, and their diverse businesses play a vital role in shaping the surrounding area.

New businesses

Our latest tenant in 1A Firhill House, Sharon Taylor and Jamie Provan, are successfully running two dynamic businesses – ProTay Timing and Maroculous IT Services. They recently recognised the need for extra space and after exploring several options, they found the perfect fit with us in Firhill House. Reflecting on their new space, Sharon says:

“I love the community feel at Queens Cross Workspace. Our business premises at Firhill House are a perfect fit for us right now!”

ProTay specialise in chip timing for competitive racing, allowing them to deliver racers with accurate race results. When they are not in the office working with race directors to plan races, they are out at the side lines gathering race data and supporting the race organisers. Their other business, Maroculous IT Services provides tailored IT solutions to help businesses operate more efficiently.

Another exciting addition to our community is **McConnell**, who have just moved into Firhill Business Centre. They specialise in refurbishment, modernisation,



retrofit, energy efficiency, and planned maintenance services for property owners across the UK. With a major project underway at the Westercommon maisonettes, they required office space nearby and found the perfect fit with us. Just a week after viewing their unit, they moved in and got straight to work.



Solis Trading Ltd moved into one of our smallest units in Hathaway Business Centre in 2023. Since then, their business has grown rapidly and they have continued to grow and employ more people, leading them to expand into one of our premium



office space's in McCafferty House, four times the size of their original space!

For us, it is incredible watching a small business scale up so successfully. Solis is a family-run company providing mechanical and electrical solutions, project management, installations, and maintenance services. They are passionate about sustainability and the circular economy, making them a fantastic addition to our workspace community.

We are always looking for ways to grow and improve as a business. If you have an exciting new idea for a business, an idea for us as a company or an opportunity to partner on, get in touch:

Email: Workspace@qcgroup.co.uk
Phone: **01415760210**

Queens Cross retains IYYP accreditation



Putting young people at the heart of what we do is key to achieving our aims of being a great place to live and work.

And we are delighted to have once again been recognised for our commitment to our young employees.

The association has retained its gold level Investors in Young People accreditation following an assessment in December 2024.

Launched in 2014, Investors in Young People is good practice framework designed to support employers in all sectors to develop

their youth employment practices to attract, recruit, develop and retain young people.

Accreditation can be achieved across four levels: Standard, Silver, Gold and Platinum.

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

“It’s an endorsement of the tremendous work of our employees who create an engaging and inclusive workplace where talented people choose to work.



“By working together as a team, each one of our young employees plays a role in making a positive difference to the lives of our tenants.

“Through measuring ourselves against a rigorous external framework, we ensure that our people are trained, developed and motivated to provide outstanding services.”



Queens
Cross
Housing
Association



Queens
Cross
Community
Foundation



Thanks to our main sponsor

WRIGHTKERR
ALL TRADES LTD

GALA DAY

2025

SAVE THE DATE -
Saturday 16 August!
12-4pm @ The Firhill Complex

**FREE
ENTRY**

LIVE ENTERTAINMENT

GAMES AND ACTIVITIES

CRAFT STALLS

SPORTS

FAIRGROUND
RIDES

FARMERS' MARKET

FOOD AND
REFRESHMENTS

...and much more!

Community Foundation Christmas Fairs

Over 150 people attended our two Christmas fairs at Dundasvale and Westercommon in December.

Children and families joined in the festive fun which included selection boxes from Santa, kids tombola, arts and crafts, local craft sales and tasty refreshments.

There was also an exciting raffle which included a 55 inch TV donated by McConnells as the star prize which won by a local tenant.

We also received generous donations for the event from Classic Lifts Scotland, Kerr and Taggart, WrightKerr and Baxi.

A big thank you to all our contractors who kindly donated – without your generosity the event wouldn't have been possible.



Pantomime success with Halo Arts

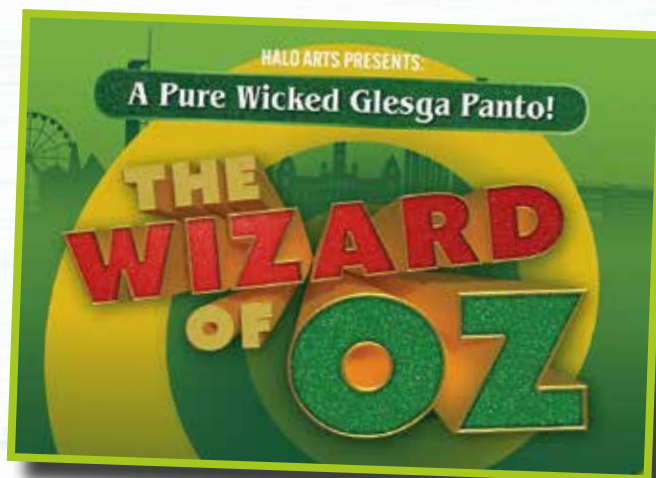
Two-hundred-and-fifty tenants enjoyed a free Christmas pantomime performance thanks to a partnership between Queens Cross and Halo Arts.

The Association teamed up with the entertainment company to sponsor their annual festive pantomime – this time it was their 'Glesga' rendition of A Wizard of Oz.

Through the partnership Queens Cross purchased 250 tickets to give to local residents across five sold-out shows in December at the Maryhill Community Central Halls.

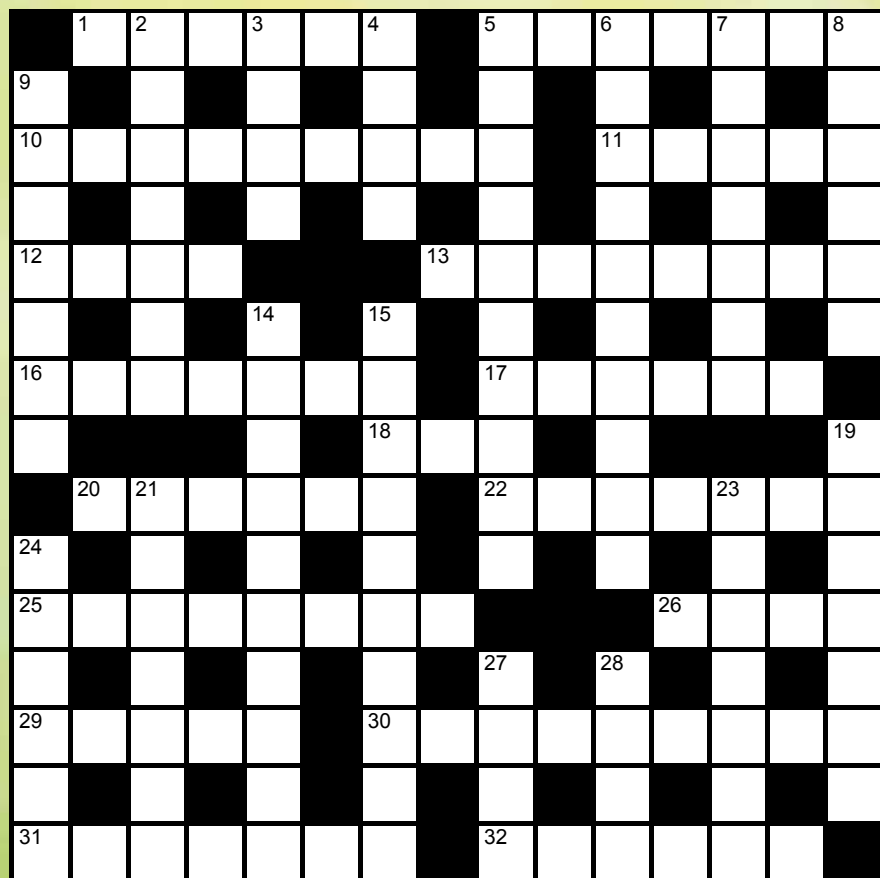
Tickets were advertised online and we received a huge response, with all interested people entered into a raffle to decide who were the lucky winners of the tickets.

We got some good feedback and we hope everyone had a good time.



Feeling Puzzled?

Crossword



Across

- 1 Hang loosely (6)
- 5 Church songbook (7)
- 10 Under an assumed name (9)
- 11 Strictly accurate (5)
- 12 Ogle (4)
- 13 Not merely local (8)
- 16 Efflux (7)
- 17 Stevedore (6)
- 18 Period of history (3)
- 20 Bother (6)
- 22 Not this one and not that one (7)
- 25 Supporter of a monarch (8)
- 26 Fijian capital (4)
- 29 Between (5)
- 30 Take turns (9)
- 31 Phantom (7)
- 32 Pedlar (6)

Down

- 2 Aged (7)
- 3 Jokes (4)
- 4 Send forth (4)
- 5 Fuel (10)
- 6 Constituent of vinegar (6,4)
- 7 Learner (7)
- 8 Child's toy (6)
- 9 Crest (7)
- 14 Torch (10)
- 15 Lottery (10)
- 19 Unrealistic person (7)
- 21 From now on (3,4)
- 23 Transport charge (7)
- 24 Keyboard instruments (6)
- 27 Where many land speed records have been attempted (4)
- 28 Fill out (4)

Sudoku

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

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@qcgroup.co.uk
Website: www.qcfactoring.co.uk

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

Email:
contactus@qcha.org.uk

Website:
www.qcha.org.uk



Queens
Cross
Housing
Association

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.

MAY HOLIDAYS

Our offices will be closed on Monday 5 and Monday 26 May for the May bank 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, City Chambers, George Square, Glasgow, G2 1DU • Tel No: 0141-287-2000 • Website: www.glasgow.gov.uk



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