

qcha.org.uk

focus

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION



Queens
Cross
Housing
Association

SUMMER 2025

QUEENS CROSS COMMUNITY FOUNDATION

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Welcome to our summer Focus magazine

It's an exciting time at Queens Cross with plenty happening in the Association and our communities.

Neighbourhood plans

As we detailed in **our spring Focus magazine**, plans are in place to improve each of our four neighbourhoods – Dundasvale, Queens Cross, Westercommon/Hamiltonhill and Woodside – over 2025 and 2026.

We have put together a list of actions which will be carried out over the next 18 months. Have a look at **page 8 and 9** to see the progress we have made in each area so far.

Site work begins on Burnbank Gardens project

Work has started at Burnbank Gardens, our latest new build development project located on the south side of Burnbank Gardens.

The Association will be providing 48 flats for social rent on this site, designed to meet the needs of

elderly people. The project is a partnership with Glasgow West Housing Association and will deliver two closes of flats with 24 flats in each close.

You can read more about the development on **page 10**.

Improving lives through QCCF

Over the past five years Queens Cross Community Foundation has distributed over £168,000 to local people and causes.

The Foundation provides grants to support community projects, voluntary organisations and individuals living in northwest Glasgow.

In 2024/25, grants given by the Foundation has helped over 300 local people. Find out more about the work achieved over the past year on **page 18 and 19**.

Gala Day

There is not long to go until our Gala Day is here! Join us at the Firhill



Complex on Saturday 16 August between 12-4pm for an action-packed day of fun for all ages.

We'll be bringing you fairground rides, live entertainment, games, farmers' market, tasty food and much more.

We can't wait to see you there.

Shoua Stephen
Chief Executive

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TELL US YOUR STORIES OF QUEENS CROSS



As mentioned in our spring issue of Focus magazine, Queens Cross Housing will be turning 50 in 2026.

And to help mark the occasion we want to celebrate you – the people who live in the communities we serve: Dundasvale, Hamiltonhill, Queens Cross, Westercommon and Woodside.

We want to tell your stories and share your photos:

- Have you been a tenant since Queens Cross Housing started in 1976?
- Do you have an interesting story about the area?
- Do you have pictures from years past or present?
- Do you have fond memories or experiences of living here?
- Do you or a family member have an interesting story about the area?

Whatever you share with us, we'll be looking to showcase them throughout 2026.

Thank you to everyone who has been in touch with us so far to share your stories.

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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North West Partners: Maryhill and Queens Cross Working Together for You

Maryhill and Queens Cross Housing Associations have been working in partnership since 2017 – and now, under the banner of **North West Partners**, we're stepping up our joint efforts to improve services for all our tenants.

From delivering newbuild homes and securing government funding to tackle climate targets, this long-standing partnership is now expanding to bring even **more benefits to you**.

What's Already Happened?



✓ One Application, More Choice

As of **June 2024**, Maryhill joined Queens Cross in using the **Find My Home** online housing application service. Now you only need to **complete one application** to be considered for homes with both landlords – giving you easier access to a **wider choice of homes** across North-West Glasgow.



✓ Better Close Cleaning

In **June 2025**, we launched a **new close cleaning service** with CAS Contract Cleaning.

Jointly appointed by both organisations, we'll be working together to make sure you see a **higher, more consistent standard of cleaning** in your stairwells and communal areas.

What's Next?

Our new **Strategic Alliance**, signed by both Boards in March 2025, will see us working even more closely together – while still remaining independent organisations.

Here's what we're focusing on next:

- Joint solutions for bulk uplifts, pest control, and damp & mould
- Better staff training and shared expertise
- Smarter ways of working to improve your services and get better value

This is all about making things easier, cleaner, and more efficient – for you and your community.



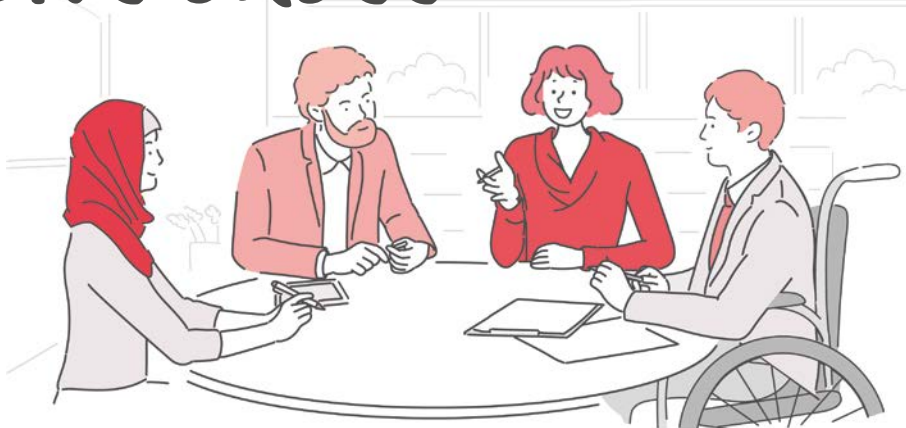
North West Partners – Working Together, Improving Services

GET INVOLVED WITH QUEENS CROSS



Our tenants are at the heart of everything we do. We want to know what's important to you so we can provide high quality services.

There are several ways you can get involved, so having your say is easy:



JOIN OUR TENANT SOUNDING BOARD

The sounding board is a flexible way for tenants to provide feedback as and when needed on a wide range of subjects such as changes to policies and services, review of service delivery and customer service.

As a member of the sounding board, you can help us in a variety of ways including:

- Answering questionnaires and online surveys
- Reviewing services
- Taking part in focus groups
- Completing mystery shopping exercises.

Training is provided which will help equip you with the knowledge needed to help improve our services.

The tenant sounding board is designed to work around your busy lifestyle, with face-to-face meetings held two to three times a year.

If you're interested in becoming a member, get in touch with us on

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

BECOME A QC GROUP BOARD MEMBER

Join one of our four Boards with the QC Group

- 1. Queens Cross Housing Association** – Providing nearly 4,500 homes across the Woodside, Hamiltonhill, Westercommon, Queens Cross & Dundasvale neighbourhoods.
- 2. Queens Cross Factoring** – Supplying a common repair and general property maintenance service to over 2,500 privately owned residential and commercial properties.
- 3. Queens Cross 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.
- 4. Queens Cross 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.

If you're an enthusiastic individual with a passion for making a difference to local communities we'd love to hear from you.

HELP US SHAPE OUR WEEKLY ACTIVITIES AND EVENTS PROGRAMME

Have an idea for an activity or events which would benefit your local community? We're always looking for feedback to help shape our events calendar.

We hold weekly activities for people of all ages across our communities as well as events throughout the year. Everyone's welcome – have a look at our website, **qcha.org.uk/whats-on** to see our full what's on list.

Advice and support from our Financial Wellbeing Team

Housing Benefit reviews for Older People

Glasgow City Council are currently undertaking reviews of Housing Benefit claims for people of pension age (this doesn't affect anyone receiving Pension Credit). They will be sending out a letter, either with a telephone appointment time or with a form to be completed and returned.

The review will request confirmation of personal details, household members and income, savings and capital.

If the appointment time is not suitable, to rearrange or provide an up-to-date contact number, please contact

Glasgow City Council:

Email:

HBReview@glasgow.gov.uk

Tel: **0141 287 2000** (Tuesday's 1-4pm or Thursday's 9am-12pm)

The council will make several attempts to contact and if unsuccessful, will also notify Queens Cross to help get in touch.

Please note, the Housing Benefit claim will be cancelled if the review is not completed, so it's very important to respond.



Universal Credit migration

Universal Credit migration continues, and this means all those in receipt of Employment and Support Allowance (ESA) will be invited to claim. A migration letter will be sent out with a deadline to apply by and the Department of Work and Pensions will make further attempts to contact.

If the claim is not made in time your ESA will end, as well as any Housing Benefit. Visit **universal-credit.service.gov.uk/start** to claim.

For help, call **Universal Credit migration** on **0800 023 2581**.



Citizens Advice Scotland can also provide support. Visit **cas.org.uk/get-advice/help-claim** or call them on **0800 023 2581** – available Monday to Friday 8am-6pm.

Or for further advice you can get in touch with **Queens Cross' Financial Wellbeing team** or **0808 143 2002** or email **financialinclusionteam@qcha.org.uk**

Please update your housing officer with any changes that may affect your rent.

Radio Teleswitch (RTS)

The technology that supports RTS electricity meters is being shut down in a phased approach over the coming months. If you have an RTS meter, you must speak to your supplier to arrange an appointment to change your meter or risk it not working properly when the switch off happens.

This could result in a loss of heating and hot water or higher costs.

You may have a RTS meter:

- If you have a separate switch box near the meter with an RTS label
- You have electric or storage heaters

- You don't have a gas supply
- If you have an Economy 7, Economy 10 or Total Heat Total Control tariff



More information can be found at **energysavingtrust.org.uk/rts-meter-switch-off/**.

If you need advice, please contact our Energy Adviser on **0808 143 2002** or email **energyadvice@qcha.org.uk**.

GAS SAFETY

EVERY
CHECK
COUNTS

It's Gas Safety Week from 8-14 September 2025 and this year's theme is 'Every Check Counts'. Regular gas safety checks are essential for keeping your home safe, your appliances running smoothly, and your family protected.

TEN TOP TIPS TO STAY SAFE



Here are ten simple steps to help keep you safe and warm in your home.

- ✓ **Only use a Gas Safe registered engineer to fit, fix and service your appliances.** You can find and check an engineer at [GasSafeRegister.co.uk](https://www.gasregisters.co.uk) or call **0800 408 5500**.
- ✓ **Check both sides of your engineer's Gas Safe Register ID card.** Make sure they are qualified for the work you need doing. You can find this information on the back of the card.
- ✓ **Have all your gas appliances regularly serviced and safety checked every year.** If you rent your home ask for a copy of the landlord's current Gas Safety Record.
- ✓ **Know the six signs of carbon monoxide (CO) poisoning** – headaches, dizziness, breathlessness, nausea, collapse and loss of consciousness. Unsafe gas appliances can put you at risk of CO poisoning, gas leaks, fires and explosions.
- ✓ **Check gas appliances for warning signs that they are not working properly** e.g. lazy yellow flames instead of crisp blue ones, black marks or stains on or around the appliance and too much condensation in the room.
- ✓ **Fit an audible carbon monoxide alarm.** This will alert you if there is carbon monoxide in your home.
- ✓ **Keep vents and chimneys clear.** Make sure you don't block any vents, as they are vital to ensure gas appliances burn properly, and chimneys need to be cleaned and checked regularly.
- ✓ **Use gas appliances only for their intended purpose.** Don't be tempted to use them for something they weren't meant for (e.g using a gas cooker to heat a room).
- ✓ **Know the emergency procedure.** If you smell gas or suspect immediate danger, make sure you familiarise yourself with the **emergency procedure** and contact the relevant number for your UK region.
- ✓ **Spread the word.** Share vital gas safety information with friends, family and neighbours to make sure your community stays safe.

NEIGHBOURHOOD PLANS

As we detailed in *our spring Focus magazine*, plans are in place to improve each of our four neighbourhoods – Dundasvale, Queens Cross, Westercommon/Hamiltonhill and Woodside – over 2025 and 2026.

Here is some of the progress we have made in each area so far:



DUNDASVALE



Plan

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.

Progress so far

We've organised a consultation session for you to come and help shape the future of Dundasvale's open space.

Join us on Saturday 30 August at the **Dundasvale**

Bowling Green for a fun, free outdoor consultation event where you get to help decide the future of this long-unused space!

We're bringing interactive activities, and a splash of creativity to help imagine what this spot could become. Whether it's bringing back the bowls, creating a toddler play area, expanding the community garden – or something completely different – your ideas matter.

This is your neighbourhood, your green space, and your chance to have a say.

Where? Dundasvale

Bowling Green

When? Saturday 30

August 2025

What's happening?

Activities, conversation, and your chance to influence the plan!

Can't make it that day? No problem! Drop in on:

Tuesday 2 September

10am-12 noon

Dundasvale Residents Hall

We want to hear from *everyone*, so pop by, have a chat, and help shape a greener, better-used space for the future of Dundasvale.



Plan

Make improvements to the community garden.

Progress so far

Rotten planters have been replaced at the community garden. Planters have also been replaced outside

Dundasvale Community Hall by Mind the Men, a men's mental health group who meet at the Hall on Monday evenings.

Our thanks go to Mind the Men for kindly replacing the planters. You can find out more about the group on **page 26**.

QUEENS CROSS

Plan

Plant cherry blossom trees at Dunard Street Playpark.

Progress so far

Our Social Regeneration team has identified three spaces where trees could be planted. We are exploring a mix of cherry and other native species such as rowan and birch. Planting will take place at the end of 2025.

Plan

Replace broken play equipment at Dunard Street Playpark

Progress so far

Funding was secured to replace broken play equipment at the play park. Our Handyperson Team have installed swings and other parts, and have painted most of the play structures.



WESTERCOMMON/HAMILTONHILL



Plan

Deliver the school holiday food programme.

Progress so far

We secured funding from Glasgow City Council's holiday programme which has covered the cost of the school holiday programme.

This has provided six weeks of games, activities, and fun at Westercommon for local children this summer holiday. Healthy meals have also been provided to attendees through

the Courtyard Pantry Enterprise. Thank you to them for their support.

Plan

Roll out financial and energy advice surgeries.

Progress so far

Our financial wellbeing drop-in sessions, which take place on the second Tuesday of each month, have been extended until November 2025.

Pop in if you're looking for any advice or support. Keep an eye on our socials.

WOODSIDE

Plan

Seek funding to continue ESOL and English language classes in the area.

Progress so far

The Association has submitted a funding bid to Glasgow City Council's Communities Fund for continuation funding over three years.

Plan

Open new allotments at Cedar Street.

Progress so far

The allotment application process has taken place and all allotments have been allocated. A waiting list is in operation for anyone interested in taking on an allotment.



You can see the full list of neighbourhood improvement plans for 2025/26 on our website – scan the QR code.



Site work begins on Burnbank Gardens project

What is the project?

Burnbank Gardens is Queens Cross Housing Association's latest new build development project located on the south side of Burnbank Gardens. The Association acquired the disused hostel formerly on the site from Glasgow City Council and demolished it in 2023.

The Association will be providing 48 flats for social rent on this site, with 24 flats in two closes, all designed to meet the needs of elderly people.

The project is a partnership with Glasgow West Housing Association.

When the building is complete, the close next to 12 Napiershall Street will be transferred to Glasgow West Housing Association.



Housing mix

The development will provide 28 one-bedroom and 20 two-bedroom flats over six floors. The eight main door flats on the ground floor have been designed for wheelchair users.

Sixteen of the upper floor flats have their own front balcony and each flat also has access to a shared balcony at the rear of each floor, overlooking the new back court.

The eight ground floor flats each have their own front and back doors and gardens and there are lifts in both closes.



Delivery timescale

The Association has appointed McTaggart Construction to build the flats. Work started in June 2025 and will last for about two years. The project is being delivered with funding from the Scottish Government's Affordable Housing Programme, Glasgow City Council, and both Queens Cross and Glasgow West Housing Associations.

New back courts

The back courts of each close will include drying areas, bin stores,

sprinkler tank rooms, rain gardens and landscaped areas for residents' use.

Allocation of the flats

When the building is near completion, the flats will be allocated in line with each Association's allocation policy.

It's not possible to reserve a flat in advance. Updates on the allocation and application process will be shared with residents.

Further information on the project can be found at qcha.org.uk/find-a-home/new-development.

UPDATE ON HAMILTONHILL DEVELOPMENT

The first phase of 178 new homes at Hamiltonhill is expected to be fully complete by early 2026. The first block of properties will be available for occupation in August and the remaining block of flats and houses off Carbeth Street will be completed by the end of 2025.

Thirty-one terraced houses for private sale, by our developer partner, Urban Union, on the corner of Stonyhurst Street and Hobart Street, should be completed in summer 2026. More details on them can be found at info@urbanunionltd.co.uk.

ALLOCATIONS UPDATE

Of the 178 homes, 129 have already been advertised on Find My Home. The remaining 49 properties, which include cottage flats and terraced houses, will be advertised in stages throughout the remainder of this year.

We are operating a **Local Lettings Initiative** for Hamiltonhill, with the aim of creating a stable and sustainable new community. To achieve this, we aim to allocate

70% of the properties to existing Queens Cross tenants who have demonstrated that they are able to sustain a tenancy.

The remaining properties will be let to applicants who have a connection to the local area or households who are experiencing homelessness.

If you are interested in applying for a property, please ensure that you are registered and keep an eye on the Find My Home website for further updates.

PHASE 2

A planning application has recently been submitted for Phase 2 of the Hamiltonhill masterplan, with a view to work starting on site in 2026. This phase will be located around Hamiltonhill Road and Caldarvan Street to provide 164 new homes, with 71 family houses for rent by the Association and 93 houses for sale by Urban Union.

More detailed information on the Association's plans for both Phase 1 and Phase 2 is available on our website at www.qcha.org.uk/find-a-home/hamiltonhill-development.



Become a Queens Cross sessional wellbeing worker

Our bank of sessional workers are essential to ensuring Queens Cross Housing maintains a high-quality service.

Our sessional wellbeing workers provide annual leave, training and sickness cover across our wellbeing teams. There are a diverse range of shifts available across the teams, including night-shift.

Sessional wellbeing workers receive regular training opportunities to ensure they carry out their role in line with the needs of the service.

Our wellbeing teams

Helping people live independently at home by providing person-centred support underpins our wellbeing service. Our wellbeing service supports the following 3 areas:

- **Wellbeing: Housing First for Young People –** Providing support to young people who are at risk or have experienced homelessness
- **Wellbeing: For Good Mental Health –** Providing support to individuals experiencing or recovering from mental health related issues
- **Wellbeing: For People Age 60+ –** Providing support, including help managing tenancies and promoting social engagement, for people age 60+.



Find out more about the role of a sessional wellbeing worker and complete an application form on our website – qcha.org.uk/vacancies



Family Wellbeing Project

Helping families make a house a home, reducing the impact of poverty and improving their overall wellbeing.

The project will work 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.





QUEENS CROSS HOUSING ASSOCIATION ANNUAL GENERAL MEETING - SEPTEMBER 2025

BECOME A
MEMBER AND
JOIN US AT
OUR AGM IN
SEPTEMBER

The 49th Annual General Meeting of Queens Cross Housing Association will take 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 and Board Members. Whilst we cannot answer questions about individual property or tenancy matters at the AGM, we aim to provide answers to topics most frequently raised by members.

The AGM is a **member only event**. 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.

If you're 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 page 14 and 15** and handing it into our office at 45 Firhill Road by Friday 15 August.. Alternatively, you



can complete a form by visiting our website –

qcha.org.uk/get-involved/association-membership.

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



Membership Form

Join Queens Cross Housing Association

Just fill in your name and address at the bottom of this form and return it to our office at 45 Firhill Road along with your £1 membership fee.



Attend the Annual General Meeting

Vote in elections for our Board

Stand for election to our Board

I am applying for membership of the Association and confirm that I have read the QCHA Rules and am committed to the Vision and Values of Queens Cross Housing Association.

I understand that my name will be added to the Queens Cross Membership Register, which is kept at the Association's premises and is available for public inspection.

NAME:

ADDRESS:

POSTCODE: DATE OF BIRTH:

CONTACT TEL NO: EMAIL:

Please confirm your connection to Queens Cross Housing Association:

QCHA Tenant ☐

Owner / private resident in the QCHA area ☐

Other (please provide details)

Please tick this box if you wish to be considered for the Board ☐

Payment made in office ☐

Payment made online ☐

Payment received
(office use only) ☐



Equal Opportunities Monitoring

Guidance note: We recognise the benefits of having a diverse membership and are committed to being an inclusive organisation where everyone is treated with respect, dignity and where there is equal opportunity for all. When your Membership Application is received the equal opportunities monitoring section will be removed. This information will be held confidentially and will only be used for the purposes of equal opportunities monitoring. All data will be treated as strictly confidential. The data you provide is subject to the provisions of the Data Protection legislation. By completing this form you are giving your explicit permission for us to process the data for equal opportunities monitoring purposes.

Ethnic Origin	
White	<input type="checkbox"/>
a) Scottish	<input type="checkbox"/>
b) Other British	<input type="checkbox"/>
c) Irish	<input type="checkbox"/>
d) Other	<input type="checkbox"/>
Asian, Asian Scottish, Asian British	<input type="checkbox"/>
a) Indian	<input type="checkbox"/>
b) Pakistani	<input type="checkbox"/>
c) Bangladeshi	<input type="checkbox"/>
d) Chinese	<input type="checkbox"/>
e) Other	<input type="checkbox"/>
Black, Black Scottish, Black British	<input type="checkbox"/>
a) Caribbean	<input type="checkbox"/>
b) African	<input type="checkbox"/>
c) Other	<input type="checkbox"/>
Gypsy / traveller	<input type="checkbox"/>
Mixed	<input type="checkbox"/>
Other background	<input type="checkbox"/>

Age	
16 - 24	<input type="checkbox"/>
25 - 34	<input type="checkbox"/>
35 - 44	<input type="checkbox"/>
45 - 54	<input type="checkbox"/>
55 - 64	<input type="checkbox"/>
65+	<input type="checkbox"/>

Religious belief	
Buddhist	<input type="checkbox"/>
Catholic	<input type="checkbox"/>
Hindu	<input type="checkbox"/>
Jewish	<input type="checkbox"/>
Muslim	<input type="checkbox"/>
Protestant	<input type="checkbox"/>
Sikh	<input type="checkbox"/>
None	<input type="checkbox"/>
Other	<input type="checkbox"/>

Sexual orientation	
Bisexual	<input type="checkbox"/>
Heterosexual / straight	<input type="checkbox"/>
Lesbian / gay	<input type="checkbox"/>
Prefer own term	<input type="checkbox"/>

Gender	
Female	<input type="checkbox"/>
Male	<input type="checkbox"/>
Non binary	<input type="checkbox"/>
Prefer own term	<input type="checkbox"/>

Marital status	
Married / civil partnership	<input type="checkbox"/>
Living with partner	<input type="checkbox"/>
Single	<input type="checkbox"/>
Separated	<input type="checkbox"/>
Widowed	<input type="checkbox"/>
Divorced	<input type="checkbox"/>

Do you consider yourself to have a disability? Under the Equality Act 2010 a disability is described as a physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day-to-day activities.

Yes ☐
No ☐

New Allotment Plots at Woodside Blooming with Life and Community Spirit

Despite a late start to the growing season, all our new allotment plots have now been taken up by local residents – with a waiting list already forming! It's been fantastic to see so much enthusiasm, especially from long-term Queens Cross tenants who are getting access to a garden or growing space for the first time.

Among the new growers are Glaswegians from all walks of life – including families from Kurdish, Palestinian, and Chinese backgrounds; many of whom bring a rich tradition of food growing with them. This mix of experience and inspiration is helping to create a truly vibrant and welcoming growing community.



A big thank you goes to Mackenzie Construction for donating a container, which has now become a vibrant feature of the allotments.

Visiting street artist Vik Chandla created stencils for local children to spray paint animal tracks onto the container – featuring wild and domestic animals found in Glasgow, as well as wildlife native to Scotland like the pine marten, which lives not far outside the city.

Around 20 children took part, leaving their mark and bringing the space to life with colour. The sun and moon now shine on either side, and words in different languages add a beautiful multilingual touch.

We're also excited about our shared community plot – a collaboration between Queens Cross and Woodside Growers – where we'll grow food together, share knowledge, and nurture stronger connections across the neighbourhood.



If you'd like to get involved, we run free weekly drop-in gardening sessions – no experience needed!

- **Westercommon Courtyard Garden:** Mondays, 10am–12pm
- **Dundasvale Garden:** Mondays, 12:30–2:30pm
- **Woodside Gardens:** Mondays, 3–5pm

Come along to grow, chat, or simply enjoy the green space.



A Spring in Their Step

It was great to see the residents of Hopehill out enjoying the April sunshine—and making inventive use of their walking aids to carry watering cans as they gardened! Fresh air, creativity, and a splash of sunshine all rolled into one.

CHAT & CHAI

- A TASTE OF NATURE AND SHARED LANGUAGES

Over sunny weeks in spring, we've been sharing herbal teas with the wonderful women from the Chai and Chat group who meet at Cedar Court. Using fresh herbs grown just outside in the communal beds including mint, fennel, rosemary, sage, thyme, we learned together how easy and healing it is to make fresh herbal teas straight from the garden.

We carefully picked "cut and come again" mint before it bolts, combined it with fennel, thyme, and even some fresh nettle leaves. Just a handful of these leaves, steeped in hot water for about five minutes, makes a refreshing, cleansing tea - warming the body and spirit.

Alongside the teas, we shared words from our own languages including English, Scots, Scottish Gaelic, Arabic, Urdu, Punjabi, Hindi and Traditional Chinese, for some of nature's essential elements that connect us all:

- Sun: شمس (Shams - Arabic), سورج (Sooraj - Urdu), ਸੂਰਜ (Sooraj - Punjabi), सूरज (Sooraj - Hindi), 太陽 (Tàiyáng - Chinese), *grian* (Gaelic)
- Moon: قمر (Qamar - Arabic), چاند (Chaand - Urdu), ਚੰਦ (Chand - Punjabi), चाँद (Chaand - Hindi), 月亮 (Yuèliang - Chinese), *gealach* (Gaelic)
- Soil: ثراب (Turab - Arabic), مٹی (Mitti - Urdu), भिँटी (Mittee - Punjabi), मिट्टी (Mitti - Hindi), 土壤 (Tǔrǎng - Chinese), *ùir* (Gaelic)
- Root: جذور (Juthoor - Arabic), جڑ (Jarr - Urdu), ਜੜ੍ਹ (Jadh - Punjabi), जड़ (Jad - Hindi), 根 (Gēn - Chinese)
- Seed: بذور (Buthoor - Arabic), बीज (Beej - Urdu), ਬੀਜ (Beej - Punjabi), बीज (Beej - Hindi), 種子 (Zhǒngzǐ - Chinese)
- Rain: مطر (Matar - Arabic), بارش (Barish - Urdu), ਬਾਰਿਸ਼ (Barish - Punjabi), बारिश (Barish - Hindi), 雨 (Yǔ - Chinese), *uisge* (Gaelic)

It was a joy to share and celebrate our languages alongside tasting nature's gifts of herbal tea. This was a small but meaningful way to connect with nature and with each other. Hearing the different translations for the word *beasties* was especially fun — sparking laughter and memories across cultures.

Some of these nature words are also featured on the donated tools container mural at Woodside, where the sun and moon are beautifully painted alongside words in all these languages. The mural stands as a vibrant reminder of the diversity and unity growing in our community.

This simple ritual of herbal tea and shared words brings warmth, healing, and a sense of belonging to our community.

The Chat and Chai group meets every Tuesday and is supported by our Social Regeneration Team and the Glasgow Communities Fund.



Details of what's happening in our communities are on our "what's on" guide – qcha.org.uk/whats-on.

Improving life opportunities through **Queens Cross Community Foundation**



Reflecting on another year of grant giving, Queens Cross Community Foundation is continuing to help and provide opportunities to local residents.

Over the past five years the Community Foundation has distributed over £168,000 to local people and causes. The Foundation provides grants to support community projects, voluntary organisations and individuals living in northwest Glasgow.

Throughout the course of 2024/25, the Foundation has awarded around £35,000 in grants, a £5,000 increase on the previous year. This has benefited over 300 people in local communities.

Funding from the Foundation also helps put on several community events throughout the year, including the Association's annual Gala Day and Christmas Fair.

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 dedicated to improving lives in Queens Cross.

"We all need a helping hand now and then, and that's exactly what the Foundation is here to offer when it matters most."

The Community Foundation operates three grant schemes for local people:

Community Chest

First launched in 2018 as part of the Queens Cross Group's response to challenge poverty, our Community Chest grants are available for young people aged up to 25.

Young people can apply for a grant of up to £150 which can help them access extra-curricular and personal development opportunities.

A total of 62 Community Chest grants were awarded in 2024/25, totalling just over £8,000 and it's helped young people in a number of ways – including helping a parent purchase a new bike for their daughter:

"My daughter has delayed speech, and is currently being supported by a speech therapist. She indicated an interest in cycling as she has seen other children riding bikes.

"Receiving a bicycle from Queens Cross Community Foundation has encouraged my daughter to do more outdoor play which has increased her physical and mental wellbeing."



Small Grants Scheme

The small grants scheme is for people of any age or for groups or organisations. Our small grants can meet individual needs or provide financial support for projects that will benefit local people.

Grants totalling £14,370 were awarded in 2024/25, which is an increase from last year and reflects our desire to see more funding go to local organisations.

Funding through the scheme has gone towards many local initiatives including a children's summer camp, a family learning centre and towards a school trip to the Italian Alps.

Family Wellbeing Manager Alana Stewart said: "The Queens Cross Community Foundation grants have been a great benefit to families within Queens Cross.

"I have seen how the grants have had a positive

impact on children's health and wellbeing through the different items received. Also helping individuals with more specific funding items which was not accessible elsewhere for improving home conditions.

"Queens Cross Community Foundation understand these barriers. Being able to apply for funding which is not available elsewhere is of great benefit to the work I am doing."



John Gray Bursary Scheme

The John Gray Bursary Scheme provides financial support for local people starting further education. Applicants can apply for up to £2,000 to help support them during their studies at college or university.

Since its launch in 2022, grants totalling £34,000 have helped 18 students starting full-time and part-time courses purchase educational essentials such as textbooks and specialist equipment to aid their studies.

The Bursary supported 7 full time applicants in 2024/25 including Adnan, a medical student studying at the University of Edinburgh.

"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 receiving the grant I was able to buy a new stethoscope, medical scrubs, lab coat and some medical books."

Queens Cross Chief Executive Shona Stephen highlighted how important these schemes are to improving life opportunities to local people:

"These are challenging times for many across the country, and all too often it's the joyful, enriching parts of life like hobbies, trips, or learning something new that fall by the wayside.

"At Queens Cross, we're committed to doing our part. That's why we've made it simple to apply for our small grants, helping residents and their children access the opportunities they choose – so they don't have to miss out on the things that bring happiness and growth."



LOCAL EVENTS THIS SUMMER

Hame'll Dae Me

No need for tropical beaches and exotic flights when you can experience a 'Hame'll Dae Me' summer full of adventure right here in Scotland thanks to the National Library of Scotland at Kelvin Hall!

Join them and journey through the last 100 years of trains, boats, cars, bikes and hikes. There'll be:

- Craft activities
- Lego activities
- A transport trail
- A film quiz
- Films to transport you through a century of Scottish travel.



All activities are available on a drop-in basis. Come along and join in the fun!

When?

- Running daily until Saturday 9 August, 11am-4pm

Where?

- Kelvin Hall, 1445 Argyle Street, G3 8AW

How much?

- This is a free event.

More details

- Visit nls.uk/whats-on/hamell-dae-me for more information.

Summer Stories and Collecting

Join Annan Gallery for their summer exhibition, 'Summer Stories and Collecting' – a seasonal celebration of art during July and August of colour, memory, and imagination!

The exhibition brings you one of the largest and most varied collections of paintings by Annan's gallery artists, offering unique reflections on summer through landscape, light, and personal perspective.

From breezy coastlines and sweeping mountain views to bold



abstracts and intimate still-lives, each piece tells its own story. A carefully curated selection of off-season works adds contrast and depth to the shows.

When?

- Tuesday-Friday 10am-5pm
// Saturday 10am-5:30pm // Sunday 12pm-4pm until 31 August

Where?

- 164 Woodlands Road, G3 6LL

How much?

- This is a free event.

More details

- Visit annanart.com for more information.

Kelvingrove Discover

Take a trip to Kelvingrove Art Gallery and Museums and find out what it has to offer with their Discover events.

Kelvingrove Discover provides the opportunity to explore and learn from the museum collection, a chance to make and create, and handle and discuss objects.

The Discover events are different every week and different spaces and galleries are explored each week. When you visit, ask a member of staff where the Discover events are



located and join in the fun!

Sessions are for 5-11 year olds, accompanied by an adult.

When?

- Sessions run every Saturday from 1.30-4pm.

Where?

- Kelvingrove Art Gallery and Museum, Argyle Street, G3 8AG

How much?

- This is a free event.

More details

- Visit glasgowlife.org.uk/event for more information.



Queens
Cross
Housing
Association



Queens
Cross
Community
Foundation

Thanks to our main sponsor



WRIGHTKERR
ALL TRADES LTD

GALA DAY

2025

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

**FREE
ENTRY**

LIVE ENTERTAINMENT

GAMES AND ACTIVITIES

FAIRGROUND
RIDES

CRAFT STALLS

SPORTS

FARMERS' MARKET

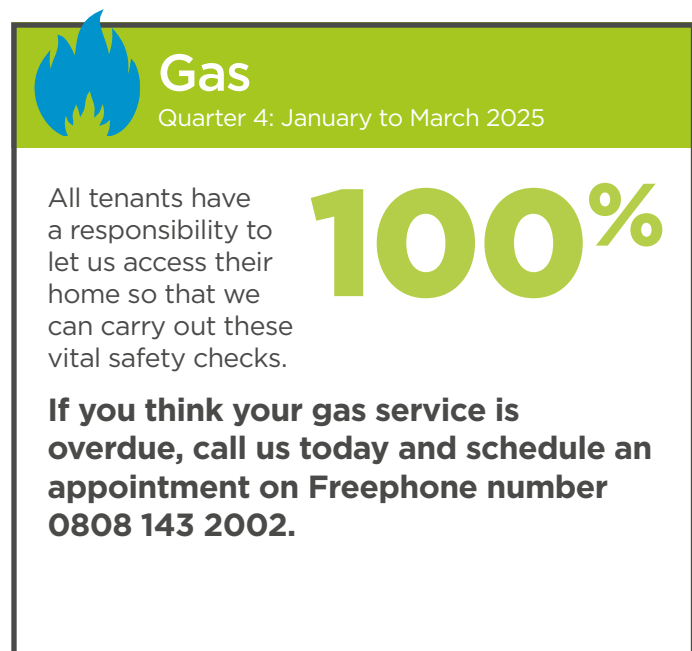
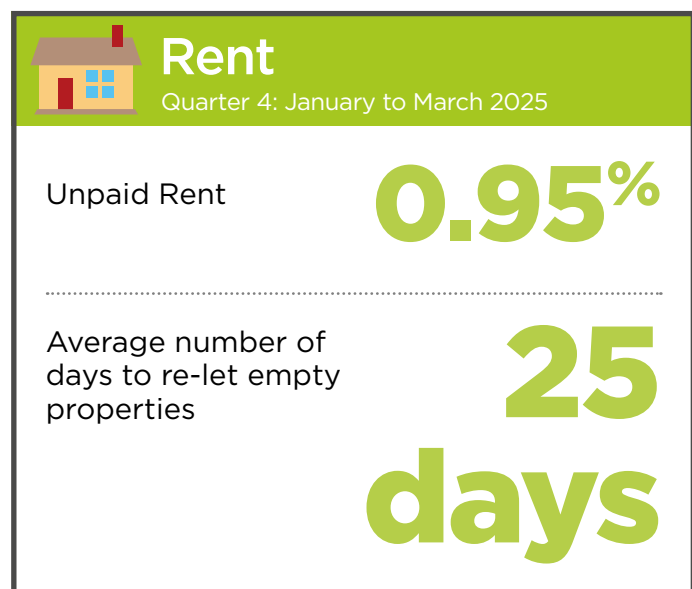
FOOD AND
REFRESHMENTS

...and much more!

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 2025.

QUARTER 4: JANUARY TO MARCH 2025



Your services, **your say**

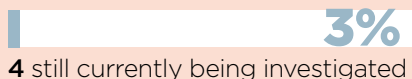
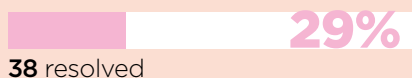
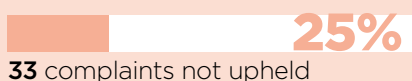
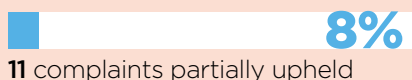
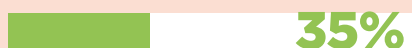
Complaints

In January, February and March 2025 we received **132** complaints. When you complain, we aim to investigate and then reply to you within **5 working days**.

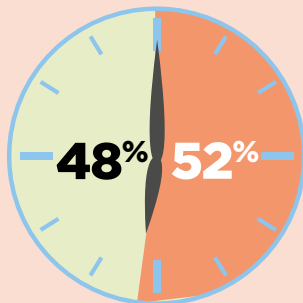
If you're unhappy with the response we give you at this stage, we'll move your complaint on to the second stage (stage 2) and aim to reply within **20 working days**.

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



Complaints responded to within timescales



64 complaints responded to within timescale

68 complaints responded to outwith timescale

Compliments

We received **17** compliments from customers from January to March 2025.

Here are some of the things customers said:

“Tenant called to give compliments to Gary and Douglas concerning the way they carried out the inspection for mould. She said they were very professional, and they were swift in getting the contractors started on the job. She said they were brilliant and very graceful.”

“Tenant wanted to thank housing officer very much for getting the bin area cleaned. She said it’s beautiful and she is very happy.”

Learning from complaints

Complaints stayed the same compared to last quarter. We are currently reviewing how we respond to complaints with the focus on closing more complaints at front line.

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

Introducing CX Feedback



The way we collect your feedback has changed

As of 1st July 2025, we moved to a system called CX Feedback. This system has been specifically made for social landlords and gives more options on how we gather feedback about our services. As this system is introduced, you will see some changes to the way we communicate with you.

What does CX Feedback do?

The system enables us to send out surveys via text, email or a phone call so we can listen to your views on different subjects. The system can also text you directly with updates and messages about your local area and things that affect you. We will be able to target this so the information that we send will only be relevant to you and your neighbours.

You can find out more about CX Feedback on our website - qcha.org.uk/news

INVESTMENT PROJECT UPDATES

We have a number of investment projects on the go. If your home is included in any of the below projects, we'll keep you up-to-date with the latest developments as each project progresses.

Projects on site

- **Westercommon Maisonettes – Internal home refurbishment**

Home improvements to the maisonettes at



Westercommon are continuing – with completion of all properties expected by autumn 2025. Tenant feedback of the project is largely positive, with an 80% positive satisfaction rate.

Thank you to all tenants involved for their cooperation and patience while the works are completed.

- **Maryhill Road – Stone works**

Stone work improvements have been made to the blocks at 114, 124 and 134 Maryhill Road.



Following the works the blocks now look stunning.

Projects in design/procurement stage

- **Westercommon High Rise – Kitchen, bathroom, rewire and ventilation**

The design team is in place and they are looking at the technical issues involved with the proposed works.

Individual homes surveys will commence to block 187 in the summer, with some open day arranged around the same time for local residents to find out more about the project.

- **Springbank Street, Northpark Street and Firhill St – Window and doors**

Individual home surveys to be undertaken in the Summer. Contractor procurement to be undertaken also in the summer, with anticipated site start in the Autumn.

- **Cedar multi-storey flats – Common entrance doors**

Scope for the works is underway, with the selection of a contractor due in the summer and the doors planned to be replaced in the autumn.

- **Windsor Street – Façade works**

Surveys are taking place and design solutions are planned in the summer as well as the appointment of a contractor. Works are anticipated to start in the autumn.

- **Cromwell Street – Lift replacement and internal common works**

Surveys and design solutions are being undertaken in the summer, with a contractor being chosen in the autumn. Site work is expected to begin in early 2026.

- **Dundasvale Car Park – Concrete repairs**

Survey works will be carried out in the summer, with the appointment of a contractor taking place in the autumn. Work is planned to start in early 2026.

Money Matters with John Baird of Advice Direct Scotland



John, out and about at a foodshare project near Glasgow

Advice Direct Scotland is a charity that provides free, independent advice on:

- Consumer rights
- Debt and budgeting
- Energy issues
- Benefits
- Housing
- Employment and family matters
- HMRC tax queries including PAYE and National Insurance

Call us now or visit our website -
0808 800 9060//
www.advisedirect.scot

John Baird has worked with the country's biggest digital advice agency for more than two years. He told Queens Cross about his role at Advice Direct Scotland and shared some helpful advice for tenants.

What is the best part of your job?

It is great to be able to help people who may be in a difficult situation

due to debt, welfare or other issues. It feels great to try to reduce inequality in Scotland and help people get the help they need.

What are the big issues for you right now?

We have been dealing with a lot of enquiries about the Radio Teleswitch Service (RTS) meter switch off which will affect thousands of people across the nation. We have also recently been appointed as the official advice agency for heat networks, or district heating as they are sometimes known. It is a fascinating area.

What are your tips for tenants?

I recommend that tenants always try to stay informed about their rent and any local changes. Knowledge is power! Keeping up to date can make budgeting easier and help avoid unexpected issues.

Frequently Asked Questions

I've missed a council tax payment. What should I do?

Don't panic but don't ignore it. Council tax is a priority debt. Contact your local council to set up a repayment plan. You can also speak to a free adviser at **moneyadvice.scot** or call **0808 196 2316**.

What happens if I don't deal with the council tax I owe?

Councils can act really quickly - wage or bank arrestments, benefit deductions, and even tenancy risks. Act early and seek advice.

Can I get a reduction on my council tax bill?

Yes. If you're on a low income, live alone, or receive certain benefits, you may qualify. Contact your local authority or call Advice Direct Scotland to check eligibility.

I'm juggling multiple debts. Where do I start?

Focus on priority debts like rent, council tax and energy bills. Advice Direct Scotland can help you budget and explore options like debt payment programmes or breathing space.

What if I'm too anxious to open my bills?

You're not alone. Avoiding bills can worsen the situation though. Our trained advisers offer non-judgmental support to help you take the first step.

Is your service really free?

Yes! Advice Direct Scotland is a registered charity regulated by the Financial Conduct Authority. All advice is free, confidential and impartial.

Mind the Men



Who are Mind the Men?

Mind the Men are an independent suicide prevention peer to peer support group where men can meet in a safe place, talk openly, be listened to and feel supported.

It started in 2018 in honour of Grant Macdonald who sadly lost his life to suicide.

They offer men who are struggling a safe place where they can talk openly and be listened to without judgement and feel supported.

When and where do they meet?

The group meet every Monday, including bank holidays, from 7-9pm at Dundasvale Community Hall.

The venue offers a relaxed, informal setting for members to go along and talk, have a cuppa and leave feeling better than they did when they arrived.

Regular social events

The group also arrange regular social events throughout the year including fishing trips, attending gigs, the theatre, Christmas nights and many other activities.



“The time you least feel like doing something is the best time to do it.”

See you at the club

At MindtheMen you are a member for life.

Get involved

If you're feeling isolated or would like to talk to someone, Mind the Men is the perfect group to meet other people and share your experiences.

The group is free to attend. For more information on the group, visit mindthemen.co.uk or follow them on Facebook – facebook.com/mindthemen.

BUSY TIMES AT QC WORKSPACE



In the shift from spring to summer we have had a particularly busy time at Queens Cross Workspace, with a high volume of enquiries and a number of new tenants joining our community.

Within our portfolio we have 77 diverse commercial units including office, workshop, retail, cafe, and warehouse space, each with their own unique offerings from many amazing tenants. Within the last quarter

we have had a lot of movement but our units haven't been available for long, demonstrating the growing appeal of being part of the supportive business community at Queens Cross Workspace.

During this busy period, we've had the pleasure of welcoming several fantastic businesses who have chosen to open their new premises with us.

Conscious Life Daily

Based in Unit 5 Hathaway Business Centre, Conscious Life Daily offers holistic wellness services including massage, sound baths, breathwork, and meditation – helping individuals find balance, relaxation, and mental clarity through natural practices. To get involved or book a session, visit **consciouslifedaily.co.uk** or give them a call on **07565 028189**.



Networking event

Turning to another highlight, we recently ran a networking event for



Queens Cross Workspace tenants where we were joined by guest speaker - Jamie Ballantine from the Social Regeneration team. He shared his experience of applying for grants by offering practical tips and real-world examples. Jamie's talk sparked great follow-up conversations, and it was fantastic to see many of our tenants connecting and exploring potential collaborations for the future.

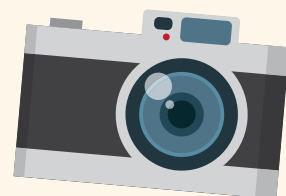
Be sure to check out our website – **www.qcworkspace.co.uk**, and follow qcworkspace on Instagram and LinkedIn to ensure you don't miss out on our latest updates!

Right Professionals

Right Professionals, security training company, established in 2022 has opened a training centre at 104A Cedar Court. They offer comprehensive courses for security guard training, door supervisor training, and CCTV operator training, allowing individuals to enter employment in the security industry. To learn more or enrol in one of their courses, visit **rightprofessionals.co** or call Javed on **07577997888**.



Smart Property Maintenance and Smart Snaps Photography



The two companies have collaborated to open their new office and studio space in Suite 2 Firhill Business Centre. Smart Property Maintenance offers a range of

maintenance services across the west of Scotland and Smart Snaps is a newborn and family photographer, offering timeless photos you'll love forever.

To get in touch, email Smart Property Maintenance at **info@smartpm.co.uk** or Smart Snaps Photography at **smartsnapss@gmail.com**

CELEBRATING EMPLOYEE EXCELLENCE AT QUEENS CROSS!

We recently took the time to recognise some of the outstanding work happening across the organisation through our latest Employee Excellence Awards.



GARY SUTHERLAND

Gary was recognised for the way he led on two supported accommodation projects at 494 Great Western Road and Wilton Street. Over six months, he worked closely with Glasgow City Council to agree refurbishment specs, resolve issues and oversee works on site. The Council were full of praise, telling us they wished all housing associations showed the same commitment to getting things done quickly and to a high standard.



CRAIG STIRLING & ROBERT MCALEER

When a major gas leak forced residents to evacuate their homes in February, Craig and Robert were quick to respond. They worked alongside the emergency services and opened up our community space at 472 Maryhill Road to make sure people had a warm, safe place to go – complete with tea, biscuits and toilets. Their actions showed just how important the Association is in times of crisis.



SEAN MCNEILL

Sean works night shifts in our Wellbeing for Young People service and was recognised for the care, creativity and energy he brings to the role. From dressing up as Santa and fundraising in his own time, to improving health & safety processes and reducing service costs, Sean is always looking for ways to do more for the young people we support.



AMANDA REID & JOAN DAVIDSON

While out on visits, Amanda and Joan were approached by a young couple whose baby had stopped breathing. Acting instinctively, they stepped in to help – and thanks to their quick thinking, the baby recovered. A moment neither of them will forget, and a truly remarkable example of staying calm under pressure.

A HUGE
WELL
DONE
TO EVERYONE.

Sunshine and smiles at Queens Cross Community Foundation walk

We couldn't have picked a better day for the Queens Cross Community Foundation sponsored walk in May.

Around 50 participants took part in the walk, which started at Dundasvale Residents Hall and concluded with a gathering at The Courtyard in Westercommon where local community members also joined to enjoy hotdogs, refreshments, and some well-earned sunshine. The walk and gathering saw around 70 people take part in total.

The event allows participating groups to retain 80% of their fundraising total for their own aims, with the remaining 20% supporting Queens Cross Community Foundation.

These funds go directly towards local grant initiatives including the Community Chest, the small grants scheme, and the John Gray Bursary. You can find out more about these schemes on page 18-19.

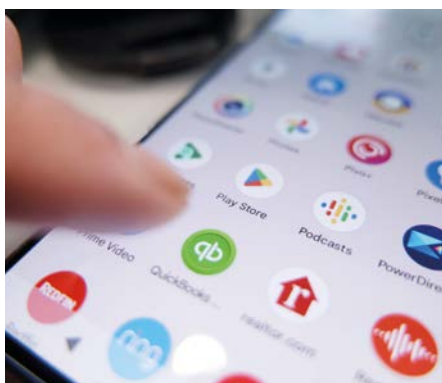


New QC App progressing well

We're gearing up for the launch of our new QC app in September.

If you used the previous version of our app, we'll be in touch with you ahead of the launch with instructions on switching over to the new app.

The 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.



Lintel Trust funding

The Association has received £500 funding from the Lintel Trust as a result of recycled items placed in the clothing bin on Dunard Street.

Thanks to the hard work of local residents recycling their old or unwanted clothing, just over **2.5 tonnes of textiles** have been collected to date.

This funding will go back into making environmental improvements in the area, including upgrades to Dunard Street Play Park as part of our neighbourhood improvement plans. You can read more about them on page 8-9.

Well done to everyone!

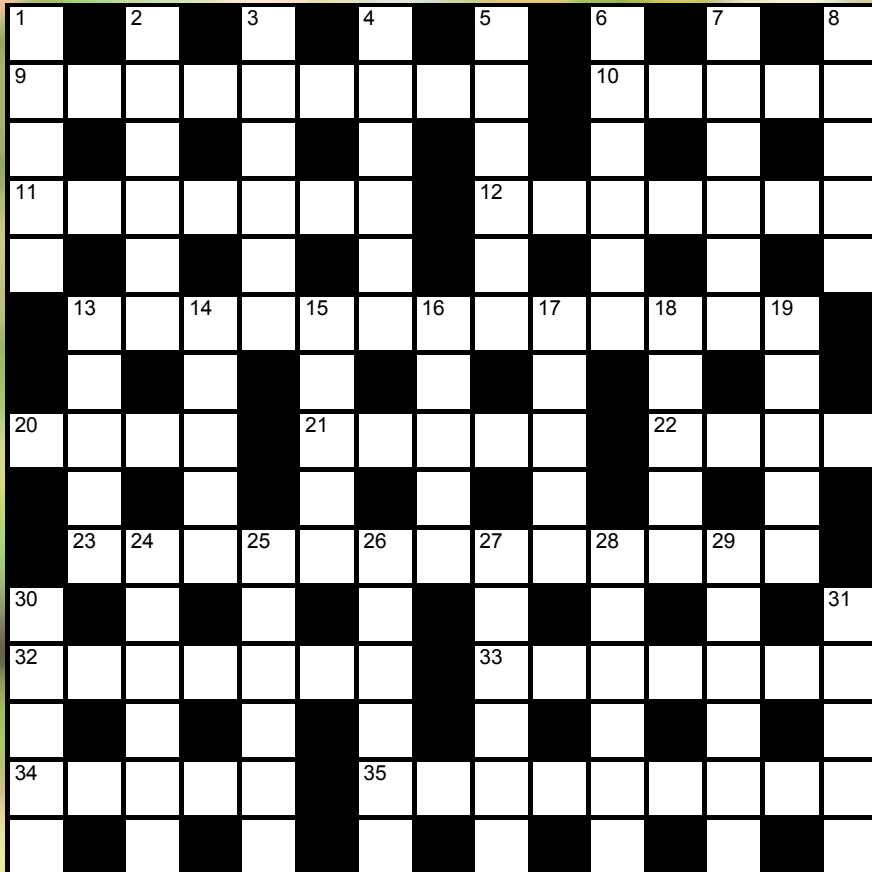


PUZZLE ANSWERS

Across: 9 Earthworm, 10 Octet, 11 Encores, 12 Ensnare, 13 Problematical, 20 Hi-fi!, 21 Allot, 22 Mayo, 23 Temperamental, 32 Stomach, 33 Support, 34 Rouse, 35 Surveying.
Down: 1 Jewel, 2 Grocer, 3 Cherub, 4 Mousse, 5 Amoeba, 6 Bonsai, 7 Ottawa, 8 Usher, 13 Print, 14 Odium, 15 Lease, 16 Malta, 17 Tithes, 18 Comet, 19 Loyal, 24 Exodus, 25 Peaked, 26 Rehash, 27 Misery, 28 Nephew, 29 Adonis, 30 Tsars, 31 Stags.

Feeling Puzzled?

Crossword



Across

- 9 Wiggler (9)
 10 Eight singers (5)
 11 Curtain calls (7)
 12 Trap (7)
 13 Debatable (13)
 20 Equipment for the reproduction of very good sound (2-2)
 21 Set apart (5)
 22 Irish county (4)
 23 Unpredictable (13)
 32 Tolerate (7)
 33 Sustain (7)
 34 Awaken (5)
 35 Appraising (9)

Down

- 1 Gem (5)
 2 Dealer in foodstuffs (6)
 3 Winged child (6)
 4 Sweet dessert (6)

- 5 Simple life form (6)
 6 Dwarfed tree (6)
 7 Capital of Canada (6)
 8 Speak (5)
 13 Publish (5)
 14 Intense hatred (5)
 15 Hire (5)
 16 Island awarded the George Cross (5)
 17 A tenth part (5)
 18 Celestial body (5)
 19 Faithful (5)
 24 General escape (6)
 25 Maxed (6)
 26 Make over (6)
 27 Wretchedness (6)
 28 Son of one's brother or sister (6)
 29 Very handsome young man (6)
 30 E.g. the Romanovs (5)
 31 Male deer (5)

Sudoku

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

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

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

Email:
contactus@qcha.org.uk

Website:
www.qcha.org.uk



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.

SEPTEMBER WEEKEND HOLIDAY

Our offices will be closed on Friday 26 and Monday 29 September for the September Weekend holiday.

YOUR LOCAL COUNCILLORS

Ward 10: Anderston, Yorkhill, City

- Eva Bolander (SNP)
- Phillip Braat (Independent)
- 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



INVESTORS IN PEOPLE
We invest in people Gold

