



Queens
Cross
Housing
Association

qcha.org.uk

focus

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

WINTER 2025

LOOKING TO THE NEXT FIVE YEARS

QC Business Plan 2025-30 P4-5

**Rent
consultation
2026/27**

Have your say P6

Preparing for winter
Tips and advice P13

**Community Chest
nearing milestone**

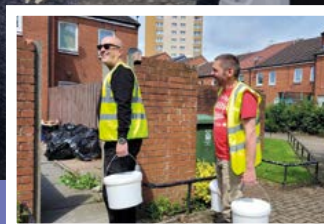
Approaching 1,000 awards P16



**COURTYARD PANTRY
UNITY MARKETS**
Page 7



**NEIGHBOURHOOD
IMPROVEMENT PLANS**
Page 8-11



**PILOT PAINT PROJECT
LAUNCHED**
Page 15



EVENTS THIS WINTER
Page 20-21

Looking ahead

As we near the end of another year at Queens Cross, exciting plans are well underway for 2026 and beyond.

Business Plan 2025-30

We're delighted to launch our 2025-30 Business Plan which details our aims, ambitions, priorities and some challenges we'll face over the next five years.

Our plan has been shaped by you and involves years of research, information gathering and listening to our tenants. This provided us with important feedback on what the Association should be prioritising over the next five years. You can read about our plan on **pages 4-5**.

Neighbourhood Plans

We've been busy this year making improvements across our neighbourhoods and we've got more planned for 2026.

Broken play equipment including swings, roundabouts and climbing frames has been repaired or replaced at Dunard Street and

Westercommon play parks. Improvement work has also taken place at the community garden in Dundasvale.

Have a look at more updates on **pages 8-11**, and scan the QR code to see the full list of plans for 2026.

Preparing for winter

The cold weather has certainly arrived which can cause a range of issues. We've put together some handy advice, numbers and websites to keep with you just in case you need them. You can find these on **page 13**.

Winter events

Christmas is coming, and we've scoured the web to find some of the best local events taking place over the festive season.

From pantos to Christmas gatherings, and a bit of local history mixed in - there's hopefully something for everyone to enjoy. You can read these on **pages 20-21**.

I hope everyone has a very Merry Christmas and happy New Year.



Shoua Stephen
Chief Executive

CONTENTS

- 4** Business Plan 2025-30
- 6** Rent consultation for 2026/27
- 7** Courtyard Pantry unity markets
- 8** Neighbourhood improvement plans

- 12** Out of hours emergency service
- 13** Preparing for winter
- 14** Development updates
- 15** Pilot paint project
- 16** Queens Cross Community Foundation
- 18** Local activities



17 Gala Day

Co-Wheels Car Club

Pay as you go car hire



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

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

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

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



27 QC Workspace

19 Working Rite

20 Winter events

22 Performance

24 Pest control

25 AGM

26 Tenant sounding Board

28 New partnership with SOLIS

29 News in brief

30 Puzzle page

31 Useful numbers

LOOKING TO THE NEXT FIVE YEARS

Keeping rents affordable and investing in our tenants' homes are two of our biggest aims in our new Business Plan, focusing on the Association's ambitions up to 2030.

The plan is a culmination of years of research, information gathering and listening to our tenants, who gave us invaluable feedback on what the Association should be prioritising over the next five years.

Everything we do is driven by what you tell us. Tenants have been very clear that their key priorities are keeping rents affordable, investing in their homes, maintaining clean and safe neighbourhoods and being heard.



OUR AIMS FOR 2025-2030 ARE:



To keep rents affordable



To invest in our tenants' homes



To provide safe and attractive neighbourhoods



To involve our customers in our decision making



To attract and develop our future workforce

In the plan we look at some of the challenges the Association will be faced with over the next five years. These include the increase of building and construction costs, which have risen by over a third since 2020.

But we also look at the opportunities available to us in that timeframe, like building on our partnership with Maryhill Housing Association which has expanded over the last few years to share knowledge, improve services and reduce costs where possible.

We are also working on strengthening our strategic voice with wider city and national partners such as Glasgow City Council, Glasgow Health and Social Care Partnership, Scottish Government and Scottish Canals to influence spending decisions for the area to increase and improve the focus on placemaking, access, transport and employment as well as physical and social regeneration.

This model of joint and partnership working will be crucial in keeping costs down and rents affordable.



"This new plan comes on the back of solid delivery in 2020-25 where we saw hundreds of houses built at Hamiltonhill, the transformation of the public spaces around Cedar multis and significant improvement works to maisonettes in Westercommon, along with the opening of a new home for our Wellbeing for Young People's service on Garscube Road."

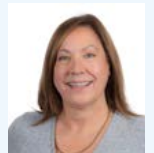


"We know there is much still to do and this plan outlines how we aim to respond to our tenants' aspirations by continuing to deliver high quality homes in safe, attractive neighbourhoods while keeping rents affordable."

Andrew Buras

Queens Cross Housing Board Chair

"Over the last 50 years Queens Cross has become much more than a housing association. We now deliver services for young people, families and older people as well as community activities and money and benefits advice services. We have become a key community partner which we will celebrate in 2026, our anniversary year."



"During the period of our next plan, residents and the association will have to work closely together to ensure all our available resources – people and funding – will deliver the best future for our communities."

Shoua Stephen

Queens Cross Housing Chief Executive



Scan the QR code to read our full 2025-2030 Business Plan on our website.



Rent Consultation

2026/27 *YOUR HOME, YOUR VOICE*

Why are we talking to you about rent?

We know that any increase in rent affects you. As your landlord we need to consult with you about our proposed annual rent increase. We want to be open about the reasons, the choices we've made, and how we plan to use your rent money to deliver the services you expect.

Proposed increase

We are proposing that our rents increase by 6% from 1 April 2026. We have tried hard to keep this increase as low as possible, while still covering our rising costs. Our commitment is to keep rents **affordable**, whilst providing a good quality service.



What 6% increase means for your rent

The table below gives examples of average rents for Queens Cross properties and what an increase of 6% would mean to household budgets.

Size / type	Current monthly rent - examples	6% increase per month	Rent from April 2026
1 Apartment	350.11	21.01	371.12
2 Apartment	396.92	23.82	420.74
3 Apartment	414.04	24.84	438.88
4 Apartment	463.16	27.79	490.95

HOW TO JOIN THE CONVERSATION

We have sent everyone a rent consultation leaflet and survey through CX Feedback. Simply click on the link and complete the survey. Or you can:

- **Write:** Complete a consultation form and return it to our office at 45 Firhill Road.
- **Online:** Complete a consultation form on our website at qcha.org.uk/rent-consultation
- **Email:** Email contactus@qcha.org.uk with the heading 'rent consultation'
- **Talk/video call:** Speak to your Housing Officer for further details.
- **Phone:** Call us on **0808 143 2002**

If you'd like a printed rent consultation survey, get in touch with us and we'll send one out to you.

New unity market launched at Westercommon

A new community market at Westercommon selling fresh local produce is proving a hit with residents.

Starting in September 2025 the 'Westercommon Unity Market', currently held one Saturday a month at The Courtyard Pantry, offers a range of high-quality fresh fruit and vegetables at an affordable price.

The market also works with local suppliers to source products including bread, cakes and other consumable goods to sell at the market.

Dale Todd, Managing Director of the Courtyard Pantry Enterprise, introduced the market to bring high-quality produce to the local community at an affordable price.

"The objective of the market is to make it easy for people to do a shop on their doorstep. There's a real appetite for people looking for access to local, good-quality, healthy produce."

"The market's our way of widening access to the local area so people don't need to jump on a bus or get a taxi to go to a big supermarket. We source the food and sell it at a reasonable price."

"We're thankful to Queens Cross for supporting us in using the space at Westercommon to set the market up."

There's also a suggestion box at the market, inviting feedback from residents on which produce they would like to see sold at the market. Dale and his team then source the



products, so the community have a hand in what is offered.

Plans are in place to expand the market in 2026, holding it every two weeks so residents can incorporate it into their weekly food shops.

"Come down, have a look and try it. We also open the café where we sell homemade cakes, teas and coffees and breakfast rolls."

"It's called the Westercommon Unity Market as it's for everybody, the whole community."

The next unity market will take place on Saturday 13 December from 10am-2pm. Follow 'The Courtyard Pantry' on Facebook and Instagram for more information and to keep up-to-date with the latest events.

NEIGHBOURHOOD IMPROVEMENT PLANS UPDATE



As we move towards 2026, have a look at pages 8-11 at some of the progress we have made in each area of our neighbourhood improvement plans.



DUNDASVALE

Plan

Consult community on the future use of bowling green space

Progress so far

We held a consultation event on 30 August and a drop-in session on 2 September where we received plenty of useful feedback from local residents. Using the bowling green space to provide opportunities to children was an important priority to those who provided feedback.

We're currently evaluating all the great feedback we received and are planning the next steps on future plans for the space. Thanks to everyone who came along to the sessions and shared their views.



Plan

Make improvements to the community garden

Progress

Rotten planters were upgraded and the trellis fencing at the community garden has been replaced, helping to further improve the garden and make it look fresher.

Plan

Make common area improvements at 4, 8, 14, 18 and 20 Dundasvale Blocks

Progress so far

Security entry doors have been repaired and some lighting issues in these blocks have been fixed. The Association is investigating the option of installing sliding doors where possible to enhance security.

A phased painting programme for communal and deck access areas is being planned for 2026/27.

QUEENS CROSS

Plan

Replace broken play equipment at Dunard Street play park

Progress

Play equipment at Dunard Street play park has been repaired and upgraded thanks to funding from Glasgow City Council's LEZ Community Grant Scheme.

This targeted investment has allowed us to bring several pieces of equipment back into safe and enjoyable use. At Dunard Street, we've replaced six swings, renewed the roundabout's rotation mechanism, installed a new cargo net, and fitted a new bridge on the climbing frame.



New swings

We've also replaced a small toddler stool and one of the climbing wall sections. In addition, work is currently underway to replace the grass safety mat by the slide. This work has involved specialist playground manufacturers and suppliers to source and install the parts.

A big thank you also goes to our handyperson team who assisted with this work and to Clark Contracts, who repainted the equipment to give the park a bright, fresh look just in time for the October school holidays.



Before (inset pic) and after (main pic)

Plan

Improve bin facilities in the community

Progress so far

We're working in partnership with Glasgow City Council to install new bin hubs in specific locations in the area. This will be a trial period and we'll be in touch with residents with more information once the locations have been confirmed.

We're also exploring the option of installing gates to protect back court bin areas.

Plan

Plant cherry blossom trees at Dunard Street playpark

Progress so far

Three new trees will be planted in the park before the end of 2025, improving the look and boosting biodiversity in the area. The native trees are a mix of cherry, rowan and birch. Three trees will also be planted at Westercommon as part of the project.

Plan

Identify areas to plant wildflowers

Progress so far

A few areas have been identified in the Queens Cross area to plant wildflowers. A plan is being formalised to organise the work to take place.

Continues overleaf...

NEIGHBOURHOOD IMPROVEMENT PLANS UPDATE



Continued...

WESTERCOMMON

Plan

Deliver the school holiday programme to local children

Progress

Local children enjoyed games and activities and fresh food provided by The Courtyard Pantry at the Association's summer holiday food programme.

Our team of youth workers delivered a wide range of activities including kite making, talent shows, mug painting, tie dye t-shirts and lots of outdoor play.



Plan

Begin large scale refurbishment programme of Westercommon multi-storey flats

Progress so far

The design team have now been appointed and are 90% through the design process. We are piloting the design in one of our properties and once complete, we'll carry out a review.

This will allow us to create a 'show flat' to let residents see the works that will be carried out to their home.

The tender process for appointing a contractor for the project has started and hopefully be complete in early 2026. This process will make sure the highest, quality contractor is appointed for the project to complete the refurbishment works to the best possible standard.

Several consultation events will be organised to give tenants more information about the works. We are in the process of appointing a dedicated tenant liaison officer (TLO) to support the project.



Works will begin at Block 187 Westercommon Road. The new TLO will start to visit tenants in

this block to carry out pre-works surveys in early 2026.

NEIGHBOURHOOD IMPROVEMENT PLANS UPDATE



Plan

Replace broken play equipment at Westercommon Road play area and Panmure Place.

Progress

Glasgow City Council's LEZ Community Grant Scheme has supported repairs at the Westercommon Road play area.

The Aeroskate area has now been brought back into use. This included replacing all moving parts, installing new chains and ground anchors and carrying out patch repairs to the wet-pour safety surface. The next phase at this site will be to paint the teen shelter, improving its appearance and longevity.

In addition, the fund covered a replacement bearing mechanism at the toddler play park on Panmure Place.

As part of the grant, new tree planting is also taking place to help contribute to tree planting in the city. Three native trees will be planted at Westercommon during autumn/winter.

The LEZ Community Grant Scheme is funded using fines collected from non-compliant vehicles entering the city's Low Emission Zone. Our thanks go to the association's social regeneration team for securing this funding and overseeing the improvements.



WOODSIDE



Plan

Open new allotments at Cedar Street

Progress so far

The allotment spaces are proving to be extremely popular with local residents. Among the growers are Glaswegians from all walks of life including families with Kurdish, Palestinian, Chinese and Maryhill backgrounds – helping to create a vibrant and welcoming growing community.

Funding has been secured to provide a polytunnel on site, which will provide a covered growing area for fruit, vegetables and flowers. This will be installed before the end of the year.

Plan

Seek funding to continue ESOL & English classes

Progress so far

We're waiting for Glasgow City Council to make their funding decision which will be confirmed at a council committee meeting. We'll update residents when we find out the results of the funding decision.

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





Out of hours emergency service

Our out of hours emergency repairs service operates when our offices are closed after 5pm, at the weekends and on public holidays. Many of our out of hours calls are not classed as an emergency, however, we need to make sure we capture and respond to emergencies, quickly and effectively.

From late-November onwards, we'll be trialling a voicemail facility during out of hours times. This will free up our caretakers to carry out their role and essential services.

What happens when you call us during out of hours?

If you need to report an emergency, please call us on **0808 143 2002** and leave a message – the team will call you back asap and either attend or raise the emergency to the correct contractor.

Emergency repairs are prioritised where there is a risk to the health & safety of our customers and are carried

out within **4 hours**. Emergency repairs include:

- No heating (where there is no other heating in your home)
- Serious water/roof leak or rain penetration where it's causing serious disruption
- Burst internal pipe where the leak cannot be contained
- Electrical faults where wires are exposed.
- Blocked drain, presenting serious damage or waste hazard
- Blocked toilet (if only toilet in your home)
- Structural damage where we need to make it safe

Standard repairs which can wait can be reported at any time:

- Through our website
- On the Queens Cross App
- By email – **contactus@qcha.org.uk**

or by phone during office hours (Monday-Friday, 9am-5pm) on **0808 143 2002**.

Preparing for winter

Here's some essential advice, numbers and websites to keep with you just in case you need them.

QUEENS CROSS HOUSING'S FESTIVE OPENING HOURS

Our offices will close at **12.30pm on Tuesday 24 December this year** and re-open at **9am on Monday 5 January 2025**.

If you have an emergency during the Christmas break, please call us on **0808 143 2002**.

Have a look at **page 13** to see some examples of what is classed as an emergency.

GLASGOW CITY COUNCIL GRITTING SERVICE

Glasgow City Council grits our roads and pavements, while our Estate Caretakers and Handyperson teams provide an additional gritting service where they can. If you spot an area of pavement which requires gritting, you can report it by calling Glasgow City Council on **0141 287 2000**.

TRAVEL PLANS

It's useful to check the weather forecast before you travel. Check **Traffic Scotland (traffic.gov.scot)**, the **Met Office (metoffice.gov.uk)** and **Travel Line Scotland (travelinescotland.co.uk)** for up-to-date weather and traffic information.

PREVENT FREEZING PIPES

During a cold snap, keep your heating on at a low temperature. It could help prevent pipes freezing.

CHECK YOUR ENERGY DEAL

Make sure you're getting the best deal with **Glasgow Home Energy Advice (G-HEAT)**, an independent advice company. Call them on **0800 092 9002** or visit **g-heat.org.uk**.

KEEP YOURSELF SAFE

Thieves know that over Christmas there will be high value presents and maybe more cash in your house than normal. Keep your home secure - lock all windows and doors, don't leave gifts in view of the windows and keep cash in your home to a minimum. And always make sure who you are letting into the common close via intercom. If in doubt, don't open.

NUMBERS TO CUT OUT AND KEEP

**Queens Cross
emergency helpline
0808 143 2002**

**G-HEAT
0800 092 9002**

**Glasgow City Council
0141 287 2000**

**National Gas Emergency
Service
0800 111 999**

**NHS 24
111**

**NHS Inform
0800 22 44 88**

**The Samaritans
116 123**

**Power cuts
105**

**Scottish Water
0800 0778 778**

First tenants move into Hamiltonhill homes

Our Hamiltonhill development has seen its first tenants move into their new homes, with tenants moving into 12 flats in September.

Some houses are specially designed for those with particular needs and will provide life changing accommodation to residents.

We'd like to say a big thank you to Emma MacIntosh from the Clay Community Church who put together a welcome box for all new tenants moving in, which were greatly received and very much appreciated.

The next two blocks containing 24 flats will be ready for residents to move in before the end of 2025, with the full first phase of 178 homes expected to be completed in spring 2026.

Thirty-one terraced houses for private sale on the corner of

Stoneyhurst Street and Hobart Street, by our developer partner Urban Union, should be ready for occupation in autumn 2026. More details on these homes can be found at info@urbanunionltd.co.uk.

Phase 2

A planning application was submitted in April 2025 for Phase 2, with a view to work starting on site in late 2026. This phase will be located around Hamiltonhill Road and Caldarvan Street to provide 160 new homes, with 67 family houses for rent by the Association and 93 houses for sale by Urban Union. Discussions are still ongoing surrounding these plans.

More detailed information on the Association's plans for both phases is available on our website - qcha.org.uk/find-a-home/hamiltonhill-development.



Burnbank Gardens Development

Works are progressing well on our development at Burnbank Gardens, with a crane installed and the steel structure in place. Having started in the summer the development, which will see 48 flats built for social rent, is due to be completed in summer 2027.

This project is a partnership between Queens Cross and Glasgow West Housing Association, with each Association managing 24 flats each across two closes once complete.

Each six-storey close has a mix of one and two-bedroom flats and four ground floor flats designed for wheelchair users.

The back courts of each close will include drying

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

The common central garden next to the site should remain unaffected by the works. With no work planned to the gardens it will remain open for use, although the path on the outside next to the site will be closed for safety reasons.

The allocation and rent cost of each property will be set once the flats are complete. With lift access to all floors, elderly households who require lift access will be prioritised under the Association's allocations policy.

You can read our allocations policy on our website - qcha.org.uk.

PILOT PAINT PROJECT HELPING NEW TENANTS

A pilot scheme has seen new tenants benefit with some home improvements.

Working in partnership with Emmaus Glasgow since July 2025, Queens Cross has provided paint packs to new tenants where the decoration of their property has been deemed to be below a reasonable standard.

How does it work?

Once a tenant's home has been identified as needing a fresh lick of paint, Queens Cross work with Emmaus to supply them with the required paint needed to decorate their home.

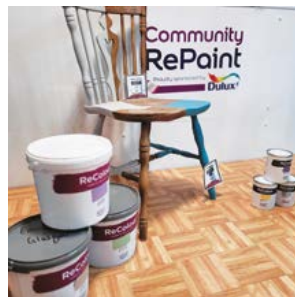
The tenant chooses which colour they'd like, and once the order has been confirmed Emmaus deliver the paint pack to their home within 24 hours.

Emmaus receive the paint through Community RePaint – a national paint reuse network, sponsored by Dulux, that aims to collect leftover paint and redistribute it to benefit individuals, families and communities in need.

At the time of writing, 53 paint packs have been given out through the scheme - that's over 1,500 litres of paint which has been used over the past four months. Feedback from tenants who have benefitted from the project has been extremely positive.

Richard Allwood, Chief Executive of Emmaus Glasgow, said: "The paint pack scheme is a win-win for everyone. Paint products, which would otherwise go to landfill, are being reused in the community with new Queens Cross tenants seeing their homes improved.

"They are also saving money from not having the cost of buying paint from high-street stores which can be expensive."



Who are Emmaus Glasgow?

Emmaus Glasgow is a homelessness charity which provides purpose-built accommodation, support, training and work opportunities for up to 27 people with experience of homelessness.

Everyone has their own bedroom and bathroom, and access to shared areas where people can eat, get together and wash their clothes.

It's also a social enterprise with charity shops based in Hamiltonhill and Partick. These shops sell a range of new and reused furniture, homeware and clothing.

These charity shops help generate the funds needed to sustain Emmaus Glasgow's home and support for people who have been homelessness.

Based at 101 Ellesmere Street, the Hamiltonhill charity shop is open Monday-Friday from 9am-4pm. Pop along for a visit, have a chat and pick up a bargain.

PUZZLE ANSWERS

Across: 4 Equip, 9 Unclasp, 10 Lhasa, 11 Sieve, 12 Bambino, 13 Awash, 14 Mists, 17 Either, 18 Aerial, 19 Opal, 20 Parted, 22 Cosmic, 25 Awe, 26 Outwit, 29 Fencer, 31 Satyr, 34 Hippo, 35 Interns, 36 Byway, 37 Cocoa, 38 Arrange, 39 Renal.
Down: 1 Bubble, 2 Scimitar, 3 Balinese, 4 Epsom, 5 Users, 6 Please, 7 Safari, 8 Catholic, 15 Implety, 16 Talc, 20 Prophecy, 21 Data, 23 Overture, 24 Macaroni, 27 Topics, 28 Isobar, 30 Risked, 32 Tywyn, 33 Riyal.

Community Chest nearing 1,000 awards

Our Community Foundation has been busy again this year supporting local people and groups with our various targeted grant schemes – Community Chest, Small Grants scheme and the John Gray Bursary scheme.

Community Chest

Community Chest grants are available for local young people aged up to 25, and this year over 50 awards have been given out. Since its launch in 2018, 982 grants have been awarded to provide opportunities and support to local people and young families. In total the Community Chest has awarded an incredible £126,500.

The Community Chest was launched as part of the Queens Cross Group's response to challenge poverty. The scheme was a practical response to our Getting to Know You research, which told us that

many families in our communities could not afford the basics and were struggling to meet some of the costs of parenting.

The money for the scheme has come from a wide range of sources over the years. The main sources being Queens Cross Workspace, Queens Cross Housing Association and Queens Cross Factoring.

In recent years regular donations from local business Envision Electrics combined with staff fundraising and community events have also helped bolster the scheme.

Small Grants Scheme

The small grants scheme is for community groups or organisations to help fund projects that will benefit local people. The scheme continues to see high demand and this year we are pleased to have provided grants to the following organisations and activities:

- Braeside Community Gardens
- Glasgow Kayak Club
- Contribution to Queens Cross Housing's Children's Holiday Food Programme

- Make it Glasgow for arts workshops to make scales for the Beith Project, which is the large mythical serpent creature by the canal.
- The Claypits Nature Reserve Management Group
- A residential trip to Blairvaddich for 27 local school children
- A zoo trip for 150 local children

The grant also supported a small number of people in crisis situations.

John Gray Bursary

This summer the Community Foundation made five bursary awards to local people in higher education.

The successful applicants all live throughout the Queens Cross area of operation with addresses in Dundasvale, Woodside, Westercommon and Hamiltonhill all represented this year.

The bursary will be supporting people studying nursing, medicine, creative writing, social sciences and energy and environmental engineering. We wish them every success in their studies and future careers.

For details of all the grants available through Queens Cross Community Foundation, visit qcfoundation.org.

Great turnout for

GALA DAY

2025



We saw a fantastic turnout at our Gala Day in August. An estimated 2,500 local people came along to our annual event, making it one of our busiest ever.

Visitors enjoyed a range of live entertainment – with an on-stage princess show and performance from talented singer Roberta Childs.

There was also a number of fairground rides, craft stalls and games and activities for people of all ages to enjoy.

We welcomed new entertainment to the Gala Day this year, including a farmers' market selling a range of delicious food and sweet treats and a caricaturist for those brave enough to take part.

Next year is a big one for us as we'll be celebrating our 50th anniversary, so we'll be aiming to put on our best ever Gala Day. Watch this space.

Thanks to Glasgow City Council's Area Partnership Budget for helping support the event. And thanks to our event organiser Community Events Scotland and to all the staff and volunteers who came to support the event on the day.

QUEENS CROSS GROWING SPACES

Over the winter months, we'll be trying out a new pattern for our garden sessions:

sessions:

- **Woodside Gardens** (Cedar Street): 10.30am–3.30pm on the 2nd and 4th Monday of every month
- **Westercommon Courtyard Garden**: 1st and 3rd Monday of each month from 10am – 12 noon
- **Dundasvale Gardens**: 1st and 3rd Mondays of the month from 1.30–3.30pm

Even in winter there's lots needing done in the gardens! This new pattern should help us make the most of daylight hours and plan ahead for the spring. Thanks to the Scottish Procurement Alliance for providing funding which allows us to provide specialist community garden support at each site.



Enquiries about the community gardens can be made to socialregeneration@qcha.org.uk or **0808 143 2002**.

What's on at QCHA



We have a wide range of activities taking place in our community facilities, including:

- Digital Drop Ins – to get help to do things online.
- Mens' Groups
- Womens' Groups
- Youth Groups
- Parent and Toddler activities
- Craft activities
- Singing group
- Growing spaces
- ...and much more!

Take a look at the latest events and weekly groups/activities happening in our local area. Thanks to funding, the majority of these activities are provided **FREE** to our local community.

Follow us on Facebook or Instagram to keep up-to-date with what's going on – search for QCHA Social Regeneration.

Or visit our website to see the full list – qcha.org.uk/whats-on. If you have any questions, get in touch with us on socialregeneration@qcha.org.uk or call **0808 143 2002**.

Working Rite

In partnership with



Queens
Cross
Housing
Association



End of school = Start of your future

Are you aged 16–24 and looking to gain valuable work experience, develop your skills, and take the next step towards a job or apprenticeship?

If so, the Working Rite & DRC Youth Project Pathfinder programme could be perfect for you!

Queens Cross Housing Association is partnering with Working Rite to offer work placements for tenants aged 16–24. These placements are available across a wide range of sectors — including construction, childcare, administration, and many more.

Participants receive a minimum training allowance of £110 per week while gaining hands-on experience with local employers.

As part of this pilot partnership, we're recruiting three young people for full-time, three-month trainee placements with local small and medium-sized enterprises (SMEs). These opportunities are designed for young people who are not currently in employment, education, or training (NEET).

In addition to practical work experience, trainees will have access to certificated and accredited training. This includes SQA-accredited learning, delivered by Working Rite, an approved SQA learning centre.

If you're interested in finding out more please contact Gordon Taylor on 07828393969.

Change that works.

workingrite.co.uk

Charity registration number SCO42604 (Scotland)

WINTER EVENTS

Christmas is coming, and we've picked some of the best local events taking place throughout the festive season.

GASS XMASTRAVAGANZA FAIR

The Glasgow Artists Sell Stuff (GASS) Festive Market will feature thirty artists, designers and makers together in one church hall, selling stuff for you to buy this festive season!

Expect jewellers, printers, ceramicists, woodworkers, painters, metalworkers, a chocolatier and a 'Kids Korner'. Also at the fair, you will find a 'Punk Santas Grotto'

Grotto', a 'Crispmas Advent Calendar', Scrooge recital and much, much more.

All taking place in Glasgow's glittering west end!

When?

Saturday 13 December from 2-8pm

Where?

Kelvinside Hillhead Parish Church

How much?

This is a free event



More details

Search 'helenvoice' on Instagram to find out more

GLASGOW CITY CENTRE AT CHRISTMAS TIME DURING THE SECOND WORLD WAR

This Christmas join Dr Kevin Morrison for a guided walk as he shares stories and facts about what it was like to be in Glasgow at Christmas time during the Second World War.

The tour begins outside the iconic Beresford Hotel Sauchiehall Street and ends outside George Square.

For 90 minutes relive blacked out shop windows and diffused lighting, shortages, mock turkey, pantomimes, evacuated children,

wartime Christmas parties and much more.

Come along and let the bumper array of stories and facts about Christmas in Glasgow city center in wartime take you back in time.

When?

Thursday 11 - Sunday 14 December: three daily 90 minute walks at 10.30am, 1.30pm and 5.30pm

Where?

Meeting point - Beresford Hotel on Sauchiehall Street



How much?

This is a free event

More details

Visit eventbrite.co.uk for more details and to book your slot

CHRISTMAS GATHERING AT DUNDASVALE HALL

Join us for some festive fun at our Christmas event at Dundasvale Hall on Monday 15 December. The gathering, in partnership with Dundasvale Community Council, will have arts and crafts activities, a choir performance, some delicious festive treats and a special visit from Santa.

When?

Monday 15 December from 3-6pm

Where?

Dundasvale Community Hall

How much?

This is a free event

More details

Keep an eye on the QCHA Social Regeneration Facebook page for more information



EXHIBITION: A VISUAL STROLL THROUGH MARYHILL

This exhibition at Maryhill Burgh Halls brings together a selection of photographs from the MBH collection. Capturing local streets, landmarks and landscapes, they show how much of Maryhill has changed – and how much has stayed the same.

Alongside the photographs, objects from the Burgh Halls archive will also be on display, with George Ward's cinefilm footage back on rotation to bring the area's history to life. Each photograph preserves a fragment of Maryhill's story. Some show places we still

pass today, while others record buildings and views long gone. Together they form a patchwork of memories that reveal the character of the area across time. The collection continues to grow, thanks to the photographs, stories and objects generously shared by local people. This display offers just a glimpse of what we hold – and a reminder of how much more history there is still to uncover.

When?

The exhibition is running until Wednesday 17 December – open Monday-Friday, 10am-5pm



Where?

Maryhill Burgh Halls, 24 Gairbraird Avenue, G20 8YE

How much?

This is a free event

More details

Visit maryhillburghhalls.org.uk/whats-on for more information

SLEEPING BEAUTY: THE STAND'S PANTO

This Christmas, The Stand's Kids Comedy Club gang are back with show full of fun, laughter, games, and fun as they host The Stand's first ever panto!

Panto clashes with the cowboy when the wicked fairy Maleficent evil curse causes the princess to prick her finger on a spinning wheel and fall into an enchanted sleep, can anyone rescue her from the magical slumber before it is too late?

Join Sleeping Beauty, Chester the Jester, Prince Charming, The

Fairy Gothmother and some surprise guests non-stop panto hilarity from start to finish and suitable for all the family.

The show is best suited for 5-11-year-olds and all young comedy fans must be accompanied by an adult.

When?

1pm shows on Saturday 13 and 20 December and Sunday 14 and 21 December

Where?

The Stand Comedy Club, 420 Great Western Road



How much?

Tickets are £10 for adults and £8 for children

More details

Find out more at thestand.co.uk/whats-on/glasgow

DOCKYARD SOCIAL CHRISTMAS MARKETS

It's festive fun for the whole family at The Dockyard Social Christmas Market!

They've got something for everyone - Santa for the kids and shopping for the grown-ups - all wrapped up in one cosy, community-filled afternoon.

Explore a range of stalls from talented local makers and small businesses, offering everything from handcrafted gifts and festive

decorations to sweet treats and seasonal surprises.

While the adults browse and tick off their Christmas lists, the little ones can pop along to meet Santa and soak up the holiday cheer. Add in the tasty Dockyard street food and mulled drinks and you've got the perfect way to spend a December day.

When?

Sunday 21 December



Where?

Dockyard Social, 95-107 Haugh Road

How much?

£10 per person


More details

Visit dockyardsocial.com for more details

Focused on Performance

Keeping you up-to-date with our service performance. The below stats are from our Quarter 2 report for July to September 2025.

QUARTER 2: JULY TO SEPTEMBER 2025



Rent

Quarter 2: July to September 2025

Unpaid Rent

0.76%

Average number of days to re-let empty properties

18 days



Gas

Quarter 2: July to September 2025

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.



Repairs

Quarter 2: July to September 2025

Repairs completed right first time

95%

Routine repairs completed on time (within 5 working days)

100%

Urgent repairs completed on time (within 2 working days)

100%

Emergency repairs completed on time (within 4hrs)

100%



Customer Satisfaction

Quarter 2: July to September 2025

Satisfaction with Repairs Service

86%

Satisfaction with call handling

97%

Your services, **your say**

Complaints

In July, August and September we received **179** complaints. When you complain, we aim to investigate and then reply to you within **5 working days**.

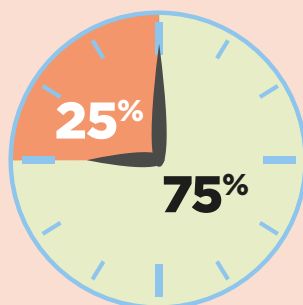
If you're unhappy with the response we give you at this stage, we'll move your complaint on to the second stage (stage 2) and aim to reply within **20 working days**.

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



Compliments

We received **35** compliments from customers from July to September 2025.

Here are some of the things customers said:

“Just want to say the new company made a great job of cleaning the landing today, it's the best it has been cleaned in a long time, they even lifted the door mats to give it a proper brush and put them down again.”

“Tenant called to leave thanks for the whole contact centre. They thanked those who answer the phones and who raise repairs so quickly.”

“Tenant called to leave feedback; they are very appreciative of the work the handymen do tidying the community.”

Learning from complaints

Tenants want their complaints resolved as quickly as possible. Our focus recently has been closing as many complaints as possible at front line. This ensures that complaints are dealt with quickly and allows staff the time to deal with more complex complaints that need more investigation.

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



PEST CONTROL

We receive many calls from tenants asking for help and advice on dealing with annoying insects and pests.

Pests can spread diseases, cause damage to our tenant's homes and belongings, aggravate asthma, eczema and other allergies and can prevent the tenant from enjoying their home.

Although we are responsible for making sure our properties are fit to live in at the start of the tenancy, some responsibility lies with tenants to make sure they are doing everything they can to prevent infestations.

Association responsibilities

When it comes to pest control, Queens Cross is responsible for:

1. Making sure all properties, including gardens, are pest free before a tenant moves in.
2. Carrying out repairs and treating infestations if the problem was caused by disrepair or lack of action on the Association's part.
3. Intervening if there are serious vermin infestations inside a property, e.g. rats, bed bugs and cockroaches as these can spread disease and a risk to public health. They can spread quickly into the fabric of the building and can be very difficult and expensive to eradicate.

Tenant responsibilities

Tenants are responsible for:

- Treating minor infestations in their property
- Letting Queens Cross or Glasgow City Council know if communal areas are infested with vermin/pests
- Removing a wasp or bees' nest outside the property
- Dealing with an infestation caused by a tenant's own negligence, e.g. food has been left out or rubbish has not been disposed of properly (if we need to intervene and treat the infestation – we may recharge any costs incurred)
- Bagging waste and placing it in a suitable bin. Bagged waste should never be placed outside the bin.

HOW TO DEAL WITH SOME COMMON PEST ISSUES

Rats

Glasgow City Council provide a free pest control service for dealing with rats inside and outside residential properties and mice inside your property. This service is available to all Glasgow residents.



If you have rat or mice problem in your property, report it directly to **Glasgow City Council** on their website www.glasgow.gov.uk/pestcontrol

Bed bugs

Bed bugs are unlikely to spread disease, but they can cause you irritation and distress. If you spot bed bugs, make sure to immediately wash all bed linen and clothes and Hoover your carpets and furniture to prevent a further spread.



Cockroaches

If you spot cockroaches in your home, contact us on 0808 143 2002. Please note, if the issue is found to have been caused by tenant neglect, you may be charged for the removal work.



Plans for the future discussed at 49th AGM

Investing and improving in the quality of our homes was a major theme of the Association's AGM in September.

Chief Executive Shona Stephen discussed Queens Cross' plans for the future, which include spending £30m over the next five years on new kitchens, bathrooms, re-wiring and improved heating systems.

Investment totalling £8m will be set aside for improvements to the multi storey blocks in Westercommon, and there is planned investment in Dundasvale and Queens Cross properties from 2027.

Board Chair Andrew Burns talked about the launch of the **Association's Business Plan for 2025-30** – which you can read more about on **pages 4-5**.

Andrew also discussed the **plans to improve each of our four neighbourhoods** over 2025 and 2026. More info on that is available on **pages 8-11**.



ARE YOU A QUEENS CROSS MEMBER?

Queens Cross Housing Association is a member organisation and our AGM takes place every September. At the AGM you can hear about our achievements over the past year, our longer-term plans for the area and chat with other tenants, local residents and staff.

Members of Queens Cross do not have to be tenants of the association – we welcome applications from anyone who lives within or has a connection with the local area.

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

If you're interested in becoming a member of Queens Cross Housing Association, please get in touch with Alison McKay on aemckay@qcha.org.uk or 0808 143 2002.



Tenant Sounding Board kicks off

Our first training session with our new Tenant Sounding Board (TSB) was recently held at 472 Maryhill Road.

Training is being carried out by TPAS to ensure that TSB members have the knowledge and skills to review policies and procedures, scrutinise our performance and provide constructive feedback to allow service improvements to be made.

This is the first of four training sessions being held with the group. The session was a great success, with lots of discussion and conversation.

Members learned about the background to tenant participation, the Scottish Housing Regulator, the Charter and the ARC.

The Tenant Sounding Board is a newly developed tenant group which has replaced our previous Resident Task Force.

If you:

- Care about your community
- Want to help improve the services you use every day
- Have ideas to make positive change happen

Then please get in touch with us:

Email - contactus@qcha.org.uk

Call - 0808 143 2002.

ARE YOU INTERESTED IN JOINING A QUEENS CROSS BOARD?

Join us at our Board recruitment event in the New Year

We're looking for a diverse range of people with excellent local knowledge or who have specific skills to join one of our four QC Group Boards and help us deliver on our commitments.

We'll holding a drop-in Board recruitment information event in the New Year – date to be confirmed. You'll have the opportunity to talk to current members of the four QC Group Boards and how they're working together for Queens Cross communities, businesses and neighbourhoods.

Keep an eye on our social media channels in early 2026 for more information on the event.

If you're interested in coming along to our Board recruitment event, please get in touch with Alison McKay on aemckay@qcha.org.uk or 0808 143 2002.

YOU DON'T NEED ANY EXPERIENCE - JUST AN ENTHUSIASM AND WILLINGNESS TO SHARE YOUR VIEWS.



Looking back at another successful year for QC Workspace

The close of the year brings an opportunity to reflect on another successful period at Queens Cross Workspace. Activity has remained strong throughout this year and has not slowed down as we approach the end of 2025. Our community continues to grow and we look forward to developing alongside the increasing demand for our workshop units. As always, we're grateful to our tenants for their ongoing support and contribution to the ever-thriving community we live and work in.



The Glasgow School of Massage

We're starting off strong with a tenant success story. The Glasgow School of Massage, who has been part of QC Workspace since 2021, recently expanded to a space twice the size of the one they started in. This has allowed them to double some of their class sizes.

Since the move, founder Rachel has reflected on the new space,

saying:

"Firhill Business Centre has given us a bright, airy, and positive learning space for our massage training. It's an inspiring environment that really supports both teaching and learning."

We are proud to support their journey and look forward to seeing them thrive in their new space.



Hope for Addiction UK

Our community continues to grow, with several new tenants settling in. Among them is Hope for Addiction UK, a Glasgow-based Christian charity that has recently established its main office and programme centre within McCafferty House on Firhill Road.

The space is already proving to be a great fit for them. Executive Director, Terry McCutcheon, shared: "We are delighted to be in Maryhill and are really enjoying our new home at McCafferty House. Just perfect for all our needs."



Tonero's Pizza

We're also excited to welcome Tonero's Pizza, now open at 675 Garscube Road. Tonero's pride themselves on serving delicious, authentic pizzas and have perfected their recipe to bring a true taste of Italy to Garscube Road.

To round off an already fantastic year, we're delighted to announce that Queens Cross Workspace are currently 100% let. This achievement is a true reflection of our tenant's success and contribution to the community around us.

We're very grateful to all our tenants for choosing Queens Cross Workspace and for helping us make this community a vibrant place to live and work.

Although we're currently fully occupied, we continue to welcome enquires from businesses interested in joining our community. We have regular movement across our units, and we expect a small number of office and retail units to become available early next year.

To register your interest, please get in touch with us - workspace@qcgroup.co.uk or **0141 576 0210**.

New partnership with SOLIS Group

Queens Cross Housing is delighted to announce a new partnership with SOLIS Group to maintain the Association's communal heating systems.

SOLIS will ensure the ongoing maintenance and performance of the communal heating systems – supporting residents with safe, sustainable, and cost-effective heating.

As part of the arrangement, SOLIS will support local community events and engage directly with residents to gather feedback on performance and identify areas for improvement. This ensures that services continue

to meet residents' needs and drive positive change.

The partnership reflects SOLIS's continued commitment to delivering reliable, energy-efficient heating solutions and high-quality service to local communities.

Francis Polding, cyclical and compliance manager at Queens Cross Housing, said: "SOLIS approach to delivering this contract is what stood out.

"Their proactive approach and remote monitoring of assets gave them a real edge, and the companies ethos around sustainability and the synergy across both of our core

values highlighted that SOLIS Group were the ideal contractor to partner up with throughout the coming years."

SOLIS Managing Director Marcus McNeilly said: "We're proud to be partnering with Queens Cross Housing Association to deliver reliable and efficient communal heating services.

"Our partnership focuses on more than maintenance, through remote monitoring and our wholly owned CAFM system we will reduce energy costs and proactively maintain critical assets."



Annual fundraiser raises thousands for young people

Husband and wife cleaning team Davie Howie and Marie Keenan have raised over £4,000 for Queens Cross Wellbeing for Young People's Service at their annual fundraiser.

While in their role maintaining the Association's offices, they learned about the service and wanted to help. In their 10 years fundraising since they have raised over £30,000 for the service which provides a home and support to young people aged 16-25 who are at risk of or have experienced homelessness.

Sharon Freeman, Wellbeing Manager at Queens Cross, praised the duo: "The money that Davie and Marie have raised makes such a difference to the young people and families that we support.

"It allows us to provide them with support and opportunities that we wouldn't otherwise be able to do."



ANNUAL PERFORMANCE REPORT 2024/25

The Association's Annual Performance Report is now available on our website.

Scan the QR code to read about the challenges and progress we've made on projects and services and our performance across the past year.



QC App

We've started rolling out our new app to existing users. If you're an existing app user we'll be in touch with you (if we haven't already) with details on how to switch over to the new app.



We're excited to launch our app to everyone in the New Year!

Well done Sean!

Well done to Queens Cross wellbeing worker Sean McNeill, who recently won Homeless Network's Heart of Support award. Sean was presented with his award at the annual Homeless Network Scotland conference in Perth.

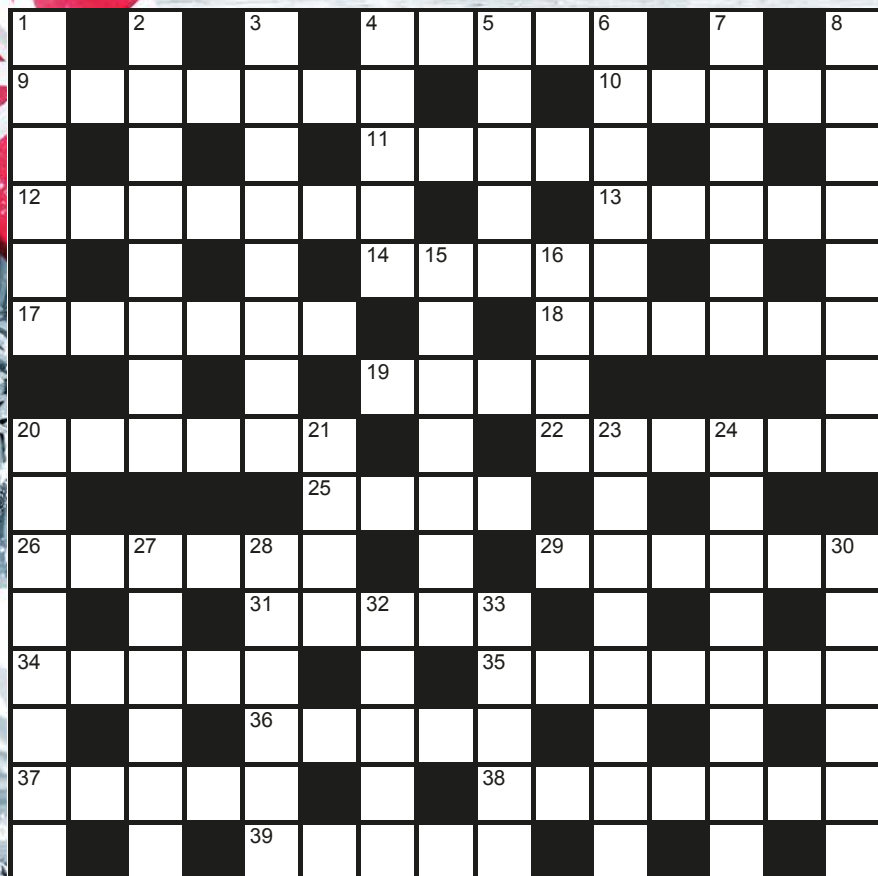
This award recognised the impact that Sean has on young people's lives within the Wellbeing for Young People service.

"Sean tirelessly improves young people's lives, spending extra time to inspire and motivate them. His enthusiastic, dedicated approach connects brilliantly with young people and drives the team to exceed expectations."



Feeling Puzzled?

Crossword



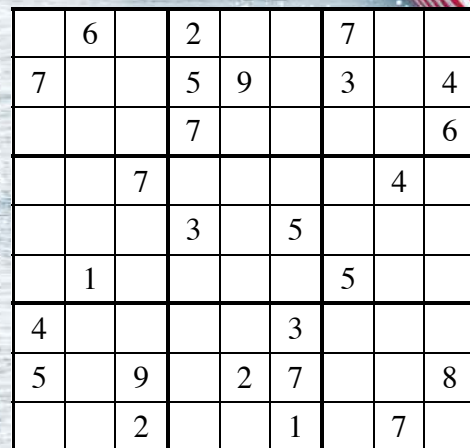
Across

- 4 Fit out (5)
 9 Release (7)
 10 Capital of Tibet (5)
 11 Sift (5)
 12 Italian little one (7)
 13 Covered with water (5)
 14 Thin fogs (5)
 17 One or the other (6)
 18 Receiving device (6)
 19 Gemstone (4)
 20 Separated (6)
 22 Vast (6)
 25 Inspires dread (4)
 26 Best (6)
 29 Swordsman (6)
 31 Forest god (5)
 34 River horse (Abbr.) (5)
 35 Doctors (7)
 36 Obscure road (5)
 37 Chocolate ingredient (5)
 38 Place in order (7)
 39 Pertaining to the kidneys (5)

Down

- 1 Unsustainable boom (6)
 2 Curved sword (8)
 3 Long-haired cat breed (8)
 4 Derby venue (5)
 5 Consumers (5)
 6 Make happy (6)
 7 Adventurous expedition (6)
 8 Universal in extent (8)
 15 Irreverence (7)
 16 Baby powder (4)
 20 Prediction (8)
 21 Individual facts (4)
 23 Capsize (8)
 24 Tubular pasta (8)
 27 Themes (6)
 28 Line on a weather map (6)
 30 Dared (6)
 32 West Welsh seaside resort (5)
 33 Saudi Arabian currency (5)

Sudoku



Spot 10 differences



Crossword answers on page 15

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.

CHRISTMAS BREAK OFFICE CLOSURE

Our offices will close at **12.30pm on Wednesday 24 December** for the Christmas break and reopen at **9am on Monday 5 January 2026**.



YOUR LOCAL COUNCILLORS

Ward 10: Anderston, Yorkhill, City

- Eva Bolander (SNP)
- Phillip Braat (Labour)
- Christy Mearns (Scottish Green)
- Angus Millar (SNP)

Ward 11: Hillhead

- Ken Andrew (SNP)
- Seonad Hoy (Scottish Green)
- Martha Wardrop (Scottish Green)

Ward 16: Canal

- Allan Gow (SNP)
- Fiona Higgins (Labour)
- Jacqueline McLaren (SNP)
- Robert Mooney (Labour)

Councillors can be contacted at Glasgow City Council, Glasgow City Council, City Chambers, George Square, Glasgow, G2 1DU • Tel No: 0141-287-2000 • Website: www.glasgow.gov.uk



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We invest in people Gold

