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# focus

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

**50** Queens Cross Housing Association  
BUILDING COMMUNITIES SINCE 1976

SPRING 2026

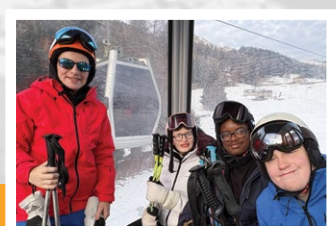


# 50 YEARS OF QUEENS CROSS HOUSING ASSOCIATION

*Celebrations throughout 2026 P16-17*



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# Celebrating 50 years of Queens Cross Housing

**2** 2026 is a special year for us as we're celebrating our 50th anniversary.

Throughout the year, we want to highlight everything which makes Queens Cross a great place to live and work:

- The people, streets and communities which make up the fabric of the city
- The houses and streets that have been saved from the bulldozer
- The hundreds of new houses which have been built
- The regeneration of the Forth & Clyde canal which sits on our doorstep
- The businesses that have been supported and jobs that have been created boosting the local economy
- The families who have grown up here from the beginning
- The new residents who have moved here from all over the world
- The staff who are proud to work here and deliver high quality services.

We're marking the occasion with a series of small events throughout 2026 to showcase why we're proud to be Queens Cross. You can read about these on **pages 16-17**.

## Neighbourhood improvement plans

We're also marking the end of the first year of our neighbourhood improvement plans project.

While we're pleased with some of the progress we have made so far in our communities, we know that more needs to be done.

You can read on **pages 8-11** what we have achieved so far and what we have planned across our areas in the coming year.

## New QC App

Our new and improved QC App is available now. Through it you can access our services, report repairs, pay your rent and keep up-to-date with important news and updates. Scan the QR code on **page 13** to download it now.



*Shoua Stephen*  
**Chief Executive**

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# WHAT'S ON AT QCHA

**W**e have a wide range of activities taking place in our community facilities, including:

- Digital drop-ins – to get help to do things online.
- Womens' groups
- Singing group
- 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](http://qcha.org.uk/whats-on). If you have any questions, get in touch with us on [socialregeneration@qcha.org.uk](mailto:socialregeneration@qcha.org.uk) or call **0808 143 2002**



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



On behalf of the Board I'd like to thank everyone who took part in our 2026/27 rent consultation.

Our consultation, which took place between 1 December 2025 and 12 January 2026, saw a fantastic response from tenants – with 1,476 tenants sharing their views with us. This means that over one-third (38%) have given us feedback, marking our highest ever rent survey return.

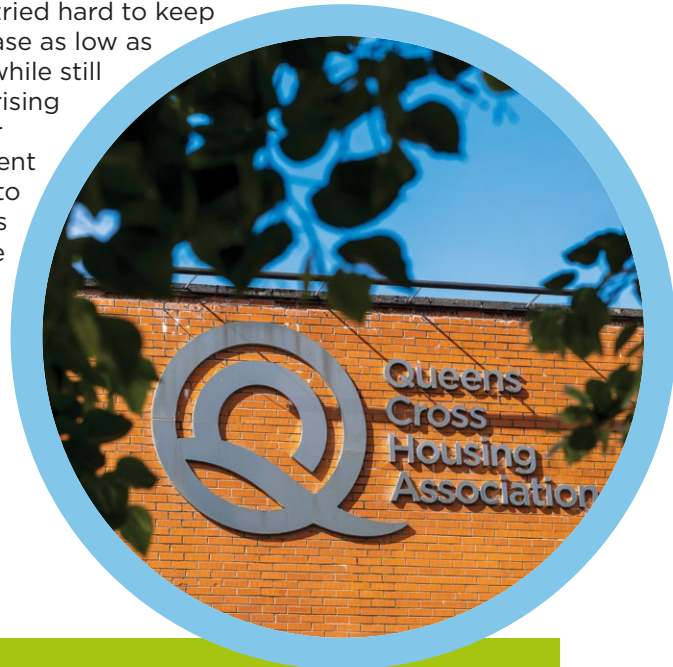
We received over 1,000 comments from the survey responses which indicate a strong desire for improvements in housing conditions including requests for new kitchens, bathrooms and windows as well as better maintenance of communal areas.

Some other areas that were highlighted include:

- Dissatisfaction with the heating systems.
- Safety and security issues including anti-social behaviour and inadequate door entry systems.
- Better communication and follow-up regarding repairs and improvements.
- Issues with dog fouling and littering in communal areas.

The Board of Management met and considered the feedback from tenants on 27 January 2026. After careful consideration, the Board have agreed to increase rents by 6%.

We have tried hard to keep this increase as low as possible while still covering rising costs. Our commitment is always to keep rents affordable while 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.

Property size	Current average monthly rent	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

## WHAT YOU TOLD US ABOUT THE RENT INCREASE PROPOSAL

This year  
**1,476**  
**tenants**  
responded to  
our rent increase  
consultation.

- **770 tenants (52%)** think their rent is affordable
- **676 tenants (46%)** consider their rent is value for money

Tenants told us their top four priorities are:

- **Repairs**
- **Close Cleaning**
- **Investment**
- **Estate Management**

# WE'RE HERE TO HELP

We understand you may have money worries during difficult times. Our Financial Wellbeing Team are here to help.

They can ensure you're getting the benefits and other income you're entitled to and help you to budget and manage debt. We can help with challenges you may be facing, such as keeping your home warm in an affordable way – call us on **0808 143 2002** or email [financialinclusionteam@qcha.org.uk](mailto:financialinclusionteam@qcha.org.uk) and we will make an appointment for you.

## Paying by Direct Debit

If you pay by Direct Debit your Housing Officer will update your payment details to reflect your new rent. You will receive a letter of confirmation from Allpay.



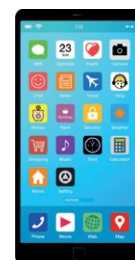
If you would like to start paying by Direct Debit, please contact your Housing Officer as soon as possible so this can be set up ready for the rent increase.

To discuss your rent charge or for help and advice please get in touch with us on **0808 143 2002**.

## Download our new look Queens Cross App

Our app has had a refresh – making it easier than ever for tenants to access our services.

- Request and track repairs
- Report issues in your area
- Check your rent balance and make payments
- Receive important updates
- Update your personal information



Scan the QR code and download our app today.



## Prize Draw

Congratulations to our three prize draw winners!

1. **£100 Tesco voucher: Janet Kenny**
2. **£50 Tesco voucher: Margaret Cowan**
3. **£25 Tesco voucher: Yasmin Akter**



# SUCCESSFUL YEAR FOR THE FINANCIAL WELLBEING SERVICE



**D**uring 2025/26, the Financial Wellbeing Service has had an exceptional year, helping to secure financial gains of more than £2 million in additional income for our tenants.

This dedicated service provides expert benefits, energy and debt

advice to Queens Cross tenants, ensuring they receive everything they are entitled to.

The team maximises income, gives timely advice and works with colleagues across the Association to support tenancy sustainment.

With the current economic

challenges and high cost of living, this additional financial support is more important than ever, putting more money back into people's pockets and benefitting households as well as the wider community with increased spending power contributing to the local economy.

## Two Child Limit Abolished



**F**rom April 2026, the two-child limit in Universal Credit will be removed so that a child element is included for each child the claimant is responsible for. This is a change from previously when only two child elements were included regardless of family size (except for some exceptions).

Families already getting Universal Credit shouldn't need to apply for the additional children as this should be calculated automatically. Make sure your UC claim is up-to-date with all the children in your family added.

Some families who previously just missed out on being entitled to UC

because of the two child limit should check again on [entitledto.co.uk](https://www.entitledto.co.uk) as you may now have an entitlement.

The two child limit has never applied to child benefit, Scottish child payment, Best Start grants or Best Start foods.

# CARER SUPPORT PAYMENT

**F**rom April 2027, the Carer Support Payment will increase to £86.45 per week.

**You may qualify if you:**

- Are 16 or over
- Provide 35 hours or more care a week for someone with a qualifying disability benefit

- Earn less than £204 per week

You may also receive the Scottish Carer Supplement automatically which will be paid as a weekly top up of £11.70 from April. This supplement won't affect your Universal Credit.



**Carer Support Payment**  
Financial support for unpaid carers



# Standing Charges

**S**tanding charges are a fixed amount you pay each day to your energy supplier, which is separate from the actual cost of the energy you use. The charge covers the costs of keeping the energy network running, customer service and billing costs as well as supporting government and environmental schemes such as the Warm Home Discount.

You are liable for this charge even if you don't use any gas or electricity that day.

For gas, you may still be charged a standing charge even if your gas is capped or not in use. That's because the charge is for having a connection to the gas network, not for how much gas you use.

If you're on a pre-payment meter and don't top up during the summer months or while your gas is capped, the daily standing charge accrues - meaning there will be debt on the account when you next top up.

Some energy companies have a tariff that doesn't have a standing charge as they include these costs in the price of their energy so it may be worth shopping around on [uswitch.com](https://www.uswitch.com) to get the tariff that



suits you best.

If you need advice or information about standing charges, want to

have your gas uncapped or any energy related issue, you can ask for a referral to our Energy Adviser.

# KICKING ON WITH OUR NEIGHBOURHOOD IMPROVEMENT PLANS



As we approach the end of the first year of our neighbourhood improvement plans, we can see clear progress in each of our neighbourhoods. But we know there is still more to do across our areas.

Here is what we have achieved so far, and what we plan in the near future for each neighbourhood.

## DUNDASVALE



- New sliding doors have been installed at block 2 and 6 at Dundasvale. Security entry doors at 4, 8, 14, 16, 18 and 20 blocks have been repaired and some lighting issues in these blocks have been fixed.
- Essential repair work is being carried out to the car park under the deck access buildings.
- As we go to print, we're waiting on the delivery of new waste bins which will be installed throughout Dundasvale.
- Last year rotten planters were upgraded and the trellis fencing at the community garden was replaced. In February 2026 we carried out some further 'spring cleaning' of the site including repairs and de-mossing of the surface
- Following a successful consultation event last year the overwhelming view is that residents want to see the bowling green turned into a recreational space



that could be used by people of all ages living in Dundasvale. With the help of landscape architects, we're looking at the best options available to transform the space.

# KICKING ON WITH OUR NEIGHBOURHOOD IMPROVEMENT PLANS

## QUEENS CROSS

- Improvement works have been planned for 120 flats across the area. The properties on Braeside Street, Kirkland Street, Raeberry Street, Wilton Street and Lyndhurst Gardens will benefit from internal works including new kitchens, heating upgrades and improved flat entrance doors.  
Home visits are ongoing to discuss the project with tenants, with an anticipated site start date of September 2026.
- Window and door replacements have been planned for homes on Firhill Road, Northpark Street and Springbank Street. The contractor for the work has been approved, and tenants have been contacted to discuss the project - with works due to start in July 2026.
- We're working in partnership with Glasgow City Council to install new bin hubs in specific locations in the area, 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.
- The Association is exploring a new project to fit internal insulation to over 700 tenemental properties.
- Further repairs to the climbing frame at Dunard Street Play Park have been programmed to take place by summer 2026. Various items of play equipment at Dunard Street Play Park have been repaired and upgraded thanks to funding from Glasgow City Council's LEZ Community Grant Scheme.



- Three new trees were planted in Dunard Street Play Park in December 2025. This mix of cherry and rowan will improve the look of the park, help with biodiversity and contribute towards air quality and providing summer shade in years to come.
- Progress has been made on our new housing development at Burnbank Gardens - you can read more about this on **page 12**.

## *KICKING ON WITH OUR NEIGHBOURHOOD IMPROVEMENT PLANS*

### *WESTERCOMMON*

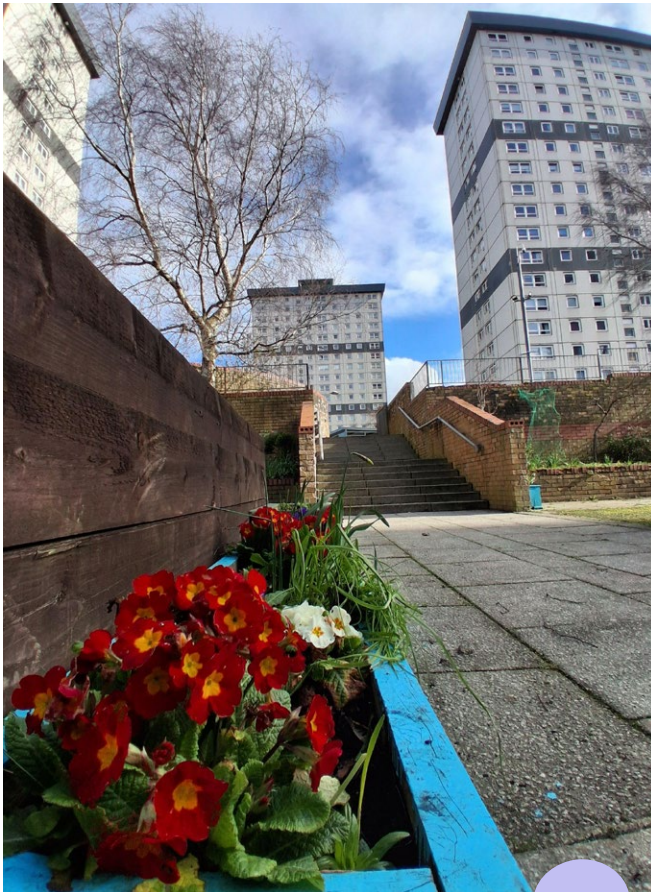
- In summer 2025 and Easter 2026 local children enjoyed games and activities and fresh food provided by The Courtyard Pantry as part of the Association's summer and Easter holiday programmes.

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. Plans are in place to deliver a holiday programme in summer 2026.

- Preparation work for the large-scale refurbishment of the multi-storey flats has started.

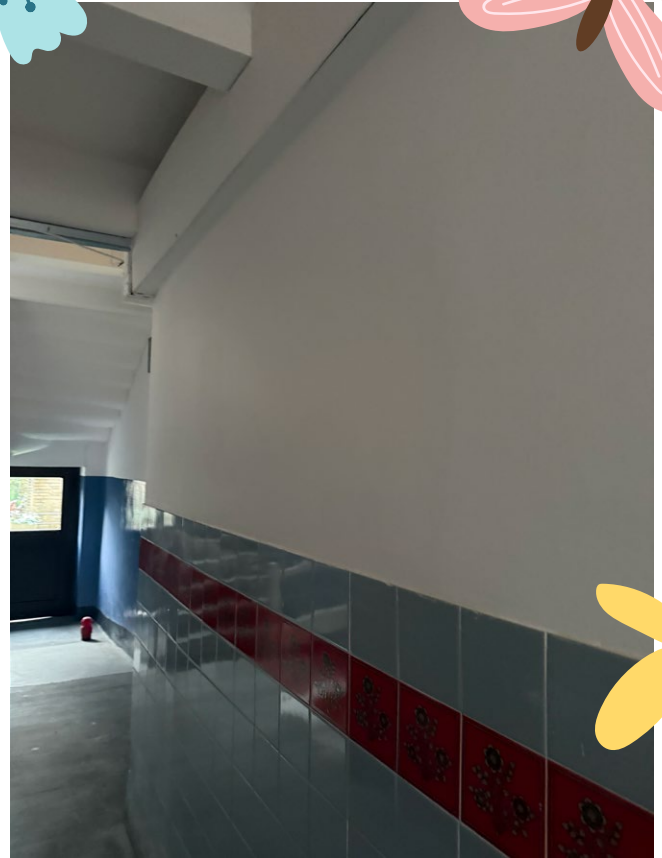
Starting at block 187, each property will receive new kitchens, bathroom, ventilation system and rewiring upgrades. This is a huge project which will take around 4-5 years to complete.

- In a separate project, new sliding front doors have replaced the front doors of the multi-storey flats.
- Exploring options for repairing and painting and improving the appearance of the concrete wall next to the bus stop.
- New windows and patio doors have been installed at Panmure Gate.
- Broken play equipment at Westercommon Road play area and Panmure Place has been replaced thanks to Glasgow City Council's LEZ Community Grant Scheme. The Aeroskate area has now been brought back into use which included replacing all moving parts.
- As part of the GCC grant, three native trees were planted in Westercommon in December 2026.



# KICKING ON WITH OUR NEIGHBOURHOOD IMPROVEMENT PLANS

## WOODSIDE



- Closes across Clarendon Street, Clarendon Place, Garscube Road, Braid Square and North Woodside Road have received decoration improvements. More closes are scheduled to benefit from a fresh lick of paint across the next year.
- Replacement common entrance doors at 9, 65 and 104 Cedar Street have been planned for installation in June 2026.
- As part of our agreement with grounds contractor John O'Connor, they have been removing overgrown shrubbery around Braid Street, Braid Square and St Peter's Path.
- Failing decking at Woodside Community Gardens will be replaced with paving. Engineering company AMEY, who have been working nearby on the M8 Woodside Viaduct repairs, have agreed to carry out the work as a community benefit.
- Work is ongoing to install bin hubs at Napiershall Street.
- Work is underway to replace the lift and upgrade the fire detection system in Cromwell Complex. A new lift has been installed at Cromwell Complex. A contractor has been appointed with work expected to start in late 2026.

**Find out more about our neighbourhood improvement plans on our website – scan the QR code.**



# Hamiltonhill phase 1 progress

**O**ur first phase at Hamiltonhill is progressing and nearing completion.

So far 88 flats and houses have been completed and allocated to tenants.

We're expecting the remaining 90 flats and houses to be complete by late summer 2026.

Of those 90 properties, three closes of 24 flats should be available soon for tenants to move into their new homes in May and June.

## Update on Phase 2

A Planning Application was submitted in April 2025 for Phase 2 of the Hamiltonhill masterplan, with a view to work starting on site in early 2027. This phase will be located around Hamiltonhill Road and Caldarvan Street to provide 160 new homes, with 66 family houses for rent by the Association and 93 houses for sale by Urban Union. Discussions have recently concluded with the planners to allow these proposals to move forward.



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

# BURNBANK GARDENS UPDATE

**T**he Association's other new build development of 48 flats at Burnbank Gardens is also progressing, with the structure and roof now complete.

This site is being developed in partnership with Glasgow West Housing Association.

The project is due to complete in 2027 and each Association will take possession of 24 flats.

The flats benefit from lift access to all floors so older person households who require level access will be prioritised in the allocation process, which will start in the spring of 2027.





# DOWNLOAD OUR NEW QUEENS CROSS APP

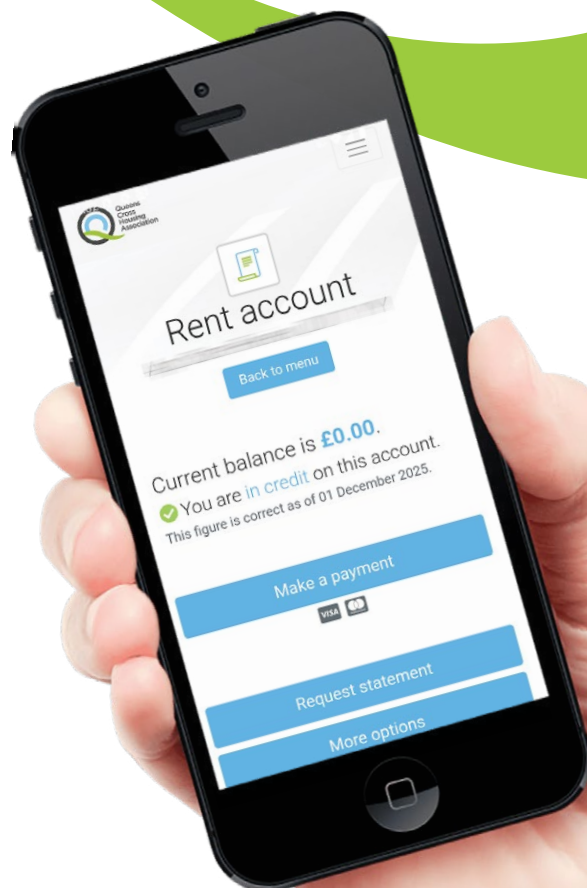
1. Request and track repairs

2. Report issues

3. Check your rent balance  
and make payments

4. Receive important news  
and updates

5. Check and update your  
personal information



SCAN HERE TO  
DOWNLOAD  
OUR APP



Or search for  
**'My Queens Cross'**  
on the App Store  
or Google Play

You'll need your tenancy number to create an account.

If you don't know it, please get in touch by emailing [contactus@qcha.org.uk](mailto:contactus@qcha.org.uk).

When registering your details, make sure your surname matches that on your tenancy account and your date of birth is in the following format – dd/mm/yyyy.



# MORE THAN A LANDLORD

## – creating opportunities to gain work experience locally

**T**he First Jobs Programme, supported and funded by Queens Cross Workspace, is helping local people gain valuable employment experience within Queens Cross Housing Association's youth and community services.

The initiative offers flexible, entry-level roles that allow participants to work a small number of hours each week supporting activities such as youth groups, family

sessions, community events and holiday programmes. In total, the programme can support up to six local people each year to gain their first experience of paid employment.

The scheme is designed to provide practical experience and learning in a supportive environment while fitting around other responsibilities people may be balancing such as studies, parenting or caring commitments.

By offering flexible hours and hands-on mentoring from experienced staff, the programme helps participants build confidence, develop workplace skills and take an important first step towards future employment opportunities.

Keep your eye on the vacancies section of our website for our employment opportunities.

## Maximising Opportunities: Glasgow Guarantee

Over the past 12 months, the Social Regeneration Team hosted two placements through the **Glasgow Guarantee**, an employability initiative delivered by **Glasgow City Council** that helps local residents access paid work opportunities with employers across the city. The programme supports people who are unemployed or under-employed to move into jobs, apprenticeships and training opportunities with local organisations.

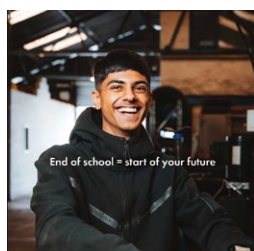


Placements typically last around six months and can be offered on flexible or part-time hours, giving participants the chance to gain practical experience, develop skills and build confidence while working within a supportive environment.

Both participants who joined us through the scheme have now progressed into permanent roles with other employers in the city, demonstrating the value of providing real workplace experience and opportunities to develop skills for future employment.

## Working Rite – a trial partnership

Our trial partnership with **Working Rite** is also helping local young people gain valuable work experience



and move closer to employment. The pilot project aims to create three-month, full-time trainee placements with local small and medium-sized businesses (SMEs) for young people aged 16-24 who are not currently in employment, education or training.

Working Rite is currently supporting two young people from our area who have now started gaining hands-on employment experience through the programme. Alongside their placements, participants can access certificated and accredited training tailored to their individual needs including SQA-accredited learning delivered by Working Rite as an approved learning centre. The team has also been engaging with local businesses interested in hosting future placements, helping to build more opportunities for young people to develop skills and progress into employment or apprenticeships.

For more info, visit **workingrite.co.uk/**

## Looking for a fun, creative, and enriching activity for your child after school?

We'd love to welcome your family to our exciting after-school youth sessions based at Woodside! Come along to the Woodside Library for games and code club or take part in Sculpture Club at Windsor Hall.

Our Sculpture Club gives young people the opportunity to explore their imagination, build confidence, and develop new artistic skills through hands-on creative activities. Sessions are led by professional artists from Glasgow Sculpture Studios, offering children a unique chance to learn from experienced creatives in a supportive and inspiring environment.

These relaxed drop-in sessions are a great way for children to express themselves, make new friends, and discover their creativity after the school day.

And if your child isn't quite school age yet, there's plenty for them too! Our friendly parent and toddler groups provide a welcoming space for little ones to play, learn, and socialise. Families can also explore our offer from Dolly's Imagination Library, helping to nurture a love of books and learning from an early age.

For the latest information on session times, activities, and how to get involved, please visit our website.

We look forward to welcoming you and your family!



Visit our website to see the full list – [qcha.org.uk/whats-on](http://qcha.org.uk/whats-on). If you have any questions, get in touch with us on [socialregeneration@qcha.org.uk](mailto:socialregeneration@qcha.org.uk) or call 0808 143 2002

# Celebrating 50 years of Queens Cross Housing Association

**2026** is a special year for us as we're celebrating our 50<sup>th</sup> anniversary.

Queens Cross Housing Association was founded in 1976 at a pivotal moment in Glasgow's history.

The construction of the M8 motorway and associated clearance programmes left parts of north-west Glasgow facing depopulation and long-term blight. Streets were earmarked for demolition. Investment stalled and confidence declined.



But local residents refused to accept decline as destiny. Communities here chose a different path.

Rather than accept removal, residents established a community-controlled housing association to rehabilitate existing homes and stabilise neighbourhoods.

That decision helped pioneer Scotland's distinctive community housing model — one that replaced top-down clearance with locally led regeneration.



*BUILDING COMMUNITIES SINCE 1976*

The success led to neighbourhoods in Woodside and Dundasvale voting to join Queens Cross Housing Association in 2011, after Hamiltonhill and Westercommon joined in 2010.

We believe that is worth celebrating. We want to highlight everything which makes Queens Cross a great place to live and work:

- The people, streets and communities which make up the fabric of the city
- The houses and streets that have been saved from the bulldozer
- The hundreds of new houses which have been built
- The regeneration of the Forth & Clyde canal which sits on our doorstep



- The businesses that have been supported and jobs that have been created boosting the local economy
- The families who have grown up here from the beginning
- The new residents who have moved here from all over the world
- The staff who are proud to work here and deliver high quality services.

**We're marking the occasion with a series of small events throughout 2026 to showcase why we're proud to be Queens Cross.**

## Civic reception

The Lord Provost of Glasgow Dr Jacqueline McLaren invited tenants, staff and partners to Glasgow City Chambers to come together for a civic reception.

Around 100 people gathered at Glasgow City Chambers to mark Queens Cross' inception in 1976.

## Gala Day



As it's a big year for us we're planning to make this year's Gala Day our best ever.

We've got lot of exciting things planned while providing our usual mix of fairground rides, games, stalls and entertainment - watch this space.



## Public exhibition



We're planning to run a public exhibition over September in the Mackintosh Church, giving residents the chance to look back over the history of Queens Cross and its communities over the past 50 years.

The exhibition will include stories of people who have lived here and how local communities have changed since the 1970s through



photos captured throughout the decades. We'll be sharing more details of how you can get involved in the next month and more about the exhibition in our *summer Focus magazine*.

## Mural

We're looking to install a mural which celebrates our communities while marking this important milestone. We're in the early stages of planning this and we'll get local opinions on how the mural should look - more details to follow.

## AGM

The 50<sup>th</sup> AGM of Queens Cross Housing Association will be held in September. It will showcase the tenants and volunteers who have led the organisation over the last 50 years and bring the members of the Association together. We would be keen to hear from you if you are interested in becoming a member of the Association, contact [AMcKay@qcha.org.uk](mailto:AMcKay@qcha.org.uk).



# Queens Cross Community Foundation Supports Singing Group for Local Tenants

**R**egulars at the Queens Cross singing group at Dundasvale Hall shared their thanks to the Community Foundation for helping keep the group going at a time when funding had come to an end.

A small grant from Queens Cross Community Foundation (QCCF) last year allowed the group to continue while the Social Regeneration Team secured additional funding. The team successfully obtained £1,000 from the Lintel Trust and further support through the Lottery Awards for All scheme, ensuring the group can continue throughout 2026-27.

Members of the singing group recorded their thoughts about what the group means to them and how the continued funding has helped.



**Scan the QR code to hear what they had to say.**

## Small Grants Scheme

The small grants scheme is for local community groups and people of any age. The scheme continues to see high demand and this financial year we are pleased to have provided grants to the following organisations and activities:

- Braeside Community Gardens
- Glasgow Kayak Club
- 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 trip to the zoo for 150 local children!

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

Queens Cross Community Foundation is reliant on donations from the Queens Cross Group and generous contributions.

This year we received a generous



donation from an individual who donated £1,000 after hearing about the good work of the Community Foundation.

Also a special thanks to Envision Electrics, a local electrical company, who donate £150 every month to the foundation and who also help sponsored parts of our gala day. In previous years we have also received financial support from Glasgow City Council and the Hugh Fraser Foundation in the early years of the scheme.



## 1,000 Community Chest Awarded

We're delighted to have hit a significant milestone in our Community Chest project, recently handing out our 1,000<sup>th</sup> Award.

Since its launch in 2018, grants totalling over £130,000 have been given to local people since it was first established.

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.

Young people up to the age of 25 can apply for a Community Chest grant.

The money for the scheme has come from a wide range of sources over the years including 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.

## Community Foundation Bursary open for 2026/27 applications



The John Gray Bursary scheme is now open for applications for the 2026/27 academic year. The Bursary was created by the Queens Cross Community Foundation in 2022 for residents living in the Queens Cross Housing Association (QCHA) area of Glasgow to support them during their studies at college or university. Funds can go towards class books, a new laptop or travel expenses, for example.

Applicants can apply for up to £2,000 to help support them during their studies at College or

University. Whilst the Community Foundation can only support a small number of applicants, it can make a big difference to those who are successful.

To find out more about the bursary, eligibility criteria and how to apply, click here to read the guidance via this link to the online application:

**[www.qcfoundation.org/johngraybursary](http://www.qcfoundation.org/johngraybursary)**

The bursary was introduced as part of a response to challenge poverty by helping people access educational opportunities.

## Who was John Gray?

John Gray was a former chairperson and longstanding board member of Queens Cross Housing Association and supporter of the Garscube Community Foundation, now known as the Queens Cross Community Foundation. John was an elected member (City Councillor) for over 40 years.

He was involved in one of the City's first initiatives to create a strategy to tackle multiple deprivation and was motivated to fight poverty and inequality. John promoted the development of youth and community work in Glasgow and favoured practical and "common sense" ways to help young people.

The bursary scheme is our practical response to the challenging financial situation many face in our communities and this scheme is aimed at helping people who are actively pursuing opportunities which could improve their chances in life.





# RECRUITMENT DROP-IN



**Tuesday 19 May 2026**



**1-3pm and 5-7pm**



**45 Firhill Road,  
G20 7BE**

**START YOUR CAREER  
IN HOUSING** 



**We're looking  
for enthusiastic  
people to join  
our Customer  
Service and  
Compliance teams**

**BRING  
ALONG  
YOUR  
CV!**



# UPCOMING EVENTS

## MARYHILL BURGH HALLS - FREE EXHIBITION

FREE  
EVENT

### Let Glasgow Flourish: The Glasgow Coat of Arms

The history of the Glasgow Coat of Arms is the history of Glasgow itself. Inspired by the stories of St Mungo, Glasgow's patron saint, the city's emblem has evolved over hundreds of years.

The bird, tree, bell and fish have appeared in many different forms over time with additions, omissions and adaptations shaping the familiar symbols we still see across the city today.

This exhibition features pictures contributed by Glaswegians -old and new- showing both familiar takes on historic versions of the City Arms and fresh, original designs.

**Maryhill Burgh Halls, 10-24 Gairbraid Avenue, G20 8YE**

**Running until Wednesday 27 May - Monday-Friday, 10am-5pm**



## GLASGOW SCHOOL OF ART ARCHIVES & COLLECTIONS TOUR

FREE  
EVENT

but booking  
required

Explore the fascinating history of The Glasgow School of Art with an exclusive tour of their Archives and Collections at The Whisky Bond.

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

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

From Mackintosh furniture and Joan Eardley's works to suffragette memorabilia, fashion show pieces, student registers, and an impressive poster collection, there's something for everyone.

**The Whisky Bond, Glasgow North, G4 9SS**

**Running first Thursday of every month starting 7 May**



GSA ARCHIVES &  
COLLECTIONS TOURS

## FAMILY FUN SUNDAYS AT THE GROSVENOR

FREE  
EVENT

Join the Family Fun at The Grosvenor, Ashton Lane every Sunday from Middy, it's free to attend, all you need is your party outfit!

There is child and adult face painting, balloon modelling and bouncy castle.

**Grosvenor Café, 24 Ashton Lane**

**Every Sunday from 11.30am-2.30pm**




## PUZZLE ANSWERS

Across: 1 Schnapps, 9 Overload, 10 Arrogant, 11 Suitcase, 12 Abstain, 13 Liar dice, 14 Vendetta, 18 Perform, 21 Hairless, 23 Sorcery, 24 Yarmouth, 26 Olive oil, 27 Farewell, 28 Magnetic.  
Down: 2 Curable, 3 Neontide, 4 Pianist, 5 Sots, 6 Rectal, 7 Placid, 8 Hassock, 13 Lamps, 15 Concrete, 16 Bahamas, 17 Reduced, 19 Roofing, 20 Martin, 22 Rammé, 25 Holm.

# Focused on Performance

Keeping you up-to-date with our service performance. The below stats are from our Quarter 3 report for October to December 2025.

## QUARTER 3: OCTOBER TO DECEMBER 2025

 **Rent**  
Quarter 3: October to December 2025

Unpaid Rent **0.76%**

Average number of days to re-let empty properties **21 days**

 **Repairs**  
Quarter 3: October to December 2025

Repairs completed right first time **97%**

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%**

 **Gas**  
Quarter 3: October to December 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.**

 **Customer Satisfaction**  
Quarter 3: October to December 2025

Satisfaction with Repairs Service **77%**

Satisfaction with call handling **78%**

# Your services, **your say**

## Complaints

In October, November and December we received **191** complaints. When you complain, we aim to investigate and then reply to you within **5 working days**.

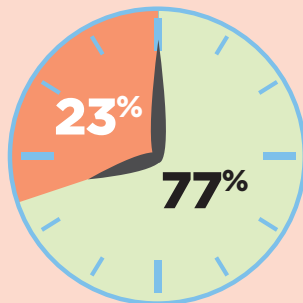
If you're unhappy with the response we give you at this stage, we'll move your complaint on to the second stage (stage 2) and aim to reply within **20 working days**.

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



- 145 complaints responded to within timescale
- 43 complaints responded to outwith timescale

## Compliments

We received **53** compliments from customers from October to December 2025.

**Here are some of the things customers said:**

“Tenant came into reception to say thank you to Gerry and the Handyperson team for their help with decluttering and bagging up some bulk.”

“Tenant has called to advise the caretakers who work out of hours are really helpful and they do a great job.”

“I would like to take a moment to praise the contractor who uncovered the damage. He demonstrated real professionalism and integrity — he was initially going to fit onto the existing wall, but when he noticed signs of hidden damage, he stopped work and investigated further. That decision exposed the full extent of the problem and prevented it from being covered up again.”

## 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

# SCOTTISH PROCUREMENT ALLIANCE VOLUNTEERS HELP PREPARE COMMUNITY GARDENS FOR SPRING

**W**e were delighted to welcome staff from the Scottish Procurement Alliance (SPA) to our community gardens recently where their team provided fantastic hands-on support across our sites.

Through their Community Benefit Fund, SPA is supporting six months of continued community gardener provision across Westercommon, Dundasvale and Woodside. This funding helps us care for the gardens, keep them welcoming spaces, and continue improving them for the many local residents who use and enjoy them.

As part of this support SPA staff also joined us for two Days of Action, volunteering their time and energy to help prepare the gardens for the busy growing season ahead.

Across the two days the teams visited all three of our community garden sites as well as the Woodside allotments, helping with a wide range of practical tasks. Their work included:

- Installing the metal framework for staging in the polytunnel, which will improve our growing infrastructure
- Weaving sections of the willow hedge
- Scrubbing and refreshing decking and surfaces around the shed area
- Painting and refurbishing raised growing beds
- Weeding the community herb bed
- Moving plants and tackling heavier winter jobs to get the gardens ready for spring



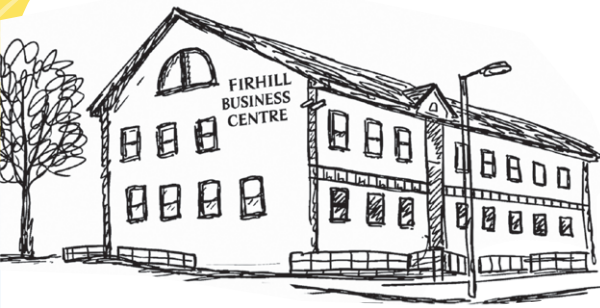
A special thanks also goes to Alan from SPA who joined both sessions. With many years of experience as a site manager his practical expertise, guidance and tools were invaluable while the team worked on building the polytunnel staging.

Thanks to the enthusiasm and teamwork of the SPA volunteers a huge amount was achieved in a short time. Their support has made a visible difference across the gardens and will help ensure the spaces are ready for community activities and growing projects in the months ahead.

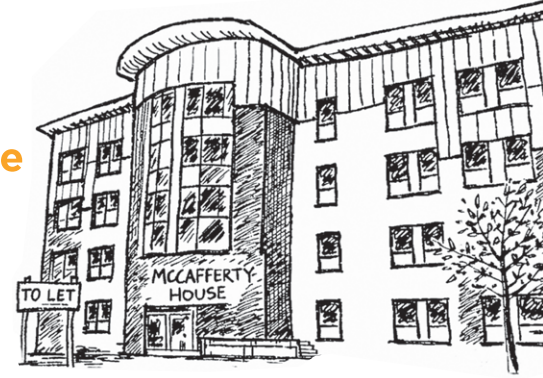
We are extremely grateful to Scottish Procurement Alliance, not only for their funding support but also for the time, skills and energy their staff contributed. It was a real boost for the gardens and for the wider community.

A big thank you to everyone at SPA who took part.

We have weekly drop-in sessions at our growing spaces at Dundasvale, Westercommon and Woodside. Check out our what's on guide for details - [qcha.org.uk/whats-on](http://qcha.org.uk/whats-on)



Queens  
Cross  
Workspace



# Busy times for Queens Cross Workspace

**A**t Queens Cross Workspace it has been another productive period, with ongoing projects progressing well, new tenants moving in and existing tenants expanding within our units.

Our diverse portfolio of commercial space has attracted strong interest as vacancies have come up and units haven't stayed available for long. We are confident that our two new tenants are an excellent fit within the community.

## Selectively Social The Studio

Selectively Social The Studio, now based at Suite 13, Firhill Business Centre. The studio is a premium content, podcast and events space in Glasgow, designed specifically for creators, founders and brands who want a professional environment to produce high-quality content and collaborate with others.

The studio is now open for bookings. To find out more about studio hire, content days or upcoming events get in touch with Amy on:

Email: [amy@selectivelysocial.co.uk](mailto:amy@selectivelysocial.co.uk)  
Instagram: [@selectivelysocialthestudio](https://www.instagram.com/selectivelysocialthestudio)



## Furniture Etc Restoration & Joineroo

We are pleased to welcome Furniture Etc Restoration and Joineroo who have recently moved into 822 Garscube Road.

Furniture Etc Restoration specialise in the restoration and repair of vintage pieces and well-loved items, helping customers preserve furniture for years to come. Joining them in the unit, Joineroo is a specialist in bespoke fit-outs and custom furniture.

Furniture Etc Restoration Enquiries: **07584 650980**  
Joineroo Enquiries: **07494 884655**



## Interested in renting commercial space?

We have 77 commercial properties including offices, retail units, workshops, café spaces and light industrial units. Many are snapped up quickly when they become available – the best way to stay informed is to join our enquiry list. Give us a call or email and we'll add you on and answer any questions you may have.

Phone: **0141 576 0210**  
Email: [Workspace@qcgroup.co.uk](mailto:Workspace@qcgroup.co.uk)



# New defibrillators accessible in the community



**N**ine defibrillators are now available to residents in our communities 24/7 thanks to an Association project with St John Scotland and WrightKerr All Trades.

The Association was presented with two new defibrillators and outdoor cabinets by the Lord Provost Dr Jacqueline McLaren and St John Scotland as part of an initiative to provide free public access defibrillators (PADs) directly into the Glasgow local communities which need them most.

The new devices have been placed outside the courtyard building at 2 Westercommon Drive and outside the main office at 45 Firhill Rd and will give those in the local area 24-hour access to a defibrillator.

Shona Stephen, Chief Executive of Queen's Cross Housing Association, said: "We're proud to be part of this initiative. Having defibrillators located within the community, alongside proper training, could be the difference between life and death.

"This project shows what's possible when organisations work together to tackle inequality and put people first."

St John Scotland has also provided six additional outdoor cabinets which will allow the Association to move its existing defibrillators from inside facilities at Dundasvale, Cedar, Westercommon multis, Hopehill Road and Cromwell Street to 24 hour accessible cabinets and provide an additional



defibrillator outside the Hub at 472 Maryhill Road.

These were kindly fitted by WrightKerr All Trades as their contribution to the project.

To support the local community, St John Scotland also provided training at the end of April in CPR and the use of defibrillators to local residents and Queens Cross staff. There was a great turnout from local residents across our communities.

Early access to a defibrillator can dramatically increase survival rates in cases of cardiac arrest, particularly when used alongside CPR before emergency services arrive. St John Scotland works in communities across the country to equip people with the skills and confidence to save lives.



# CELEBRATE 50 YEARS OF QUEENS CROSS HOUSING ASSOCIATION

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



**Q**ueens Cross Housing Association is a member organisation and our AGM takes place each year 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.

At this year's AGM we will be celebrating 50 years of Queens Cross Housing Association, looking back at its history, the role of the Association within the local community and what's coming up in the future.

To attend our AGM, you **must be a shareholding member** which costs £1 for life. 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.

It is important for the Association to have representation from those within the local community as shareholding members.

A warm welcome and refreshments of sandwiches, tea and cakes will be guaranteed. If you're already a member you will receive an invite to the AGM in July.

If you'd like to become a member, visit our website and download an application form - [qcha.org.uk/get-involved/association-membership](http://qcha.org.uk/get-involved/association-membership)

Alternatively, email [aemckay@qcha.org.uk](mailto:aemckay@qcha.org.uk) or call us on **0808 1432002** to find out more. We look forward to seeing you in September.



# Lintel Trust Textile Recycling Project Supports Local Neighbourhoods



**R**esidents can help improve their neighbourhoods simply by recycling their unwanted textiles.

The Lintel Trust Textile Recycling Project has now installed textile recycling bins across all four neighbourhoods. These bins give residents an easy way to recycle unwanted clothes, shoes and other textiles, helping to reduce waste going to landfill while also generating funds for local community improvements.

Thanks to local people using these recycling points, we now have grant awards of £1,000 to spend in two of

the neighbourhoods that host the bins, with the bins at Dunard Street and Westercommon Drive generating £500 each in grant funding.

At Dunard Street, the funds will be used towards the cost of replacing picnic benches. At Westercommon, the money will be used to carry out a one off “spring clean” around the estate – de-littering and de weeding pavements and car parks.

The recycling bins at Woodside and Dundasvale were only installed in March 2026. Once we receive our cash back grants from these we will consult the local community through CX feedback to find out how you



want to see the money spent.

You can find out more about the project at [inteltrust.org.uk/reduce-reuse-and-recycle/](https://inteltrust.org.uk/reduce-reuse-and-recycle/)

## Dog Fouling – Pick up or pay the penalty

**T**enants are telling us that dog fouling is a persistent problem in public areas and has an adverse impact on people’s use of public spaces.

Dog waste isn’t just unpleasant-it carries harmful bacteria and parasites that can cause infections, stomach illnesses, and more serious health conditions.

**If you have a dog, please pick up and dispose of dog waste responsibly for the good of the community.**

Glasgow City Council have issued over 500 fines for dog fouling in recent years. Residents can report offenders through the MyGlasgow App, at [glasgow.gov.uk](https://glasgow.gov.uk) or by calling the councils environmental task force on **0300 343 7027**. Reports can be made anonymously.





**FIRES  
LIKE  
THESE.**



**FROM A  
BINNED  
BATTERY.**

**TAKE CHARGE GLASGOW.  
NEVER BIN BATTERIES**

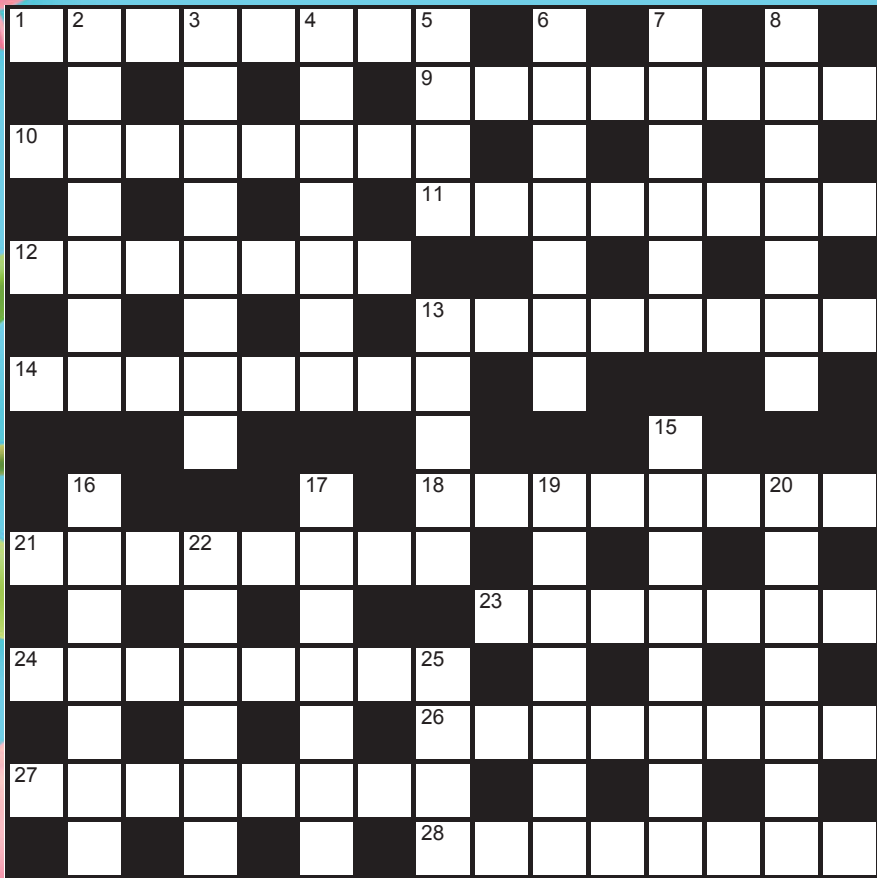
Find your nearest recycle point  
at [glasgow.gov.uk/batteries](http://glasgow.gov.uk/batteries)



**SCOTTISH  
FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

# Feeling Puzzled?

## Crossword



**Across**

- 1 German liqueur (8)
- 9 Burden excessively (8)
- 10 Self-important (8)
- 11 Travelling case for clothes (8)
- 12 Refrain voluntarily (7)
- 13 Gambling game (4,4)
- 14 Private feud (8)
- 18 Acts (8)
- 21 Bald (8)
- 23 Black magic (7)
- 24 I o W town (8)
- 26 Staple of Mediterranean cooking (5,3)
- 27 Goodbye (8)
- 28 Charismatic (8)

**Down**

- 2 Responsive to drugs (7)
- 3 Midday (8)
- 4 Musician who could play the Moonlight Sonata (7)
- 5 Drunkards (4)
- 6 Musical performance (7)
- 7 Tranquil (6)
- 8 Cushion for kneeling (7)
- 13 Poaches with a torch (5)
- 15 Substantial (8)
- 16 West Atlantic island country (7)
- 17 Decreased (7)
- 19 Covering for a building (7)
- 20 Cocktail (7)
- 22 Battered (6)
- 25 Small island (4)

Crossword answers on page 21

## Sudoku

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

Spot 5 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.

## OFFICE CLOSURE

Our offices will be closed on **Monday 25 May** for the May Bank Holiday.



# YOUR LOCAL COUNCILLORS

### Ward 10: Anderston, Yorkhill, City

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

### Ward 11: Hillhead

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

### Ward 16: Canal

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

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



INVESTORS IN PEOPLE  
We invest in people Gold

