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focus

OFFICIAL MAGAZINE OF QUEENS CROSS HOUSING ASSOCIATION

5Q Queens
Cross
Housing
Association
BUILDING COMMUNITIES SINCE 1976

SUMMER 2026

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Housing Perks**
Sign up and save P11

**Queens Cross
Community
Foundation**
Helping local people P18

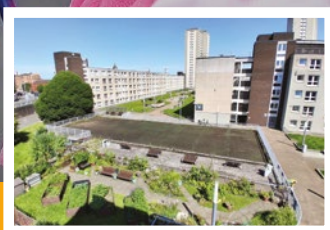
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Saturday 15 August P20



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50th anniversary Gala Day coming soon

We can't wait to host our annual Gala Day on Saturday 15th August. And this one is extra special as we're celebrating our 50th anniversary.

Come along to the Firhill Complex between 12-4pm for a day of fun including free fairground rides, games and activities, live entertainment, sports, craft stalls, an outdoor market, delicious food and much more. It's free entry for all and and it's always a good day out. We can't wait to see you there!

Queens Cross Vibrant Communities

Queens Cross is proud of the diversity of it communities and want to make sure that all of our residents feel safe living and working here.

To assist with this, we are a 3rd Party Hate Crime Reporting Centre which means anyone who feels uncomfortable reporting a hate crime to the police can report it to us.

Housing Perks

Lastly, I am delighted to let you know that as part of our 50th anniversary we're teaming up with Housing Perks, a money saving app specifically designed to help our tenants save on their everyday shopping.

This app offers you the opportunity to save money on a wide range of everyday essentials and one off purchases helping to make life a little easier and more affordable.

You can save up to 20% across over 100 shops. Turn to **page 11** for detail of how to download the app.



Best wishes

Shoua Stephen
Chief Executive

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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
- Singing Group
- Craft activities
- Social Groups
- Youth Groups
- Parent and Toddlers
- Craft activities
- Growing Spaces
- ...and many more!

Take a look at the latest events and weekly groups/activities happening in our local area! These are mostly free to our local community thanks to funding from organisations like the National Lottery Community Fund, Scottish Procurement Alliance and Queens Cross Community Foundation.

You can also follow us on Facebook and Instagram to keep up-to-date with what is going on – QCHA Social Regeneration, visit our website – qcha.org.uk/whats-on or email us, socialregeneration@qcha.org.uk.



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The financial wellbeing team helped secure over £2m for tenants in 2025 and 2026

Queens Cross help secure tenants over £2m

Over £2 million in additional income has helped Queens Cross tenants over the past year thanks to the Association's financial wellbeing service.

The service ensures tenants receive the Government benefits they are entitled to and provides essential and timely advice to maximise their income. They also support with budgeting, debt and energy advice.

Overall, the team helped secure £2.05 million for tenants in 2025 and 2026.

As well as financial help, the team also provide wellbeing support such as providing reassurance and compassion when poor health, job loss or general financial pressures cause increased worry and stress.

Jane, a tenant with a longterm mental health condition, struggled to engage. She was referred to the Financial Wellbeing Service for help completing a benefit application form. This was submitted but refused.

By working with Jane, our adviser built up trust and encouraged her to appeal the decision even though she was not confident it would make any difference. The appeal was successful and an award of Adult Disability Payment of over £70 per week was made as well as a backdate of £5,000, due to the length of time it took for a decision.

This has improved her ability to budget, pay for essential bills and feel more financially secure. She also has confidence in engaging with the service in the future if she ever needs help.

Heather Anderson, Queens Cross Housing's Director of Neighbourhood Services, said:

"The current economic climate and high cost of living is impacting everyone. Having this vital service available means we can help our tenants maximise their income and support tenancy sustainment."

Job opportunities for local young people

Our 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.

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.

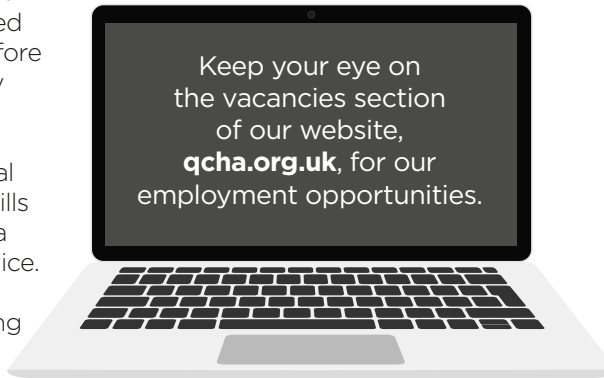
Through the pilot year of the

programme, a bilingual youth worker who had been supporting local young people for two years completed a TEFL qualification and is now delivering a community English language class for parents. The class is funded through the programme and will continue throughout term time in 2026.

The programme also supported an individual who had experienced six months of unemployment before joining the youth and community team. During their placement, they contributed to youth group activities and older people's social programmes, developing their skills and confidence before securing a full-time role within the Civil Service.

In addition, six young people were employed through the spring programme, delivering youth

activities during the school holidays. One employee successfully used the experience gained in the youth service to secure a summer position at a youth camp in New York, providing an international work and travel opportunity that may not otherwise have been accessible to them.



Keep your eye on the vacancies section of our website, **qcha.org.uk**, for our employment opportunities.

THREE YOUNG PEOPLE GAIN WORK EXPERIENCE THROUGH WORKING RITE

Our trial partnership with Working Rite has been a success. The project has helped three local young people gain valuable work experience and move closer to employment.

The pilot project provided three-month, full-time trainee placements with local small and medium-sized businesses for young people aged between 16-24 who were not currently in employment, education or training.

Local businesses operating out of Queens Cross Workspace premises also stepped up to offer some of the placements.

Working Rite continues to support three young people from our area to gain hands-on employment experience. The support includes access to certificated and accredited training tailored to their individual needs including SQA-accredited learning delivered by Working Rite as an approved learning centre.

Our Social Regeneration Team are now seeking funding to pay for another round of Working Rite placements.

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



Listening to tenants

We're always happy to receive feedback from tenants as your views help improve our services.

Here are some changes we've made based on what you've told us.

You said: Dunard Street Park needed repairs and improvements

We did: We obtained funding from Glasgow City Council LEZ community fund to pay for replacement play equipment parts and new benches. Funding from the Lintel Trust Textile bins also paid for an extra bench, making it three new picnic benches in total.

You said: There is a lack of options for cycle parking and storage in the Dundasvale neighbourhood.

We did: We received funding from Cycling Scotland to pay for a new cycle storage facility. The next step is to apply for planning permission from Glasgow City Council so we can take these plans forward.

You said: The Lintel Trust textile bin raised £1,000, and we asked local tenants through our CX Feedback service how they would like this money to be used. The majority told us they would like to see the funds used to help maintain and improve the mural on The Courtyard building. Some residents suggested using the money to upgrade local play areas instead.

We did: Based on your feedback, we have committed the funds towards maintaining and enhancing the mural on The Courtyard building. While we recognise the interest in improving the play areas, £1,000 is not sufficient to fund these upgrades. However, we are actively exploring other funding opportunities to paint and refresh the play areas.

Plans are progressing to install a cycle store at Dundasvale.



You said: You want communal areas and closes to be cleaned to a high standard, and you want opportunities to tell us where improvements are needed.

We're doing: Tenants will soon be invited to complete a short survey shortly after their close has been cleaned, allowing us to receive up-to-date feedback on the quality of the service being delivered. This will help us monitor standards more effectively, identify any issues quickly, and work with our contractors to make improvements where needed. Your feedback will play an important role in helping us maintain clean, safe, and welcoming communal areas.

Tenant satisfaction survey

Starting in September 2026, Research Resource will be in touch with a number of residents to carry out tenant satisfaction surveys on behalf of the Association. This valuable feedback helps us see the areas we're doing well and which services could be improved.

If you complete the survey you'll be entered into a prize draw.



DOWNLOAD OUR 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.

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.

As part of our
50th anniversary
one of our active
users will win a
£50 voucher. The
draw will be made
at the end of
September.

NEIGHBOURHOOD PLANS



Plenty of improvement work is going on across our neighbourhoods as part of our neighbourhood plans project. Here are some highlights:

DUNDASVALE



- Funding has been secured from Cycling Scotland for a new cycle storage facility. The project will transform an underused space beneath the podium deck into a dedicated, secure cycle store for local residents.

The new storage area is intended to provide a safe and convenient solution for residents who cycle, helping to encourage active travel while reducing the need to store bikes in homes,

communal areas or unsecured outdoor locations.

- We are moving forward with an initial options appraisal for the unused bowling green at Dundasvale Court. Last year, during a consultation period, residents shared a wide range of ideas for the space, with children's play facilities emerging as the most popular suggestion. Other ideas included garden areas, extending the community

growing area, outdoor sports and exercise facilities, social gathering spaces, and quiet areas for relaxation. These suggestions will now help shape the development of three concept design options. This is an important first step in transforming an underused space into a community asset, and we look forward to continuing to work with residents to shape its future.

QUEENS CROSS

- Three new picnic benches have now been installed at Dunard Street play park. The new benches replaced rotten benches which were unsightly and falling apart. Repairs were also made to the climbing frame in the community play area.

The work was funded by a combination of Glasgow City Council Low Emission Zone funding and money raised by the textile bin on Dunard Street, provided by the Lintel Trust as part of their Reduce, Reuse and Recycle scheme. The new benches are good quality, low maintenance and built to last.

- Our Burnbank Gardens project is progressing well – find out more about this development on **page 12**.
- A pilot property has been fitted with new windows and doors as part of our project involving properties



on Firhill Road, Northpark Street and Springbank Street. An open day took place with tenants in July to view the completed property, with work to their properties starting in late July.

WESTERCOMMON

- Funding totalling £1,000 raised from the Lintel Trust textile bin will go towards maintaining and enhancing the mural on The Courtyard building following tenant feedback.

- Planned £3M investment works to No. 187 Westercommon Road started at the end of June. Stage 1 will involve drilling holes in the external walls to allow a new ventilation system to be installed. This will facilitate the new over bath showers that will be fitted as part of the internal upgrades. Our contractor Skyform will be accessing the building using a cradle system that will be located on each of the four elevations of the building. This work is expected to be completed by October.



Stage 2 of the project will be the internal upgrades, with that work planned to begin in the autumn. We will be rewiring, fitting a new ventilation system and installing new kitchens and bathrooms. We will be holding a series of open days in the next few



months where residents can meet the contractor and make their new kitchen and bathroom choices.

- As Focus magazine goes to print our summer holiday programme is in full swing, bringing fun, friendship and great food to local children throughout the school holidays. Children have been taking part in many fun activities including computer coding, puppet making and music. You can find out more about this on **page 16**.

WOODSIDE



- A new paved area has been installed at Woodside gardens thanks to a community benefit delivered by AMEY. The entrance to the potting shed which was previously decked, has been replaced with a hard paved surface, providing growers with a safer area. As well as improving safety, the new surface will be more durable and require significantly less maintenance in the years ahead. The project was delivered free of charge, with all labour and materials provided by the AMEY team currently



working on the nearby Woodside Viaduct improvements on the M8.

- Work to replace the lift at Cromwell Complex is due to begin in October 2026. The complex will also benefit from a new fire detection system.
- John O'Conner are monitoring and removing, when required, to remove overgrown shrubbery around Braid Street/Braid Square/St Peters Path.

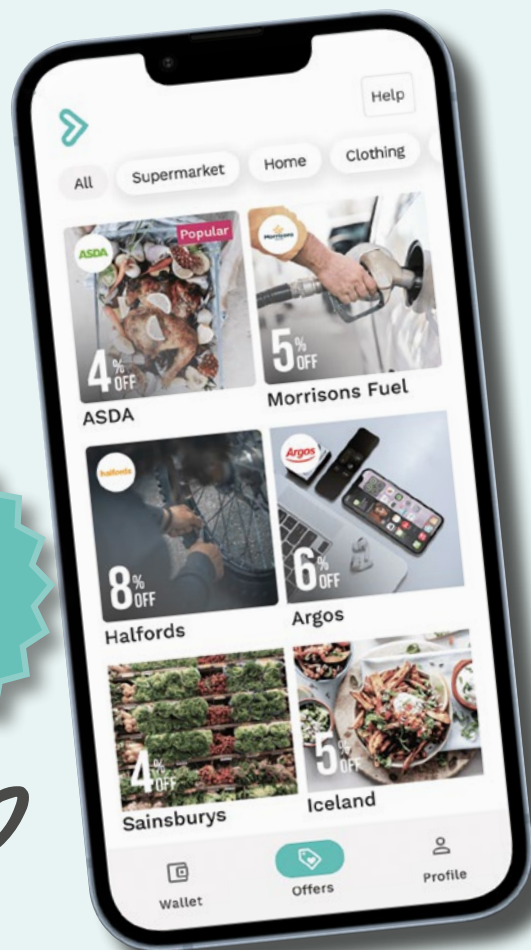
Find out more about our neighbourhood improvement plans on our website – scan the QR code.



Introducing Housing Perks

- YOUR NEW
MONEY SAVING APP

Save
on your
everyday
shopping



As part of our 50th anniversary we've teamed up with Housing Perks, a money saving app designed specifically for social housing tenants.

This app offers you the opportunity to save money on a wide range of everyday essentials, helping to make life a little easier and more affordable.

Housing Perks can help you save money on various purchases, from shopping essentials to larger one-off purchases. We are delighted to offer this resource to our tenants and hope you will find it helpful with your day-to-day expenses. You can save up to 20% off over 100 shops.

Here's how you get started:

1. Download the app by scanning the QR code or by searching for Housing Perks on the App Store or Google Play
 2. Enter your mobile number
 3. Select Queens Cross Housing Association
 4. Select landlord website
 5. Sign up with your tenancy reference number - you can find this on your tenancy agreement or rent statement.
- If you can't find it, check the QC App or get in touch with us on **0808 143 2002** or **contactus@qcha.org.uk** and one of our staff members can help.



"Downloading the app is quick and easy. On behalf of the team at Queens Cross Housing Association, we hope you enjoy using it and benefit from a range of discounts."

Shoua Stephen

Chief Executive

For all other Housing Perks enquiries please contact **support@yourhousingperks.com**.

Up to 20% off across 100+ shops

Sainsbury's

b&m

ASDA

B&Q

PRIMARK

Argos

Morrisons

TESCO

TKMAXX

SPORTS DIRECT.COM

(and over 100 more)

Hamiltonhill Phase 1 Progress

Our first phase of development at Hamiltonhill is now in the final stages. We have completed and let over half of the properties in phase one and we're expecting the remaining houses and flats to be ready to move into in August or September. The remaining properties will be advertised on the Find My Home website soon, most likely in early August. Please keep an eye out for announcements on the Find My Home website.

Our focus is now moving on to the second phase of the project, which includes 12 flats and 54 houses for rent by the Association alongside 93 houses for sale by Urban Union. We're expecting work to start on this project in early 2027.

Discussions are continuing with Glasgow City Council Planners and other public bodies to secure the consents and funding required to deliver.

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



BURNBANK GARDENS DEVELOPMENT

The Association's other new build development of 48 flats at Burnbank Gardens is also progressing well, with the internal fit-out now under way. 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 living will be prioritised in the allocation process, which is likely to start in the spring of 2027.

The properties will be allocated through the Find My Home lettings system so people who are interested in applying for them should ensure that they are registered on Find My Home. Please visit www.findmyhome.org.uk for more information about how to register.





INTRODUCING A NEW BULK UPLIFT SERVICE

We'll soon be introducing a new bulk uplift service. Managing fly-tipping and dumped rubbish is a major task, and we are trying to reduce how much tenant rent is spent dealing with it each year.

Starting in early September, the new bulk uplift service will include:

A set collection day per week

- We'll let you know when your specific day is.

Keep items inside your property until the night before your collection day

- Only place bulk items out the night before your collection day.

No off-day uplifts

- Items left out early or without arrangement will not be collected.

Charges for fly-tipping start in September

- Tenants will be recharged for fly-tipping, items dumped outwith your collection day and irresponsible rubbish disposal.

Please keep your neighbourhood tidy

- Do not leave large household items outside unless properly arranged by collection.

Need a helping hand at home?

We're delighted to relaunch our Handyperson Service for tenants.

Whether you've got flat-pack furniture waiting to be assembled, blinds that need fitting, or pictures and mirrors still sitting on the floor, our friendly handyperson can help.

Services include:

- Building flat-pack furniture
- Hanging blinds and curtain poles
- Fitting mirrors and pictures
- Installing key boxes
- Small household repairs and maintenance jobs

Save yourself the hassle and let us help get those jobs ticked off your to-do list.



For any questions about our new-look bulk uplift and handyperson service, get in touch with us:

Phone – **0808 143 2002**

Email – **contactus@qcha.org.uk**

Civic reception honours Queens Cross Housing's 50th anniversary

The Lord Provost of Glasgow Dr Jacqueline McLaren invited tenants, staff and partners to come together to begin the 50th anniversary celebrations of Queens Cross Housing.

Around 100 people, who have each played a vital part in the Association's success and the growth of its communities in north-west Glasgow, gathered at Glasgow City Chambers to mark Queens Cross' inception in 1976. This included tenants who have lived there for 50 years and the first ever Director of the Association, Jim Wintour.

The ceremony is the first in a number of events the Association has planned in 2026 – including a special Gala Day, a mural installed in the community and a community exhibition.

Shona Stephen, Chief Executive of Queens Cross Housing Association, is excited to showcase the Association's communities which make up an important part of the city.

"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 with streets earmarked for demolition.

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

"We want to celebrate that history and, 50 years later, highlight the people, streets and communities which make Queens Cross a great place to live and work."



Tenants, staff and partners came together at Glasgow City Chambers to celebrate Queens Cross' 50th anniversary.



Jim Wintour (left), first ever Director of Queens Cross and John Robertson (right), first ever staff member of Queens Cross Housing.



Lord Provost Dr Jacqueline McLaren praised the impact of the Association at the Glasgow City Centre event.

"I'd like to thank everyone who have helped Queens Cross Housing become a cornerstone of north-west Glasgow.

"Your contribution has helped the Association build thriving communities where residents are proud to call home."



Queens Cross Group Board Members and Ambassadors

Staff take trip through time for QC's 50th anniversary



Around 180 employees gathered at Partick Thistle FC's Firhill Stadium for the celebration.

Our staff took a trip through memory lane as they came together to celebrate the Association's 50th anniversary.

Around 180 employees gathered at Partick Thistle FC's Firhill Stadium to look back at the past five decades, seeing how far the Association has progressed since its inception in 1976.

Guest speaker Raymond Young, who was involved in the formation of Scotland's first community-based housing association 'Central Govan Housing Association' in 1968, explored how the housing industry has evolved during his career.

Shona Stephen, chief executive of Queens Cross Housing Association, said:

"It was fantastic to see our staff come together to mark this



Queens Cross chief executive Shona Stephen with guest speaker Raymond Young.

significant milestone and celebrate how much the Association has achieved in that time."

Public exhibition in September

As part of the celebrations, a public exhibition will be held throughout September – telling the story of the last 50 years of Queens Cross and its communities through archive photos and local memories and stories.

Held at the Mackintosh Queens Cross Church, the free-to-attend exhibition will explore how local communities have changed since the 1970s.

SUMMER CHILDREN'S PROGRAMME



As Focus goes to print our summer holiday programme is in full swing, bringing fun, friendship and great food to local children throughout the school holidays. Over the six weeks of summer, we run a Monday to Thursday activity programme at Windsor Community Hall and The Courtyard on Westercommon Drive. With spaces for up to 35 children at each venue, our dedicated staff are working hard to make every day exciting, engaging and memorable.

The Courtyard Pantry provides breakfast, snacks and a nutritious lunch each day, thanks to generous funding from Glasgow City Council and QC Factoring. We're also grateful to GCC and QC Workspace for supporting

local employment, enabling our fantastic staff team to spend the summer creating safe, welcoming spaces where children can play, learn and thrive. This year we've also updated some of our youth work resources thanks to a small grant from the Queens Cross Community Foundation.

This year, our talented staff are sharing a wide range of skills, including computer coding, puppet making and music. Alongside this, we're delighted to be working with Glasgow Sculpture Studios to deliver inspiring artist-led workshops, Halo Arts to bring the drama, and Forest School partners to give children the chance to explore nature through outdoor learning and adventure.

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 in Woodside. Come along to 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.

Our youth work activities will resume after our summer holiday programme finishes in August. For the latest information on session times, activities, and how to get involved, please visit our website – qcha.org.uk/whats-on.

We look forward to welcoming you and your family.

Learning Together at Glasgow University Science Fair

Regulars attending our Crafternoons and Chat & Chai groups recently enjoyed a visit to the University of Glasgow Science Fair at the Glasgow Botanic Gardens.

The event was a fantastic opportunity for participants to try something new and explore a range of interactive exhibits, learn interesting facts about science and plants during a day of discovery at the beautiful botanic gardens.

The visit brought together people from a wide range of backgrounds, cultures and life experiences, reflecting the rich diversity within our local community. As participants explored the exhibits, shared their thoughts and learned from one another, the day highlighted the value of coming together with curiosity, openness and respect.

Activities like this play an important role in engaging meaningfully with some of the city's best assets, encouraging lifelong learning, building confidence and creating opportunities for people to connect outside of their usual social settings. Mixing and sharing experiences with others, also helps strengthen relationships within the community by giving people shared experiences to enjoy and talk about.



The trip was a lovely reminder that learning can happen at any age and in many different ways. It also showed how shared experiences can help build understanding, friendships and a stronger sense of belonging for everyone involved. Thanks to the University of Glasgow for the opportunity to take part.



Connecting communities through digital inclusion

Across our four neighbourhoods – Dundasvale, Woodside, Queens Cross and Westercommon/Hamiltonhill – we offer free Digital Inclusion drop-in sessions designed to help individuals build confidence, access opportunities and stay connected to important services. Whether someone is taking their first steps online or looking to develop new digital skills, our friendly team is on hand to provide practical, personalised support.

Our drop-ins help tenants and local residents with a wide range of everyday digital tasks. This includes accessing online services such as Universal Credit, applying for Blue Badges and parking permits, searching for employment, improving CVs and developing employability skills. We also support people with the basics, from creating email accounts

and setting up social media profiles to understanding how to stay safe and secure online.

Building digital confidence has a lasting impact. As more essential services move online, having the skills to access them independently can reduce stress, improve financial wellbeing and open up new opportunities for learning, work and social connection. For many people, gaining confidence with technology can also help tackle isolation by making it easier to keep in touch with family, friends and the wider community.

Visit our website to see the full list of events and activities – 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**.

Parents praise new sensory room funded by Queens Cross Community Foundation

Funding from Queens Cross Community Foundation has supported the creation of a new sensory room at Dunard Primary School.

Sensory rooms in primary schools are generally for children with diverse needs, particularly those with autism, ADHD and anxiety, providing a safe space to reduce overstimulation, and improve emotional well-being.

A representative from Dunard Primary School Parent Council said: *"Thank you once again to Queens Cross, I can't express how much it means to have had your support with this project."*

"With the grant from Queens Cross Foundation, we purchased



resources including a corner unit and its truly amazing."

QCCF trustees supported this project through their small grant



scheme as it is based within the Queens Cross area and supports children facing disadvantage or additional needs.

COMMUNITY CHEST: DO YOU KNOW SOMEONE WHO COULD BENEFIT?

Community Chest continues to make a real difference for local families and young people, providing small, targeted grants that help remove barriers and create opportunities.

Since launching in 2018, the fund has made over 1,000 awards, distributing **over £127,000** to people in our communities. It remains a key part of our response to tackling poverty and improving life chances.

Helping families in hardship

In recent months, awards have focused on helping families who are newly housed or facing financial hardship to settle in and access everyday opportunities.

Much of the support is about giving children the basics they need to get outdoors, connect with others and thrive. Targeted grants like this can support child development.

Recent awards have helped with:

- Bikes and scooters for travel and play
- Outdoor play equipment for gardens
- Clothing for nursery, school and outdoor play
- Basic school supplies and early years learning items
- Creative materials to support play and development

The Community Chest is open to all young people aged up to 25, so many of our residents will be eligible and could benefit.

These small awards can have a big impact helping reduce isolation, improve wellbeing and support children to take part in everyday activities by helping with an initial cost.

Community Chest is funded by the Queens Cross Group alongside generous support from partners, local businesses and staff fundraising.

If you or someone you know could benefit, encourage and support them to apply. Check criteria and apply on our website - qcfoundation.org/community-chest

See the impact of Queens Cross Community Foundation



JOHN GRAY BURSARY SCHEME

Over the past year, Queens Cross Community Foundation has supported a wide range of individuals, community groups, and local projects, helping to create opportunities and improve lives across our communities.

To showcase this impact, we've produced **four short videos** featuring some of the people and organisations who have benefited from Foundation support. Their stories highlight the difference that funding can make and the positive outcomes being achieved every day.

- **Braeside Community Garden** – A thriving community space bringing people together through gardening and growing.
- **Abercorn Ski Trip** – Giving young people the chance to experience new activities, build confidence, and create lasting memories.
- **Hamiltonhill Claypits Nature Reserve** – Protecting and enhancing an important local green space while connecting people with nature.
- **John Gray Bursary Scheme** – Supporting students through further education.

As we go to print, we are in the process of assessing this year's John Gray Bursary applications. Five awards will be made this year to support students moving into or making their way through further education.

The Bursary was created by the Queens Cross Community Foundation in 2022 for residents living in the Queens Cross Housing Association (QCHA) area of Glasgow.

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

Scan the QR code to watch each video on our YouTube channel.

Take a few minutes to watch the videos and see the real difference the QC Foundation is making in our communities. The stories speak for themselves and demonstrate how, together, we are helping local people and places to thrive.





Thanks to our main sponsor



50TH ANNIVERSARY

GALA DAY 2026

Saturday 15th August!
12-4pm @ The Firhill Complex

LIVE ENTERTAINMENT

GAMES AND ACTIVITIES

CRAFT STALLS

SPORTS

FAIRGROUND
RIDES

OUTDOOR MARKET

FOOD AND
REFRESHMENTS

...and much more!

UPCOMING EVENTS

Here are some other events we're looking forward to over the coming weeks

WESTERCOMMON UNITY MARKET - EVERY SECOND SATURDAY

The Westercommon unity market is open to everyone. Taking place every second Saturday, the market provides quality, fresh fruit and vegetables at an affordable price. There's also tasty treats and other delicious food and refreshments available from local businesses.

This is a simple and central way for you to do your weekly shop while discovering new local producers and doing good through food. There's also a rotating selection of provisions where you can discover a new treat - recent favourites include chilli crisps, apple crumble biscuits and raw local honey from Hillhouse Honeybees.

The market is a great place to pick up high-quality produce at a good price. The Courtyard Pantry Café is open too serving homemade cakes, soup, breakfast rolls and coffees.

Taking place on Saturday 8 August and every second Saturday from then 10am-2pm

The Courtyard Pantry, 2 Westercommon Drive, G22 5PG



**FREE
EVENT**

THE SUMMER SHOW AND POSTCARDS OF SUMMER EXHIBITION

Join Annan Gallery this August for two exhibitions offering a huge and inspiring selection of original art by gallery favourites and exciting new artists.

Their summer Exhibition showcases an exceptional selection of contemporary paintings by some of today's leading artists.

Alongside the exhibition, their new 'Postcards of Summer' features a collection of postcard-sized original paintings celebrating travel, memory and the enduring charm of the postcard. Together, the two exhibitions offer a huge and inspiring selection of original art by gallery favourites and exciting new artists.

Whether you're discovering a new artist, adding to your collection, or searching for a unique gift, there's something for everyone. Open 6 days a week, the gallery is free to visit and all works are available to purchase and take away.

Open Tues-Fri 10am - 5pm // Sat 10am-5:30pm // Sun Middyay-4pm until 30 August 2026
Annan Gallery, 164 Woodlands Road, G3 6LL



**FREE
EVENT**

KING TUT'S SUMMER NIGHTS

Glasgow's renowned grassroots music festival, King Tut's Summer Nights, is back - bringing more than 100 emerging artists to the city across eight weeks of live performances this summer.

Taking place at the iconic King Tut's Wah Wah Hut, this year's lineup features 30 live shows spanning a wide range of genres, including rock, pop, indie and more, offering audiences the opportunity to discover the next generation of breakthrough artists.

Multiple dates until 29 August
King Tuts Wah Wah Hut, 272a St Vincent's Street, G2 5RL
Tickets can be purchased at universe.com



Focused on Performance

Keeping you up-to-date with our service performance. The below stats are from our Quarter 4 report for January to March 2026.

QUARTER 4: JANUARY TO MARCH 2026



Rent

Quarter 4: January to March 2026

Unpaid Rent

0.66%

Average number of days to re-let empty properties

22.5 days



Repairs

Quarter 4: January to March 2026

Repairs completed right first time

92%

Routine repairs completed on time (within 5 working days)

97%

Urgent repairs completed on time (within 2 working days)

96%

Emergency repairs completed on time (within 4hrs)

100%



Gas

Quarter 4: January to March 2026

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 4: January to March 2026

Satisfaction with Repairs Service

87%

Satisfaction with call handling

79%

Your services, **your say**

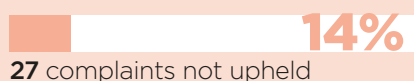
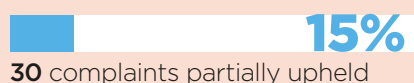
Complaints

In January, February and March 2026 we received **197** 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



- 177 complaints responded to within timescale
- 20 complaints responded to outwith timescale

Compliments

We received **23** compliments from customers from January to March 2026.

Here are some of the things customers said:

“The caretaking team who came out to clean the lane and the backcourt area of 42 Ancroft Street went above and beyond and did an amazing job.”

A tenant gave thanks to Erin in the Customer Contact Centre: “Erin, I’m glad I spoke with you, you always get things done right”.

Learning from complaints

We closed 90% of complaints within timescale. This is due to our customer contact centre closing most complaints at frontline. This has allowed our teams to deal with more complex complaints that need further 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

QCHA 50th Anniversary Annual General Meeting

Queens Cross Housing Association will hold its 50th Anniversary Annual General Meeting (AGM) on Monday, 7 September 2026.

This year's AGM marks an important milestone in the Association's history. The event will celebrate 50 years of service to the community, reflect on key achievements, and outline future priorities.

The programme will include an interactive workshop, offering tenants, local residents and staff the opportunity to contribute their views and engage with the Association's work. The AGM will finish with a raffle, with attendees having three chances to win a **£50 Tesco gift voucher**.

Membership and Attendance

Queens Cross Housing Association is a membership-based organisation, and attendance at the AGM is limited to shareholding members.

Membership is available for a one-off fee of £1 for life. You don't need to be a tenant to apply; applications are welcomed from anyone who lives within, or has a connection to, the local area.

Maintaining strong community representation through our membership remains an important priority for the Association.



Refreshments

Enjoy a selection of buffet refreshments including cakes, tea, coffee and water.



How to take part

- Existing members should have received their formal AGM invitation in July 2026.
- To become a member, visit:
qcha.org.uk/get-involved/association-membership
- Alternatively, contact us:
Email: aemckay@qcha.org.uk
Phone: 0808 143 2002

We look forward to welcoming members to this special celebratory event.

HAVE YOUR SAY - help shape the future of customer engagement at Queens Cross

At Queens Cross, we are developing a new Customer and Community Engagement Strategy designed to make it easier than ever for tenants and customers to have their say and influence the services we provide.

As part of this work, we recently consulted with tenants on our **Register of Interested Tenants** to gather feedback on our proposed approach. We are delighted with the response so far, with many tenants welcoming the move towards a more flexible and accessible way of engaging with Queens Cross.

A New Approach to Customer Engagement

We recognise that not everyone wants to attend formal meetings or commit to being part of a committee. That's why our new approach focuses on providing a range of ways for people to get involved.

The feedback has been overwhelmingly positive, with tenants telling us they like the increased opportunities to share their views through digital surveys, quick feedback requests, community events, and targeted consultation exercises. Some tenants have also taken part in follow-up surveys on specific topics that are of particular interest to them, helping us gather more detailed insight on key issues.



Join Our Register of Interested Tenants

If you'd like to have more influence over the services we provide, joining our **Register of Interested Tenants** is the best place to start.

Being on the register allows you to:

- Receive invitations to surveys and consultations
- Share your views on housing, neighbourhood, and community issues
- Take part in focus groups and discussions about our service

- Help shape service improvements and neighbourhood initiatives
- Get involved as much or as little as suits you

There is no obligation to take part in every consultation. Instead, you can choose to get involved in the topics that matter most to you.

Email contactus@qcha.org.uk or call us on **0808 143 2002** if you would like to join the register.

Working Together

The new strategy aims to create a stronger partnership between Queens Cross and our tenants, ensuring that tenant feedback directly informs service improvements and community investment decisions.

We would like to thank everyone on our Register of Interested Tenants who has already contributed their views. Your feedback is helping us create an approach that is more inclusive, flexible, and responsive to the needs of our communities. If you're not sure about joining the register but still want to take the survey, scan this QR code to complete the survey online.



Workspace and Family Wellbeing Team join forces to invest in next generation

A new partnership between Queens Cross Workspace and Queens Cross Housing Association's Family Wellbeing Team will see £180,000 go towards supporting local families and young children.

Workspace will provide £60,000 per year over the next three years to expand the Family Wellbeing Team's work across the community - helping families access practical support, early learning opportunities, employability services and improved home environments.

The partnership reflects a shared commitment across the Queens Cross Group to creating lasting opportunities for local people and ensuring children have the best possible start in life.

Over the years, Workspace has explored a range of initiatives aimed at improving employment prospects and life outcomes for local people. Through their research and consultation with experts in the field, they have found that the earlier support is provided, the greater the impact it can have on young people.

As a social enterprise, Workspace generates funds through its commercial activities which are reinvested in the community.

James Ledger, Business Development Manager at Queens Cross Workspace, said:

"We're delighted to be launching this partnership. The Family Wellbeing Team has a proven track record of delivering support where it matters most."

"Evidence consistently shows that investment during a child's



earliest years delivers significant long-term benefits. Access to play opportunities, early learning experiences, family support and stable home environments can positively influence educational attainment, health, confidence and future employment prospects.

"Helping children thrive in their formative years creates stronger foundations for the future and can help prevent challenges becoming entrenched later in life. Together, we can help create better opportunities for children and families across our areas."

The funding will support a range of initiatives including additional family support services, activities for parents and young children,

development opportunities for families, employability and skills programmes, and practical assistance to help create nurturing home environments.

Sharon Freeman, Head of Family Wellbeing, added:

"Queens Cross has been supporting families in our community through the Family Wellbeing Project for the last five years. The partnership between QC Workspace and Family Wellbeing Project will allow more families to receive support, and access new opportunities."

"This will make a positive and lasting difference to the lives of parents and children in our community."

New businesses in our community



Queens Cross Workspace is delighted to introduce three new businesses that have recently joined our community and are already making a positive impact. Their services are available to anyone in the community who could benefit from the support they provide.

WithYou Northwest Glasgow

withyou
in Glasgow

Based in Firhill Business Centre, WithYou offers free and confidential support to adults experiencing challenges with drug and alcohol use. Supporting individuals, families and communities across Glasgow, WithYou provides a non-judgemental service, helping people make positive changes at their own pace

through one-to-one support, advice and recovery programmes.

Get in touch by:

Phone: **0808 178 5901**

Email: **glasgow.northwest@wearewithyou.org.uk**

Rigma Studio

Rigma Studio, located in Firhill House, is a Glasgow-based graphic design studio and creative hub helping businesses, charities and mission-driven organisations communicate clearly through branding, websites, print and digital design. From creating brand identities and websites to producing publications and promotional materials, the team delivers creative solutions tailored to each client's needs.



Alongside their design work, Rigma Studio is developing a creative hub that will bring together businesses, designers and the local community through workshops, talks and collaborative events, helping to strengthen Glasgow's creative community.

If you're looking for creative support or would like to find out more about their work, get in touch:

Email: **info@rigmastudio.co.uk**

Phone: **07858793520**

eg Play Therapy

eg Play Therapy provide specialist therapeutic support for children and young people through the power of play. Based in Firhill House, they work with families, schools and other professionals, the service offers a safe, supportive environment where children can express their emotions, build confidence and develop resilience to overcome life's challenges.



If you know a child or young person who could benefit from play therapy, or you're a parent, carer or professional looking for support, you can contact eg Play Therapy directly:

Phone: **07932 461 599**

Email: **eilidh@egplaytherapy.co.uk**

Community CPR and defibrillator sessions

We had a great turnout at our community CPR and defibrillator training sessions with St John Scotland. After providing new two defibrillators for use in the community, St John Scotland kindly delivered a number of sessions to residents across our areas to teach them how to use them as well as how to perform CPR.



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

Early access to a defibrillator can dramatically increase survival rates in cases of cardiac arrest, particularly when used alongside CPR before emergency services arrive.

Thanks to everyone who came along to the sessions and learned vital life-saving skills.

THANK YOU TO OUR FUNDERS AND SUPPORTERS

We would like to thank the many funders, partners and supporters who help us do all the little extras that make Queens Cross much more than just a landlord.

Over the past 12 months, their support has helped us deliver a wide range of programmes, events and activities that benefit local people and communities.

Thank you to: Allied Vehicles, AMEY, Glasgow Council for Voluntary Services, Glasgow City Council, Lintel Trust, The National Lottery Community Fund, Scottish Procurement Alliance, The Hugh Fraser Foundation,

McTaggart Construction, Mackenzie Construction, Urban Union/Roberston Group, Premier Roofing, Clark Contracts, Classic Lifts, Saltire, McConnells, Allander Cleaning, CCG, LSK, Kerr and Taggart, John O'Conner, Envision Electrics and WrightKerr All Trades.

It is thanks to the generosity, commitment and community spirit of our funders and business partners that we are able to provide many of the additional services and opportunities that help our communities thrive

Thank you for helping us make a difference.

PUZZLE ANSWERS

Across: 1 Martian, 5 Descent, 10 Stun, 11 Unfriendly, 12 Songster, 13 Equine, 15 Santa Claus, 17 Rave, 19 Stir, 21 Impossible, 24 Amuses, 27 Smoulder, 28 Bottleneck, 29 Meet, 30 Wynette, 31 Precise.
Down: 2 Astronaut, 3 Tonight, 4 Aquatic, 6 Exile, 7 Conquer, 8 Nylon, 9 Afar, 14 Ouzo, 16 Limb, 18 Valueless, 20 Rosette, 22 Shocker, 23 Islamic, 25 Moody, 26 Slept, 27 Shed.

Queens Cross against Racism

Following a recent rise in anti-immigration incidents in the city, we want to be clear that the QC Group has **zero tolerance of racism** and supports its diverse communities whom we see as a benefit to our city and part of our aspiration for **Quality Housing and Vibrant Communities**.

That's why we're supporting Refuweegee's Safe With Me campaign, which asks businesses, public spaces and individuals to identify themselves as a safe place in these times of rising hate.

The idea is that if someone is experiencing hate they can easily identify a street or business as a safe place to go through Refuweegee's interactive map.

You can scan the QR code below to view the businesses and streets which are signed up to the campaign, and you can also sign up yourself.

SAFE WITH ME.

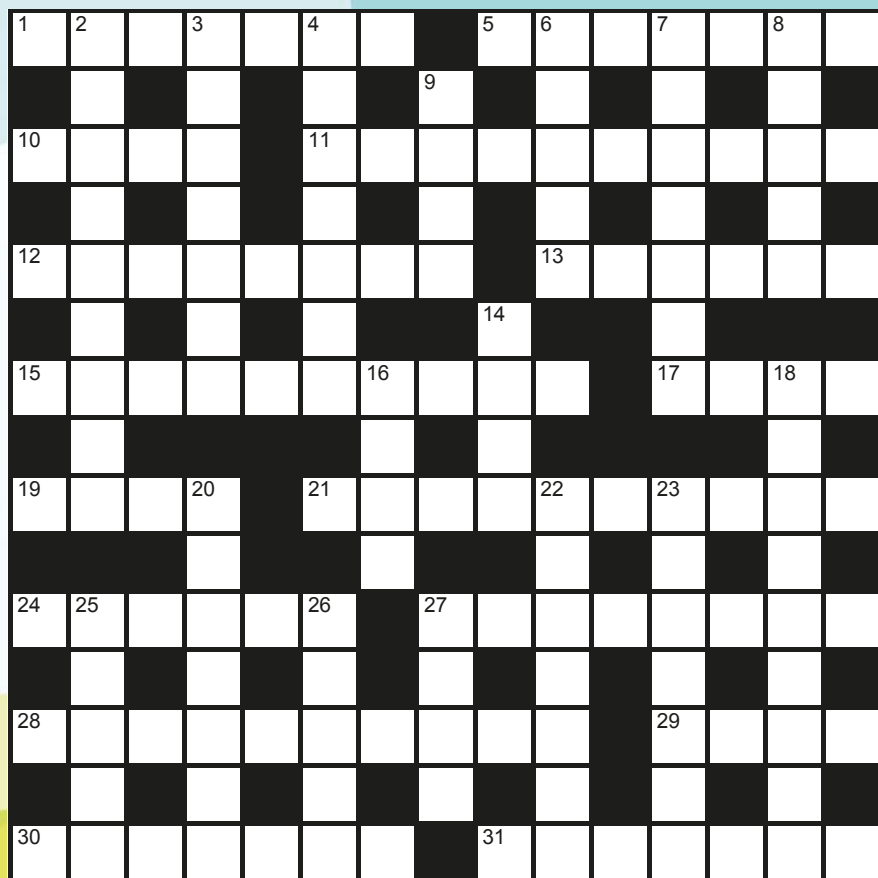
Refuweegee
(ref-u-wee-gee)

George Square



Feeling Puzzled?

Crossword



Across

- 1 Of the red planet (7)
- 5 Family line (7)
- 10 Sandbag (4)
- 11 Hostile (10)
- 12 Balladeer (8)
- 13 Resembling a horse (6)
- 15 Yuletide visitor (5,5)
- 17 Talk irrationally (4)
- 19 Agitate (4)
- 21 Not doable (10)
- 24 Entertains (6)
- 27 Burn without flame (8)
- 28 Narrow entrance (10)
- 29 Encounter (4)
- 30 "Stand by your Man" singer (7)
- 31 Exact (7)

Down

- 2 Space traveller (9)
- 3 This evening (7)
- 4 Water-dwelling (7)
- 6 Banish (5)
- 7 Vanquish (7)
- 8 Thermoplastic yarn (5)
- 9 From a distance (4)
- 14 Greek liqueur (4)
- 16 Member (4)
- 18 Worth nothing (9)
- 20 Politician's badge (7)
- 22 Sensational novel (7)
- 23 Mohammedan (7)
- 25 Temperamental (5)
- 26 Slumbered (5)
- 27 Storage shelter (4)

Crossword answers on page 28

Sudoku

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

Spot 7 differences



Useful Contact Numbers

ADVICE

Citizens Advice (Maryhill and Possilpark):
0141 948 0204

CITY COUNCIL

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

ENERGY

British Gas: 0800 048 0202
Scottish Water: 0800 077 8778
Scottish Power: 0345 270 0700
SP Energy Networks: 0800 092 9290
Priority Services Register: 0330 10 10 167

HEALTH

NHS 24: 111
Queen Elizabeth University Hospital: 0141 201 1100
Woodside Health and Care Centre: 0141 201 5500

FOODBANK

Glasgow NW Foodbank: 07735 522621

POLICE AND EMERGENCY

Police/Fire/Accident Emergency: 999
Police non-emergency: 101

SCHOOLS

Dunard Primary: 0141 946 1417
Oakgrove Primary: 0141 332 6210
Saracen Primary: 0141 336 8428
St Charles Primary: 0141 946 1391
St Joseph's Primary: 0141 332 7836



OUR DETAILS

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 **Friday 25** and
Monday 28 September
for the September
Weekend 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 (Your Party)
- 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

