

At Home

Newsletter for All Tenants of KEY Housing



Winter 2014



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Welcome



We would like to welcome you to the Winter edition of the KEY Housing newsletter. This edition we will be focusing on our Major Repairs Programme and how it works. We're also going back to Coatbridge 1 year after their remodelling to see how they have settled into their new flats! Below we are focusing on your home safety through the winter and our maintenance officers have provided some top tips for the season!

Beat the Winter Frost

You should have received the "Protect Your Property This Winter" leaflet in October. It gives some general advice on how to keep your home protected from the weather conditions of winter. If you have not received a copy or have misplaced it, please contact us on 0141 342 1820 and we can send another copy.



Here are some additional tips to keep yourself safe in the winter.

- The power supply to your boiler must remain on at all times. The boiler has inbuilt frost protection; this will fail if the power supply is switched off and could damage it.
- If you don't want the heating on at certain times, please use the heating programmer and set it to your preferred on/off times. If you need instructions to do this please contact us.
- Many boilers have a pressure gauge; this should be checked once a week to ensure that the pressure is between 1 and 2. If it drops below 1, or you are unsure of how to check this, please call 0141 342 1820.
- Ensure that you know where your cold water shut off is. This is essential if you have a burst pipe or flood. If you are unsure, please call 0141 342 1820 and we can help.
- If you have Card or Token gas or electricity meters, please ensure that there is plenty of credit to avoid having no power.
- If you are going to be away for an extended period of time, please let us know and also leave access arrangements in case of emergency.

Emergency Repairs

Even following the best advice, emergency situations can occur. If you have an emergency repair (as defined in the Tenants' Handbook) and it is outside of normal office hours, you should refer to your list of emergency contractors. This details who to contact in your area. If you do not have a copy of this list, please call 0141 342 1820 to have another copy sent to you. Please note that the office will be closed on the public holidays in December and January (see back page for details).

Coatbridge Remodelling: 1 Year Later

This time last year several tenants in Coatbridge were just moving back into their newly remodelled flats. At the time of the last Winter newsletter, we could only show bare walls but now everybody has settled in they would love to show off their new flats!

Jim Matheson (right) has lived with KEY for 22 years and for the majority of that time he shared a large house with 2 other people.

This redevelopment has enabled Jim to have his own flat with more space for himself and the adaptations he needs for day-to-day life.



“ I’ve never looked back since getting my own flat and my dad has seen a big difference in me too. I am more independent now. ”
- Jim

You may remember Willie McKiernan (right) from our previous newsletter. During the remodelling the contractor managed to keep one of Willie’s prized possessions - a painting of him & his hero Elvis - safe for him in the hall cupboard!

Now he has completely furnished his flat and was very proud to give me the official tour.



Coatbridge Remodelling: 1 Year Later

Mark Hepburn (below) is delighted with his new flat! He had previously shared a large house with 3 other people. Now he has his own ground floor flat which better suits his needs.



Cathy Harnes (above) has settled back into her flat well. Her flat layout was completely changed. She is very proud of her new flat and likes to show it off!

St Ninians Update

Work is still underway at our remodelling in St Ninians. The conversion of our 4 bedroom house and 2 bedroom flat into a mixture of 1 and 2 bedroom flats is going well.



Meanwhile, David Johnstone (below) celebrated his birthday in his decant accommodation in Stirling. He is very excited to see his new flat when it is finished next year!

The project should be complete by January 2015.



David had a great time celebrating his birthday!

House Extension

Julian Michaelowski (below) is preparing for a big change this winter. He is currently getting organised to move into decant accommodation as he is getting an extension built onto his flat.

Over the coming months, KEY will be adding an extension to his 1 bedroom flat in Bainsford so that we can make it more accessible for his wheelchair.

This will involve remodelling the layout of the entire flat to create more space in each room. We will show you the finished result in upcoming newsletters!



Julian is delighted with the extension plans.

Major Repairs Programme

As KEY's properties age, parts of the buildings wear out, or don't meet current standards, and need to be replaced. We do this in 2 ways.

Response Repairs are when we make repairs and replacements to smaller items (such as locks, handles, taps, etc).

These repairs are generally reported you or by a maintenance officer during a visit. Repairs are carried out quickly by local tradesmen.

Major Repairs are when we replace bigger items in the building (such as heating systems, windows etc) and are carried out during an organised programme.

This is known as the **Major Repairs Programme**. Below is a timetable of how often we expect to replace major items within our houses.

| Item | Replacement Time |
|-----------------|------------------|
| Heating Systems | 15 Years |
| Kitchens | 17 Years |
| Bathrooms | 20 Years |
| Windows | 25 Years |
| Roofs | 60 Years |

Major Repairs Timetable



Fiona in Dunoon is delighted with her new windows!

KEY considers several things when deciding if they are going to replace a major item:

1. How old the part is.
 - We generally follow the Major Repairs Replacement Times (left).
2. What condition the part is in.
 - Though we follow these time frames if we replace a part that is in good condition then it would be wasteful.

KEY tries to balance the cost of the item against its how long it should last, in order to get the best value for money.

“ The new boiler has been a total transformation. I now have instant hot water. ”

Mike from Hamilton

Maintenance and Housing Officers regularly inspect properties and the programme can be changed if required so your property is always of a good standard. We take on any feedback we get from tenants and look into it.



Mike in Hamilton getting to grips with his new heating system.



Jeanette in Erskine loves her replacement bathroom

We contact many different contractors to make sure we get the best possible price and quality of workmanship.

By doing all of these things we do our best to keep your home comfortable, safe, secure and as low cost to live in, as possible.

Organising the Work and Letting You Know

Once KEY has an agreed programme of works for the year (April 2014 to March 2015 for example), we will look at the most suitable dates for the individual items.

- Items that are weather dependent (for example external redecoration) are programmed for the Summer and Autumn months.
- Items not affected by the weather are programmed to happen at other times. We always avoid holiday times, for instance Christmas.

You will be contacted by the maintenance department to inform you of our plans, and to give a rough timescale for the start of the contract.

“ The new windows and doors are great. I can't believe the difference in the heat! ”

Rhonda from Dunoon

If any dates are unsuitable we will agree a new date within the works time frame.

Preparation of the works will often require visits to individual properties by the maintenance officer. They will be able to answer any queries you may have about the upcoming works.

Once a contractor has been chosen, the you will be contacted by the maintenance section.

We will be able to give you advance notice of the things we need you to do (for instance clear kitchen cupboards).

Where the work is to kitchens or bathrooms, the choice of units, worktops, fittings, tiling and floor coverings will be offered from a range of product brochures and samples provided by KEY.



Michelle & Madison in Erskine with their new windows



Mark in Dunoon with his new windows.

During the work the contractors are required to be very careful and to avoid damage to paint or other finishes in the house. This is checked by inspection visits throughout the works.

Where unavoidable damage has occurred, KEY will assess this and we will either fix it (by filling in and touching up paintwork etc), or offer a cheque payment direct to you in compensation for minor damage.

All product information and user manuals will be left with you. Maintenance officers will be able to demonstrate any new items and give practical advice about it.

“ I have noticed a huge difference in the heating! ”

Angela from Dunoon

If you have any concerns about the condition of any part of your home please get in touch with Maintenance on **0141 342 1820**

The Seeds of Success

We have been looking back at the brilliant summer we had this year and we are delighted to share some photos of KEY tenants and their gardens.

Richard (below), who lives in Laurieston, asked KEY if he could have a patch of the communal garden to grow flowers in a raised bed. This summer he has really seen his plants flourish!



Elizabeth Marshall (right), who lives in Annan, loves spending time in her front garden and has recently treated herself to a companion seat so she can relax outside with her friends.

If you have a photograph you'd like to share, please email newsletter@keyhousing.org or post it to the address on the back page.



Blooming Marvellous!

Stuart McKinnon started a garden project when he moved into his flat in East Kilbride last year. This summer it was really starting to take shape with plenty of potted plants and hanging baskets that he works on in his greenhouse (below). His kitchen garden (right) is producing some fabulous tomato plants too!



Please discuss any major garden works you have planned with your Housing Officer before starting.

Annual General Meeting

The AGM for KEY was held on Tuesday 16th September 2014 at our main Glasgow office at The Square. It was well attended with the audience getting a chance to hear about the years progress and plans for the future.

To become a member and have an opportunity to vote in the next AGM, please call Gillian on 0141 342 1815 to get more information.



Charter Update

The Scottish Government introduced the Scottish Social Housing Charter to set out the standards and outcomes we should achieve when we deliver housing services to our tenants.



At the end of October, we sent out our 1st Charter Performance Report. We are very grateful to all those who responded to our draft report and gave us feedback on the final report. We have had a great response so far which has been very positive.

Thank you!

If you have asked a specific question we will investigate first and then get back to you either by phone or letter.

In early January we will be doing our annual Maintenance Satisfaction Survey. This year we will be adding some questions about how you feel about the condition of your common stairwell (if you have one) and the external decoration of your home. In our Charter report we have noted that common stairwells received a lower level of satisfaction compared to other areas and this is something that we would be seeking to improve.

Prize Draw Winners

The winner from the Draft Charter Report prize draw is:

Rhona Dalrymple from Helensburgh

The winner from the Charter Report Feedback prize draw is:

Andrew Doyle from Stirling



Congratulations to you both! Shopping vouchers will be posted out to you!

Stay Debt Free This Christmas

With more and more people feeling the pinch, it is increasingly difficult to stay debt free over the festive period. We would like to remind you that your rent is due on the 28th of each month for the following month. It is important that your rent is paid on time.



If you are struggling with finances, please approach your Housing Officer. They can advise of any alternative arrangements that can be made with your rent payments or any assistance with regard to what benefits you are entitled to. Any given information will remain confidential.

We offer a range of payment options; contact your Housing Officer to discuss these.

Rent Consultation

At the start of 2015 we will be starting our annual rent review and we will look at any proposed changes to the rent and service charges that would apply from the end of March 2015.

We will be consulting with you from January 2015 about these changes, and you will be informed of the changes in February 2015.



Congratulations!

And finally we have some good news to share. Long-term KEY Housing tenants George Carnwarth and Mary Welsh got married in October! Everybody at KEY Housing would like to say a big congratulations and we hope that they have a happy life together!



The staff at KEY Housing would like to wish all our tenants a very Merry Christmas and a Happy New Year.

Contact Us

Repairs 0141 342 1820
Housing 0141 342 1810

If you would like to contact someone directly, the direct dials are:

| | | |
|----------------|----------------------|--|
| Pamela | 0141 342 1814 | Senior Housing Officer |
| Sandra | 0141 342 1813 | Housing Officer |
| Flora | 0141 342 1812 | Housing Officer |
| Gillian | 0141 342 1815 | Newsletter & Rechargeable Repairs |
| Ellen | 0141 342 1859 | Council Tax, Concessionary TV Licence & Furnishings |

If you do not get answer from these numbers, please call the reception on:
0141 342 1890

Public Holidays

The main office in Glasgow will be shut on the following days:

Thursday 25th December 2014
Friday 26th December 2014
Thursday 1st January 2015
Friday 2nd January 2015

The office will be open 8.30am-5.00pm every other day.

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