



ROOTS & FRUITS

In Lanark, it is all about the trees and shrubs and they are keen to show it off!

A few years ago Ryan Darbyshire, with the help of his dad John, asked for permission to use a small part of the communal garden for a gardening project.

Now when you visit Dovecot Lane, you can see a display of fruit shrubs and trees flourishing. In particular, they are proud of the walnut tree (pictured).

There are more pictures of Ryan's garden project inside along with other tenants across all of Key.



GET IN TOUCH

Write to KEY, The Square, 70 Renton Street, GLASGOW, G4 0HT

Phone us on 0141-342 1890, email hello@keyhousing.org or find us online at www.keyhousing.org

The Seeds of Success

We have had a great response from our tenants with their gardening activities and you can see some of these below! Thank you to everybody who has submitted their photos and keep them coming!

If you would like to submit photos and gardening stories for the upcoming editions of the newsletter, please email them to newsletter@keyhousing.org or call Gillian on 0141-342 1815.



The Glasgow West Gardening Group has been helping tenants improve their garden areas for the last few years. Martin Sloss, Liz Gavin, Caroline Kay and Doreen Kay (above middle) are long-term participants in this group and others join in too.



Archie Kirkland at Lanark (above left) likes to take care of his many planters and tubs in his spare time.

Also in Lanark, Tommy Millar (above centre) has many pots, hanging baskets and a flowering arch which he is very proud of.

Tommy's neighbours (Margaret McMillan, Janet Ferguson, John McKinlay, Archie & Ryan) love his flowers too!



Donna Marie Hendry in Bellshill has her own kitchen garden. She is hoping for some tomatoes to appear soon!



Lyn Garrioch in Thurso with her garden shrubs.



William McMeikan at Stranraer with his bright flower pots!

Roots & Fruits



Ryan's garden project, featured on the front page, is full of fruit bushes and trees that will be ripening up soon. On the right you can see the apple tree, raspberries and elderflower which grow amongst a variety of shrubs. John, Ryan's dad, said about the garden "It is lovely to see this year's crop of unripe fruit and lots of plants still in flower and being visited by bees. As you know bees are in steep decline so we are sending our bee records to Buglife for help in recording." We hope to return when the garden is fully ripe to sample it in full fruit!



Declaring your savings to Housing Benefit



If you are in receipt of Housing Benefit, it is very important to declare all savings you currently have. If you do not, it could be seen as a fraudulent claim and you will be asked to pay back some or all of the benefit. Below is a quick guide to how much savings you can have.

If your savings are

Less than £6000	You will get full Housing Benefit.
Between £6000 and £16000 and you are under 65 years old	The weekly Housing Benefit entitlement will be reduced by £1 for every £250 savings over £6000. For example, somebody with savings of £7250 would have their Housing Benefit reduced by £5 per week.
Between £6000 and £16000 and you are over 65 years old	The weekly Housing Benefit entitlement will be reduced by £1 for every £500 savings over £6000. For example, somebody with savings of £8500 would have their Housing Benefit reduced by £5 per week.
More than £16000	You will get no Housing Benefit. This would also affect any Employment Support Allowance claims.

If you have any queries about your Housing Benefit forms or would like help to complete them, please contact your Housing Officer below.

Discretionary Housing Payment

People are in receipt of Discretionary Housing Payment (DHP), need to re-apply every 3 months. Your Housing Officer should be in contact with you prior to the award finishing to remind you to re-apply.

If you have any queries or would like help to complete your DHP application, please contact your Housing Officer right away.

Contact your Housing Officer

Pamela 0141-342 1814
pamela.macintyre@keyhousing.org

Sandra 0141-342 1813
sandra.jackson@keyhousing.org

Flora 0141-342 1812
flora.murray@keyhousing.org

Tenant Satisfaction Survey 2014

The Results





We would like to say a big thank you to everyone who completed and returned their Tenant Satisfaction Survey. It is always important to get feedback from tenants on how we are doing and what we can do to improve our housing service.

Overall we received 426 responses, meaning almost 60% of tenants sent back their survey. There was also a section at the end of the survey for people to write their comments. We have written back to everybody who had a specific query in their comments section of the survey and are agreeing any actions that need to be taken.

We are pleased with the level of satisfaction for most questions, but there are areas we will be looking to improve over the next year.

Below is a breakdown of the results from the core questions of the survey. We have made a small colour guide to be used to read the graphs.

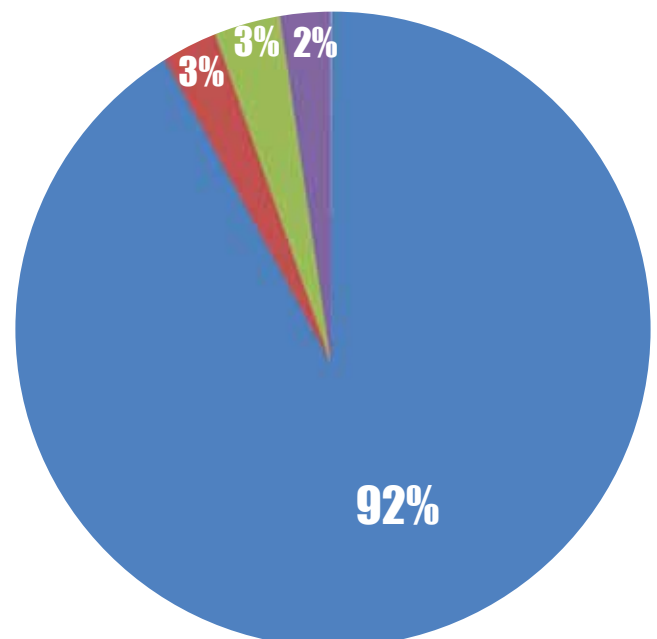
Colour Guide for Graphs

	Very/Fairly satisfied (happy)
	Neither satisfied nor dissatisfied
	Very/Fairly dissatisfied (unhappy)
	No opinion/ Not applicable

How satisfied or dissatisfied are you with the Housing Service provided by KEY?

92% of people were very or fairly satisfied with KEY as a landlord

We are happy with this result.

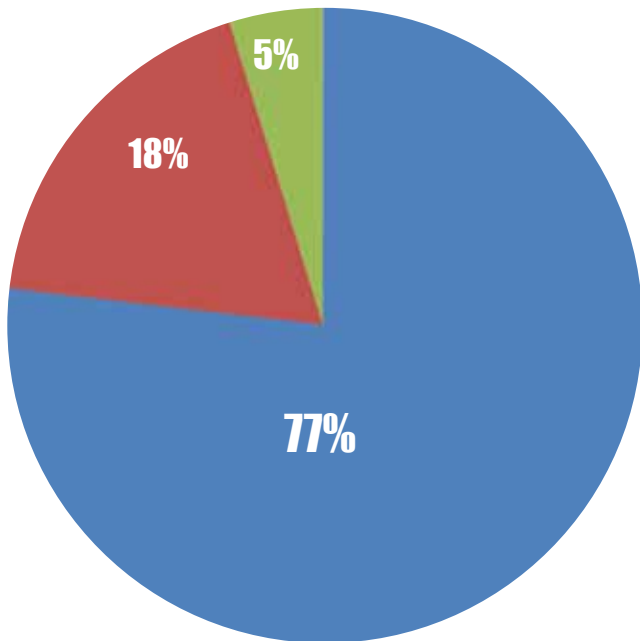
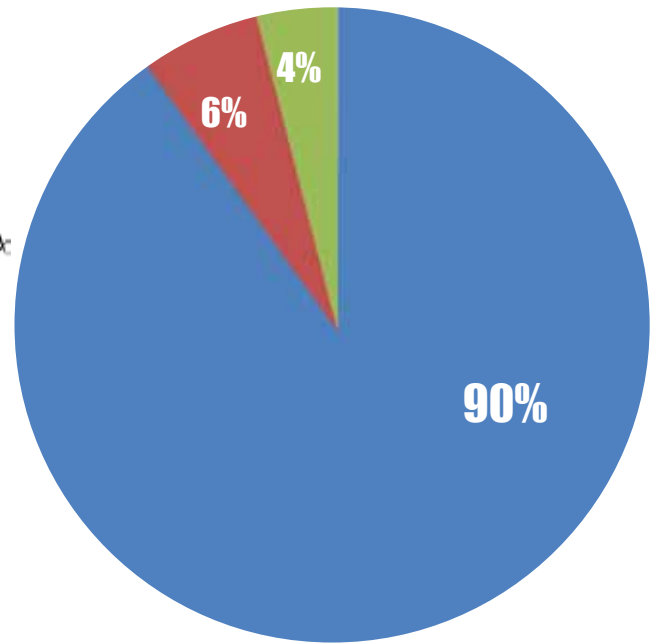


How good or poor do you feel KEY is at keeping you informed about their services and decisions?



90% of tenants were happy about how we keep them informed.

We have asked everybody for updated contact details so we could continue to keep everybody up-to-date the way you want.



How satisfied or dissatisfied are you with the opportunities given to you to participate in KEY's decision making process?

77% of tenants were either very or fairly satisfied.



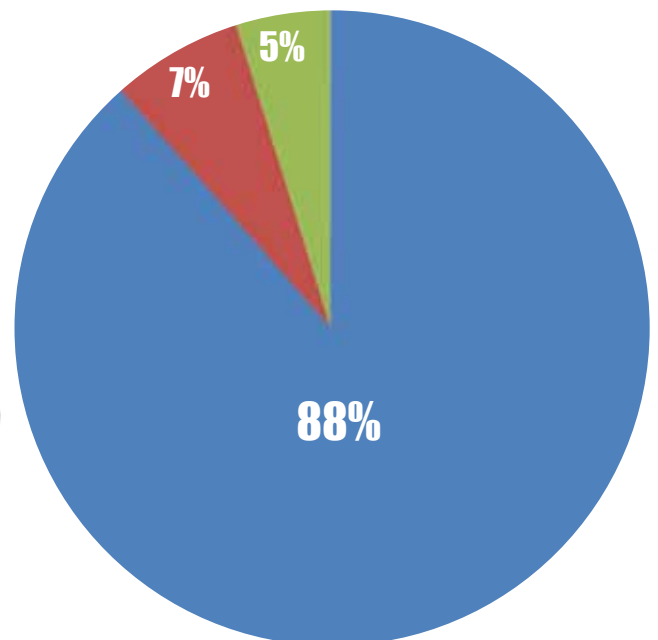
We had a good response when we asked tenants if they would like to be involved in future consultation groups. We have several events planned over the next year.

Taking into account the accommodation and the services KEY provides, do you think the rent for your home represents good or poor value for money?



88% of tenants were very or fairly satisfied when it came to value for money.

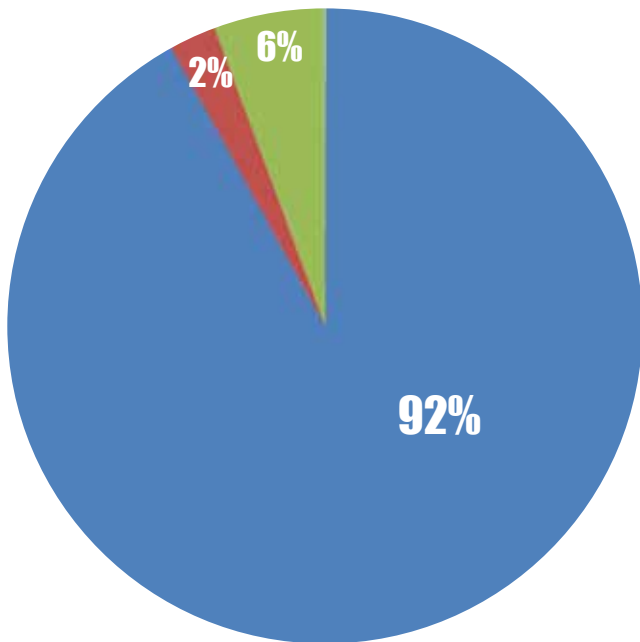
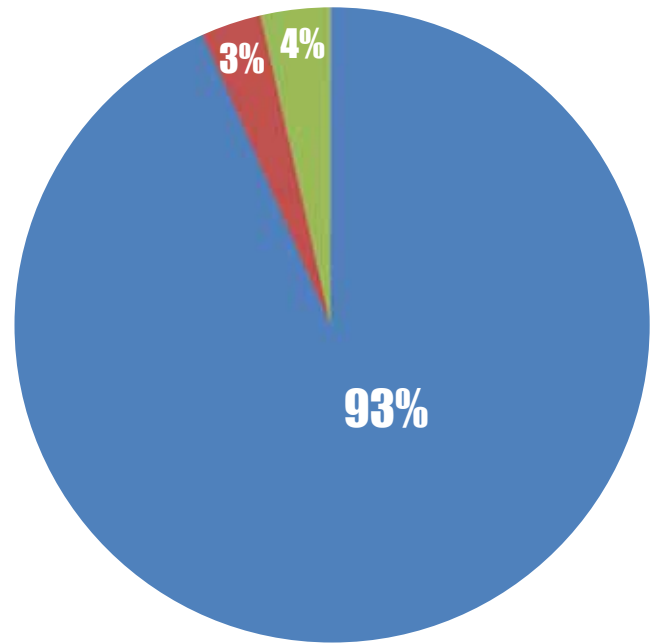
We will continue to consult tenants annually on our rent increase proposals.



How satisfied or dissatisfied are you with the quality of your home?

93% of our tenants felt they had a good quality of home.

We are pleased with this result. All of our staff work hard to ensure your homes and the service you receive are of a high quality.



How satisfied or dissatisfied are you with the repairs service provided by KEY?



92% of tenants were very or fairly satisfied with this.

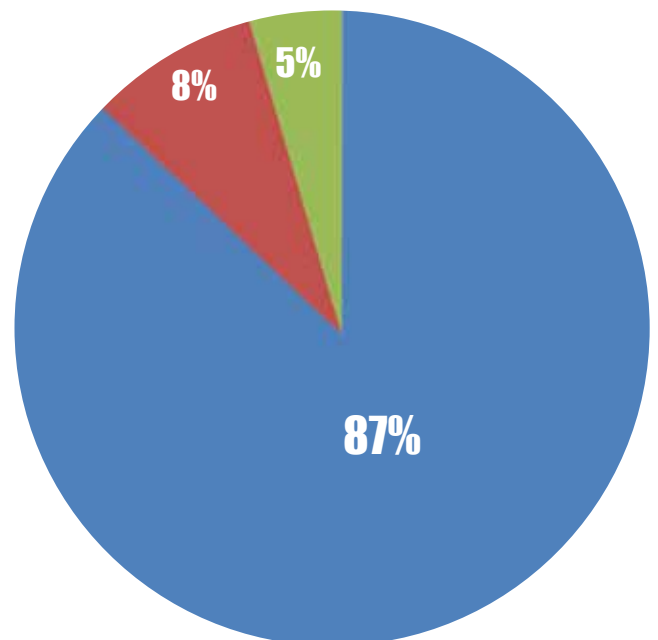
We were pleased with this result. We will continue to assess this each year. If you have a repair, please complete and return the feedback form sent to you.

How satisfied or dissatisfied are you with KEY's management of the neighbourhood you live in?

87% of tenants were very or fairly satisfied with KEY's management of your neighbourhood.

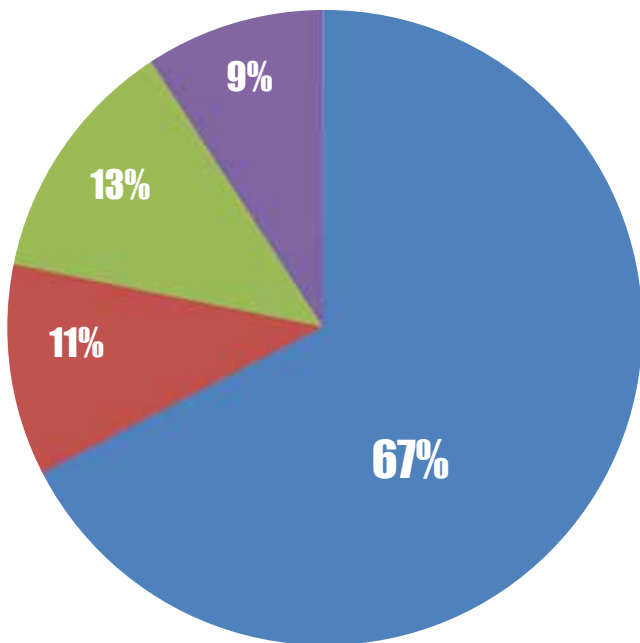
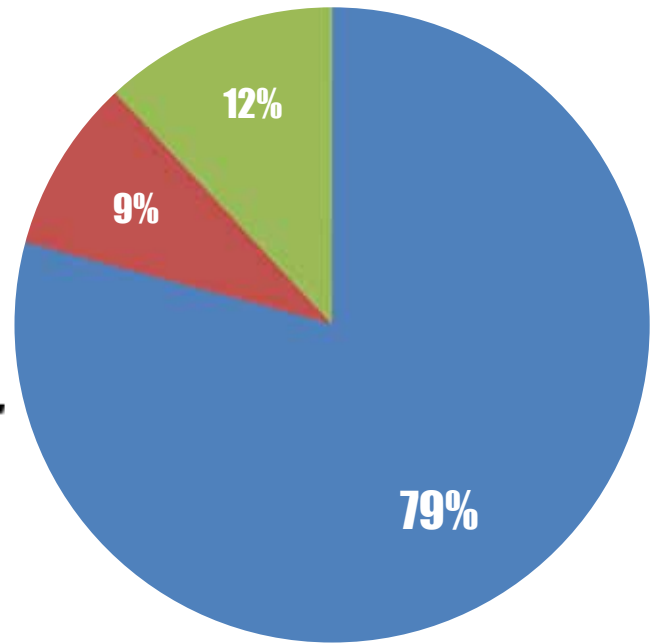


We will continue to do our best to ensure that all our tenants can enjoy living in their homes and neighbourhoods.



How satisfied or dissatisfied are you with the decoration of exterior and common areas?

With 79% of tenants very or fairly satisfied with the outside of your home and the common areas, we will investigate further to see what improvements can be made and keep you updated in future newsletters.



How satisfied or dissatisfied are you with the garden maintenance service provided by KEY?

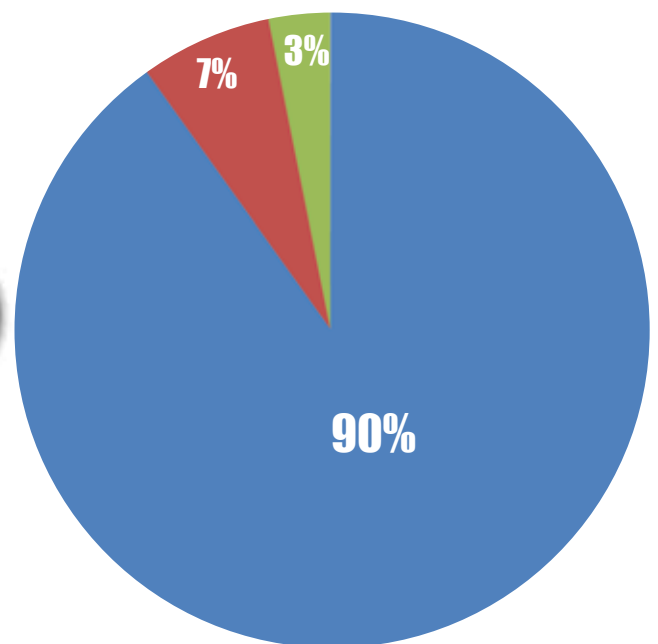
Gardening is the area where tenants were least happy with 67% very or fairly happy.



We will continue to seek to improve this service and welcome any comments you have throughout the year.

How satisfied or dissatisfied are you with the way KEY deal with your housing enquiries generally?

When tenants contact us 90% are very or fairly satisfied with how we deal with their housing enquiries. There is also a high level of satisfaction with the helpfulness of housing services staff and the time taken to answer questions.



If you would like more details about the survey results please phone 0141-342 1810

Helping You Live Independently

Within the Tenant Satisfaction Survey we asked tenants to comment on their houses and in particular about any adaptations they felt that they required.

Carol McNee (pictured right) lives at one of our houses on Haymarket Street. She mentioned on her survey that she would benefit greatly from a ramp leading in to her front door as it would make getting out and about so much easier!

We are pleased to say that we were able to secure funding for this work thanks to grant assistance from Glasgow City Council. Now, Carol is delighted as she has a ramp leading straight in to her front door.



Above and left: The path before, during and after installation work.

If you think that you could benefit from an adaptation to your home, please speak to your Housing Officer.

Heating Systems in KEY

KEY will always try to use the best possible heating systems which make it easy for tenants to use and are least expensive. Where there is gas heating available we will try to get gas supplies fitted and provide gas central heating.



Where there is no gas available, and it is unlikely to be there in the future, we are testing a number of options:

- Wet Electric Heating Systems
- Modern Storage Heating
- Air Source Heat Pumps

The story below talks about the trial we are currently undertaking of Air Source Heat Pumps with a tenant in Thurso.

Turning Up the Heat in Thurso

Several areas of Scotland do not yet have a gas supply available. Our properties in Thurso are in one of these areas. Lyn Garrioch (pictured right) had particularly high electricity bills and it was decided her house at Henderson Street would be used to trial the Air Source Heat Pump system.

This is a system that takes some of the heat from the surrounding air (even in winter) and adds it to the heat supplied by the electricity supply. As these systems cost more than the gas heating system to install, we are testing this in only Lyn's flat for now.



Lyn is now a lot happier with her heating and we hope she'll be happier with the bills too!

Left: Lyn with her new energy efficient boiler

Right: The air source pump that's located at the side of Lyn's home



The Warm Home Discount Scheme

It may be warm now, but here is a scheme that can help keep you warm through the winter too.

The Warm Home Discount Scheme can get people a discount of up to £140 from their electricity bills. The money will not be paid directly to the people who qualify but will appear as a one-off discount on your electricity bill, usually between October and March.

It does not affect your Cold Weather Payment or Winter Fuel Allowance.

You qualify for the discount if on 12 July 2014 all of the following apply:

- Your supplier is part of the scheme
- Your (or your partner's) name is on the bill
- You are getting the Guarantee Credit element of Pension Credit.



If you qualify you should receive a letter automatically. However, if you feel you may qualify, but don't receive a letter get in touch with:

**Warm Home Discount Team
Pink Zone, 1st Floor, Peel Park,
Brunel Way, BLACKPOOL, FY4 5ES**

If you don't qualify for the discount, some suppliers offer the discount to people on low incomes. Get in touch with your supplier directly to find out about any potential schemes you could be eligible for.

Upcoming Remodelling

We have an exciting new remodelling project starting in St Ninians, Stirling. Work is due to begin any day now and we were catching up with Mary Hughes (right) as she was getting ready to move into her temporary accommodation.

The project aims to convert a large 4-bedroom house and a 2-bedroom flat into a mixture of 1- and 2-bedroom flats. This redevelopment is possible due to funding from the Scottish Government.

We will keep you updated on the progress of the remodelling in our next newsletter.



Annual General Meeting 2014

Our Annual General Meeting will be held on Tuesday 16 September 2014 from 3:00 - 4:30 pm. For the very first time we will be holding it at The Square, our main office, located in Glasgow.

Anybody can attend, but only members can vote at the AGM. We actively encourage all our tenants to become members of Key Housing Association. It costs just £1 to join! If you would like more information about becoming a member, please call 0141-342 1815 or email newsletter@keyhousing.org.



Reporting Repairs

To report a repair, please call the Maintenance number on:

0141-342 1820

Staff are available weekdays, 9:00 am - 5:00 pm. The maintenance team will log and process your repair, and let you know when a contractor is expected to attend to it.

Consultation Groups

We are in the process of updating our Tenants' Handbook, which will be republished early in 2015. We are looking for tenants to help us with this! This would involve you giving your opinion on what information is essential to the handbook, how the handbook reads/looks and how we can improve it.



In October we will be issuing a Performance (Charter) Report to all tenants. At the moment, we are consulting with tenants on the content of this report.

If you're interested in giving your views on either the Handbook or the Charter Report, phone Gillian on 0141-342 1815 or email newsletter@keyhousing.org.

Emergency Repairs

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, contact the maintenance team on the number given above to have another copy sent to you.

We want your feedback!

This is a new style of newsletter for us. We would like you to tell us what you think about this issue and any ideas you'd like to see featured in future newsletters. *Contact Gillian on 0141-342 1815 or email newsletter@keyhousing.org*