



NEWSLETTER FOR TENANTS OF KEY HOUSING

LET IT GROW!

It's the time of year to get planting and we know a lot of our tenants have greenfingers!

To highlight this, we are asking you to send in photos of your gardening efforts that will be featured in the next edition of the newsletter.

We are looking for a photo of any plant pot, window box, hanging basket or small flowerbed in your the garden. For some inspiration, here is a photograph of Ann Coyne from Sauchie posing with her flower pots.

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

See inside for an update on KEY's gardening service



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

KEY, KEY Housing and KEY Community Supports are names used by KEY Housing Association Ltd, a charity registered in Scotland, No SC006652

Your Maintenance Team

The maintenance team is based in our offices in Glasgow. Our aim is to make sure your home is as well maintained, warm and safe to live in as we can make it. Eddie Burr (right) is our Property Manager and is responsible for the overall management of the maintenance function.



Eddie Burr
Property Manager

Below are the details of the areas which each property maintenance officer is responsible for.



Ronnie Murphy

Responsible For:

Argyll & Bute
(Dunoon and Helensburgh)

Glasgow West
(Maryhill and Garscube Road)

Glasgow South
(Ibroy, Linthouse and Peat Road)

Inverclyde
(Greenock and Gourock)

North Ayrshire
(Ardrossan)

Renfrewshire
(Elderslie, Erskine, Renfrew and Paisley)

South Lanarkshire
(Rutherglen)

West Dunbartonshire
(Dalmuir)



William Blackett

Responsible For:

Glasgow East
(Riddrie and Budhill)

Glasgow West
(Garnethill)

Dumfries & Galloway
(Annan, Dumfries Stranraer and Kirkconnel)

East Ayrshire
(Kilmarnock)

Falkirk
(Bainsford, Camelon, Laurieston and Stenhousemuir)

North Lanarkshire
(Bellshill, Coatbridge and Cumbernauld)

South Lanarkshire
(Lanark, Lesmahagow, East Kilbride and Hamilton)



Ian Williamson (Part Time)

Responsible For:

Clackmannanshire
(Sauchie)

East Dunbartonshire
(Kirkintilloch and Milngavie)

Highland
(Thurso, Golspie, Alness, Invergordon, Inverness, Nairn and Fort William)

Stirling
(Stirling and St Ninians)

Maintenance Admin Team

When you call maintenance with any repair/enquiry, you will speak to one of our Maintenance Admin Assistants. They are responsible for all maintenance admin tasks. Isabel Keir (below left) is the Maintenance Admin Manager and is responsible for management of repairs, servicing and tenders amongst other tasks.



Isabel Keir
Maintenance
Admin Manager

To contact anyone in the Maintenance Section
(for repairs or any other matter)

Please call:

0141-342 1820

9:00 am – 5:00 pm, Monday to Friday.

Your call will be dealt with the appropriate person.



Kate Guthrie



Linda Higgins



Ann McLean



Maxine Tulloch
(Temp)

Access for Servicing

There are various items in your house that require servicing either 4 times a year, yearly, every 2 years, 3 yearly or 10 yearly. Most of these items are very important (gas boilers, smoke detectors, sprinkler systems, blender valves etc) and KEY must make sure the servicing is carried out at the correct times.



When an item is due for servicing we (or Scottish Gas for some gas servicing) will let you know the date well in advance of the visit.

If you are unable to give access on the agreed day/ time it is very important that you should let the maintenance team, or the contractor, know straight away. We can agree another suitable date with you, to make sure that the work is carried out in time.

ADAPTATIONS

Every year the Scottish Government gives a sum of money to KEY to help with adaptation work.

If you feel that your needs have changed, in terms of being able to live in your home, we can sometimes make suitable adaptations to your house. This could be from basic aids like a handrail to help you in and out the bath to a level access shower or ramp.

Jean Pirnie, one of our unsupported tenants at Mainhill Gardens in Erskine, had a level access shower installed in her house when her needs changed.



Jean had this to say about her new wetroom, "This has made my life so much better. It has taken away the stress and fear of using the bath."

KEY's main office in Glasgow is open:

*Monday – Friday
8:30 am – 5:00 pm
CALL: 0141-342 1810*



More room to live

An example of a larger type of work that we have carried out this year is the conversion of a small bedsit flat to a proper 1 bedroom flat. We also added ramp access to the house

This has meant that the tenant, Andrew Gardner, can enjoy the extra space and look forward to staying in his flat for years to come.



Above: Photos of the extension being built and Andrew in front of the completed extension.

Andrew said this about his new bedroom, "I'm really happy with the extension as it gives me much more room in my lounge and a proper bedroom. The ramp means I won't have a problem getting in and out my house."



If after reading this you think you may need an adaptation to your home, please get in touch with your Housing Officer for more details.

HELP US TO IMPROVE SOCIAL LANDLORDS' SERVICES...



The Scottish Housing Regulator (SHR) has set up a National Panel to hear about tenants' priorities and views. The National Panel is one important way for the Scottish Housing Regulator to hear about your priorities and the services you receive.

Who can join

You can join if you are a tenant of KEY.

What's involved

As a Panel member, the regulator will send occasional surveys asking for your views - no more than 2 or 3 a year. Surveys will be quick and easy to complete.

TO JOIN OR FOR MORE INFORMATION...

By phone: call Craigforth (who manage the Panel) on freephone **0800 027 2245**

Online at: <http://bit.ly/nat-panel>

Discretionary Housing Payments

As mentioned in our previous newsletter, we have helped several of our tenants apply for Discretionary Housing Payments (DHP) to help with the impact of the Bedroom Tax. However, Discretionary Housing Payments are short-term with current claims ending on 31 March 2014.

Your Housing Officer should have been in touch with you about reapplying for DHP if you have a current claim. If you need any help or advice, please do not hesitate to contact your Housing Officer.

You may be eligible for a Discretionary Housing Payment if:

- o You are in receipt of Housing Benefit
- o Your benefits do not cover your rent
- o You are having difficulty in paying the rest of your rent



Change of Circumstances

If you have any change in your circumstances please let your Housing Officer know as this could affect your Housing Benefit claim, if you have one.

By change of circumstances we mean:

- Started a new job
- Been made redundant
- Possibility of somebody else moving into the house
- People moving out the house
- Change in financial situation
- and many more...

If you are unsure about this, please contact your Housing Officer for assistance.

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

Gardening Service

Recently we have had a few questions about the gardening service and what it provides. Anybody who has a gardening charge in their rent will get the following services:

- Grass Cutting
- Hedge Trimming

If you are a budding gardener, but have a communal garden you can speak to your Housing Officer about taking over a small flowerbed for planting some flowers.

Tenants can also grow plants in planters, window boxes and hanging baskets. We have some tenants who have grown their own vegetables in the garden too.



Stuart from Thurso with his kitchen garden



As mentioned on the front page, we are looking for photographs of your garden plot, hanging basket, planter, window box or kitchen garden. We may feature your photograph in the newsletter.

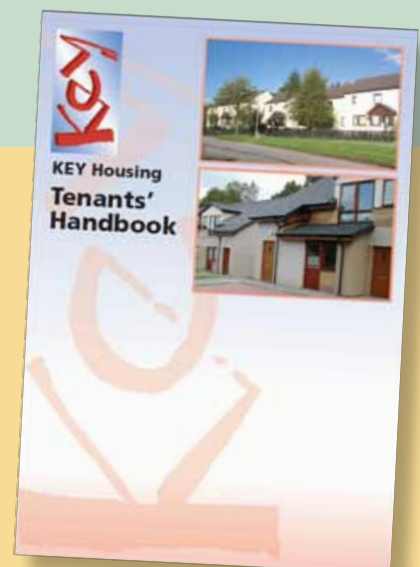
For more information, please contact Gillian on 0141-342 1815 or email newsletter@keyhousing.org

Some inspiration for your own pots!

Tenants' Handbook

We are going to be updating our Tenants' Handbook with the aim of it being ready for this summer. 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 and how we can improve it.

If you are interested in giving your views and ideas on the handbook, contact Gillian on 0141-342 1815 or email gillian.conway@keyhousing.org



Rent Consultation 2014

We had a great response to the rent consultation letters sent in January 2014 and would like to thank everybody for their comments. We responded to people individually when there were specific questions asked.

A question that was asked a few times was the timescale of our major repairs. Our policy on major repairs says that, in general, heating boilers are replaced at 15 years; kitchens at 17 years; bathrooms at 20 years; windows at 25 years and roofs at 60 years. This is the estimated life expectancy, but we will replace earlier if there is a particular need identified. Likewise, if a part is proving long-lasting we will increase the time between replacements. Your Maintenance Officer carries out a service visit every 2 years to see the condition of your house and the parts inside.

Tenant Satisfaction Survey

Thank you to all our tenants who responded to the Tenant Satisfaction Survey. We value your opinion on the housing service we provide. There will be a full breakdown of the results in the next newsletter.

The three winners of the survey prize draw, who each receive a £25 M&S voucher, are:

*Nicola Mair
Ann Coyne
Susan Wardlaw*

Congratulations to each of you!



Rent Payment Options

In Person:

You can come to our main office at The Square, 70 Renton Street, Glasgow and pay by cash or cheque.

By Standing Order:

You can request a standing order mandate from your Housing Officer. Once you complete this you hand it in to your bank. *Keep in mind that if rent payments increase, you need to change the standing order amount at the bank.*

At the Post Office:

You can request a payment book from your Housing Officer and pay at your local Post Office.

By Post:

Send a cheque (made payable to **Key Housing Association Revenue Account**) to: Housing, KEY, The Square, 70 Renton Street, Glasgow, G4 0HT

Housing Benefit:

If you are in receipt of Housing Benefit, payments are met by your local council. If you are in receipt of partial housing benefit then you are required to pay the remainder of the rent.

You can check what benefits you may be entitled to on www.gov.uk/benefits-adviser

We want your feedback

This is a new style of newsletter for us. We would like you to tell us what you think about it. Also, any ideas you have to be featured in the next newsletter are welcomed. Contact Gillian on 0141-342 1815 or email newsletter@keyhousing.org