

# At Home

Newsletter for the Tenants of KEY Housing

Spring 2016



## Inside:

- Tenant Satisfaction Survey Results
- New Website
- My Home Group

# Welcome

Welcome to the Spring 2016 edition of At Home, the KEY Housing newsletter. This edition will focus on the results of our recent Tenants Satisfaction Survey. We also have a sneak preview of our new website.

First, we have an update on how we are performing against our Charter aims and an update on complaints for this year.



## Charter Update

In this section we will update you with how we are performing against the Scottish Social Housing Charter and how we aim to keep delivering a high quality housing service.



## Complaints

If we have made a mistake or you are unhappy with our service, we want to make it as easy as possible for you to tell us. We will always try to deal with your complaint promptly and try to resolve it at the time, but sometimes we will need a little longer to investigate. You can make your complaint by phone, in writing or by email.

Over the last year we have had 18 complaints. We will publish fuller details about our complaints in this years Charter Report in October.



If you are unhappy with our service, at anytime, please call on 0141 342 1810

## Consultations

We have had a busy few months since our last edition of At Home. We held 2 meetings of our new tenant engagement group, My Home (see page 10 for full details).

You will also have received a copy of our Tenant Satisfaction Survey in February this year. Thanks to everybody who responded and you can find the results on pages 5-8.

The winners of our prize draw are: Linda Moffat from Dumfries, Charles Munro from Glasgow and Colin Macfarlane from Milngavie. Congratulations to you all!



# KEY's New Website

We mentioned in our last charter report that we were working on a new website. We are now able to give you a sneak preview of some of the new features we have been able to add.

## What's New With the Website

We can put up the information you are most commonly looking for. You will also be able to:

- Report a repair using our online form
- Download our latest newsletters, reports and consultations
- Find out more about your rights and responsibilities
- Sign up to future consultations.

The website is for all of KEY, which includes KEY Community Supports and Community Lifestyles.



The 'My Home' group testing our new website.

## We Want Your Views

The website is still being built but we want to ensure the website is easy to navigate for you.

We have already spoke to the 'My Home' Group about the website and got their views on what we could improve on, as well as what we got right. In the next few months we will be looking for more tenant views about what you would like to see on the site and how easy it is to use. Please get in touch on 0141 342 1815 if interested.

If you want anymore information about our upcoming website, please call Gillian on 0141 342 1815.

# Major Repairs Programme

Each year a portion of the rent payments are set aside by KEY to pay for major works to our properties. This is called our Major Repairs Programme.

We have planned out the proposed works for 2016 and 2017 and they are detailed below. We use "(part)" when only some of the properties on the street will be affected.

Planned Repair	Areas Affected
Bathrooms	Hamilton (part) St Ninians (part) Camelon (part)
Kitchens	Bellshill (part) Gourock (part)
Windows	Ardrossan Erskine (part)
Heating Systems	Erskine (part) Coatbridge (part) Thurso (part) Lesmahagow (part)

Before any works commence, we will write to any affected tenants to let them know the timetable. As it is a proposed programme, things may change. If this does happen, we will write to everyone affected. Any postponed works will remain a priority in our Major Repairs programme.



Raymond enjoying his newly fitted kitchen in Gourock.

# Tenant Satisfaction Survey 2016: The Results

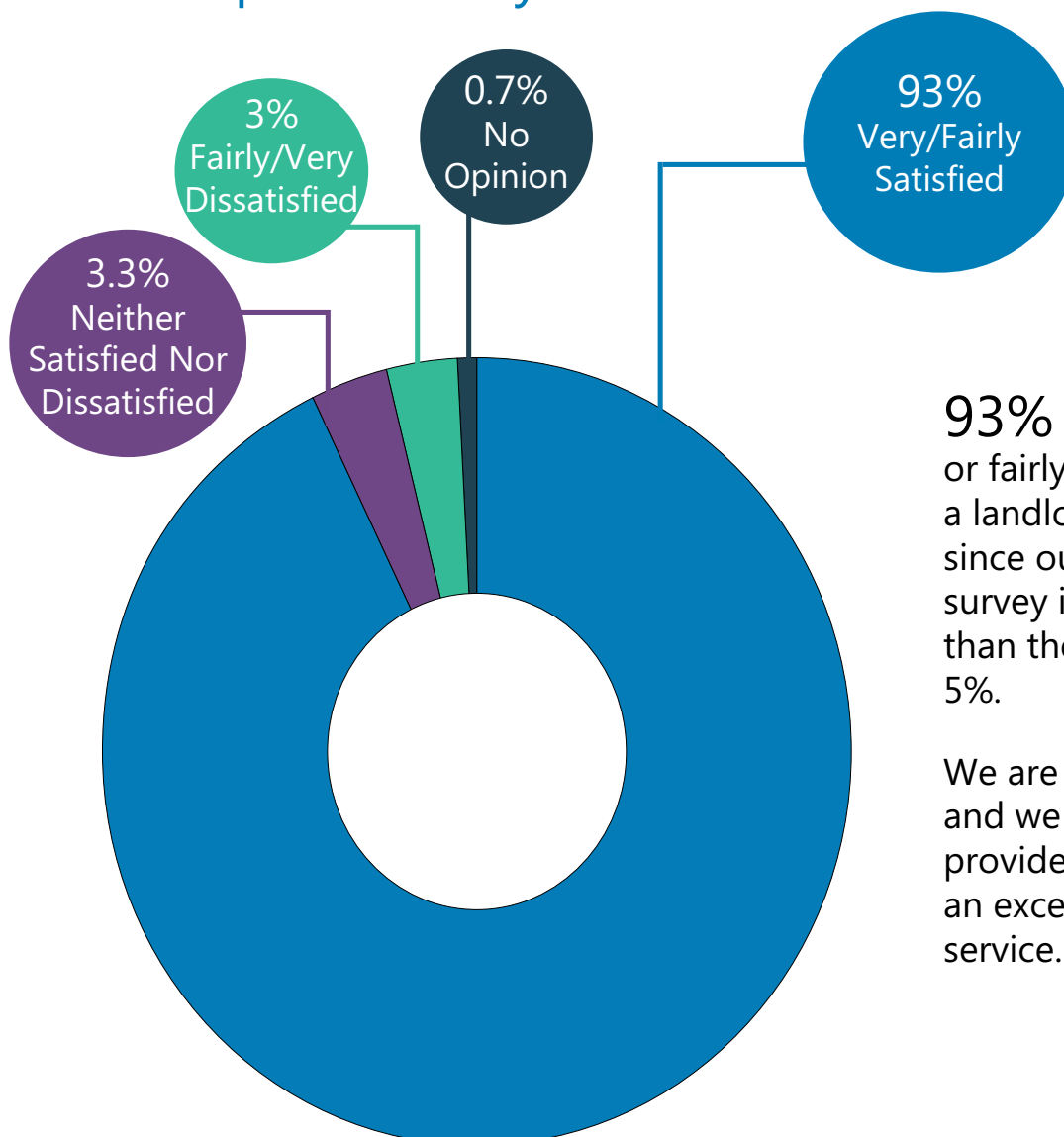


Thank you to everybody who responded to our tenant satisfaction survey. Overall we received 304 responses. This means over 40%

of tenants sent back their survey. At the end of the survey there was a section for people to make any additional comments about our housing service. We will write back to everyone who had a specific query and we are agreeing any actions that need to be taken.

We are pleased with the level of satisfaction for most questions and we will continue to look at new ways to deliver a high quality housing service.

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



**93%** of people were very or fairly satisfied with KEY as a landlord. This has increased since our last satisfaction survey in 2014 and better than the Scottish Average by 5%.

We are happy with this result and we will continue to provide, and improve upon, an excellent quality housing service.

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

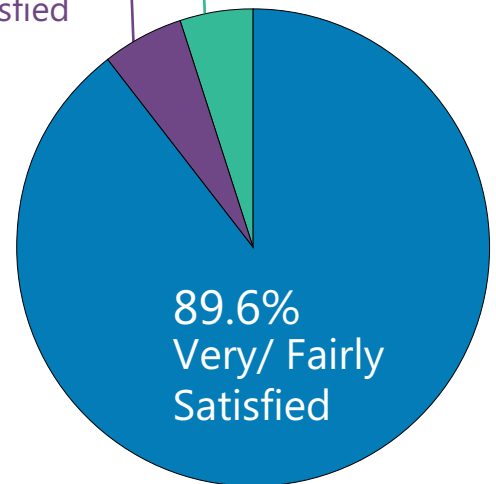
89.6% of tenants were happy about how we keep them informed.



We keep you up-to-date with our latest decisions through this newsletter and we have made our latest consultations more detailed. We are always looking for the best ways to keep you informed.

5.4% Neither Satisfied Nor Dissatisfied

5% Very/ Fairly Dissatisfied



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

77.3% of tenants were either very or fairly satisfied. This is slightly less than the Scottish Average, 79.5%, and this is a high priority for us.

We have recently started our tenant group, 'My Home', and hope to get more tenants involved through future focus groups.

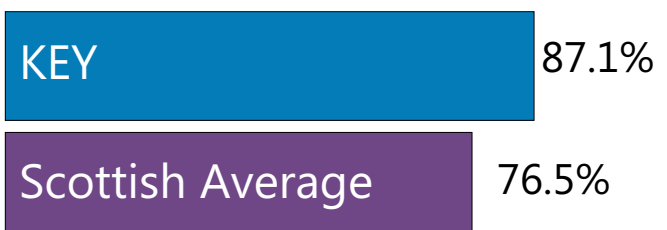


## Taking into account the accommodation and the services KEY provides, do you think the rent for your home represents good or poor value for money?



**87.1%** of tenants were very or fairly satisfied when it came to value for money; this is over 10% better than the Scottish Average.

We will continue to consult with you annually about any changes to rent and service charge levels.



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

95.6% of our tenants felt they had a good quality of home; this is almost 10% better than the Scottish Average and a 2% increase from our 2014 survey.

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?



KEY

94.6%

Scottish Average

89.3%

94.6% of tenants were very or fairly satisfied with this. This has slightly increased over our last 2 surveys.

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?

83.7%

of tenants were very or fairly satisfied with KEY's management of your neighbourhood. This has slightly decreased since our last survey. Next year it is a priority for us to look at our anti-social behaviour policy and procedures.



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

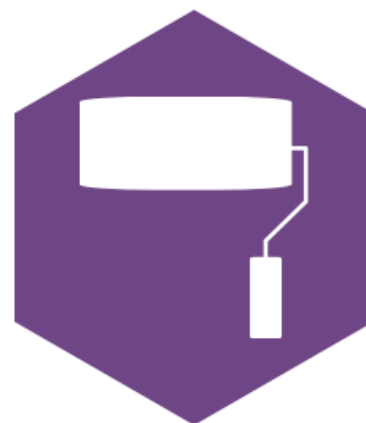


71.2%

of tenants were happy with this service. We are always looking for feedback on this service and strive to further improve it. Please get in touch with your Housing Officer with any comments.

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

80.9% of tenants were happy with the standard of decoration. We added some extra questions this year for people with common hallways so we can identify any problems. As a result we started 3 new stair cleaning services this year to deal with such problems and we have undertaken some additional redecoration too.



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

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



90% Satisfaction

If you have any further queries about our Tenant Satisfaction Survey, please call Gillian on 0141 342 1815.





# Spotlight on...Inverness

'Spotlight On...' is a feature where we look at one of our housing areas across the country. This time we are going to one of our developments in Inverness which is having its 30th anniversary celebrations in the summer. They invited us to see the work they have been doing on their shared garden.



Some of the colourful shrubs in Inverness.



The tenants have decided to take on some extra work to make their garden somewhere they enjoy spending time. It is tended to by all the tenants, with some help from support workers. Most tenants have a small area of the garden they look after themselves.

Several year ago, with the help of voluntary organisation Health & Happiness, an unused carpark behind the flats was converted into a patio area. Since then a summerhouse and a greenhouse was put in that all the tenants can enjoy.

If you are interested in starting a garden project, please speak to your Housing Officer for guidance.



The summerhouse in Inverness.



Jimmy, Shirley, Alexander and Kenny proud of the results in their back patio.

## My Home Group

Since our last edition of 'At Home' we have held 2 meetings of the 'My Home' Group. We discussed our new website (see page 3 for more about it) and also looked at our pet application process. The input from the 'My Home' Group has helped us ensure we are delivering the housing service our tenants want. We look forward to our next meeting in April.



Below are some more details below on the update to our pet application process.

If you are interested in joining the 'My Home Group' then please call Gillian on 0141 342 1815 or email [gillian.conway@keyhousing.org](mailto:gillian.conway@keyhousing.org) for more information.

## Owning a Pet

We have put together a new guidance booklet for pet applications. It details the application process, how we decide if a tenant can have a pet and care guidance for pet owners.

We put this together so tenants are aware what we expect of a pet owner before applying.



We detail the types of domestic pet applications we normally consider as well as the types of pets we definitely won't allow.

It is important to us that any pet owners treat their pets well so we have put together some guidelines on how we expect a pet to be cared for. If you have any views on what should be in our guidelines, please feel free to get in touch.

If you would like to apply for a pet, or find out more about or guidelines on owning a pet, please call us on 0141 342 1810.

## Rent Consultation 2016/17

We would like to thank everybody who gave their feedback on our proposed rent increase in January this year.

As proposed, our base rents have increased by 1.6%, and our service charges have been adjusted to reflect the actual cost. This means that some service charges will increase while others decrease.



You should have received your rent review letter and the rents changed from 28 March 2016. If you have not got your letter, please call 0141 342 1810 and we can re-issue it. If you pay your rent by standing order, please ensure you have updated your payment amount at the bank.



### Help us to improve social landlords' services...

#### Who we are

The Scottish Housing Regulator's role is to protect the interests of tenants, homeless people and others who use the housing services of councils, housing associations, co-ops and other social landlords.

#### The National Panel: what it's for and why it's important

The National Panel is an important way for us to hear about your priorities and the services you receive. We use feedback to help make sure we're focusing on the important things.

#### Who can join

You can join if you are a tenant of a social landlord, are homeless, a home owner receiving factoring or common repairs services from a social landlord, or a Gypsy/ Traveller who uses a social landlord site.

#### What's involved

As a Panel member we will send occasional surveys asking for your views. Surveys are quick and easy to complete – we are running a survey at the moment that is open to new members. Panel members can also give feedback in other ways such as discussion groups or over the phone.

**Every new member completing the survey will have the chance one of 4 x £20 prizes.**

**To see our current survey (and join)**

Sign up online at [bit.ly/natplan3](http://bit.ly/natplan3)

Scan the code with a smartphone



Call Craigforth (who manage the Panel) on 0800 027 2245

# Contact Us

Repairs            0141 342 1820  
Housing            0141 342 1810

If you would like to contact someone directly, the numbers 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 & Tenant Group
Ellen	0141 342 1859	Council Tax & Furnishings

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

## Office Opening Hours

The main office in Glasgow is open 9am - 5pm  
Monday - Friday

## Emergency Repairs

If you have an emergency repair outside of office hours, please refer to your Emergency Contractors List. This is renewed and posted to you every year. If you cannot find yours, please call 0141 342 1820 during office hours to get a replacement.

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