

# At Home

Newsletter for the Tenants of KEY Housing

Summer 2016



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- Golspie Remodelling
- Spotlight on Dumfries

# Welcome

Welcome to the Summer 2016 edition of At Home, the KEY Housing newsletter. This edition will focus on our recent remodelling at Golspie in the Highlands. We also have a look at what we discussed with the My Home Group the last few months.

First, we have an update on how we are performing against our Charter aims and an update on our future consultations.



## 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.



## Annual Return on the Charter

We have now submitted our Annual Return on the Charter (ARC) for 2015/16. We submit all this information to the Scottish Housing Regulator (SHR). They will publish our main statistics, called a Landlord Report, in August

The details of our performance over 2015/16 will also be in our Charter Report that we send out to all tenants in October. We have started consulting on our next report with the My Home group by looking at how we present our statistics. We hope to consult further over the information in the report.

## Consultations

Our next major consultation is going to focus on anti-social behaviour and how we deal with that. We are looking for people who would be interested in giving their views about this. You can get involved by attending a group meeting or we will also be getting in touch with people by letter. If you are interested in

participating in this consultation, or future ones, please get in touch with Gillian on 0141 342 1815 or email [newsletter@keyhousing.org](mailto:newsletter@keyhousing.org).

We have an update from our consultations with the My Home Group, and any actions taken from those meetings, on [page 5](#).





## Spotlight on...Dumfries

'Spotlight On...' is a feature where we look at one of our housing areas across the country. This time we are going to our development in Dumfries. It is one of our earlier developments with our first tenants moving in 33 years ago.

We caught up with Jacqui in Dumfries, who is also featured on our cover. She was one of the first tenants in Dumfries, along with her mum and sister. Since 1990 Jacqui has made this into her own family home as she enjoyed the strong sense of community spirit in the neighbourhood and good relationships she has with her neighbours.

Some of the other houses in Dumfries had previously been remodelled from a large shared house into flats several years ago. As well creating individual accommodation for everybody we were able to create a fully accessible courtyard (pictured above right) for Mary Fitzpatrick so she can continue to enjoy her gardening. Current tenants have also livened up their communal hallway with some of their artistic creations (pictured right)!



Mary's botanical courtyard



## Inverness 30th Anniversary

In our Spring newsletter we featured some of our flats in Inverness and the fantastic gardens they have. In June, they celebrated 30 years of the flats being built. Some of our tenants have lived there since the very first day! They held a party to celebrate the occasion and managed to raise £150 for The Advisory Group (TAG).



Happy 30th Anniversary

## Golspie Remodelling

This summer we visited Golspie, in the Highlands, to see the redevelopment of 2 properties. We added an extension to one of the properties and remodelled the 2 houses.

This allowed us to create a ground floor bedroom to help current tenants remain independent in their home. We also remodelled the houses so all the bedrooms and bathrooms were more spacious to cater to the needs of the current tenants.

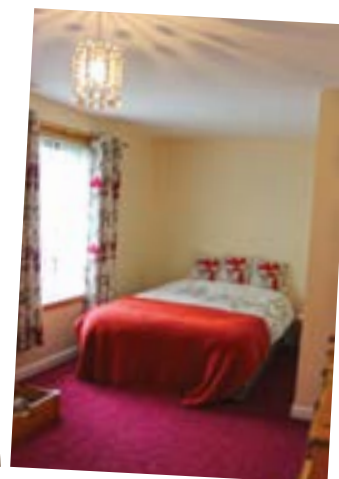
We met Fraser (pictured above) while in Golspie and he was delighted with his new look house, especially the brand new kitchen (pictured right).

We took this opportunity to update the heating to a Quantum system; this is the first of its kind in KEY. As Golspie is an area without a gas supply, we are trialling this system and we hope this can help keep the energy bills low.

The remodelling project was able to go ahead thanks to funding from the Scottish Government.



Fraser enjoying his revamped flat.



Rachel & Diana are delighted

## Fort William Remodelling

Work will be starting soon on our next redevelopment at Fort William in the Highlands. We will be converting 1 large flat into 2 smaller accessible flats. We will be starting this project in September of this year.





## My Home Group

Since our last edition of 'At Home' we have held 2 meetings of the 'My Home' Group. We discussed our new our car parking policy (see below), the results of our satisfaction survey and also looked at our gardening service. 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 September.



Below are some more details on the update to our car parking policy.

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.

## Car Parking

At our meeting in April, the My Home Group looked at our guidance around car parking in our developments across the country. After this meeting we have been able to put together a guidance leaflet for our tenants.



My Home Group discussing car parking

The leaflet goes through the main points of our new procedure:

- The spaces are primarily for the use of our tenants
- In some areas we do not have enough spaces for all our properties
- In these cases we designate spaces to our tenants with cars.
- Anybody with a blue badge will be given priority for a space near their property.

The full details of our car parking policy is in the new leaflet. If you would like a copy posted out, please call Housing on 0141 342 1810.

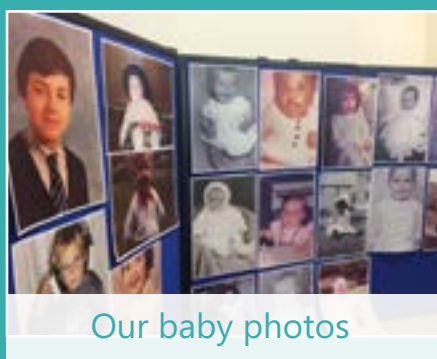


Our new car parking leaflet

## Dementia Awareness Week 2016

To celebrate Dementia Awareness Week 2016, there was a 'when we were wee' memories day at The Square. There was 'Who's the baby?', 'Guess the weight of the cake' and 'How many sweets in the jar?'.

There was also a KEY at The Square's Playlist for Life compiled; some of which you can see on KEY's Facebook page. A total of £170 was raised for Alzheimer's Scotland and Playlist for Life over the day!



Our baby photos



Staff trying to guess the baby!

## 'Flying Through Time' at The Square

The Square became the venue for a popup art gallery, 'Flying Through Time', over May & June to mark Learning Disability Week. In conjunction with Project Ability, the exhibition showcased the work of John Coccozza, who lives in one of our Glasgow developments.

Featured alongside John's pieces were a few by Kevin Cantwell who worked with John to help develop his pieces at Project Ability.

At the same time, 'KEY Works' was exhibited - an art sale of pieces created by people supported by KEY. Project Ability helped them develop their skills.



The popup gallery at The Square



Piece from KEY Works



John with his Tardis sculpture

## Help Shape the Next Social Housing Charter



The Scottish Government is seeking views on the current Scottish Social Housing Charter. The Charter sets the outcomes and standards that all social landlords should be achieving for their tenants and other customers through their housing activities.

The Scottish Government is now starting a wider consultation on the Charter and want to give as many people as possible an opportunity to give their views on the impact the Charter is having. The consultation is happening until the 24th August and can be accessed at the following link:

<https://consult.scotland.gov.uk/social-housing-services/scottish-social-housing-charter>

**If you have any further questions about the consultation, or you would like a paper copy of the document, you can call Housing on 0141 342 1810.**

## Staying debt free with your rent account

With more and more people feeling the pinch, we know its difficult to keep on top of all your bills. We would like to remind you that your rent is due on the 28<sup>th</sup> 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 information given will remain confidential.

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



You can discuss any issues with your Housing Officer.

# 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
Lesley-Anne	0141 342 1837	Concessionary Licences & Rechargeable Repairs

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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