

At home

The newsletter for tenants of Key Housing

May 2017

Issue 9



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Welcome

Welcome to the Spring 2017 edition of At Home, the Key Housing newsletter. This edition will look at our new logo and website, the results of our maintenance survey and our major repairs programme for 2017/18. First, we will meet our new Chief Executive, Andrea Wood.

Meet Andrea Wood

As we mentioned in our last edition of At Home, Andrea Wood is our new Chief Executive.



Andrea was previously Key's Head of Personalisation, Policy and Practice, and has been with the organisation since 2006. She has worked in social care for 30 years and has held a variety of health

and social care posts across England and Scotland.

She has been active within CCPS (Coalition of Care Providers in Scotland) for a number of years and is a Board member of IRISS (Institute for Research and Innovation in Social Services).

“ I am delighted to be taking on the role of Chief Executive. It has been an honour for me to work alongside Malcolm Matheson, Key's previous Director, for the past several years. He has made a huge contribution not just to Key but also more widely in the social care sector. I am now looking forward to working closely with the Board, the people we support and our workforce to ensure that people and the things that are important to their lives remain at the heart of what we do. ”

Do you have a story that you would like to be featured in a future edition of At Home? Please call Gillian on 0141 342 1815 or email: athome@key.org.uk

Key's Fresh Image



As we mentioned in our last newsletter, Key has got a new image and we are now able to reveal it!

Over the past few years we have been looking at how Key talks to a wide range of people about our work and making sure we present a consistent, professional image.

This work has led us to decide that a new logo could better reflect the work we do and present a friendlier, more people focused image for Key.

You can see the new logo above, and on the front of this edition of 'At Home', and it uses a symbol which is both a person and a key – we hope you like it and our new colour choice of purple too!

As well as our new image, we have launched our new website! You will find this at:

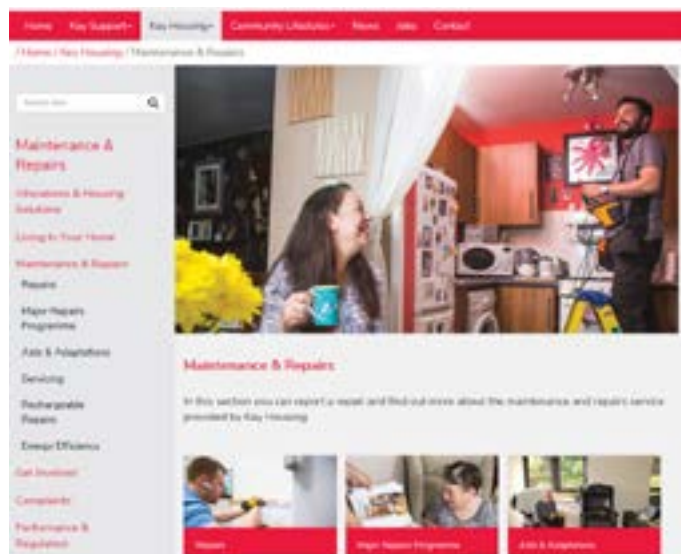
www.key.org.uk

The new website is for Key Support, Key Housing and Community Lifestyles.

Within the **Key Housing** section of the website you will be able to report a repair, find our most up to date performance reports, find out about our latest changes and consultations as well as useful information about your tenancy.

We will be keeping updating this regularly and if you have any views or ideas for the website you can email them to:

webeditor@key.org.uk



Above: The new look website



Major Repairs Programme

Below is some of our proposed works for our major repairs programme 2017/18. As this is a proposed programme, it may change. Before anything starts, we will write directly to affected tenants so they know the plan.

Heating Systems

Paisley (part)
Invergordon (part)
Rutherglen (part)

Kitchens

Paisley
Gourock (part)

Windows

Coatbridge
Nairn (part)
Sauchie

Bathroom

Kilmarnock (part)
Hamilton Road (part)

Roofs

Garnethill

Fencing

Glasgow South (part)
Greenock

External Decoration

Golspie
Kirkintilloch
Stranraer
Bellshill
Ardrossan

Communal Hallway Decoration

Ardrossan (part)
Paisley

If you have any further questions about the Major Repairs Programme, you can download our major repairs factsheet from the [Maintenance Section](#) of our website.

Repairs Survey Results



Thank you to everybody who responded to our repairs survey. We received 306 responses which is over 40% of our tenants. For anybody who wrote specific queries at the end of the survey, we will write back and agree any actions required.

How Satisfied are you with the repairs service provided by Key?

96.8%

of tenants are satisfied with the repairs service that we provide.

We are delighted that so many of you are happy with our repairs service. Although this is a high satisfaction level we will continually look into any improvements we can make.

This result has steadily increased over our last 3 surveys (from 92% in 2014).

If you have any feedback on a repair, please complete the feedback form at the bottom of your maintenance order.

Satisfaction with Repairs

We asked some additional questions about your experience with the repairs service you received.



98%

of tenants were satisfied with the speed of response to their repair request.

97.5%

of tenants were satisfied with the overall quality of the repair once complete.

97%

of tenants were satisfied with the attitude of contractors who carried out the repairs.

We are very happy with these results about the speed/ quality of repairs and the contractors who provide the service.

Garden Maintenance

How Satisfied are you with the garden maintenance service provided by Key?

78%

of tenants were satisfied with this.

This is a 7% improvement on last years satisfaction level of 71.2%. Although this is an improvement, we are always looking at ways to provide a value for money gardening service across our developments. We will be responding to people with particular concerns about the service provided.



Communal Areas

How Satisfied are you with the decoration of exterior and common areas?

81%

of tenants were satisfied with exterior and close decoration.

This is a slight improvement on our satisfaction rating from last year. We have also raised this topic for discussion with the My Home Group.

In 2017/18 we have a large programme of common close and exterior building decoration which should give a refresh to many of our closes (see [page 4](#) for some of the areas on the programme).



With regard to close cleanliness, we are always looking at any areas that could benefit from a stair cleaning service. Before any changes, we would consult with tenants in the affected close. If you feel your close requires this, please speak to you Housing Officer.

If you have any questions about a particular repair then you call Repairs on 0141 342 1820 or if you would like to find out more about the service we provide you can look at the [Maintenance & Repairs section](#) on our website.

Prize Draw Winners

The winners of our repairs survey prize draw are:

Rosemary Jamieson from Gourrock

Shona Cameron from Invergordon

Catherine Harnes from Coatbridge.

Congratulations to you all!



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.

Charter Review 2017

Following a review of the Scottish Social Housing Charter a new charter was introduced on the 1st April 2017. Over the next year all the indicators will be reviewed. Most of those who participated felt that the quality of landlord services had improved because of the Charter. They identified 6 ways in which the Charter had improved services: better communication between landlords and tenants; landlords are more accountable for their service quality; general quality improvements; greater focus on tenant priorities; encouragement of tenant-led scrutiny; and enabling landlords to plan their services more effectively.

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, email or you can complete the [Complaints form](#) on our website.

Over the last year we have received 12 complaints; of which 8 required further investigation. We resolved 11 of these within the given timescales. We will produce more details about our complaints for 2016/17 in our Charter Report this October.

If you are unhappy with our service at any time, or would like a copy of our complaints policy, please call Housing on 0141 342 1810.

Rent Review 2017

We would like to thank everybody who responded to our rent consultation in January. As proposed, our base rents have increased by 1.5% and our service charges are based on the actual cost.

If you pay by Standing Order, please check you have updated the payment amount at your bank. If you need an additional copy of your rent letter, please call 0141 342 1810.



My Home Group



Since our last edition of 'At Home' we have held 2 meetings of the ['My Home Group'](#). We finished our discussions about our anti-social behaviour policy and a factsheet about this. We also talked about managing communal areas. The feedback from the 'My Home Group' has helped us to ensure we are delivering the housing service our tenants want. We look forward to our next meeting in May.

Below are some more details on our latest consultation. If you are interested in joining the 'My Home Group' then please call Gillian on 0141 342 1815 or email athome@key.org.uk for more info.

Website User Testing

A big thank you to our tenants, and people supported by Key & Community Lifestyles, who attended our website testing groups. This gave us some great feedback on any further improvements we could make to the site before we launch the site and ideas for the future.

Although we have finished our website testing, we are still looking for your views on our new site. If you have any feedback about our new [website](#), please email webeditor@key.org.uk or you can call Gillian on 0141 342 1815.



Above: Photos of our consultations with the My Home Group and the Computer Group in Glasgow.

Summer Pests

As the weather gets warmer we sometimes have some unwelcome pests in and around our houses. It is not always Key who are responsible to get rid of these pests, such as ants, wasps, flies and mice.

If you notice any infestations, you should act quickly upon these. We are writing an

information sheet about what to do, and who to call, when you notice an infestation.

In the meantime, if you are unsure what to do, you can call Maintenance on 0141 342 1820 or your Housing Officer on 0141 342 1810 for advice.

Benefits Update

Below we have a small update on the most recent changes with the new benefits that are rolling out across the country.

Personal Independence Payments (PIP)

We have mentioned PIP in previous newsletters. It is a new benefit which will eventually replace Disability Living Allowance (DLA) over the next few years. Some claimants have already been contacted about applying for PIP and it is essential you apply when you receive this letter. If you do not then your benefits could be stopped.

Change of Circumstances

If you think that you will have a change in your circumstances, financial or personal, please contact your Housing Officer. Any changes could result in you having to claim the new Universal Credit benefit. Your Housing Officer can support you through the process of applying for this and explain the likely impact of this on your rent. You can find their contact numbers on the back of this newsletter.

If you have any queries about any benefits you are receiving, not just the ones featured here, please call your Housing Officer or visit our [Welfare Reform](#) section on the website.





Tenants' Handbook

We are looking at refreshing out Tenants' Handbook and would like your help with this!

We want your feedback on the type of handbook you want, what topics are important to you and the various formats that we provide. As we haven't started working on this yet, it is the perfect time for you to get involved in this consultation. We will begin the process at the My Home Group in May and there will be opportunity to be involved by attending a group, over the phone or in writing.

If you are interested in being part of the consultation, please call Gillian on 0141 342 1815 or email athome@key.org.uk.

And Finally...

As we mentioned in our previous edition of At Home, Malcolm Matheson (pictured right) retired at the end of March after almost 30 years as Key's Director.

We would like to take this opportunity to wish Malcolm all the best for his retirement.



Contact

Repairs 0141 342 1820

Housing 0141 342 1810

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.

To speak to someone direct:

Pamela 0141 342 1814

Senior Housing Officer

Flora 0141 342 1812

Housing Officer

Sandra 0141 342 1813

Housing Officer

Ellen 0141 342 1859

Council Tax and Furnishings

Gillian 0141 342 1815

Newsletter and My Home Group

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

Key Housing
70 Renton Street
Glasgow G4 0HT

Telephone: 0141 342 1890

Email: hello@key.org.uk

www.key.org.uk/key-housing



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