

At home

The newsletter for tenants of Key Housing

Spring 2018

Issue 12



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Tenant Satisfaction Survey

Welcome

Welcome to the Spring 2018 edition of At Home, the Key Housing newsletter. This edition we have the results of our Tenant Satisfaction Survey and we are celebrating Key turning 40! First we have a small update about our seasonal maintenance programme.

Seasonal Maintenance

We hope that we've seen the end of what's felt like a very long Winter, and 'Spring has sprung'.

Our garden maintenance programme will soon be in Summer mode and you should begin to see more regular activity in the common garden areas at Key's properties. This normally includes grass cutting, shrub trimming, litter picking, weed killing to paths etc. The visits are fortnightly, but depend on the weather as grass cutting in heavy rain is not advisable. Please keep communal paths and grass areas clear of any rubbish, furniture etc so this work is able to go ahead.

We will also be starting our external redecoration and any outdoor works while the weather is better. We will write to any body who is affected before works start.

We appreciate that these visits can be a little disruptive so we appreciate your patience and hope you are happy with the results.

If you have any concerns or questions regarding the garden maintenance programmes please don't hesitate to contact Housing on 0141 342 1815 or Maintenance on 0141 342 1820.



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



Celebrating 40 years of Key

1978-2018

Key is 40!

It is 40 years since Key began and we have enjoyed many milestones along the way.

Behind each of these milestones are lots of great stories. So to celebrate Key's 40th birthday we will be encouraging people to share their experiences of 'What Key means to me'.

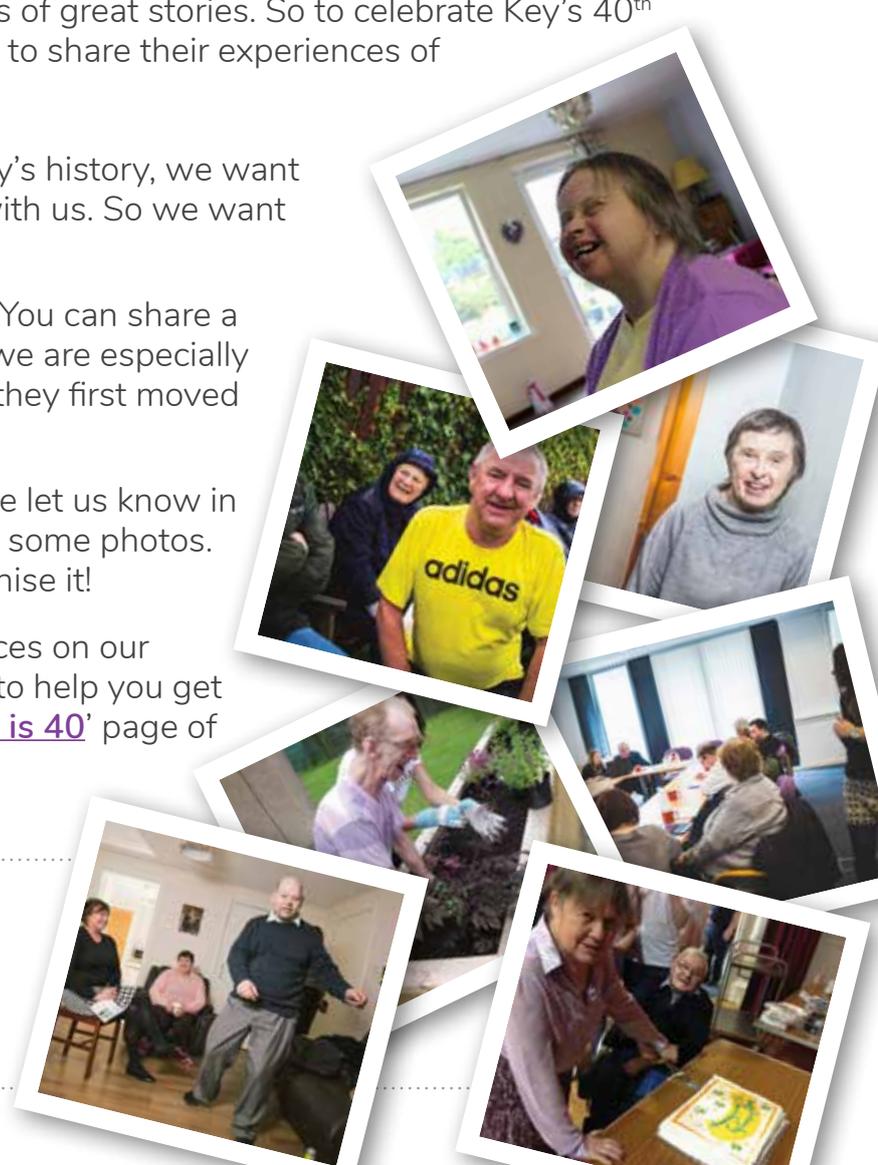
To make sure we get a full picture of Key's history, we want to hear from lots of people connected with us. So we want lots of stories or comments from you!

There are several ways to get involved. You can share a story/ memory about your time at Key; we are especially looking for people's memories of when they first moved into their home.

You could also host a small event. Please let us know in advance so we can come along and get some photos. We also might be able to help you organise it!

We have plenty information and resources on our website. This includes some templates to help you get involved. You can find these on the '[Key is 40](#)' page of our website.

You can get more information by emailing keys40@key.org.uk or you can call us on 0141 342 1815.



Food for Thought

Earlier this month we caught up with Stuart in Camelon about some of the work he has been doing with a local charity.

He found out about a local food bank at a forum for local community groups in Falkirk. Since then Stuart has been working with the [Falkirk Foodbank](#). While volunteering there, he helps check all the food is before expiry dates so that everything can be packaged up and handed out to local residents. Stuart volunteers a few hours a week and has become very passionate about helping the people who use the foodbank.

“I’m helping others and that’s what I enjoy”

Such is Stuart’s enthusiasm for the work at the foodbank, he encouraged all the staff at Key’s Falkirk office to donate bags of food in December. The result was a fantastic amount of donations to deliver just before Christmas.

Jim Couper, manager at [Falkirk Foodbank](#), said that it is easy to donate food as all local supermarkets have a donation drop off in store. Last year the food parcels helped 6522 people in the Falkirk district.

Falkirk Foodbank is run by The Trussell Trust who have food banks all across Scotland and the rest of the UK.

If you are interested in donating you can find your local foodbank at: www.trusselltrust.org. You can also find out the contact details there if you would like to speak to somebody about volunteering opportunities.



Above: Stuart hard at work at the foodbank

Below Left: Stuart delivering all the staff donations

Below Right: Food ready for delivery





Tenant Satisfaction Survey 2018

Thank you to everybody who responded to our tenant satisfaction survey. Overall we received 299 responses which is over 41% of our tenants. 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 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.



89.7%

satisfied with the overall
housing service

Overall Satisfaction

Our overall satisfaction level has dipped from 93% in 2014. Although this is still a high level of satisfaction we are looking at all the specific comments made and where we can possibly make improvements in our housing service. If you feel that part of the service we have delivered is not to standard then please get in touch with your Housing Officer.

Management of our Properties



This year you are happier with how we manage neighbourhoods with the figure rising to 89.4% from 83.3% in 2016. Our Housing Officers are always working hard to ensure everybody is happy in their homes and their surrounding neighbourhoods. We will have a further breakdown on anti-social behaviour in our [Charter Report](#) this October.

Satisfaction with the quality of our homes has remained at the high of 95.5%. Over the last few years we have worked hard to meet the SHQS and [EESHS](#) standards which we hope is reflected in your homes.



There is a drop in satisfaction with opportunities to participate in our decision making. This has dropped a few percent from 77.3% to 75.2%. We are hoping to consult with you this year over the decisions you would want a say in and how you would like to be involved (see facing page for details of how to get involved).

We are starting to look at forming smaller focus groups to talk about specific topics in addition to the [My Home Group](#) and our standard consultations. We look forward to hearing your views on this.

Repairs

We are delighted that you are happy with the repairs service we provide.

Although this is a high level of satisfaction it is a drop from our result of 96.8% last year. We are still better than the Scottish Average of 90.58%.

One of the ways we monitor our repairs service is through your feedback. We look for this throughout the year. You can let us know of any comments or issues you have with a repair by completing the feedback form at the bottom of the repair order we send out for each repair. You can also call us on 0141 342 1820 with any feedback.



Communication

It is important to us that you are happy with our level of communication and that we are keeping you up-to-date with decisions.

This year there is a drop in satisfaction, from 89.6% to 84.9%. We are concerned about this drop and are looking at different options of communicating with you.

We are also hoping to consult with interested tenants about which services and decisions are most important to you. We are looking into which ways are best to keep you up-to-date.

If you would like to be part of the consultation then please get in touch by calling Gillian on 0141 342 1815 or emailing athome@key.org.uk. You can also register interest on our website through the '[Consultations & Surveys](#)' section of our website: www.key.org.uk/key-housing.



Common Areas

The satisfaction with our gardening service has remained at the same level since our Repairs Survey in 2017. We are continuously reviewing the garden maintenance contractors we use and welcome all feedback around this service.

The satisfaction with the decoration with our windows, doors, fences and exterior walls has dropped slightly since last year. Every year we review the items that need redecorated rather than sticking to a fixed schedule.

This year we added some questions about the bin storage areas. 78.4% of tenants were happy with these areas. We got a fantastic amount of feedback about specific areas and are in the process of getting back in touch with everybody who had concerns. We have planned several additional works to bin storage areas for 2018/19 and will continue to look at this in the next few years.

Satisfaction with our common hallways has gone down this year; from 81% to 78.4%. We have a lot of decoration in our [Planned Replacements Programme](#) for this year and will be in touch with tenants in affected areas.



If you would like to discuss the survey call Housing on 0141 342 1810 or email athome@key.org.uk. The full results of the survey are available [here](#).

Prize Draw Winners



The 4 winners of our Tenant Satisfaction Survey prize draw are:

Amy Walker in Sauchie
Ross Devlin in Erskine
Craig Jamieson in Kirkintilloch
Ian Anderson in Annan

Congratulations! We hope you enjoy your £25 voucher!

Planned Replacements



Planned Replacements are when we replace larger items in the building, such as heating systems.

We are currently preparing our Planned Replacement Programme for 2018. This year's programme contains items such as smoke detector upgrades, fence replacement, close lighting upgrades and a larger than usual amount of external redecoration and common area decoration. Find out more about our smoke detector upgrades on [page 11](#).

We will write directly to anybody who is affected by planned replacements about 6 weeks before the work is due to start. This is when we will give some more information about preparing for the works. We will be updating our website with upcoming projects in the [Planned Replacements](#) section.

If you have any queries about work happening to your home please call 0141 342 1820.

My Home Group



Since our last edition of 'At Home' we have held 2 meetings of the '[My Home Group](#)'. We had a discussion about fire safety and the information we provide in our [Fire Advice Leaflet](#). We also talked about managing communal areas.

We look forward to our next meeting in May where we will be talking about how we communicate with you about your Planned Replacements.

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.



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 6 complaints; of which 3 required further investigation. We resolved all of these within the given timescales. This year we will be refreshing our staff training around complaints. We will have a larger update on complaints in our Charter Report this year.

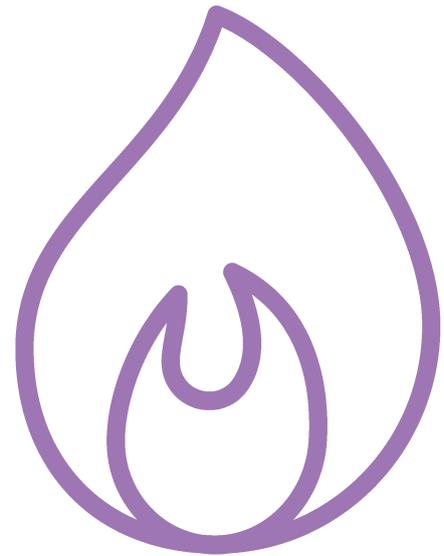
If you are unhappy with our service at any time, or would like a copy of our complaints policy, please call Housing on 0141 342 1810 or click [here](#).



Fire Safety Update

Over the last year we have been looking at the fire safety at our developments and how we can improve or enhance it. We have started with upgrading properties with just 1 detector to having detectors in every room. This included upgrades to 100 properties in:

- Garnethill
- Maryhill
- Rutherglen
- Erskine
- Renfrew
- Greenock.



We hope to complete the next phase by March 2019. We will write directly to anybody who will be getting this work done to their home.

We have assessed any external insulation we have on our properties and they are no concerns.

Finally we will be assessing the common hallways in our developments over the next few years. We will be checking the safety standards and anything that could obstruct escape routes or cause a fire. If you have any concerns about things in your common hallway please call your Housing Officer on 0141 342 1810.

Rent Review

We would like to thank everybody who responded to our rent consultation in January. As proposed, our base rents have increased by 2.2% and our service charges are based on the actual cost.

You should have received a copy of your rent increase letter in February. If you need an additional copy of your rent letter, please call 0141 342 1810.

If you pay by Standing Order you should update the payment amount at your bank.



Contact

Repairs 0141 342 1820

Housing 0141 342 1810

Emergency Repairs

If you have an emergency repair outside of office hours (9am-5pm), 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 Macintyre 0141 342 1814
Senior Housing Officer

Flora Murray 0141 342 1812
Housing Officer

Sandra Jackson 0141 342 1813
Housing Officer

Ellen Turner 0141 342 1859
Council Tax and Furnishings

Gillian Conway 0141 342 1815
Newsletter and My Home Group

Gillian Kelly 0141 342 1837
Rechargeable Repairs

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

Complaints

If you feel that Key Housing have not dealt with something as well we could have, get in contact with us to discuss.

You can submit a complaint by writing to the address below, calling 0141 342 1810 or through the [Complaints](#) section of our website.

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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