

At home

Summer 2018

The newsletter for tenants of Key Housing

Issue 13



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Welcome

Welcome to the Summer 2018 edition of At Home. Over the past few months we have been reflecting on 40 years of Key and joining in the celebrations across our services which you can read all about on pages 4 & 5. First, some information about our next Annual General Meeting.

Annual General Meeting 2018

We will be hosting our 2018 Annual General Meeting at our office at The Square on Tuesday 18th September at 3pm.

This is a chance for all our members to get an update on how we've performed this year and see the video review of the year from The Advisory Group (TAG).

This year we are also celebrating 40 years of Key so it is definitely not to be missed! You can find out more about our 40th celebrations on page 4.

You do not have to be a member to attend but only members can vote. If you would like to find out more about becoming a member of Key Housing you can go to the Membership section of our website: www.key.org.uk



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

My Home Group

The My Home Group has had a busy 3 years and we are celebrating that this summer.

This August marks 3 years of the My Home Group and in August the group will be looking back at all the achievements over that time, as well as setting future goals.

At our last meeting we discussed the results of our recent [Tenant Satisfaction Survey](#) and agreed to some further consultations (read more below).

We are very excited to tell you that the My Home Group are now part of the Regional Networks. These networks were set up to help members of different registered tenant organisations engage with the Scottish Government on policy issues. Doreen & Caroline attended the Regional Network AGM on behalf of the group and look forward to future engagement with them.



Doreen & Caroline attending the network

If you would like to find out more about the [My Home Group](#), or become a member, call Gillian on 0141 342 1815 or email athome@key.org.uk

Upcoming Consultation



As agreed at the most recent meeting of the My Home Group, we will be holding a wide scale consultation about how we communicate with you. We will be holding focus groups in September and October across the country. We will write out to tenants in these areas closer to the time.

We will also be looking for some written feedback too. If you would like to part in our written consultation please call Gillian on 0141 342 1815 or email athome@key.org.uk



40th Celebrations Round-Up

We are delighted that so many local services have been celebrating Key's 40th Anniversary by hosting events such as BBQs and Summer balls. In this round-up we bring you news and photos of what's been happening so far alongside some plans for future events. Remember to get in touch with Jan on [0141 342 1846](tel:01413421846) or keyis40@key.org.uk if you are planning something locally so that we can feature it or perhaps even come along!



They made it!

Michael is on top of the world

Back in May, when there was still snow on the summit, Area Manager for Central, Michael Lewis, climbed Ben Nevis with 3 pals. Here they are at the very top of Scotland wishing Key a Happy 40th in their 1978 Scotland World Cup tops. They also raised over £200 for [TAG](#). Well done!



Happy Birthday Ross!

A double celebration in Laurieston

In Laurieston, Ross turning 40 the same year as Key was the perfect excuse to get everyone together for a celebratory BBQ. The sun shone, the food was plentiful and of course there was cake; in other words all the ingredients for a great afternoon.



Ooh... that looks posh!

Afternoon tea with the ladies

For Learning Disability Week we got together with some of the women we have been supporting for many years, including our very first tenant, Caroline, for a posh afternoon tea. It was lovely reminiscing about the past, catching-up with old friends and enjoying the excellent food.



Basking in the sunshine!

Stirling sizzles in the sunshine

The lovely summer weather we have been enjoying inspired the folks at Clark Street in Stirling to host a 40th BBQ. Here they are enjoying good food, good company and good weather.



Reminiscing with old friends.

Lanarkshire lives

A visit to our Coatbridge office gave the opportunity to enjoy a chat and share stories over some celebratory cakes and fizz (non-alcoholic of course!). It was a lovely afternoon which brought together people from across our North Lanarkshire services.



Party time!

Inverclyde dances the night away

Our Inverclyde East and West services hosted a Summer Ball in Greenock's Regent Social Club in early June. The photos are brilliant and clearly show everyone had a great time dancing the night away!



Check out our website.

Website & social media

We are regularly updating the Key website, [Facebook](#) and [Twitter](#) pages to feature 40th events and activities. Make sure you check these out regularly to see what's happening or planned for the near future.



Lots of ways to celebrate!

In the pipeline...

There are still plenty 40th events and activities planned. Glasgow West are hosting a walking event, BBQ and Week of 40 Good Deeds. Central, in partnership with TAG, are using their annual Fun Day to celebrate 40 years of Key. We are working with Iriss (Institute for Innovation and Research in Social Services) on a commemorative 40 years of Key book which will feature stories from people with support, tenants, staff and board members.



Memory speech bubble.

And in the lead up to September's AGM, the speech bubble memories and wishes we have been collecting from people with support and staff will be featured across our website and social media channels to make a '40 days of stories' campaign. So it's not too late to think about what you could do locally or get memories and stories from yourself to us. Get in touch with Jan for more info on [0141 342 1846](tel:01413421846) or keyis40@key.org.uk

Planned Replacements

We are already several months into our new planned replacements programme and have some exciting updates for you!



Upcoming Projects

We have several projects that will go on site over the next 2 months:

- Window replacements in Thurso
- New gas heating systems in Milngavie
- New Quantum heating systems in Fort William.

When replacing windows and heating systems we look for the most energy efficient solutions as part of our continued commitment to reducing your fuel bills. You can find out more about this on the [Energy Efficiency](#) part of our website.

Fire Detection Upgrades

A large part of our planned replacements programme this year is our upgrades of fire detection systems. By 2019 we plan to have fire detectors in all rooms of your home. Many of our properties already had this and will be unaffected by these works.

In the first year of this project we upgraded the systems in over 100 properties. In the next year we plan to upgrade the remaining 146 properties. We will be in touch before any work at these properties so that you have all the information you need.

Data Protection

You will have read about recent changes to General Data Protection Regulation, commonly referred to as GDPR.

In August, we will be sending a letter to all tenants with a copy of our privacy notice. This will clearly show which information we hold, what we use it for and your rights.

If you have any questions about GDPR you can call us on 0141 342 1810.



Farewell Ann...



Ann surrounded by her gifts

In May we bid a fond farewell to Ann McLean who worked within our Maintenance Admin team. She decided to take a well deserved retirement after working at Key for a total of 16 years, 14 of those with Maintenance.

She is looking forward to having more time to pursue her many hobbies. It is fair to say that Ann's colleagues, and tenants, will miss Ann's friendly and helpful approach.

Everybody at Key would like to take this opportunity to wish Ann all the best on her retirement.

...Welcome Emma & Gillian!



Meet our new Maintenance Admin Assistant, Emma Hughes, who joined the Maintenance Admin team in May. She will be helping deal with all your repairs requests and queries alongside the rest of Maintenance Admin.

If you need to report a repair you can call 0141 342 1820 or email repairs@key.org.uk.



You may have heard from Gillian Kelly in our housing management department. She joined us as a Housing Services Assistant in 2017. She can help you with any queries you may have about your concessionary TV licence or rechargeable repairs.

If you need to in touch with Gillian Kelly you can call 0141 342 1837 or email gillian.kelly@key.org.uk.



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 (9am-5pm) 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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