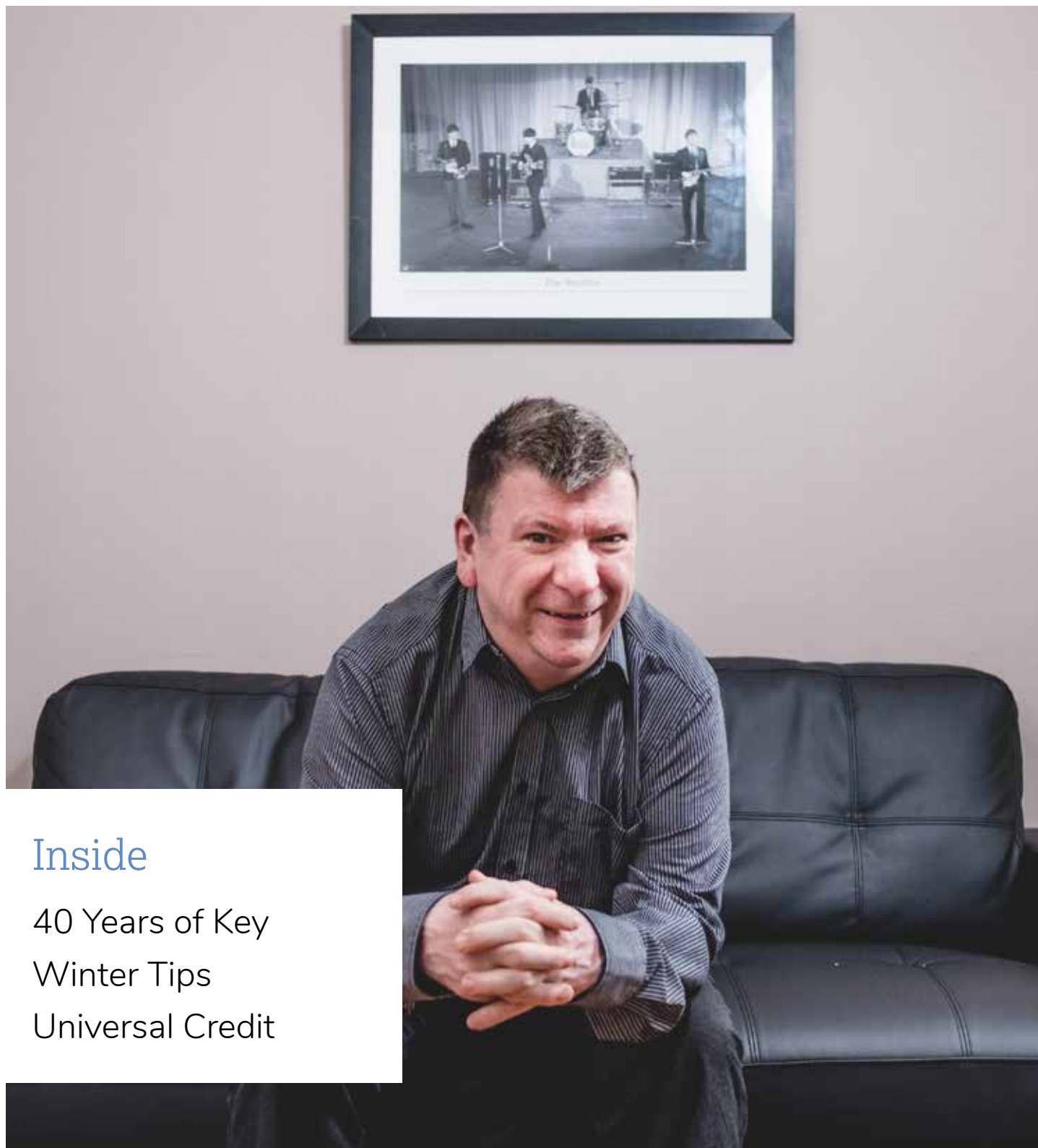


# At home

The newsletter for tenants of Key Housing

Winter 2018



## Inside

40 Years of Key  
Winter Tips  
Universal Credit

# Welcome

Welcome to the Winter 2018 edition of At Home. Our 40th celebrations are still in full swing around the country and we have got the highlights for you. We have plenty of tips to keep you safe and warm as the nights get darker and colder. Home Energy Scotland have also provided some top tips for the Winter.

Our Housing Officers have pulled together all the info you need about Universal Credit and the best resources for help. First, they've come up with some savings advice that could help through the Christmas period.

## Sticking to Your Budget

It can be tough to stick to a budget so we've put together some of our top tips.

- List all of your income and expenses so you know how much free cash you have.
- Look for any costs that you can cut for an instant saving, such as reducing TV packages.
- Use the Money Advice Service (MAS) Budget Planner and Quick Cash Finder. These tools should help you plan out your spending. Check out their website at: [www.moneyadvice.org.uk](http://www.moneyadvice.org.uk)
- Transfer any money allocated for bills into a separate bank account.
- Try reducing your utility bills by using comparison sites. There is some useful information about switching utility providers on [www.moneysavingexpert.com](http://www.moneysavingexpert.com)
- Look into what benefits you are eligible for. Your Housing Officer can give you advice about this.
- If you are already in receipt of benefits, check that you are not due more due to a change of circumstances.

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](mailto:athome@key.org.uk)

# Our 40<sup>th</sup> AGM

In September we held our 40th Annual General Meeting (AGM).

We thought the best way to mark the occasion was through your memories. We invited people to share their memories of Key throughout the years; some of these made it into our '40 Days of Stories' (read more about this on [page 9](#)) and the rest made it onto our memory wall. We also asked attendees to 'Donate Their Memories' on the day.

We also created some banners to illustrate Key's story. One which proved popular showed the pop culture events throughout our 40 years.

We still had the standard AGM business to get to. Andrea Wood, our Chief Executive, updated us on how Key had performed throughout the year and we got an update from the new Chairperson of our Board, John Paterson.

You can find more photos from the day on our website: [www.key.org.uk](http://www.key.org.uk).



Andrea getting ready for her presentation



A good time for a catch-up



"I remember that!"



40 Days of Stories proved a popular attraction



A quiet moment to enjoy the Annual Review



Our 40th Exhibition



# Get Ready for Winter

Simple Ways to Save Energy,  
Money and Keep Warm.

You can start to take control of your energy bills in a range of ways, so we have teamed up with Home Energy Scotland to help you find out how. Funded by Scottish Government, Home Energy Scotland provides free, impartial energy advice designed to help householders make informed decisions.

At this time of the year, heating systems start to be put to the test, so now is a great time to make sure you are set up and you can call Maintenance on 0141 342 1820 to check.

Home Energy Scotland Advisors can help in a range of ways, including simple ways to help you save energy and keep your home warmer for less. They can also see if you're eligible for financial support, benefits and advise on finding a cheaper energy supply.

Home Energy Scotland have come up with some top tips to stay warm this winter:

- Keep your radiators clear and avoid putting furniture against them. Drying your washing on the radiator can make your house colder.
- Your room thermostat should be set to the lowest comfortable temperature, which is typically between 18°C and 21°C degrees.
- Use heavier curtains during the winter months and make sure you close them when it gets dark to keep the heat in and the cold out.
- A quick shower uses less water and energy than taking a bath.

To find out how Home Energy Scotland help you, family or friends, call free of charge on 0808 808 2282, quoting Winter2018.

Alternatively email [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org) and an advisor will call you back.



HOMEENERGYSCOTLAND.ORG  
**0808 808 2282**  
FUNDED BY THE SCOTTISH GOVERNMENT





# Winter Weather Advice

We have compiled some of the best tips to have handy throughout the festive season.

## Power Cuts

If you have a power cut, don't panic! Call 105 from your landline or mobile, for free, and you can get an update on the power cut or report it. We would advise you have some torches with fresh batteries in them and blankets in the house just in case of power cut.

**POWER CUT?  
CALL 105**



## Fire Alarm Testing

With all the cooking for family meals, the smoke detectors can really be put to the test throughout the winter. Make sure you know they work by testing them once a week. If you are unsure how to do this, get in touch with us on 0141 342 1820.

## No Water!

If you suddenly have a loss of water supply call Scottish Water on 0800 0778 778 or contact them through their website: [www.scottishwater.co.uk](http://www.scottishwater.co.uk).

## Emergency Contractors List

We sent out updated emergency contractor lists in October this year. If you have misplaced yours, you can download it from the [Emergency Contractor](#) section of our website or call 0141 342 1820 and we will send you out a copy.

You will find more useful tips in our Winter Weather Advice leaflet we posted in October. You can also find it in the [Publications](#) section of our website.

## Grit Bins

As the colder weather approaches, paths and roads can become slippery.

Your local council is responsible for gritting public pavements and roads, but do not take responsibility for clearing individual and communal paths around your home.

We have looked at how Key can help and over the next few weeks we plan to provide grit bins for tenants to use. We have started placing the new bins and we hope to have this completed by December.

These bins will be filled at the start of each Winter. If the bins get close to empty, let us know and we will arrange to refill them. You can call 0141 342 1820 to get them refilled. You can find this information on our website: [www.key.org.uk/key-housing](http://www.key.org.uk/key-housing).



# Have Your Say

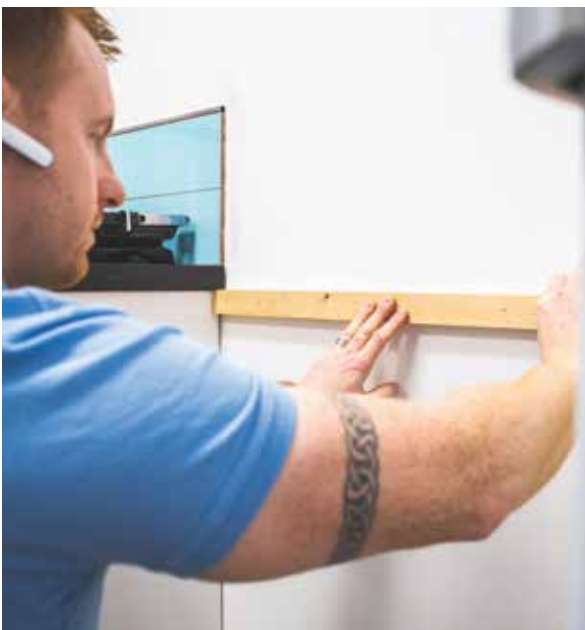
Since the last edition of 'At Home' we have been busy going up and down the country getting your views on our housing service. We've done a round-up below and details of how you can get involved.

## My Home Group

There have been some big discussions at our recent meetings of the [My Home Group](#). In August the group agreed the constitution for the group. This is now available for anybody who is thinking about joining the group.

In October Home Energy Scotland came along to talk about saving money on your electricity bills (some of this information is on our website) and to answer any questions about energy companies, energy efficient items and Smart Meters.

If you would like to find out more about the group please call Gillian on 0141 342 1815.



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## Repairs Survey

Thank you to everybody who returned their survey. We received 276 responses. The results from this survey will be used to help improve our services.

We are currently going through the responses and will have a full round-up of the results, as well as any changes we are making as a result, in the next edition of 'At Home'.

If you would like to let us know anything about our repairs service, you can go to the [Repairs](#) section of our website.

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## Communications

Since September we have been speaking to you about your views on how we communicate with you.

So far we have visited our tenants in Inverness, Thurso, Annan and Stranraer. We have also worked with The Advisory Group (TAG) in North Lanarkshire.

Our discussions have focused on our surveys and how to make them easier to complete. We have had some great feedback so far and look forward to meeting tenants in other areas in 2019.

If you would like to be part of the discussion, or would like to complete some written feedback, call Gillian on 0141 342 1815 or email [athome@key.org.uk](mailto:athome@key.org.uk).



*Inverness had a lot to say*



*Made it to our most northerly service in Thurso...*



*...and most southerly one in Stranraer!*



*North Lanarkshire TAG helped us out too.*



*Lots of ideas in Annan*

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## Proposed New Rent

At the start of January 2019 we will be asking for your views on our proposed new rents and service charges. These rents would start from 28<sup>th</sup> March 2019. We would want responses back before the end of January so we can consider these before the final decision is made in February 2019.

If you lose your response form and would like another, please call Housing on 0141 342 1810.







# Celebrating 40 years of Key

1978-2018

Our anniversary celebrations have continued since our last edition. Here is a round up of all the events across Key. You can find the full stories on our [website](#) and [Facebook](#) page.



## A Walk in the Park

Back in July Glasgow West organised a group walk around Kelvingrove Park and it gave people they support an opportunity to set a personal walking challenge. The group managed a collective 40km. Well done guys!



## Double Celebration!

Milngavie hosted a garden party in August and they had double the reason to celebrate as they were also celebrating 20 years since the opening of the Clober Road service.



## Fun in the Sun

There were games a plenty at Ardrossan's celebrations. Luckily the sun stuck around for an outdoor bowling tournament and, most importantly, a big BBQ!

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## Glasgow West BBQ

Glasgow West also celebrated 40 years at their annual Summer BBQ. With one of our oldest services being in the west of Glasgow, there were many years of stories to be shared over a burger.



## In the Party Mood

Stranraer threw an unforgettable 40th party. And the winter weather did not dampen the party spirit! There was plenty of singing, dancing and merriment to make the party a memorable occasion for all.



## Highland Hooley

Highland TAG helped us celebrate 40 years at their annual Highland Hooley. As well as the usual food, live music and dancing they decided to have a '70's fancy dress theme!



## 40 Days of Stories

In the 40 days leading up to our 40th AGM (read more on page 3) we published some cherished memories donated by people who are part of Key. You can still read these on our website ([www.key.org.uk](http://www.key.org.uk)) or [Facebook](#) page.



## And finally...

We are currently working on a commemorative book to bring together some stories of our 40 years. We are doing this in partnership with IRISS and hope to launch it in the near future.



# Universal Credit Update

Universal Credit (UC) is moving across the UK at the moment, with it being full service across all our housing areas by 5th December 2018. We have pulled together how it will affect our different tenant groups and some useful resources for advice and help.

## Supported by Key

Tenants who are supported by Key, as well as living in one of our properties, are in what is known as 'Support Exempt Accommodation'. You should remain on Housing Benefit for your rent.

If you have a change of circumstances, you may be put onto Universal Credit for your personal benefits.

## Supported by Another Provider

Tenants who are supported by another support provider, as well as living in one of our properties, are in what is known as 'Specified Accommodation'. You will not be moved onto Universal Credit for your rent yet. We are hoping this will be the permanent situation.

We are currently in discussions with local councils to find out more information and we will update you as soon as possible.

## No Support

If you receive no support and are currently claiming Housing Benefit then you should remain on this until existing claimants start to move onto Universal Credit. This is expected to start in 2019-2020.

If you have a change of circumstances (for example, you move into another council area or become unemployed), you will be moved onto Universal Credit.

If you are a new claimant, you will be put onto Universal Credit.



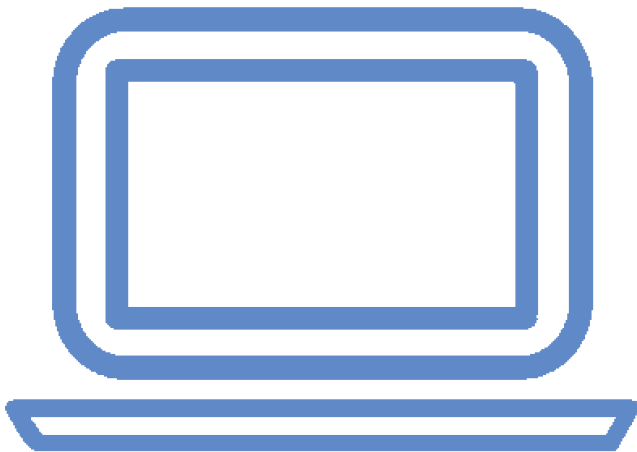
## What You Need to Know

We've created a factsheet with everything you need to know about Universal Credit. It's available on our website and we can also send out a copy. Just call 0141 342 1810 for more information.



## Useful Resources

There are many places offering support and advice for Universal Credit claims. We have listed some of the main ones below.



### **Citizen's Advice Bureau**

You can find your local bureau through their website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### **Money Advice Service (MAS)**

MAS are a free and impartial money advice service. They have a detailed guide about making a claim as well as video guides of each step. You can find them on: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

### **Your Local Library/ Jobcentre**

They have a bank of computers you can use to complete your applications.

**If you have any queries about Universal Credit, or your current benefits, please call your Housing Officer on 0141 342 1810.**

## Stay Debt Free this Winter

With more and more people feeling the pinch, it is increasingly difficult to stay debt free over the festive period. We would like to remind you that your rent is due on the 28th of each month for the following month and it is important that your rent is paid on time.

If you are struggling with finances, please contact your Housing Officer. They can advise of any alternative arrangements that can be made or discuss what benefits you are entitled to. Any information given will remain confidential.





# Key on the Run!

At the end of September, staff from Key and TAG completed the Great Scottish Run to help celebrate 40 years of Key.

Members of Team 'Key is 40' were running and walking around the 10km and half marathon events and, as you can see from the photo below, everyone was up for the challenge! The atmosphere and support of the crowds, and some Key colleagues, got everybody to the finish line.

Team Key were also raising funds for The Advisory Group (TAG) and were overwhelmed with the generosity of their friends, family and colleagues as they managed to raise a grand total of £1973.01.

A massive thank you to everybody who sponsored and supported Team 'Key is 40'. and well done to all the team!





## We Are the Champions!

A convincing 6-1 victory against the Glasgow LAC team in the final of October's 5-Aside Football Tournament at the Glasgow Club Nethercraigs saw the Community Lifestyles Key Glasgow team win their second trophy of the year.

Despite very difficult playing conditions, due to heavy rain, the Community Lifestyles Key Glasgow squad played with great spirit and determination to emerge victorious!

Player coach, Cameron Colley, was justifiably proud of his team's efforts and was full of praise for them in his post-match interview:

"It was pure fantastic and I am so happy with the team."

Well done guys, it was a great achievement!

## Pretty in Pink

Back in October, people from our Rutherglen service decided to throw a 'Big Pink Party' to raise some money for Breast Cancer Care. And as you would expect by the name, there was a lot of pink in the celebrations!

Everybody got into the party spirit with many folks dressing in pink for the occasion. They had plenty of opportunities to raise some funds throughout the event and managed to raise a grand total of £210.





## The Perfect Blend

Our Glasgow West service hosted a Macmillan Coffee Morning event recently and they brewed up a storm. With home baking, coffee and good company it made for the perfect end to the week! They made sure they raised as much money for as possible and even got selling their cakes to staff at The Square and Kerr Street.

They managed to raise a fantastic £113.40 for Macmillan Cancer Support. Well done guys!

You can find out more about the work Macmillan Cancer Support do here.



## Time to Make a Stand

Key have recently signed up to the 'Make a Stand' pledge which is a public commitment to take action to support victims of domestic abuse.

The [Chartered Institute of Housing](#) (CIH) developed the 'Make a Stand' pledge in partnership with the [Domestic Abuse Housing Alliance](#) (DAHA) and [Women's Aid](#). So far over 250 organisations have signed the pledge.

Making the pledge means Key have agreed to 4 commitments to help support our tenants who are affected by domestic abuse.

Over the next year we will update you with the progress of our pledge in 'At Home' newsletter. We will also be making information available of national and local domestic abuse support services through our website or by calling your Housing Officer.



Our homes, our people,  
our problem.



Chartered  
Institute of  
Housing  
Scotland

women's aid  
until women & children are safe



daha  
Domestic Abuse Housing Alliance





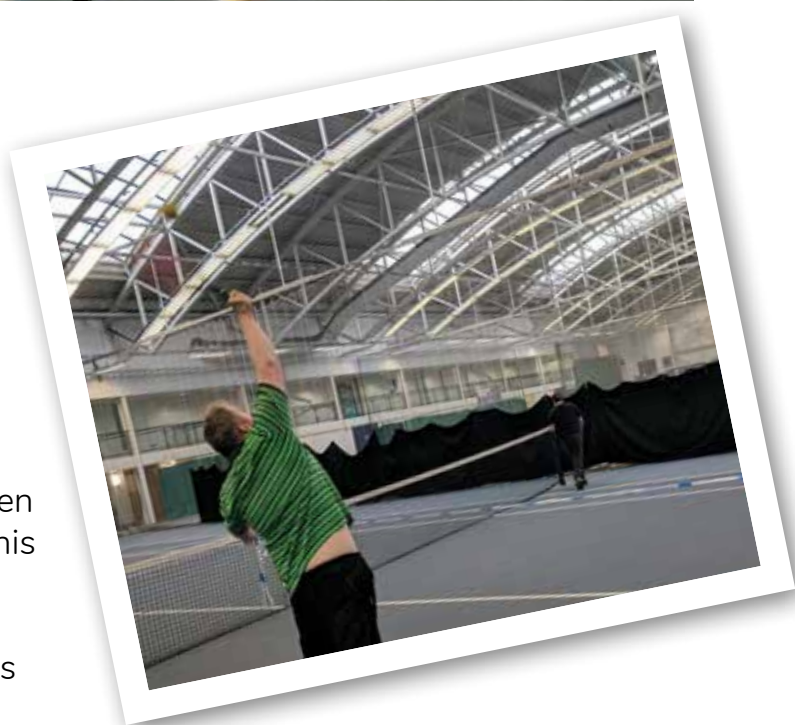
## Time for Tennis

**There's a fantastic opportunity for some of our sporty tenants in the Glasgow area.**

TAG, working with Lesley Whitehead from Glasgow Disability Tennis, will be hosting a block of tennis sessions starting 21st November for 4 weeks. The sessions are open to anyone in the area regardless of their tennis experience.

This is after the success of their first sessions at the Gorbals Leisure Centre in September.

Coach Heather was very welcoming and introduced everyone to loads of skills and games. So if you think it is your Time for Tennis and you would like to find out more information, or book your place, call Neil on 07795120523 or send him an email at [neil.connelly@theadvisorygroup.org.uk](mailto:neil.connelly@theadvisorygroup.org.uk).



**Merry Christmas and a  
Happy New Year**

From Everyone at Key Housing



# Contact

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**Repairs 0141 342 1820**

**Housing 0141 342 1810**

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## 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 or download it from our [Emergency Contractor](#) section of the website.

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## Public Holidays

The office will be closed:

Tuesday 25th December 2018

Wednesday 26th December 2018

Tuesday 1st January 2019

Wednesday 2nd January 2019

The office is open every other day  
9am - 5pm.

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Key Housing  
70 Renton Street  
Glasgow G4 0HT

Telephone: 0141 342 1890

Email: [hello@key.org.uk](mailto:hello@key.org.uk)

[www.key.org.uk/key-housing](http://www.key.org.uk/key-housing)

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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

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## 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.

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A society registered under the Co-operative and Community Benefit Societies Act 2014, company no. 1938 R(S) and the Scottish Housing Regulator, No 141. Key, Key Community Supports and Key Housing are names used by Key Housing Association Limited, a charity registered in Scotland, charity number SC006652.

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