My Home Group

My Home Group Minutes

Meeting held on Wednesday 11th December 2024, The Square at 11am

In Attendance

**MHG Members Apologies**

Ewan Hamilton Caroline Kay

Christopher McMillan

Joseph McPhee

Sharon Monk

Jamie Ramsay

Wendy Hall

Doreen Kay

Other Attendees

Abigail Turnbull (Tenancy Services Team Manager)

Emma Hughes (Maintenance Admin Team Manager)

Brenda Murphy (Housing Officer)

Alexandra Maxwell (Housing Services Assistant)

Welcome Introduction

**Welcome** extendedto everyone and members were advised to invite friends (key tenants) to any meeting going forward to introduce new people to My Home Group.

There was a warm welcome and introduction to new Housing Services Assistant Alexandra and new MHG member Jamie. A get to know me exercise was carried out so that members could get to know Alexandra and Jamie better.

December meeting minutes were discussed, and actions taken forward highlighted.

My Home Group Update

Tenants were informed about the travels of the My Home Group! With plans to go to Highland next month and Stranraer in May. Successes were told about the success of the first virtual My Home Group in January with four new My Home Group members and that virtual members had asked for an additional meeting in the summer they enjoyed it that much! Sharon also let members know that she attended the virtual meeting. It was also shared to My Home Group members that the second Dumfries My Home Group in February went well, and we have a new MHG member Helen!

Tenant Handbook

Members were handed out a copy of the Tenant handbook as we let them know that we plan to update it, and we wanted to hear their feedback regarding what they like and dislike…

* Update pictures
* More pictures/easy read/audio version
* Gives good info on anti-social behaviour
* Needs more info about bins (estate management)
* Making pictures bigger
* Remove historical sections
* More info about paying rent (options)
* Good contact info
* Liked colour scheme and pictures
* Could recognise people in photos – key areas featured
* Too long

Website

We let members know that new Housing Services Assistant Alexandra is going to be updating the website and wanted to hear their thoughts regarding what they thought needed changed on the website…

* More video guides (staff intro, My Home Group tenancy rights) Members were very keen to get involved in a MHG video to promote the group to other tenants and staff 😊
* Navigation buttons at top of page
* Updated photos
* Headings more obvious

Furnishings Package Review

This meeting involved a lot of feedback as that we at Key are very keen to hear from our members and our tenants! We then handed out a copy of our Furnishings Package leaflet and explained to members that we plan to update this and wished to hear what members thought about it…

* Clear but more pictures
* Easy to understand
* Budgets okay
* Good colour scheme
* Inform all tenants of what package they are on and budgets
* Staff to be given more info

Staff Handbook

The last topic the meeting covered was the staff handbook. We explained to members that we plan to make a staff handbook for supported tenants and wanted to hear their thoughts as to what they think should be included…

* Tenant Engagement
* Anti-Social Behaviour
* Rent/benefits
* Repairs/maintenance
* Introductions for housing team (photos)
* Contact info

Movie Quiz

A Movie themed quiz took place to insert some fun into the meeting after the discussions on very serious and important topics.

Next Meeting

The meeting concluded at 1pm

Next meeting Wednesday 18th June at 11am.

If you have any questions about the My Home Group, please call Alexandra Maxwell on 0141 342 1810 or email alexandra.maxwell@key.org.uk