



# My Home Group Minutes

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Meeting held on Wednesday 21 November 2018  
at 11am in Key's Main Office

## Present

Present  
9 tenants

Other Attendees  
3 members of staff



## Communication

We discussed the feedback from our consultation so far.

We discussed the Repairs Survey and everybody thought it was easier to complete than the Tenant Satisfaction Survey.

It was decided that there should be more feedback about surveys from some more tenants in the New Year.

It was decided that the group will look at some of the jargon that Key Housing uses at the next meeting.



## Value for Money

We started our series of talks around Value for Money with a visit from our Repairs Team. We focused on the repairs service we provide. The issues discussed were:

- Tenants not reporting repairs straight away can result in it becoming a large, and more expensive repair.
- Testing of Telecare units
- Maintenance and repairs can help with thermostat problems

The group agreed to look at and discuss repairs timescales and Planned Replacements at a future meeting.



## Gritting

The Property Manager came along to speak about our new policy around providing grit in our housing developments. We will now provide grit bins and grit so that tenants of Key can grit their private paths. We have updated all tenants through our Winter newsletter.



## Next Meeting

Our next meeting will be held on Wednesday 23<sup>rd</sup> January 2019 at 11am in our Main Office at The Square, Glasgow.

If you have any questions about the My Home Group, please call 0141 342 1810 or email [hello@key.org.uk](mailto:hello@key.org.uk)