

At home

The newsletter for tenants of Key Housing

Spring 2019



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Welcome

Welcome to the Spring edition of 'At Home'. We've had a busy few months of getting your views on various parts of our services and we're sharing the feedback in [pages 4-8](#). We have plenty opportunities for you to get involved throughout the newsletter, including our plans for Learning Disability Week 2019 ([page 13](#)). First we have an update on our fire detector upgrades.

Fire Detectors

A large part of our planned replacements programme for 2018/19 was our upgrades of fire detection systems. We have recently completed this which means that you should have fire detectors in all rooms of your home. Over the 2 years of this project we upgraded the systems in over 246 properties.

We would like to take this opportunity to remind you of the importance testing your fire detectors. We recommend that you test your system once a week. If you are unsure of how to test your system please give us a call on 0141 342 1820 and we let you know.



If you have an alarm unit linked to your fire detectors (it will say 'Tunstall' on it), your detectors should also call a response call centre (for example, BR24). Remember to call them just to let them know you are testing. These systems should be test between a Tuesday and a Thursday as the lines are not as busy at these times.

If you have any questions about your fire system, and the testing of it, just give us a call 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



Boogie Nights

We finished our big 40th celebrations in style!

Forth Valley TAG recently played host to a '70s themed celebration in honour of Key's 40th.

The photos from the evening show that the party-goers very much embraced that '70s vibe with plenty of flares, medallions and flower power on show. It also seemed that the 1978 box office smash, Grease, provided quite a bit of inspiration for costumes, as there was a full complement of 'Pink Ladies' in attendance!

We would like to take this opportunity to say thank you to everybody who took part in our 40th celebrations! We are just finishing off our commemorative book and hope to launch it later this year. We'll keep you posted!



Have Your Say

Since the last edition of 'At Home' we have been busy getting your views on our housing service. We've done a round-up below of the main discussions, as well as details of how you can get involved.

My Home Group

The group have been tackling some big topics since our last newsletter.

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

Our February meeting had us continuing our talk about Value for Money. As this is such a large topic the group is currently looking at our maintenance and repairs services. The group spoke to Eddie Burr, our Property Manager, about our Planned Replacement Programme and how we plan the timescales for replacement.

Chloe from the Scottish Human Rights Commission hosted our March meeting for a really interesting session about our Human Rights, in particular our right to housing. She brought some easy read materials for our feedback.



If you would like to find out more about the group, or be part of our discussion about value for money, please call Gillian on 0141 342 1815.

Communications

We have been getting feedback about how we communicate with you since last October and have had some fantastic suggestions so far.

We are finishing our consultation by talking with some of our tenants in South Lanarkshire and attending Clyde Coast TAG in April.

We will also be sending out a survey to a sample of our unsupported tenants in April to get some more feedback on our tenant participation options.

We will also be adding some questions to our Tenant Satisfaction Survey in October. These will focus on making our documents more accessible for you and ensure we are keeping you up-to-date in the way you want.

If you have any views on our surveys, letters or any documents you get from us please call Gillian on 0141 342 1815 or email

athome@key.org.uk



Rent Consultation

We would like to thank everybody who responded to our rent consultation in January. As proposed, our base rents have increased by 2.3%. 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.





Maintenance & Repairs Survey 2018

Thank you to everybody who responded to our Maintenance and Repairs Survey last October. We received 284 responses which is over 39% of our tenants.

We have written back to everyone who had a specific query and agreeing any actions that need to be taken.

Below is a breakdown of the results and any action we will be taking over the coming year.



Satisfaction with Repairs Service

We are pleased that 95.5% of you are happy with our repairs service. This is an improvement of our previous survey, 93.2%, and is significantly better than the Scottish Average of 90.58%.

We continue to monitor our repairs service through your feedback. We look for this throughout the year; not just during our surveys.

We asked some additional questions about your experience with the repairs service you received.

96.7% **99%** **96.3%**

of tenants were satisfied with the overall quality of the repair once complete.

of tenants were satisfied with the attitude of contractors who carried out the repairs.

of tenants were satisfied with the speed of response to their repair request.

We are delighted with these results, which have all improved since our last survey, and strive to continue providing a high quality repairs service. We work hard to ensure that our contractors not only work to a high standard but also have a good attitude towards tenants. If you have any comments or issues with a repair you can call us on 0141 342 1820, email repairs@key.org.uk or by completing the feedback form at the bottom of the repair order we send out for each repair.

Garden Maintenance

How Satisfied are you with the garden maintenance service provided by Key?

This has remained the same as last years satisfaction level of 78%. Although tenants have remained just as satisfied, we are always looking at ways to provide a value for money gardening service across our developments.

We have looked into individual queries about specific gardening services and will work towards improving these in any way we can.

Our gardening programme will begin again in April and run until September.



Communal Areas

Your satisfaction with the decoration of our windows, doors, fences and exterior walls has increased 7% this year to 86.3%. We will continue to carry out an annual review of the items that need redecorated, rather than sticking to a fixed schedule. This allows us to be more flexible when planning required work every year.

Satisfaction with the cleanliness of our common hallways has jumped up again from 80.3% to 84.6% this survey. We are still looking into areas where tenants would benefit from a stair cleaning service and put a new service into one of our developments this year. We will always consult with tenants before we add any additional services.

Satisfaction with the decoration of our common hallways has gone down slightly this survey; from 78.4% to 76.9%. 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 have any questions about a particular repair then you call Repairs on 0141 342 1820 or if you would like to find out more about the service we provide you can look at the [Maintenance & Repairs](#) section on our website.



Prize Draw Winners

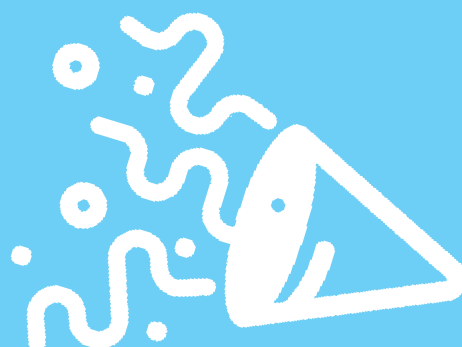
The Repairs Survey prize draw winners are:

June Campbell in Sauchie

David Allan in Kirkintilloch

Frank Meehan in Glasgow

Congratulations!





Scottish Housing Regulator

National Panel

Take our survey, help us improve services...

Would you like to help improve social landlord services in Scotland? The latest National Panel survey is now available to all service users!

The Panel is one of the ways that the Scottish Housing Regulator can hear what people think and make sure they focus on the important things. Members receive occasional surveys, information updates and invites to take part in other feedback exercises. Participation is always optional, and you can leave at any time.

The Regulator wants to include as many different voices on the Panel as possible, including people who are not involved in other ways of giving views on landlord services (most members are not part of local tenant forums). Members include **Council and Housing Association tenants**, people who are using or have used **homeless services**, home owners who receive **factoring or common repairs** from a social landlord, and people living on **social rented Gypsy/Traveller sites**.

Take part...

Online at www.bit.ly/shr-panel

Call Engage Scotland (who manage the Panel) on 0800 433 7212

Request a printed form by email natpan@engagescotland.co.uk or call 0800 433 7212

Welcome Scott!

Meet our new Maintenance Officer, Scott Sheridan. He joined us in January and will be carrying out the same duties as our other Maintenance Officers.

He will be working in the following areas:

- Bainsford
- Camelon
- Laurieston
- Stenhousemuir
- Kirkintilloch
- Milngavie



You might see him in and around your neighbourhood soon. If you do, feel free to pop over and say hi!

Planned Replacements

We are currently preparing our Planned Replacement Programme for 2019. This year's programme contains items such as roof improvements, fence replacement, close lighting upgrades and a larger than usual amount of external redecoration and common area decoration. Find out more about our recently completed fire detection upgrades on [page 2](#).

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. If you have any questions about work that is due to happen to your property call us on 0141 342 1820.



The Keys to Life

Scotland's national strategy for people with learning disabilities is called 'the keys to life'. March 2019 saw the launch of The Scottish Government's new Implementation plan for the strategy.

This adopts a 'whole system, whole population and whole person' approach to improving the lives of people with learning disabilities in Scotland.

We know this will be of interest to many of you and there are plenty options for you to find out more. There is a video, 'The keys to life' strategy, and an easy read version, on their website:

<https://keystolife.info>



The keys
to life

The Great British Spring Clean 2019

In Spring 2019 Keep Britain Tidy are encouraging everyone to help improve the environment on their doorstep and take part in the country's biggest mass participation environmental campaign.

This year, they are asking people to host/join a cleanup or pledge to 'do their own thing'. They are also encouraging people to recycle the litter they pick up, as much as possible.



There are plenty ways to join in and you can find out more how to organise or join a cleanup, and some top tips for becoming a #litterhero, on their website:

www.keepbritaintidy.org/

Reduce, Reuse, Recycle

Inspired by the Great British Spring Clean.
We have pulled together our top tips to make recycling that little bit easier.



1. Start Small

If you're new to recycling then don't try to do it all at once. Start by recycling 1 thing (for example, paper) and build it up as you gain confidence.

2. Make Space for Recycling

Dedicate a small space in your home for storing your recycling, in a hall cupboard for instance. You could use some carrier bags and that makes it easier to take to recycling bins.

3. Know What You Can Recycle

Check the guidelines your local council provide about what they can recycle locally. You'll be able to find these on your local council website.

4. Plenty Options

Every council has different kerbside recycling options but there are also public recycling points. You will be able to find out where these are on your local council website.

5. Reduce

Being mindful of how much you buy really helps limit your waste and also save money. Try making larger batches of food and freezing the leftovers.

6. Reuse Too!

Investing in reusable jars, bags and other household items can help reduce plastic waste.

Make a Stand

As we said in the last edition of 'At Home', we have joined the Make a Stand pledge. We will keep you up-to-date with how we are progressing towards the commitments within the pledge.

In the next few months we will have a page on our website that will give information about national and local support services for anyone who may be experiencing domestic abuse. We will also be creating a leaflet version for anybody who has trouble accessing the internet.

For anybody looking for advice, The National Domestic Violence Helpline is a free, confidential helpline run by Women's Aid and Refuge for anyone experiencing domestic abuse and is available 24 hours a day, 7 days a week. To contact them:

- Call **0808 2000 247**
- Visit online at: www.nationaldomesticviolencehelpline.org.uk



Make Your Voice Heard

The department for Social Security in have launched a consultation on disability benefits in Scotland.

This a really important Scottish Government consultation which will affect the lives of many of our tenants and their families. We encourage you to take a look at the new proposals and let them know your thoughts.

You can find the proposal documents at:

<https://www.gov.scot/publications/social-security-consultation-disability-assistance-scotland/>



The Scottish Commission for Learning Disability (SCLD) has announced that Scotland's Learning Disability Week 2019 will take place from Monday 13th - Sunday 19th May.

This year's theme is 'Community' with a focus on people with learning disabilities being 'Active', 'Connected' and 'Included' citizens. To help celebrate we're hoping you can share some of your experiences in the community.

We have created some speech bubbles themed around 'Active', 'Connected' and 'Included' citizens so you can share some of the great things happening in your community.

SCLD are also encouraging people to host their own 'Communi-teas'; giving members of the community an opportunity to gather and get to know each other. They have a Get Involved pack to help you host your own 'Communi-tea' by calling 0141 248 3733.

Let us know if you are hosting a party as we would love to pop along and join in the fun! We will be hosting some 'Communi-tea' parties across our developments and you can find out more about these through our [Facebook](#) page and [website](#).



If you would like to find out more about our 'Communi-tea' parties, share some community stories or let us know you know are hosting a party, please call Jan on 0141 342 1846 or email whatsnew@key.org.uk.



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 7 complaints; of which 1 required further investigation. We resolved 7 of these within the given timescales. Last year we refreshed our staff training and processes around complaints and welcome your feedback. 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.

Mobility Scooters

We have recently been finalising a policy about the storage of mobility scooters and powered wheelchairs in our developments. This is so we can ensure the safety of tenants and their visitors.

When tenants are considering the purchase of a powered wheelchair or scooter they should speak to their Housing Officer in advance to find out the safe storage and charging options.



We have created a brief factsheet which covers the main points. If you would like a copy of the factsheet or policy please call Housing on 0141 342 1810 or email hello@key.org.uk.

What's New!

We have been busy with all your fantastic news stories on our website, Facebook and Twitter accounts. Here's some of the things you may have missed.

International Women's Day

International Women's Day was a fantastic opportunity for us to celebrate the amazing contributions of the many women associated with Key and Community Lifestyles. We also shared fantastic achievements by Doreen and Tamara which you can read on our [website](#).



World Book Day



We joined in all the fun of World Book Day and some of our staff shared their 'Must Reads'. You can download the complete list from our [Facebook](#) page.

Kitted Out!



Community Lifestyles Key Glasgow football team were absolutely delighted with their new kit and couldn't wait to show it off!

You can catch up on all the latest happenings through our:



Facebook

[KeySupports](#)



Twitter

[@keysupports](#)



Website

www.key.org.uk

Contact

Repairs 0141 342 1820

Housing 0141 342 1810

Emergency repairs

If you have an emergency repair outside of office hours (Monday - Friday, 9am - 5pm), please refer to your Emergency Contractors List. If you cannot find yours, you can find it in the [Emergency Repairs](#) section of our website or you can 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 1815

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

Public Holidays

The office will be closed:

Monday 22nd April 2019

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



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