

# At home

The newsletter for tenants of Key Housing

Summer 2019



## Inside

Learning Disability Week '19  
Stay Cosy this Winter  
AGM 2019

# Welcome

Welcome to the Summer edition of 'At Home'. Since our last edition we have been busy celebrating Learning Disability Week (see page 4). We have also been busy finding all the heating schemes that can help keep you cosy this Winter. First, we are planning ahead to our next Annual General Meeting.

## Annual General Meeting 2019

We will be hosting our 2019 Annual General Meeting (AGM) at our office at The Square on Wednesday 18<sup>th</sup> 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).

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](http://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 Housing on 0141 342 1810 or email: [athome@key.org.uk](mailto:athome@key.org.uk)

# 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

Since our last edition, the My Home Group met in May to discuss digital skills and ways of overcoming digital exclusion. The group were happy to share their varied experiences of all things digital and the difficulties in using and accessing them. We will be doing some more work on this topic over the next year.

The My Home Group also welcomed Zhan Macintyre of the SFHA (Scottish Federation of Housing Association) who came to spend a day learning about the varied work of the housing section of Key.

They also got involved in the celebrations for Learning Disability Week 2019 by hosting a Communi-tea party (read more about Learning Disability Week on page 4). We discussed our local communities and what we have been able to contribute.



## Communications

We concluded our consultation about how we communicate with you in April. Clyde Coast TAG gave us some valuable feedback about some of our survey questions and how to make them clearer. We then visited South Lanarkshire TAG who spoke to us about our guidance notes for surveys and the best ways to communicate with them.

We would like to thank everybody who gave us their views and we will feedback in a future edition of 'At Home' with any changes we will make to our communications.



# 2019 Learning Disability Week

## Learning Disability Week

We bring you the highlights of a very busy Learning Disability Week across Key!



### Glasgow West...

Hosted a sports taster session and 'Communi-tea Party' at Woodlands Bowling Club. With support from Neil, TAG's Community Sport and Health Co-ordinator, there were a range of activities to try.



### Dunoon...

Held a very well-attended 'Communi-tea Party' with an impressive array of sweet and savoury treats for guests to enjoy. They also got a special cake made for the event!



### My Home Group

After a hard-working meeting, members of the My Home Group had a well-earned rest chatting and enjoying some goodies at their 'Communi-tea Party' here at The Square.



### Falkirk

It was another packed 'Communi-tea Party' in Falkirk where there was a lovely buffet to enjoy, after everyone had taken part in some health and well-being activities hosted by Disability Sports Falkirk.



### Glasgow

In Glasgow, Ainsleigh and Cheryl Ann organised a 'Communi-tea Party' in the care home where they volunteer. They made all the arrangements, organised the food and made sure the residents had a great time.



### Ardrossan

The week was rounded-off with a 'Communi-BBQ' in Ardrossan and although the sun didn't shine this did nothing to dampen spirits or spoil a great afternoon!

# Stay Cosy This Winter

Although it's summer now, it's the time to look ahead to saving money this winter. There are several government schemes and benefits that could help you save on your winter fuel bills.

## Cold Weather Payments (CWP)

If you are in receipt of certain benefits, you'll get £25 for each 7 day period of very cold weather between 1 November and 31 March. It needs to have been an average of 0° or less. Payments are made automatically and you may get this if you claim:

- Income-related Jobseekers
- Income -related ESA
- Universal Credit
- Pension Credit
- Income Support

## Winter Fuel Payments (WFP)

If you were born on or before 5 November 1953 you could get between £100 and £300 to help you pay your heating bills.

This payment should be made automatically if you are claiming your state pension but if you have not claimed before, and were born on or before 5 November 1953, you can call the Winter Fuel Payments application line on 0800 731 0160.

## Warm Home Discount Scheme

The Warm Home Discount Scheme can help you get a discount of up to £140 from your electricity bills. If you qualify, the money will not be paid directly to you; it will appear as a one-off discount on your electricity bill, (usually between



October and March). It does not affect your Cold Weather Payment or Winter Fuel Allowance. The scheme for 2019/20 will start 14 October 2019.

You qualify for the discount if:

- You are on a low income and meet your energy suppliers criteria for the scheme or;
- You are getting the Guarantee Credit element of Pension Credit.

You can still qualify if you have a pay as you go meter; speak to your energy supplier about how you will get the discount.

If you are on Guarantee Credit you should automatically receive a letter informing you of your discount. If you did not receive the letter call the Warm Home Discount team on 0800 731 0214 (phone lines open on 14 October).

If you are on low income, get in touch with your supplier as early as possible as they may have a limited amount of discounts. They will apply the discount to your bill by 31 March 2020.

# Universal Credit Update

Universal Credit (UC) is now in full service across all our housing areas.

It is the government's plan to move everyone, under pensionable age, to Universal Credit by December 2023.

If you receive Severe Disability Premium you cannot be moved to Universal Credit just now even if your circumstances change.

If you are asked to go onto Universal Credit please inform your Housing Officer so we can give you advice on claiming Housing rental costs.

We have created a factsheet with information on Universal credit. We will update this factsheet with new information as we receive it.

Our factsheet is available on our website and we can also send out a copy. Just call us on 0141 342 1810 for more information.



## Gillian



Recently we said a very fond farewell to Gillian Conway (Housing Services Officer). She has gone to take up a brand new post with Glasgow West Housing Association.

Gillian will be a familiar face to many of our tenants and 'At Home' readers, having worked for Key Housing for almost 6 years. And before that she was a support worker in our Thurso services, for several years.

She will be much missed by her colleagues and the many people she got to know through her role, but we all wish her the very best in her new job!



# 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. You can also get a copy online through our Emergency Repairs section.

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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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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 0141 342 1814**

Senior Housing Officer

**Flora 0141 342 1812**

Housing Officer

**Sandra 0141 342 1813**

Housing Officer

**Ellen 0141 342 1859**

Council Tax and Furnishings

**Helena 0141 342 1827**

Newsletter and My Home Group

**Gillian 0141 342 1837**

TV Licensing & Rechargeable Repairs

If you do not get answer from these numbers, please call: 0141 342 1890.

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