

At home

Winter 2019

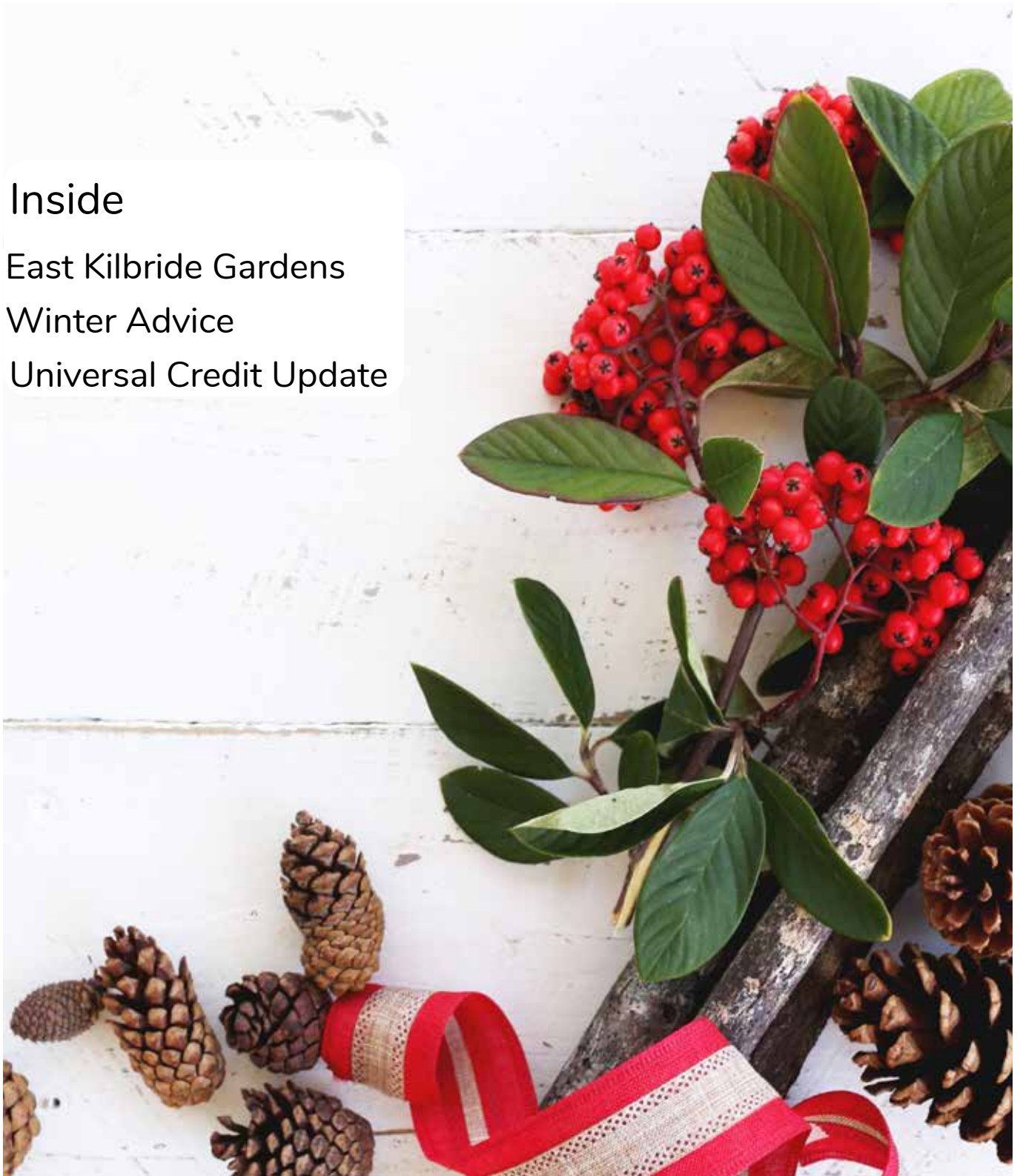
The newsletter for tenants of Key Housing

Inside

East Kilbride Gardens

Winter Advice

Universal Credit Update

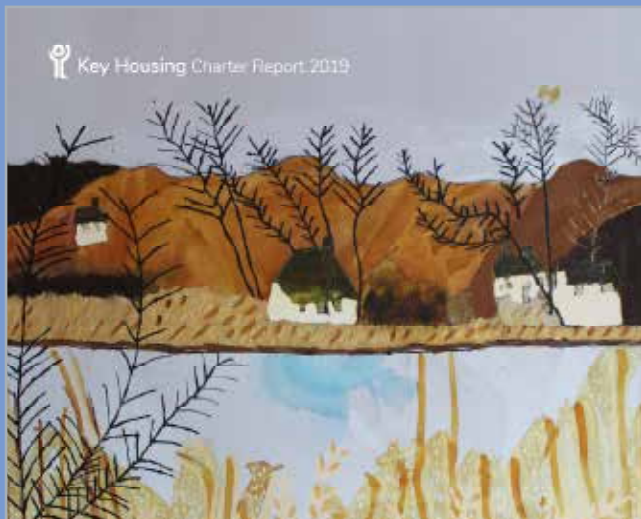


Welcome

Welcome to the Winter 2019 edition of At Home, the Key Housing newsletter. This edition will look at staying safe and warm this winter, Freedom of Information, Universal Credit and community projects. First we have a brief update on what we have been working on recently.

Charter Report

You should all have received a copy of our Charter Report in October. This updates you with how we have performed as a landlord throughout 2018/19.



Rent Consultation

We also will be sending out our proposed rent levels for 2019/20 in early January 2020 for consultation. There will be space on the form for you to let us know your views on the charges and the services provided. You will be notified of your new rent levels in February with the new charge starting from 28 March 2020.

Tenant Satisfaction Survey

We will be issuing our Tenant Satisfaction Survey in December. This is your chance to tell us what you think about the housing services we provide. The feedback we get helps us look at areas we can improve upon and work towards in the future.

Do you have a story that you would like to be featured in a future edition of At Home? Please call Alan on 0141 342 1815 or email: athome@key.org.uk

Keen, Green Gardeners of East Kilbride

We visited the community garden in East Kilbride in October and found the gardeners busy at work preparing for the winter ahead.

October Visit

Some were in the garden shed removing seeds from their pods ready to be sown again next year, whilst others were busy with the maintenance of the garden

Greenhouses were being insulated to keep the plants warm when the temperature drops and fruit and veg were being removed before the ground becomes too hard.



Winter Advice



The festive season is almost upon us and it is important we all stay safe and warm with this page providing advice and tips to get you through winter.

Safety in the Home

If you are hanging decorations up high please make sure you are standing on something suitable, such as a good condition stepladder. Don't overstretch or you might fall.

Be aware that paper decorations, christmas trees and other items can easily catch fire. Avoid having these near any light fittings, heaters or other heat sources, and they should never be next to open flames.

If you decorate your home with electrical decorations, check for signs of visible damage, that they are not overheating and use them as per the instructions.

If you are using extension leads please leave them fully uncoiled, do not overload them, and make sure the plug fuse is correctly rated.

What Do I Do If?

- **I have a power cut** - Call 105 for free where you can report the loss of power or get an update if it has already been reported
- **I have no water** - Call Scottish Water on 0800 0778 778 to report the issue or alternatively contact them online: www.scottishwater.co.uk
- **The Key tenant grit bin is empty** - Call us on 0141 342 1820 so we can organise for it to be re-filled
- **I have an emergency repair and the Key office is closed** - Find the contact details on your Emergency Contractor List that was issued in October and call the appropriate person. This can also be found on the Emergency Contractor section of our website or call us on 0141 342 1820 to request a copy if you have lost the list.

**If you have any concerns about your property
please call Maintenance on 0141 342 1820.**

Home Energy Scotland



Get Ready for Winter

HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT

Home Energy Scotland, funded by the Scottish Government and managed by Energy Savings Trust, provides free and impartial advice to help people across Scotland to reduce their energy bills and make their homes warmer and more affordable to heat.

Home Energy Scotland provides support ranging from energy saving tips to help people save energy and make their homes warm for less, to information about funding and grants to help make homes more efficient.

Whilst advice is available by telephone Home Energy Scotland is not a typical call centre. Advisors provide free, impartial energy advice designed to help householders make informed decisions.

Home Energy Scotland also offers a home visit service which is available to the more vulnerable.

Home Energy Scotland has no connection with any energy supplier, and does not cold call.

As part of their Winter Campaign, Home Energy Scotland is running a winter advice competition quiz. Details of how to enter can be found below.



WIN FREE energy bills for a whole year with Home Energy Scotland, the free and impartial energy advice service!

Read the quiz carefully, answer three multiple choice questions, enter your details and you could be the lucky winner.

Enter now at <http://bit.ly/FreeEnergyBills>

You can also apply by phoning Home Energy Scotland free on 0808 808 2282

Closes: 28 February at 11:59pm. T & Cs apply

Let There Be Light!

New Lights in Rutherglen

We have been busy installing new lighting to the stairs and landings at our properties in Rutherglen.

The photo below shows how much brighter the new lighting is.

We are always trying to find ways to provide a better value for money service and we believe we have achieved this in Rutherglen with the new light installation. The lights are sensor based and use energy efficient LED bulbs.



One of our tenants said “The light comes on when I open the door, the hallway is a lot brighter and I feel a lot safer in my home.”



Gardening Services for 2020 to 2023

It is time for Key Housing Association to tender for all gardening services that we provide to the gardens and communal areas around most of our properties.

The process is underway and we hope to have the successful contractors in place for Spring 2020.

Once we have the contractors in place we will let you know who they are and what work they will be doing in your area.

If you require more information then please contact Key's Maintenance Department on 0141 342 1820.



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.





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.

If you are on Universal Credit it is extremely important that you check your journal daily and ensure you respond to any actions raised.

If you experience a change in circumstances whether it be financial or who lives at your home, then you must make this known in your journal.

The same applies if you change your email address or phone number then you must create a note in your journal.

If your home is underoccupied you still need to apply for Discretionary Housing Payment (DHP). If you are unsure how to do this then please speak to your support worker or your Housing Officer.



If you have any concerns about Universal Credit or any other changes to the benefits system call your Housing Officer on 0141 342 1810 or find more information on our Benefits Update section of the website.

Housing Services Officer



In October we welcomed our new Housing Services Officer, Alan Morris. Alan comes from a background in housing and customer service and is looking forward to working with the My Home Group. Alan is keen to meet our tenants and see our different properties, so look out for him on visits with our Housing Officers in the new year.

If you would like your area to be featured in the newsletter please feel free to phone Alan on 0141 342 1815

My Home Group

The 'My Home Group' is our tenant engagement panel that looks at different aspects of the service we deliver to tenants.

Since our last edition of 'At Home' the 'My Home Group' became Dementia Friends with thanks to Alzheimer Scotland for providing the session.

In the year ahead they will be continuing to look at how the association provides value for money.

In the October meeting the group welcomed the new Housing Services Officer and discussed our annual assurance statement.

If you are interested in joining the 'My Home Group' then please call Alan on 0141 342 1815 or email athome@key.org.uk for more information.





Freedom of Information

From 11 November 2019, Key Housing Association along with other Scottish Registered Social Landlords, is now classified as a Scottish Public Authority for the purposes of Freedom of Information (FOI).

It is worthwhile noting FOI only applies to our housing function as regulated by the Scottish Housing Regulator.

The aim of the Freedom of Information (Scotland) Act is to increase openness and transparency by allowing people to access information about how decisions are taken and how our services are delivered. As well as responding to requests, public authorities must publish information by adopting and maintaining a publication scheme.

We have been busy updating our website to make much more information available to you for example staff structure and housing policies. Please visit our website at www.key.org.uk to find out more about Freedom of Information.

If you have never been on our website then the picture below lets you see what our housing page looks like.



**Merry Christmas and a
Happy New Year
from everyone at Key**



Contact



Repairs 0141 342 1820

Housing 0141 342 1810

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 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

Alan Morris 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

Public Holidays

The office will be closed:

Wednesday 25th December 2019

Thursday 26th December 2019

Wednesday 1st January 2020

Thursday 2nd January 2020

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

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



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