

# At home

Summer 2020

The newsletter for tenants of Key Housing



## Inside

Services Update

Tenant Satisfaction Survey

Gourock Transformation

# Welcome

Welcome to the Summer edition of 'At Home'.

This edition includes the results of our Tenant Satisfaction Survey for 2020 but first we have an editorial regarding the impact of Coronavirus upon Key Housing Association.

## **PAGES 3 to 6**

You will find information regarding our services and how things have changed since the country went in to lockdown.

## **PAGES 9 to 13**

You can read the tenant satisfaction results which lets you see the areas where Key Housing performs well and where we can improve.

## **PAGES 14 & 15**

Just wait until you see the transformation at one of our properties in Gourrock. The outside has been totally transformed and it looks amazing!

## **PAGES 16 & 17**

There is a couple of photo competitions, one for the next newsletter and one for Housing Support Enabling Unit.

## **PAGES 18 to 21**

These pages contain an open letter from the Scottish Government Minister for Local Government, Housing and Planning - Kevin Stewart.

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](mailto:athome@key.org.uk)

The Coronavirus has changed all of our lives.

We have temporarily had to put our usual life on hold and live in a way that would stop the spread of the virus. For some of us this has been incredibly difficult, it meant not seeing our neighbours, friends and family for a long time. It has brought about the feeling of isolation and loneliness but hopefully as the lockdown eases we can get closer to the life we had before.

Some of us have lost loved ones and didn't get the chance to give them the send off that we would have liked. Those of you who receive support from Key must have felt a deep sense of thanks to the support workers who were still there for you when everyone else was being told to stay at home.

Although our office staff have been working from home they have been very busy nonetheless.

Our Housing Officers have been phoning round to ensure our tenants are ok and are always there for you should you need any help whether you have had a change in circumstances, a loss of earnings or an issue with your neighbours.

Our Maintenance staff have been in constant contact with our contractors and working to the strict measures as outlined by the Scottish Government. They are there for you no matter how small the repair is, they might not be able to get the repair done right away but they will take note and attend to it when it is safe to do so.

We will do our very best to be there for you and appreciate all your kind words.

Take care one and all.

We will meet again!





## Your Housing Needs

Our Housing Officers Pamela, Flora and Sandra, led by our Housing Manager Helena are keen that you contact them straight away should you experience any financial difficulties.

These are tough times and we know some of you will be experiencing financial difficulties through no fault of your own. We know some of you may have lost your job or had your hours of work shortened.



Our Housing Officers are here to help and they have been busy working with tenants at this difficult time to maximise their income. They can arrange a new rent payment arrangement if you are struggling to pay your rent or arrears. They can help you apply for benefits and help with other issues such as lack of food.

## Contact Details

### Money Advice Service

For advice on rent, benefits, debt and more you can contact Scotland's money charity on 0141 572 0237  
[info@moneyadvicescotland.org.uk](mailto:info@moneyadvicescotland.org.uk)  
[www.moneyadvicescotland.org.uk](http://www.moneyadvicescotland.org.uk)

### Energy Bills

If you are struggling to pay your energy bills then please first of all call you provider. Then call Home Energy Scotland for free on 0808 808 2282.

### Scottish Welfare Fund (SWF)

The SWF help families and people in Scotland who are on low incomes through crisis grants and community care grants. You need to call your local council to apply for these grants.

### Call your Housing Officer

Pamela - 07471 141 669  
Sandra - 07471 142 129  
Flora - 07471 141 837



# Repairs Service Update

Our Property Manager Eddie Burr wrote to you on the 23rd of June regarding the repairs service. Below is a copy of the letter which details what you can expect when repairs start again.



23<sup>rd</sup> June 2020

## Your Repairs Service from Key

As part of the general easing of lockdown measures introduced in response to coronavirus, Key is making plans for its general repairs property service to start again.

Over the past few months we have only been able to respond to emergency repairs and to carry out critical safety-related servicing, mainly to gas installations. Over the coming weeks, we hope to see our routine maintenance service commencing on a phased basis and we expect that our initial priority will be to deal with the backlog of repairs which have been reported.

We are committed to keeping you (and our contractors) as safe as possible as works begin to re-commence and I am writing to update you on what you can expect.

Before we undertake any work in your property, we will contact you by telephone to check if you are especially vulnerable to the risks of Covid-19 or if you have symptoms of the illness. If this highlights any concerns, we will review whether the repairs can go ahead.

We will also ask you to confirm that you will be able to maintain a distance of a minimum of 2 metres between you and the contractor. Ideally, we would request that you are able to go into another room during any repair work.

We will ask our contractors to ensure that they maintain a 2-metre distance when working in your property. We will also ask contractors to wear suitable gloves/facemasks and to disinfect any surfaces they touch during their visit.

If you have any questions regarding any aspect of this, please talk to the person who will contact you about the repair. Our maintenance team can be contacted on 0141 342 1820.

Yours Sincerely

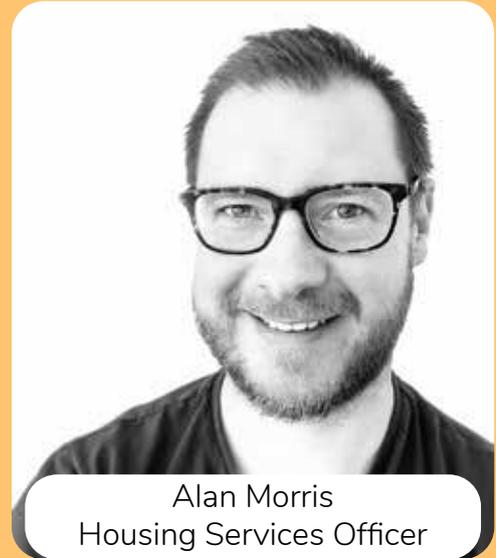
Eddie Burr

Property Manager

## At Home with Alan

Hi Everyone, I cannot believe how much our lives have changed since March. Since the lockdown I have been working from home as has my wife and we have also been trying to manage our work with looking after our two young boys aged 2 and 4. It has been a difficult period for us all including you, our tenants, and I am thankful it looks like the worst is now over.

I joined Key at the start of October 2019 and got to know a lot of you in a limited period of time and I cannot wait to get to see you all once this is finally over. I really miss our My Home Group who I met with on a regular basis and we are looking in to other ways to talk to each other which doesn't involve holding a meeting in person.



Alan Morris  
Housing Services Officer

The other night my wife and I were discussing what we would change after lockdown ends. We would like to spend more time with our friends and family. We would like to be more generous and kinder to others in need. And, we would like to support our local businesses more. **What will you change after spending time in lockdown?**

Since the lockdown I have been trying to find ways to keep my mind healthy. I have been baking scones, loafs, bread and cakes. I have also been trying to grow my own tomatoes, peppers, lettuce and basil. Keeping my body busy has been great in keeping my mind healthy.

If you think you can beat my plants and baking then please send in your photos to [athome@key.org.uk](mailto:athome@key.org.uk)



## What is your lockdown story?

**If you are a tenant or involved with supporting our tenants and want to share your lockdown story in the next edition of At Home, then please get in touch.**

## Out & About in Inverclyde

Before lockdown our tenants in Inverclyde had been busy.

It is important that our tenants get to do things that they want to do and maybe even challenge themselves to learn something new.



Stephen and Colin  
enjoyed a day out at  
the football



## Life Through A Lens



'Life through a lens' is a research project which is looking at what things can help people with a learning disability who also have dementia. The project has been looking at things like music playlists, memory boxes, making changes to people's houses and things like this.

It is really important research because there has been very little research into helping people with a learning disability and dementia to live well. The work is being led by Dr Karen Watchman at The University of Stirling. We have been helping Karen and the rest of the research team with their work.

This has meant that some people we support have been on the project steering group, helped to pick researchers for the work, developed easy read information about the project and also helped with doing the research either as participants or researchers.



Photo taken before lockdown

# Have Your Say

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

## My Home Group

Before lockdown the group had been tackling some big topics.

The group discussed Freedom of Information and how it affects our day to day business, Key Housing's Strategic Plan which will cover the next five years and Key's furnishing packages with a view to making the process a lot easier to understand.

When it is safe to do so the group will be discussing the Strategic Plan in more detail and will be looking at the standard of the properties we let to new tenants.

They also had some great fun at our Christmas meeting where they played 'Play Your Cards Right'.



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## Rent Consultation

We would like to thank everybody who responded to our rent consultation in January. As proposed, our base rents have increased by 1.6%.

Our service charges are based on the actual cost with some increasing, some remaining the same and some decreasing.

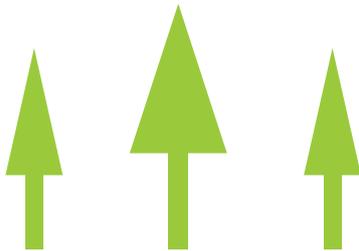
You should have received a copy of your rent increase letter in February. If you need an additional copy of your rent letter, please call 0141 342 1810.

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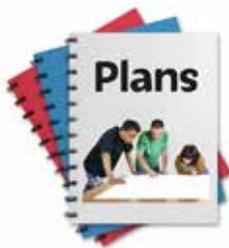
## Satisfaction Survey

The tenant satisfaction survey for 2020 was sent out at the end of 2019. You can see the results on pages 10 to 13 of this newsletter.

It is great to see your overall satisfaction with the service Key Housing provides has increased to 95.1%.



Although there have been some good increases in satisfaction levels there are areas that have been identified where we need to improve. Staff and tenant groups will get together to come up with a plan to improve these areas.



Also, thank you to everyone who took time to make a comment. We will reply to those who raised an issue with the service

If you have any views on our surveys, letters or other documents you get from us please call Alan on 0141 342 1815 or email [athome@key.org.uk](mailto:athome@key.org.uk)



### Tenant Satisfaction Survey

This survey deals with the Housing Services which Key provides.

#### How to Complete

Please circle 1 response for each question to indicate your answer. For example:



We have used a star guide to help you answer the questions with 5 stars being 'Very Satisfied' and 1 star being 'Very Dissatisfied'. There is space at the end to write any comments you may have.

If you have any questions about the survey, or would prefer to complete it over the phone, please contact Alan Morris on 0141 342 1815 or email [alan.morris@key.org.uk](mailto:alan.morris@key.org.uk)

**If you would like to find out more about the My Home Group, or be part of our discussion about value for money, please call Alan on 0141 342 1815.**



# *Tenant Satisfaction Survey 2020*

Thank you to everybody who responded to our tenant satisfaction survey. Overall we received 258 responses which is over 35% of our tenants. This number is down on the previous return of 299 in 2018. Your views are very important to us so hopefully when the next survey goes out more of you will reply.

The end of the survey had a comments section which some of you filled in.

We would like to thank those who made a comment. We will look at these on an individual basis and see what we can do to improve your experience with Key.



## **95.1%**

satisfied with the overall  
housing service

## Overall Satisfaction

Our overall satisfaction level has increased to 95.1% from 89.6% two years ago. We are delighted with this level of satisfaction which is significantly higher than the Scottish Average of 90.9%. We will work hard to maintain this high level of satisfaction. As always, if you feel that part of the service we have delivered is not to a high standard then please report this to your Housing Officer.

## Management of our Properties



This year you are happier with how we manage your neighbourhoods with the figure rising to 94.4% from 89.4% in 2018. Our Housing Officers are always working hard to ensure everybody is happy in their homes and their surrounding neighbourhoods. Key Housing is much higher than the Scottish Average of 88.4%.

Satisfaction with the quality of our homes has dipped 1% to 94.4% from the previous survey. Over the last few years we have worked hard to meet the Quality and Energy standards which we hope is reflected in your homes.

Satisfaction with opportunities to participate in our decision making has increased from 75.2% in 2018 but is yet to better the 77.3% from 2016. This is significantly lower than the Scottish average of 88.2%. There are many ways to get involved at Key Housing with contact details on page 8.

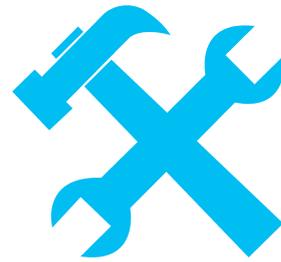
88.2% of you think Key Housing provides good value for money. This is higher than Scottish Average of 83.4 and we are aiming to keep any rent increases to below the Scottish Average.

## Repairs

We are delighted that you are happy with the repairs service we provide.

Although this is a high level of satisfaction it is not quite as high as our result of 96.8% from 2017. We remain higher than the Scottish Average of 92.5%.

One of the ways we monitor our repairs service is through your feedback. We look for this throughout the year; not just during our surveys. You can let us know of any comments or issues you have with a repair by completing the feedback form at the bottom of the repair order we send out for each repair. You can also call us on 0141 342 1820 with any feedback.



# 95.7%

satisfaction with our  
repairs service

## Communication

It is important to us that you are happy with the level of communication from us and that we are keeping you up-to-date with decisions.

This year there is an increase in satisfaction from 84.9% in 2018 to 86.1%. The 2016 rate of 89.6% is still our benchmark to beat and we are aiming to get a lot closer to the Scottish Average of 93.4%. Our website has a lot of information so if you have access to the internet, please take a look.

Please bear in mind if you would like to take part in future consultations and do not wish to fill in a form, then you can call Alan on 0141 342 1815 or email him at [athome@key.org.uk](mailto:athome@key.org.uk) to complete the form. You can also register interest on our website through the 'Consultations & Surveys' section of our website: [www.key.org.uk/key-housing](http://www.key.org.uk/key-housing).



# 86.1%

satisfaction with how  
we keep you informed  
about decisions



# 89.6%

satisfaction with how  
we deal with your  
enquiries

## Common Areas

The satisfaction with our gardening service has increased since our Repairs Survey in 2017. We are tendering for the garden maintenance contracts at the moment and will let you know shortly who has been awarded the contract in your area.

Satisfaction with the decoration of our windows, doors, fences and exterior walls has increased significantly from 79% in 2018. We have devoted considerable time to these areas in the last year and are delighted to see these results.

In our previous survey we added some questions about bin storage areas. Satisfaction has increased by 1% to 79.4%. This year we also received a fantastic amount of feedback regarding bin areas and bin collections. We are looking at each of your comments to see if we can improve the service. Please note that it isn't always possible to increase the size of the bin areas in each of our properties. This is because the gardens may not be big enough.

Satisfaction with our common hallways has increased slightly to 80.3%. If you think the common areas need spruced up then please get in touch.



The 4 winners of our Tenant Satisfaction Survey prize draw are:

- Donna-Marie from Bellshill
- Doreen from Glasgow
- Lindsay from Gourrock
- Sharon from Coatbridge

Congratulations! We hope you enjoy your £25 voucher

## Maintenance Services

Our maintenance services are starting to get closer to normal with restrictions being eased by The Scottish Government.

Our contractors are on the whole all back to work and our maintenance staff are steadily working through the large backlog of repairs that could not have been carried out until coronavirus restrictions were eased.

Unfortunately there are some services that will take some time to return. Until restrictions are eased even further we are unlikely to start internal replacement works for kitchens, bathrooms and heating systems.



We do still have our programme of works for 2020/2021 and will carry out as much as possible with the focus being on works that can be carried out externally.

## Gourock Transformation

We have completely transformed one of our properties in Gourock.

The property is over 35 years old and our maintenance team felt the time was right to give it a makeover.

We carried out extensive external work to the property which included new windows, gutters, upgraded walkway and a fresh coat of paint. We also replaced the cladding with a fire resistant composite material.



I think you will agree the new look is amazing



Before



Before



Before



Before



After



After



After

We'd like to see your  
photos of home,  
community & wellbeing

No place like

★ HOME ★

PHOTOGRAPHY COMPETITION

2020



There are  
**CASH PRIZES**  
for winners

This competition is about celebrating the experiences of people who use housing support services in Scotland.

**Don't miss the competition deadline of Friday, 9th October 2020.**

For more information and to download the entry form, please go to the website at [ccpscotland.org/hseu/](https://ccpscotland.org/hseu/)



# Calling All Gardeners

In the next edition of At Home, we plan to have a section devoted to photos from our tenants and staff.

If you have been carrying out work in your garden over the summer and have beautiful blooms and fabulous vegetables then please send me your photos to [athome@key.org.uk](mailto:athome@key.org.uk) - remember to include your name, address and a description of the photo.



## Make A Stand



Key joined the Make a Stand pledge in 2019 to make a commitment to support people who experience domestic abuse.

For anybody looking for advice, The Scottish Domestic Abuse and Forced Marriage Helpline is a free, confidential helpline for anyone experiencing domestic abuse and is available 24 hours a day, 7 days a week. To contact them:

- Call **0808 027 1234**
- Visit online at: [www.sdafmh.org.uk](http://www.sdafmh.org.uk)

## Men's Advice Line



Do you feel afraid or intimidated by your partner?

Does your partner hurt you? Physically, emotionally, financially or in another way.

If you answered Yes, call the Men's Advice Line on **0808 801 0327**.

**If you suffer from domestic abuse REMEMBER - It is not your fault, there is help and there is hope.**

Kevin Stewart MSP has written an open letter to all Housing Association tenants. We have printed this letter on the following four pages.

Minister for Local Government, Housing and  
Planning  
Kevin Stewart MSP



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

T: 0300 244 4000  
E: [scottish.ministers@gov.scot](mailto:scottish.ministers@gov.scot)  
7 July 2020

### **Open letter to Council, Housing Association and Housing Co-operative tenants in Scotland**

In the short space of a few months, none of us could have envisaged the significant impact that Covid-19 would have on Scotland. I know this has been an extremely difficult time for you and your families and it has brought unprecedented challenges for our country.

I am writing to social housing tenants to provide information and advice, following the publication in May of [Scotland's Route Map](#) for moving out of the crisis, which sets out the steps that will help us to return to a more normal life. This is being done on a gradual basis, as quickly and fairly as possible, and is being matched with careful monitoring of the virus.

As we move through the different phases of easing restrictions we are providing clear guidance on what that will mean for individuals and families in Scotland. Individual landlords are also now beginning to plan for resuming services following the guidance available, and taking account of local circumstances.

During this crisis I have been particularly impressed at how people have come together to support each other and I greatly appreciate the inspiring community effort that we've seen up and down the country.

I want to thank every single individual, organisation and volunteer who has responded to the pandemic and helped to keep people safe, connected, and well and every social landlord in Scotland who has been working tirelessly to maintain and provide essential and wider community services in these challenging times.

The safety, security and wellbeing of all social housing tenants is a key priority for both the Scottish Government and social landlords, and we have been working closely together to address the challenges that have emerged in the social housing sector as the weeks and months have progressed.

### **If you're experiencing financial difficulties or are having difficulty paying your rent as a result of coronavirus**

If you are experiencing financial difficulties as a result of coronavirus, there is a variety of financial support available as well as advice on maximising income. You can access this through your local welfare advice agency including [Citizen's Advice Scotland](#) and the [Money Talk Team](#).

The efforts that tenants are making to ensure their rent is paid during this difficult time is much appreciated and you must still continue to do so if you are able. If you have difficulty paying your rent at any time you should contact your landlord immediately as they will be able to provide or direct you to sources of financial advice and agree a plan with you to pay your rent.

### **Protection from eviction during the pandemic**

In response to the public health crisis, the Scottish Government passed an emergency law to protect tenants from eviction during the pandemic. This requires landlords to give longer notice periods to tenants, of up to six months, where they intend to take legal action in the Sheriff Court to re-possess a property and end a tenancy. To ensure landlords and the courts were able to continue to deal with serious antisocial and criminal behaviour, which cannot be resolved by other measures during the pandemic, shorter notice periods are in place for those cases.

### **Support for victims of domestic abuse**

It is a Scottish Government priority to ensure that anyone who is a victim of domestic abuse gets access to the support services they need. For anyone who is or feels they are at risk of abuse, help and support is available to you, including police response, online support, helplines, refuges and other services. You can find further information here:

<https://safer.scot.da/page-6/>

### **Allocation of properties and mutual exchange requests**

The Scottish Government eased restrictions on house moves on 29<sup>th</sup> June and social landlords are now beginning to plan for resuming allocations safely and for processing mutual exchange requests. For some time to come, most landlords will however be prioritising allocations to those who have become homeless during the pandemic. If you have any questions about moving home, want to apply for housing or have submitted a housing application with a landlord you should contact them directly as they will be able to provide advice on all your housing options.

### **Staff and contractor visits to your home**

I know that some tenants will be anxious about having staff, contactors and gas engineers into their home to carry out repairs and safety checks, however be assured that your landlord will have clear processes in place to ensure this can happen safely, in line with the current public health guidance and including any Personal Protective Equipment required.

If an appointment for a home visit is being made with you, you should let your landlord know if you are vulnerable, shielding, self-isolating, or having symptoms of the virus so that appropriate arrangements or rescheduling of the visit can be agreed with you. Appointments will be made in advance and you will be advised of the process that will be followed, and anything you need to do to prepare for the visit.

### **Repairs, maintenance and planned improvement programmes**

Since the start of the pandemic, social housing landlords have been prioritising repairs and have been focussing on providing emergency repairs and other essential services. As we move forward, landlords are now starting to plan how they can safely resume routine repairs and planned maintenance work. This includes programmes such as window, bathroom and kitchen replacement, adaptations and installation of smoke and carbon monoxide detectors and fire alarms. You should continue to report any repairs to your landlord as normal. As your landlord begins to work through any backlogs, your repair may take a bit longer than normal so please bear with them. Your landlord will get in touch with you if they require to get into your home to carry out any work and will have processes in place to ensure this can happen safely and in line with the current public health guidance.

### **Gas safety checks**

Landlords are continuing to make every effort to meet statutory safety obligations, such as annual gas safety inspections. When you receive your gas inspection letter, please contact your landlord immediately if you are vulnerable, shielding, self-isolating or having symptoms of the virus, so that appropriate arrangements or rescheduling of the visit can be agreed with you. Please do not ignore the letter as your landlord may not know about your situation and will continue to contact you to arrange a visit. These checks are essential to ensure the safety of your household and it is therefore very important that you allow access to your home so they can be carried out.

If you smell gas, or if you have concerns about the safety of your appliances, you should call the gas emergency service provider on 0800 111 999, and switch off appliances until the gas emergency supplier, or a registered gas engineer, has attended and confirmed that the appliances are safe to use.

### **Anti-social behaviour**

Tenants in Scotland have displayed exceptional respect, care and kindness towards their neighbours in these difficult times but regrettably not everyone has done so and instances of antisocial behaviour are still going on. Social landlords take antisocial behaviour very seriously and have a wide range of measures, including legal remedies and liaising with other agencies, to deal with persistent antisocial or criminal behaviour which breaches the terms of their tenancy agreement.

If you experience anti-social behaviour you should contact your landlord in the first instance and if you feel that you are in any danger you should contact Police Scotland. Your landlord will be able to provide you with support and advice on what they can do to help resolve the situation. More information can be found online at <https://www.mygov.scot/antisocial-behaviour/>

## Wellbeing

The coronavirus outbreak has had an effect on everyone's daily lives and information on wellbeing and sources of support can be found at the [mygov.scot](https://mygov.scot) website. This covers a wide range of issues including looking after yourself and others, how to look after your mental health, food, medicine and other supplies, work, unemployment and sick leave, domestic abuse and child protection.

## Further advice on coronavirus

It is essential that we all continue to follow the current public health guidance, practise good hand hygiene and follow the guidelines on who, where and how we meet others.

The Scottish Government guidance on Coronavirus is reviewed regularly so please check for updates at [www.gov.scot/coronavirus](https://www.gov.scot/coronavirus)

Advice is also available from the Scottish Government's Coronavirus helpline - telephone: 0800 111 4000, Scotland's Citizens Advice helpline - telephone: 0800 028 1456 and Shelter's Housing Advice helpline - telephone: 0808 800 4444.

If you have any specific questions about your home or tenancy that need to be dealt with urgently you should contact your landlord directly.

I would finally like to take this opportunity to thank all social housing tenants and landlords in Scotland for everything you have done, and are continuing to do, to help control the spread of the virus, protect the NHS and save lives.



**KEVIN STEWART**

## Scammers!!!

Trading Standards Scotland have identified two areas in which scammers are active - Energy Efficiency Scams & Mobility Aid Scams

If you are considering making your home more energy efficient

### DO NOT

- Believe any information provided by cold callers or pop-up adverts without speaking to Key Housing.
- Agree to a cold caller carrying out an assessment as they will not be impartial.



If you are considering buying mobility / assisted living aids

### DO NOT

- Give your personal details to a cold caller or agree to a home visit.
- Agree to purchase equipment before getting advice from someone you trust like a family member, support worker or housing officer.

**If you have been a victim of one of these scams then please call Police Scotland on 101**

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## 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, by email or completing the Complaints form on our website.

Over the last year we have received 7 complaints; of which 3 required further investigation. We resolved **all** of these within the given timescales.

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.

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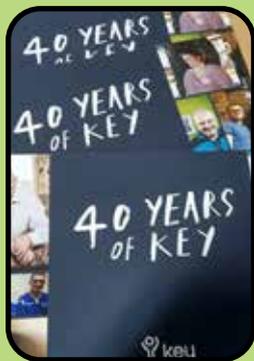


# What's New!

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.

## 40 Years of Key

Just before Christmas we launched a book celebrating 40 years of Key.

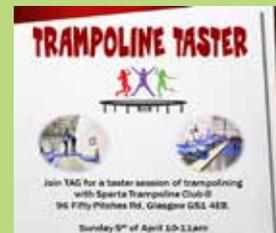


The book brought people together to tell their stories about life before Key and how their life has changed since Key was set-up.

You can find a digital copy of the book available on our website.

## Staying Fit & Healthy

Key Supports and The Advisory Group are involved in many ways for you to maintain a healthy lifestyle.



Options available include; football, basketball, trampolining and karate.

When we return to normal life and if you want to get involved in activities in your area then either talk to your support worker or contact our office on 0141 342 1890 to get started.



If you can access the internet, you can catch up on all the latest news through:



Facebook

KeySupports



Twitter

@keysupports



Website

www.key.org.uk



# Contact

## Repairs 0141 342 1820

### Emergency repairs

If you have an emergency repair outside of office hours (Monday - Friday, 9am - 5pm), please refer to your Emergency Contractors List. This information is also on the **Emergency Repairs** section of our website or you can call 0141 342 1820 during office hours to get a replacement copy of the list.

### Complaints

If you feel that Key Housing have not dealt with something as well as we could have, please 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](mailto:hello@key.org.uk)

[www.key.org.uk/key-housing](http://www.key.org.uk/key-housing)

## Housing 0141 342 1810

### Calling Housing

All of our housing staff are working remotely from home so you may not get an answer when you call the office. You can leave a message, which we check regularly and we will get back to you.

If you really need to speak to someone and do not get an answer from 0141 342 1810, please call reception on 0141 342 1890

### Public Holidays

There are no public holidays until December.

The office is open every weekday 9am - 5pm with restricted access due to social distancing.



A society registered under the Co-operative and Community Benefit Societies Act 2014, company no. 1938 R(S) and the Scottish Housing Regulator, No 141. Key, Key Community Supports and Key Housing are names used by Key Housing Association Limited, a charity registered in Scotland, charity number SC006652.