

# At home

Summer 2021

The newsletter for tenants of Key Housing



## Inside

East Kilbride

Sauchie

Staff Update

# Welcome

Welcome to the summer edition of 'At Home'.

This edition provides you with an update for our Housing Services and takes a look in the gardens in East Kilbride, Rutherglen and Sauchie.

The last year and a half has been a struggle for us all. We have had to cope with the unknown and change how we live our daily lives. Things are starting to look a lot brighter but as Covid-19 is an airborne virus we must still take precautions, follow government guidelines and ensure we still wear a mask in enclosed spaces. We are hopeful of being able to welcome tenants back in to The Square by the end of the year, enabling us to gather in small numbers to begin with. This will be welcome news for the My Home Group who are looking forward to getting together once again.

## **PAGES 6-7**

*Our tenants in Sauchie have been busy creating a bright garden for holding events and enjoying the sun.*

## **PAGE 9**

*Housing Scotland Enabling Unit are once again holding their photo competition 'No Place Like Home'*

## **PAGES 10-11**

*The gardens in East Kilbride are on show. Our tenants have been potting and hanging and even managed to introduce a water feature. There are apples, peas, sunflowers and much much more in their garden.*

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)

# Services Update

Housing Services are still operating, albeit under different circumstances to what you are used to.

Our staff and contractors are acting carefully in all situations and will do their best to keep everyone safe. Even though most people are double vaccinated we will still insist that masks are worn by contractors and staff when entering your home.



We will be sending our Tenant Satisfaction Survey out this year for you to let us know your views on the housing service that we provide. This is important for us to improve our service.

We decided it was not a good idea to send out the survey last year. So please when this arrives through your letterbox can you fill it in and return it to us in the pre-paid envelope. You will also get entered in to a prize draw.



The Annual Return on the Charter (ARC) Report which lets you know how Key Housing is performing will be with you in the next few months as will the Key Annual Review.





## 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:

Very Satisfied	Fairly Satisfied	Neither Satisfied Nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
★★★★★	★★★★	★★★	★★	★

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

Our aim is to send out mini consultations that are more specific to you, your home and the service we provide. We hope you will take the time to read and reply as your views will be used when we look at ways to improve our service.

## Housing

The housing team are still spending most of their time out of the office so it is important that if you want to contact your Housing Officer then you know what to do.

Firstly call the Housing telephone number 0141 342 1810. If there is no one in the office to answer the phone then you can leave a message or alternatively you can contact your Housing Officer directly by using the following contact details.



**Sandra Jackson**

**Phone**

**07471 142 129**

**Email**

**sandra.jackson@key.org.uk**

**Pamela Macintyre**

**Phone**

**07471 141 669**

**Email**

**pamela.macintyre@key.org.uk**

**Flora Murray**

**Phone**

**07471 141 837**

**Email**

**flora.murray@key.org.uk**

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## Furnishings update

We will be sending out information sheets regarding our furnishings packages and the changes that are taking place. We have adjusted our packages to include a bed and a vacuum and we want to make sure that you have a full understanding of what you get and the process for organising repairs and replacements. If you have any questions you can contact [furnishings@key.org.uk](mailto:furnishings@key.org.uk)

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We are looking for tenants to take part in photoshoots that will feature in our publications and on our website. Should restrictions continue to be lifted and the vaccine rollout goes well then we want to put some time in to capture you and your home.

Let me know if you want to be added to the list of people and places to be visited by calling 07823 872 961 or by emailing [alan.morris@key.org.uk](mailto:alan.morris@key.org.uk)

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# Rutherglen



Our tenants in Rutherglen have really been taking care of their garden. The garden was looking clean and tidy. It had lots of pot plants and plenty of places to sit and enjoy the nice weather.



# My Home Group



Our My Home Group member Joe has found lockdown difficult as he has not been able to come to The Square for our meetings. He enjoys meeting and socialising with the other group members.

We are assessing how many people we can accommodate at The Square but once we have a better understanding of the numbers then we will be able to once again hold our meetings. We may hold smaller sessions to begin with.



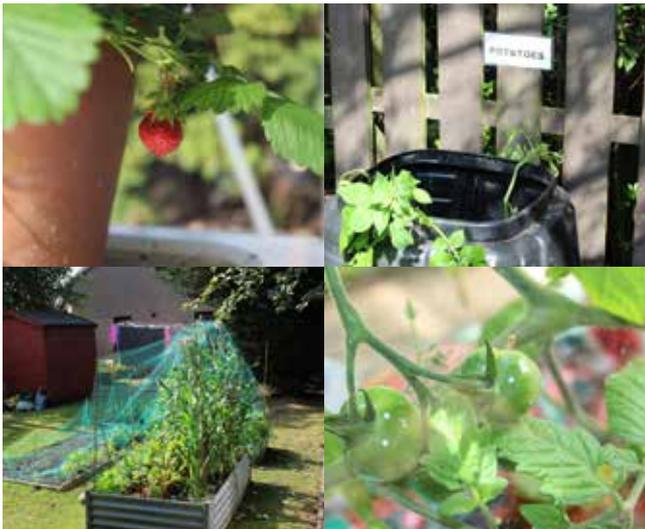


The tenants in Sauchie have been busy during lockdown and have put a lot of effort in to their garden area.





They spent time cleaning and painting their garden house into something quite spectacular.



They have also been busy growing fruit and veg and will be holding a garden party to celebrate their hardwork.

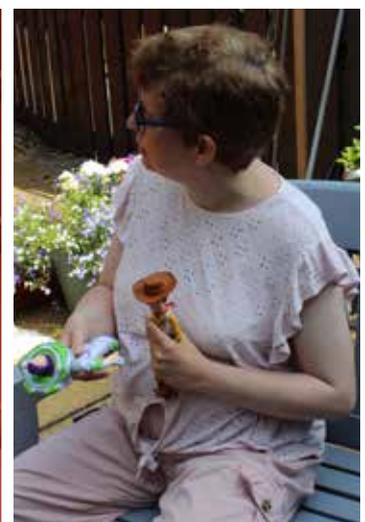


### Is your garden better?

The tenants in Sauchie think they have the best garden.

Contact me so we can get photos of your garden.

alan.morris@key.org.uk  
07823 872961



## Maintenance



Our Maintenance team are here for you Monday to Friday between 9am and 5pm.

As the staff are working remotely, subject to Scottish Government advice, all maintenance repairs should be reported to 0141 342 1820.

Please leave your name, a call back telephone number, the description of your

repair and someone will call you back to discuss what can be done.

If you have an emergency outwith these hours then please call the appropriate person on your Emergency Contractor list. If you do not have a list then please call us on 0141 342 1820 to get one sent out.

## Staff Update

### We have a new Maintenance Admin Team Leader

Taking over from Isabel Keir is our very own Emma Hughes.

Emma joined Key in 2018 as a Maintenance Administration Assistant and has enjoyed meeting and helping our tenants with their maintenance repairs. She says the new role will be challenging and is looking forward to continue her work with Key. Emma will endeavour to help you, our tenants, and to continue to deliver a high quality maintenance service.

Everyone at Key wishes Emma well in her new role.



# Photo Competition



Key's tenant from Stranraer, Barbara Nelson, was a winner in the Wellbeing category for 2020.

Congratulations to Barbara for last years win. Hopefully Key will have another winner this year!

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The Housing Support Enabling Unit is pleased to announce the launch of the 2021 'No Place Like Home' photo competition.

Throughout the last year, housing support services have continued to play a crucial role in helping people to find and stay in a safe and secure home, and pursue their interests.

The competition is about celebrating the achievements and experiences of people who receive housing support services in Scotland. All housing support service users in Scotland are invited, with the help of their support workers, to put forward photographs representing one of three categories - **Home, Community and Wellbeing**.

The competition is free to enter and there are cash prizes for winners in each category.

Download the entry form at <https://www.ccpscotland.org/hseu/> and send this and your photo to [heather.mccluskey@ccpscotland.org](mailto:heather.mccluskey@ccpscotland.org)

All entries must be submitted by **Friday, 10th September 2021** to be considered.

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



The Housing Support Enabling Unit is pleased to announce the launch of the 2021 'No Place Like Home' photography competition!

## East Kilbride Gardens

The residents in East Kilbride have outdone themselves once again with a lovely looking garden which includes a water feature and plenty of fruit and vegetables.





The gardening team  
in East Kilbride have  
done a wonderful job.

It must be a joy to be  
in this garden when  
the sun is out.





# Contact

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## Repairs 0141 342 1820

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### 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)

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## Housing 0141 342 1810

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### 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 the housing mobile on 07436 266414 or reception on 0141 342 1890

### Public Holidays

There are no upcoming public holidays.

The office is open every weekday 9am - 5pm with restricted access at the moment in accordance with government guidelines.



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.

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