

At home

Winter 2021

The newsletter for tenants of Key Housing



Inside

Winter Weather Advice
Rent Consultation
Tenant Satisfaction Survey

Welcome

Welcome to the winter edition of 'At Home'.

This edition has plenty of information to keep you safe and warm during the winter months.

We hope the next few months aren't too difficult and you still get to go about your daily business and enjoy the festivities over Christmas and New Year. The office will only be closed for four days and should you have an emergency repair during this time then you should make use of your emergency contractor list. The days are getting darker and colder and with electricity and gas costs increasing we are aware it could be a difficult time for some of you. We are here for you, so if you get into any difficulties then please get in touch.

All the festive decorations in this newsletter are from our tenants' homes, you can send your photos to alan.morris@key.org.uk

PAGE 4

You will find information on how to contact Housing and a brief word about the upcoming Rent Consultation.

PAGE 6-7

Home Energy Scotland is once again running a winter competition as well as providing useful winter advice.

PAGE 10

We sent out the Tenant Satisfaction Survey and have now received some of your replies. We will publish the outcomes in full in the next edition but in the meantime you can get some headline figures on page 10.

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

Winter Weather Advice

Here are a few bits of advice to help as the seasons change.



Grit Bin

Know where your nearest grit bin is so you can keep paths clear from ice.



Flu Jag

See if you are eligible for the flu jag and protect yourself from the flu this winter.



Healthy Eating

It is important to eat hot meals and plenty of vegetables to keep your body and mind healthy during the winter months.

Keep well stocked

Do you remember the Beast from the East? Keep plenty of tinned food in your cupboard just in case there is no access to shops.



Power Cut

Get a torch looked out and keep it handy, maybe by your bedside, so if there is a power cut then you can navigate around your home.



Out of Hours

Get your emergency contractor list looked out so you have contact details for contractors should you have an emergency repair when the office is closed.

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.

Pamela Macintyre

Phone

07471 141 669

Email

pamela.macintyre@key.org.uk

Sandra Jackson

Phone

07471 142 129

Email

sandra.jackson@key.org.uk

Flora Murray

Phone

07471 141 837

Email

flora.murray@key.org.uk



Rent Consultation

Our annual Rent Consultation will be with you at the start of January and we are keen to get your views on our proposal.

Key is having to deal with rising costs going forward but we understand the cost of living is also rising.

There will be pressure put on our finances from Brexit, the Pandemic, contractors and their material costs, the increase in National Insurance contributions and the rise in inflation.

At Key we carefully balance Viability (to meet the costs of our services), Affordability (to charge rents that are affordable to our tenants) and Comparability (to keep our rents sustainable in the local housing context).

The rate of inflation is now sitting at 5.1% and taking everything in to consideration we will be proposing a rent increase of 2.48% from 28 March 2022.

My Home Group

We will be starting to have more conversations in the new year with our My Home Group.

As restrictions are still in place, we will be conducting our meetings over the phone and Alan will be sending out information in the post to our members so we can try to get some normality back.

We will be looking for more members for the My Home Group in the new year and would like to thank those who have expressed an interest in joining, Alan will also be in contact with you in the new year.

The My Home Group is a tenant only group that meets every month or so to discuss Key's policies and to bring a

tenant voice to our work. We also have an informal chat about our lives and plenty of tea and biscuits.



If you would like to join the My Home Group then please get in touch with Alan on 07823 872961 / alan.morris@key.org.uk or your Housing Officer.

Merry Christmas from the My Home Group.

Read Your Mail

We are seeing cases where tenants are either not opening their mail or not providing information when a reply is needed.

It is vitally important that should your local council be looking for information then you reply to them quickly.

This can have an impact on your housing and your income. If you are unsure what the letter is about then speak to your support or contact your Housing Officer.



Home Energy Scotland



Helping you stay warm for less

Home Energy Scotland is pleased to be working with Key to support households with free and impartial energy advice and support. Covering everything from simple energy saving tips in the home to transport and active travel advice, Home Energy Scotland's friendly advisors can offer vital support to tenants.

Home Energy Scotland is a network of local advice centres covering all of Scotland. Our expert advisors offer free, impartial advice on saving energy, keeping warm at home, renewable energy, greener travel and cutting water waste. We're funded by the Scottish Government and managed by the Energy Saving Trust. Our mission is to help people in Scotland create warmer homes, reduce their bills and help tackle climate change.

We'll help you stay warm and well

Recent research by Home Energy Scotland* has revealed that 70% of

people in Scotland feel concerned about energy bills rising, with almost two thirds using more energy than usual during the first 12 months of the pandemic. The research also found that 59% of Scots have noticed a worrying rise in their energy bills already.

Simple steps like changing your thermostat settings in the warmer months, regularly switching your energy supplier or changing the way you pay can all make positive changes to the amount you spend on keeping you warm and well at home.

Speak to an advisor

If you're worried about your energy bills or would simply like some advice about saving energy at home, call Home Energy Scotland free of charge on **0808 808 2282**. You can also contact our Advice Team by email at adviceteam@sc.homeenergyscotland.org.

* Energy Saving Trust, "Climate Change Research" April 2021





WOULD YOU LIKE TO WIN £500 TOWARDS YOUR ENERGY BILLS?

Our fantastic energy bills quiz is back, giving Scottish householders the chance to win fabulous prizes – it could be you!

- We have five first prizes of £500 and five second prizes of £250 to share with householders across Scotland.
- Test and boost your energy-saving knowledge by taking part in our quick quiz.
- Each question shares a great money and energy saving tip.
- To be in with a chance of winning make sure you leave your full contact details. Terms and conditions apply, find out more online.

Enter now for your chance to win – go to homeenergyscotland.org/win or scan this QR code to take you directly to the quiz.

Good luck!



HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT



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 out with 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 Administration Assistant

Our new Maintenance Administration Assistant is Naomi McVitie. Naomi has recently moved to Glasgow since graduating and is very excited to be working for Key. She is enjoying her new role helping with your repairs and getting to chat to you all. Naomi finds her work very rewarding and is delighted to part of the team in helping to deliver to you an excellent service.

Everyone at Key wishes Naomi well in her new role.



Safety In Your Home

As the weather gets colder and the days get darker you should be thinking more about your safety at home

Candles

We all love the sight and smell of a candle, especially during the dark months of winter. Please remain cautious that candles cause fires especially if not put in a safe place away from things that can catch fire. Alternatively, you could use a battery powered candle.



Overloading Sockets

When setting up your christmas lights it is important not to put too many plugs in to one socket, as this can cause a power surge which in turn can start a fire.



Chip Pan

Less people use an open pan of oil but if you do, please do not leave the pan unattended and if there is a fire then cover the pan with a damp towel and never throw water on burning oil as it will explode.



Fire Doors

It is important that extra safety features like fire doors remain in the closed position and are not wedged open. Keeping the doors closed will slow the spread of any fire to other rooms.



New Fire Regulations

By February 2022 all homes in Scotland, whether they are owned or rented, require interlinked smoke and heat alarms as well as carbon monoxide alarms for carbon fuelled appliances like a gas boiler.

There should be one smoke alarm in the hallway, one in the room most used for general living like your living room, a heat alarm in your kitchen and a carbon monoxide alarm at your boiler.

The smoke and heat alarms should be interlinked so when one sounds the others will make a noise too, so no matter where you are in your home you will be



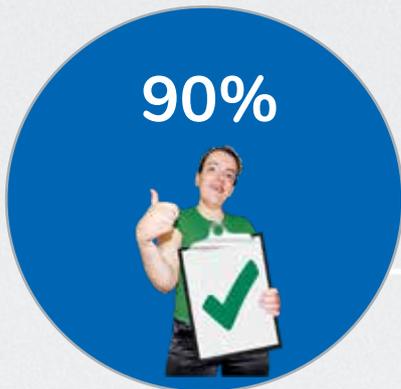
notified of a potential danger.

This is new for most people but not for Key tenants as we also put smoke alarms in your bedroom and have had this practice in place for several years to ensure you are safe in your home.

Remember to check your fire detectors work and try to do this every month.

Tenant Satisfaction Survey

We sent out our Tenant Satisfaction survey in November and wanted to thank everyone that responded. We sent out 721 surveys and have so far received 244 replies which equates to a reply rate of 33.84%.



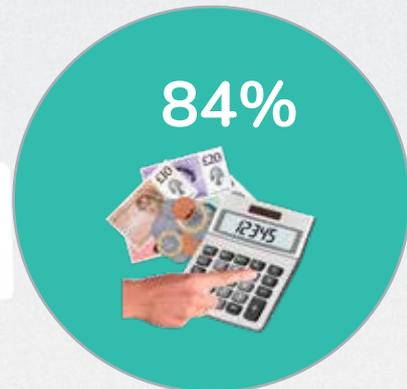
Just over 90% of you are satisfied with the overall service provided by Key. With a further 4.5% answering neither satisfied nor dissatisfied.



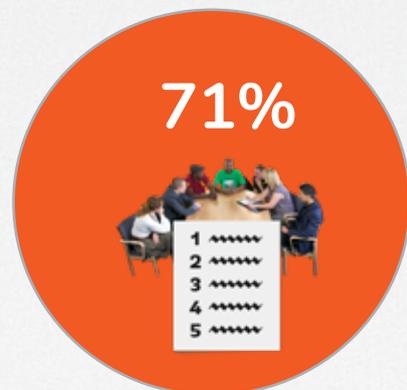
Over 81% of you feel that Key are good at keeping you informed about our services and decisions. With a further 10% answering neither good nor poor.



Just over 91% of those who answered are satisfied with the repairs service provided by Key.



Over 84% of tenants feel the accommodation and services provided by Key are good value for money with another 10% feeling it is neither good nor poor



Over 71% of those who answered felt satisfied with the opportunities to participate in Key's decision making process. A further 22% were undecided.

At the end of the survey we asked if you had any comments to make. All of your comments will be read and answer will be provided to you. There has been a delay in getting back to some people so please bear with us at this busy time of year.



The majority of comments were regarding common areas such as the close, bin area and gardens.



It was also nice to receive some praise in the comments so thank you to those who took the time to say they are pleased with their housing.

Coronavirus Update

As I have been writing this newsletter Coronavirus has mutated to another variant, this time called Omicron. It is known to pass more easily between people, so it is important we reduce our risks as much as possible. Our contractors will continue to carry out work and will be wearing PPE during their visit. If a contractor is due to attend your home can we ask that you open your windows so there is plenty of fresh air. If there is covid in your household we will only carry out emergency repairs. Please avoid crowded places, limit your interaction with others and continue to tell us if you are isolating. Take care, Alan



WISHING YOU A VERY
MERRY
CHRISTMAS



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

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

Public Holidays

The office will be closed on **Monday 27th & Tuesday 28th in December and Monday 3rd & Tuesday 4th in January.**

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.