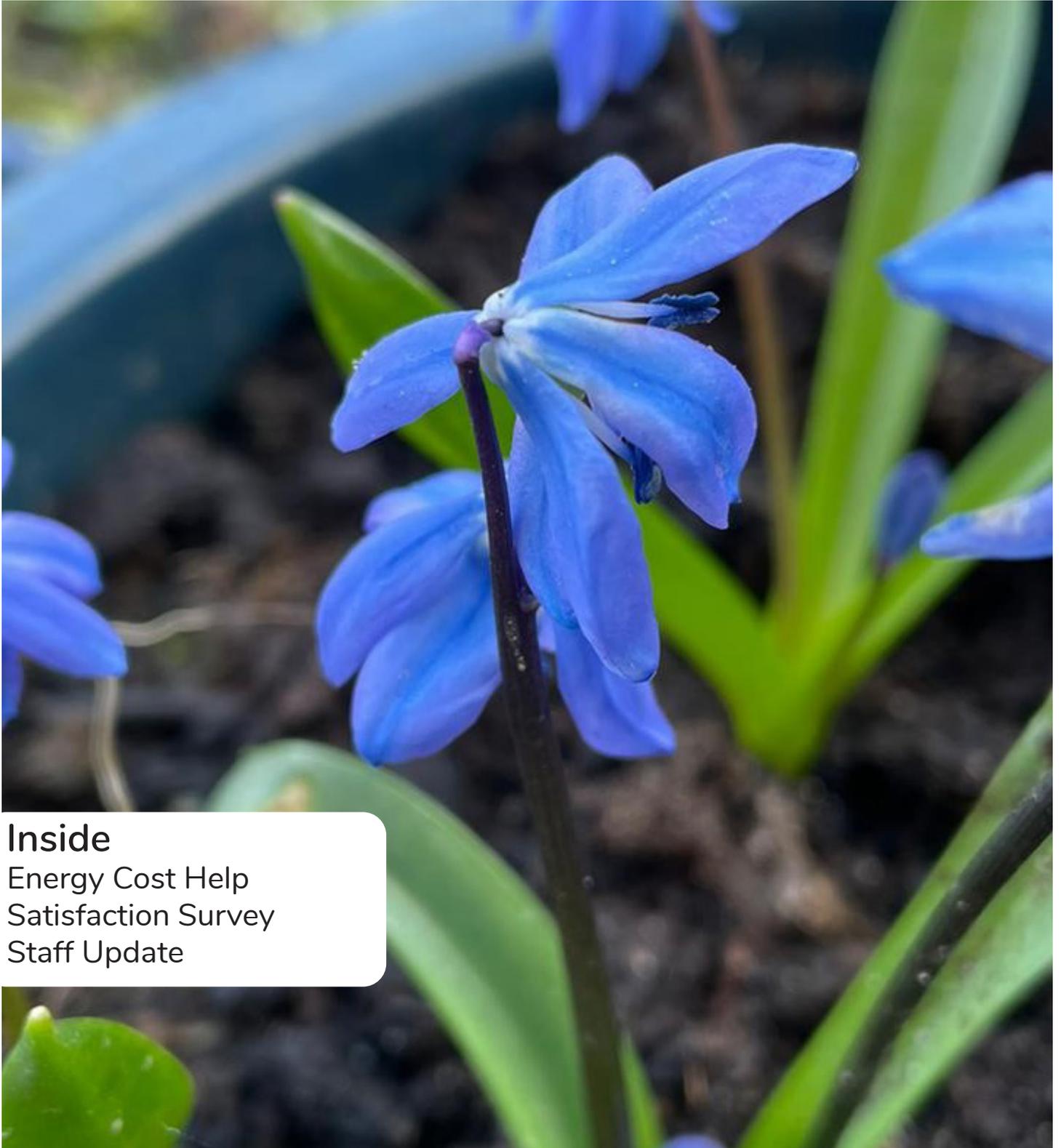


# At Home

Spring 2022

The newsletter for tenants of Key Housing



## Inside

Energy Cost Help  
Satisfaction Survey  
Staff Update

# Welcome

Welcome to the spring edition of 'At Home'.

This edition includes information for those who are struggling to pay for the rise in electricity and heating costs as well as an update on our staff members.

You will find a detailed layout of the Tenant Satisfaction Survey that was posted to you last year. We received just over 34% of these back and we are looking in to ways that will increase the number of completed forms. Some landlords pay for specialist companies to carry out the survey but having looked at the cost involved we do not think this represents good value for money. We think adopting a more area focused approach may help with improving the return levels where historically there has been a low number of forms coming back to the office.

## **PAGE 3**

*You will find information regarding help with the costs of electricity and heating.*

## **PAGES 6-7**

*Here you will find the results for the Tenant Satisfaction Survey.*

## **PAGES 8-9**

*Has an update from our Maintenance Team with Eddie Burr, our property manager, now retired.*

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)

# Energy Cost Help

Household bills in Scotland are rising and could rise further in October. It is essential you do all you can to keep your bills affordable. We have compiled a list of places you can turn to should your heating and electricity become too expensive.

## Government

Almost 2 million households in Scotland will be given £150 to help with the cost of living crisis. This will be awarded via your council tax including those eligible for council tax reductions for homes in band A to D. This will be paid automatically and you do not need to apply. Be aware of people trying to scam this payment so please do not give out your bank details over the phone to anyone.

## Warm Home Discount

Contact your energy supplier to see if they participate in this scheme as there is a £140 payment towards your energy costs.

## Citizens Advice Scotland

You can call them on 0800 028 1456 for advice on debt, benefits and consumer issues like energy bills.

## Scottish Welfare Fund

They help families and people in Scotland who are on low incomes. You need to contact your local council for advice and how to apply.

## Winter Fuel Payment

If you were born on or before 26 September 1955 you could get between £100 and £300 towards to help you pay your heating bills. This benefit has been extended to also cover families with severely disabled children. This is usually paid automatically but if you want more information you can call 0800 731 0160.



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# Coronavirus Update

The legal requirement to wear a face mask in public spaces has now been lifted so when you are out you will see less people wearing one.

You can continue wearing a mask if it makes you feel safer and the Scottish

Government is asking that we continue to wear a mask in crowded places.

We are continuing to wear masks when moving around our office to ensure we keep transmission as low as possible.

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## Your Housing Team

### Benefits

Our Housing Officers know times are tough with the rise in the cost of living and are there to help you the best they can.

They can help you with completing forms for certain benefits and can give you advice to let you know what you may be able to claim.

Some benefits have criteria that must be met, for example to qualify for Housing Benefit you must have less than £16,000 in savings or if you live with a partner and they are already in receipt of a claim then you will not be entitled.

Another benefit our team can help with is Personal Independence Payment (PIP).



PIP

can help with extra living costs if you have both a long term physical or mental health condition or disability and you find it difficult to do everyday tasks or getting around because of your condition.

## Rent Consultation

We carried out a rent consultation at the start of the year which resulted in a 2.48% increase to our base rents.

Thank you to those who replied and we appreciate you taking the time to let us know your thoughts.

Everyone should now have received their rent letters and please adjust your payments to reflect your new rent.

## Rent Consultation 2022/23

Tell us your views using the feedback form on the back page and return to us in the pre-paid envelope.

The views of our tenants are important to us and we would like your thoughts on Key's proposed rent increase for 2022/23.

We are aware that this is a difficult time financially and the cost of living is increasing faster than it has for many years. We are also conscious that, to provide good quality housing, Key is facing increased costs in many areas. This is a result of increases to the cost of maintaining our houses due to the impact of covid and Brexit. The current rate of inflation, as measured by the Consumer Price Index in November, is 5.1% and we are determined to make sure that any increase in our rents is well below this figure.

Over the last few weeks we have been looking very carefully to minimise the rent increase next year and we are now consulting on a proposed increase of **2.48%**

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 table below shows the change this would make to our annual base rents.

Property Size	Current Rent	Proposed Annual Rent at 28/03/22
Bedsit	£3,993	£4,093
1 Bedroom	£4,437	£4,547
2 Bedroom	£4,658	£4,773
3 Bedroom	£4,880	£5,001
4 Bedroom	£5,102	£5,229

## Climate Change

Scotland's Housing Network and the Tenant's Information Service (TIS) are undertaking a survey of social housing tenants across Scotland to help understand your views and attitudes toward climate change.

Social landlords will be required to invest a large amount of time and money (your rents) this is why they need your help to plan how to manage the improvements needed to your homes.

Completing the survey will also help social landlords across Scotland to understand their tenants views towards climate change.

The survey can be completed by typing in the address below

<https://forms.office.com/rYySw6cRFD0>

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## My Home Group

The My Home Group meetings are starting again, albeit on a smaller scale, and we are all looking forward to seeing some familiar faces in the office again.

The group are working on the items they want to discuss in the new sessions and at the moment they are helping the Scottish Commission for People with Learning Disabilities to assess an

Easy Read guide for new tenants when signing for a Scottish Secure Tenancy.



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## Complaints

We received 5 complaints during the financial year 2021/22.

Of these 5 complaints, 3 were considered stage one which means the response was quick and at the place where we provide the service, for example an on the spot verbal apology.

The other 2 complaints were stage two which means they required further investigation and we aim to give a full

response as quick as possible and within 20 working days.

All of the complaints were resolved within our timescales and no matter how small the complaint is, we find there is usually something to learn from it.

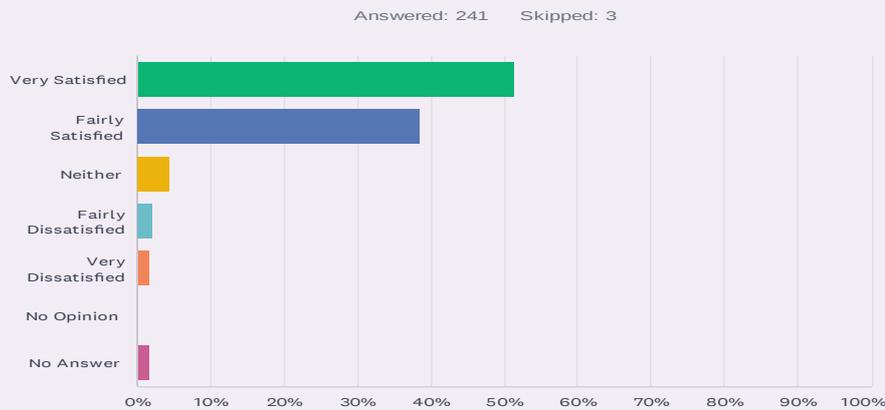
Our complaints policy is available on our website, if you can't access the internet then you can call our office for a copy to be sent to you.



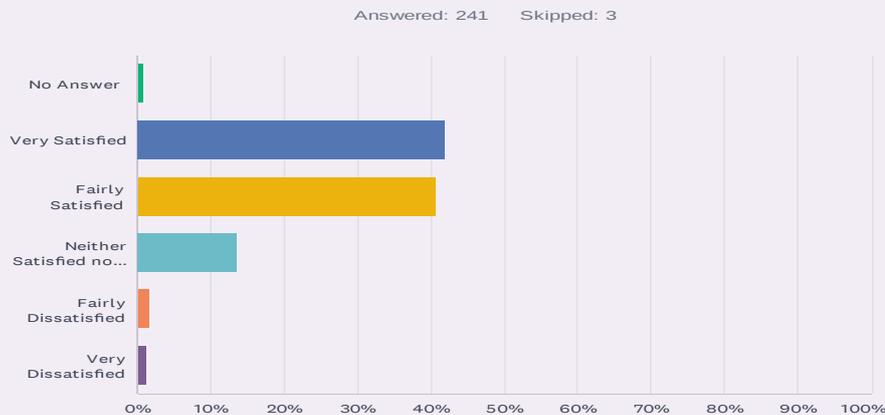
# Tenant Satisfaction Survey

Thank you to the 244 tenants who sent back their survey. We are looking to increase the return rate and hope that next time you see a survey coming through your letterbox, you fill it in and send it back. You will see the results on the next few pages and although the results haven't been as high as in previous years, it was something we were expecting as we have not been in and around your homes as much as we would have like to have been.

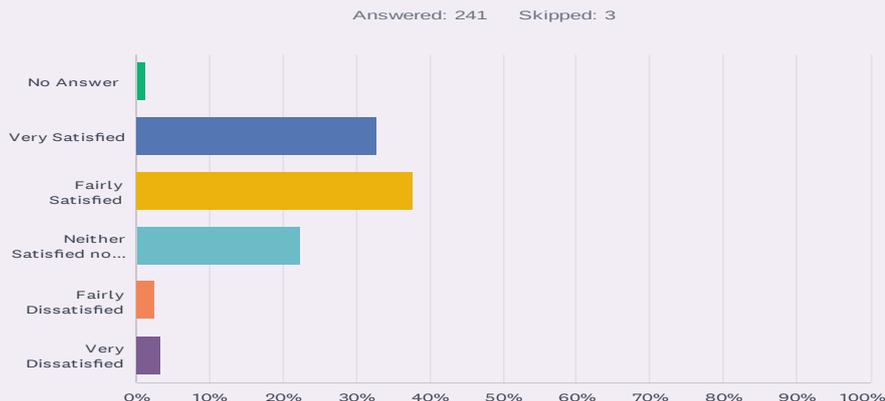
## Q1 1. Taking everything in to account, how satisfied or dissatisfied are you with the overall housing service provided by Key Housing



## Q2 2. Overall, how satisfied or dissatisfied are you Key's contribution to the management of the neighbourhood you live in.

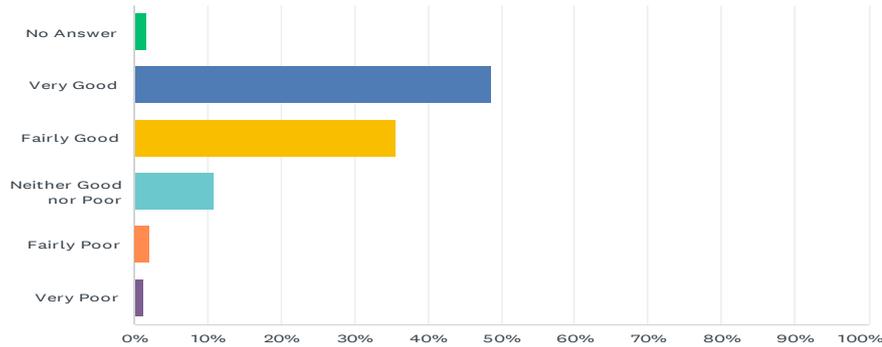


## Q3 3. How satisfied or dissatisfied are you with opportunities given to you to participate in Key's decision making process.



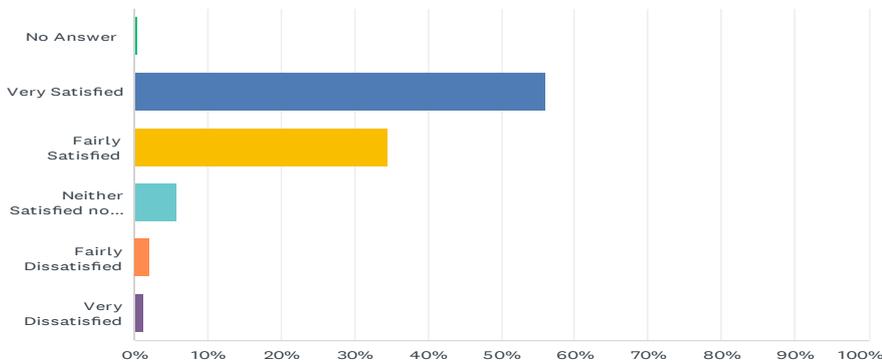
**Q4 4. Taking into account the accommodation and the services Key provides, to what extent do you think that the rent for you property represents good or poor value for money? Is it**

Answered: 241 Skipped: 3



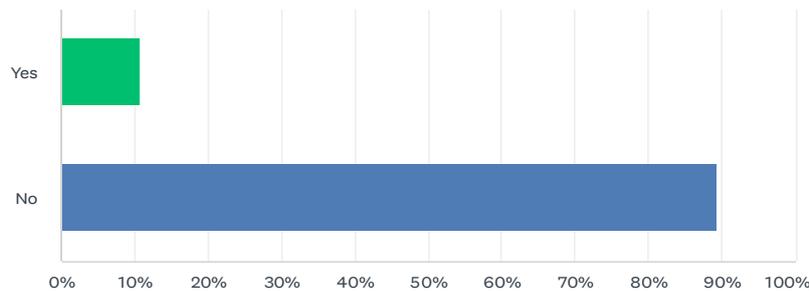
**Q5 5. Overall, how satisfied or dissatisfied are you with the quality of your home?**

Answered: 241 Skipped: 3



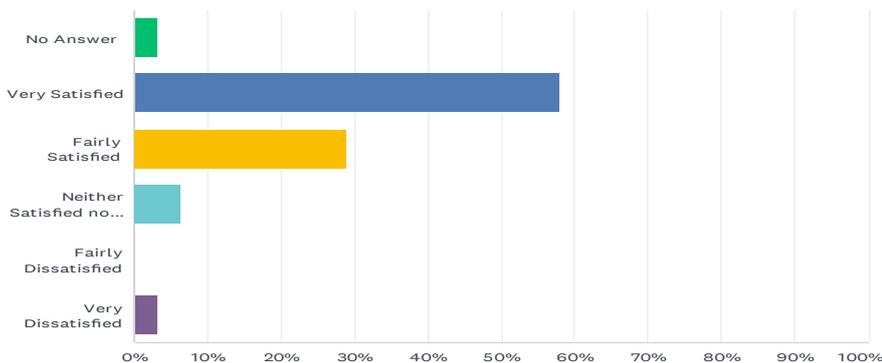
**Q6 6. Did you move in to your home in the LAST 12 Months**

Answered: 234 Skipped: 10



**Q7 If YES, thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?**

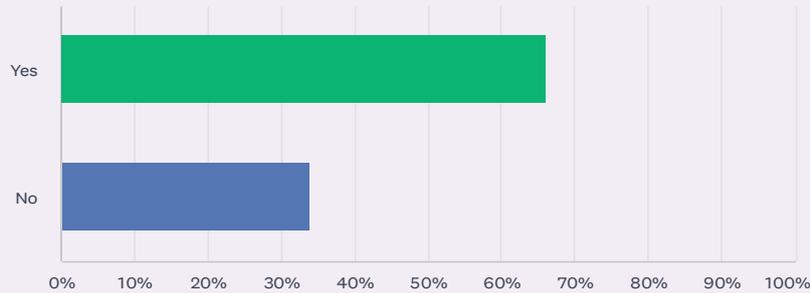
Answered: 31 Skipped: 213





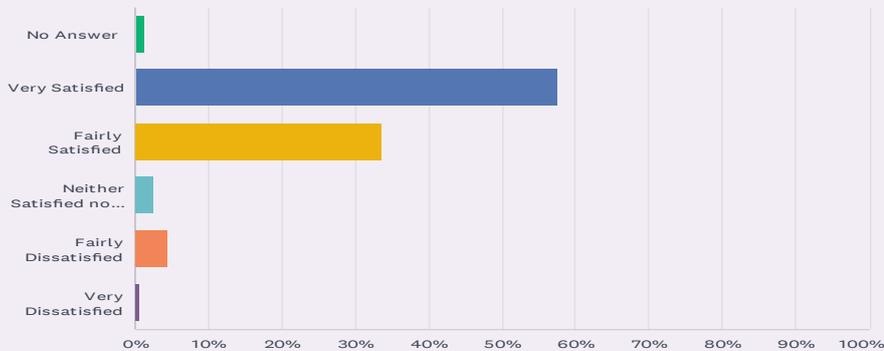
### Q8 7a. Have you had any repairs carried out in the LAST 12 months?

Answered: 242 Skipped: 2



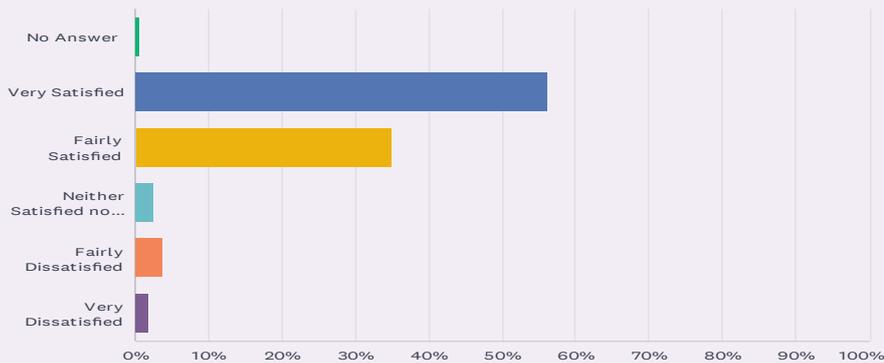
### Q9 7b. If YES, thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Key?

Answered: 160 Skipped: 84



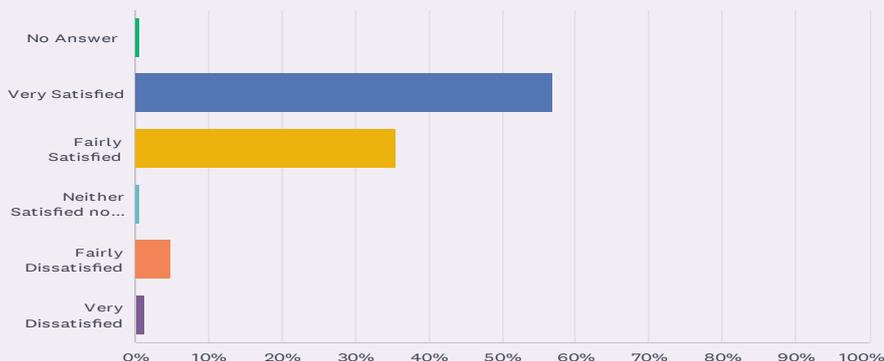
### Q10 7c. Thinking about your repair in more detail, how satisfied were you with: Key's speed of response to your request?

Answered: 160 Skipped: 84



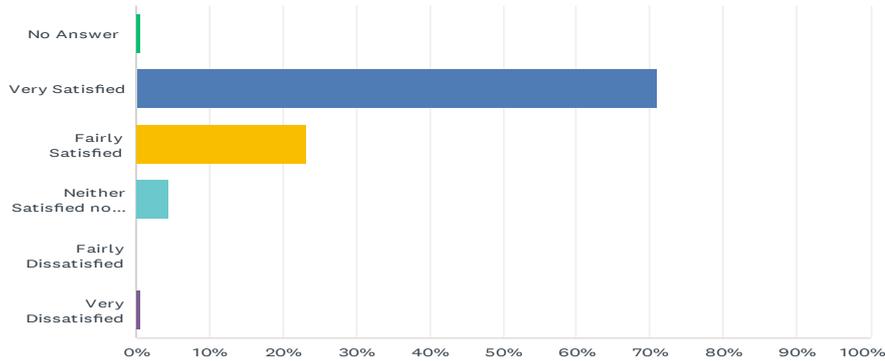
### Q11 7d. The overall quality of the repair?

Answered: 160 Skipped: 84



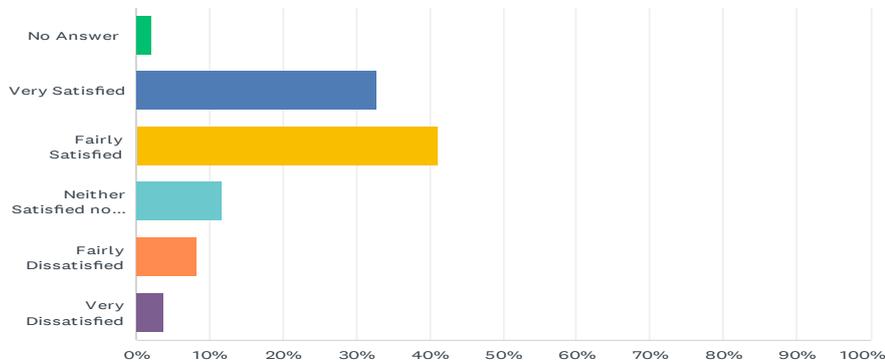
**Q12 7e. The attitudes of contractors (e.g plumbers, joiners) who came to your home?**

Answered: 159 Skipped: 85



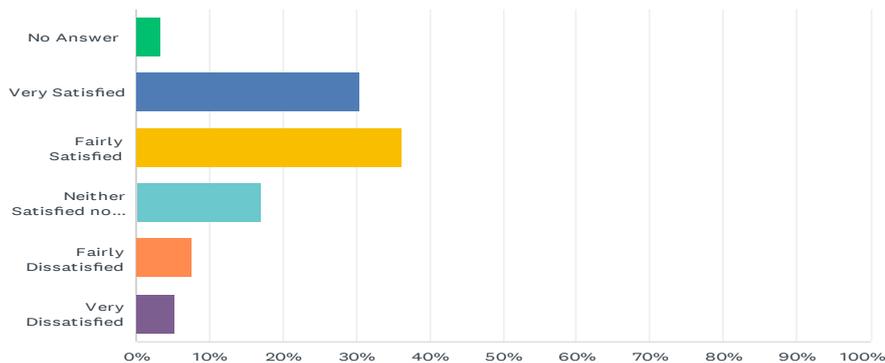
**Q13 8a. How satisfied are you with the decoration of the windows, doors and railings outside of your home?**

Answered: 240 Skipped: 4



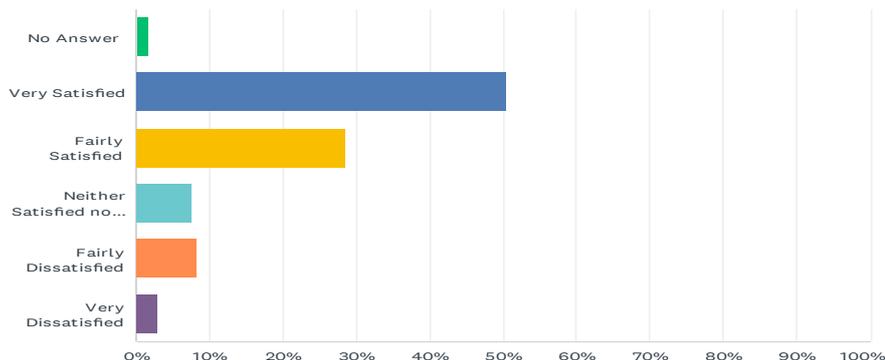
**Q14 8b. The decoration of the common hallway?**

Answered: 171 Skipped: 73



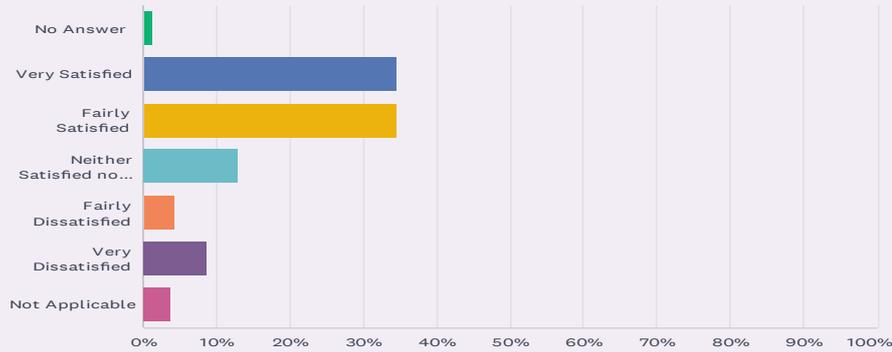
**Q15 8c. The tidiness/cleanliness of the common hallway?**

Answered: 168 Skipped: 76



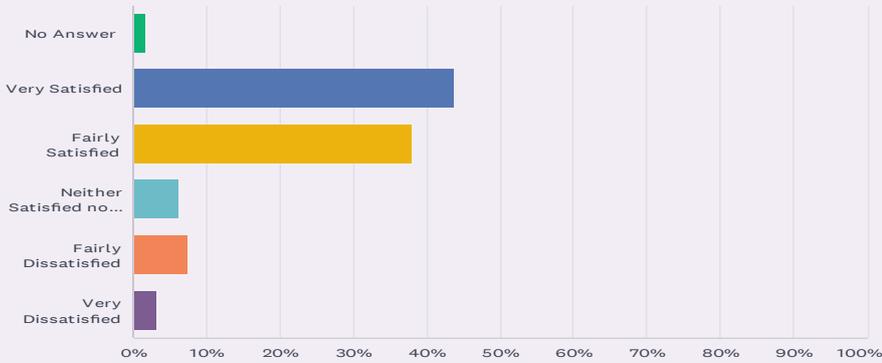
**Q16 9. How satisfied are you with the garden maintenance service provided by Key? e.g. grass cutting, hedge trimming & litter picking (in some areas), during growing season.**

Answered: 240 Skipped: 4



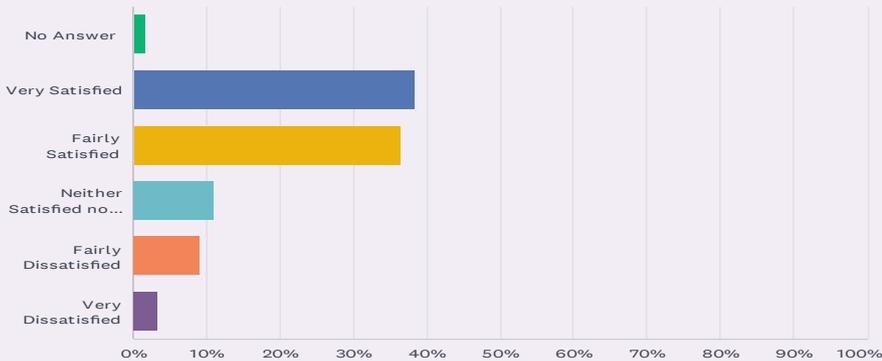
**Q17 10a. How satisfied are you with your bin collection service? (detail any concerns in the comment section)**

Answered: 243 Skipped: 1



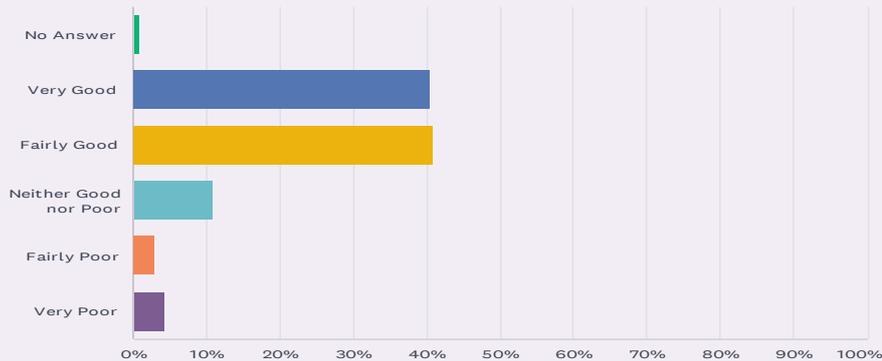
**Q18 10b. How satisfied are you with your bin storage area? (detail any concerns in the comment section)**

Answered: 242 Skipped: 2



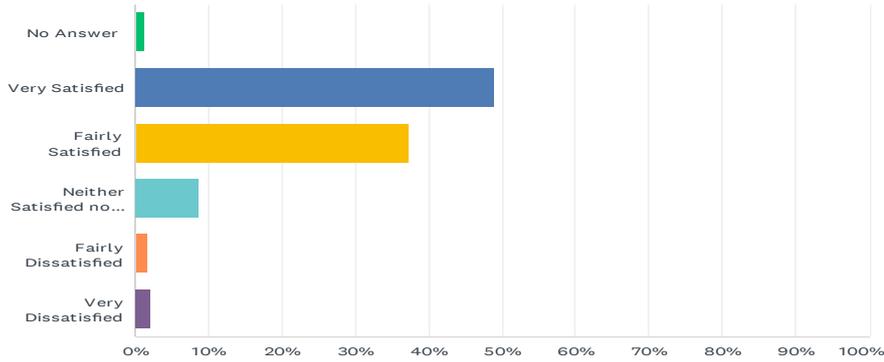
**Q19 11. How good or poor do you feel Key is at keeping you informed about their services and decisions?**

Answered: 240 Skipped: 4



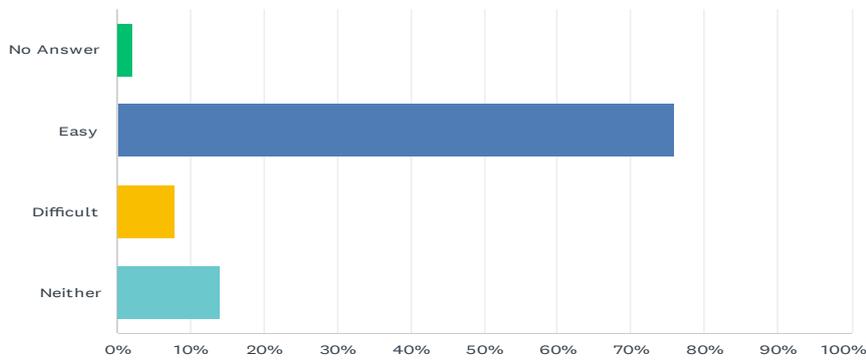
**Q20 12a. How satisfied or dissatisfied are you with the way Key deals with your housing enquiries generally?**

Answered: 239 Skipped: 5



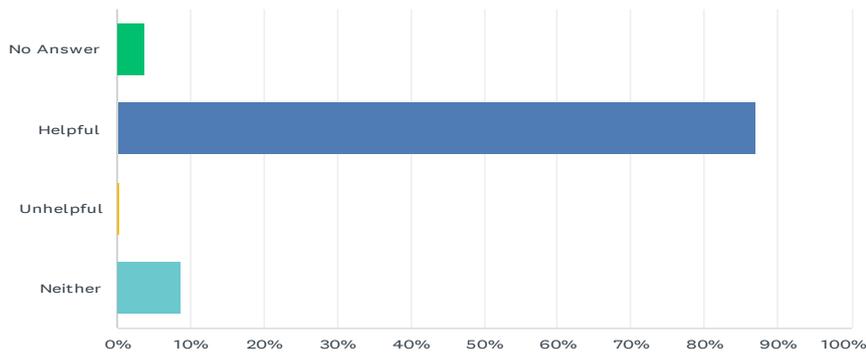
**Q21 12b. Was getting a hold of the right person easy or difficult?**

Answered: 241 Skipped: 3



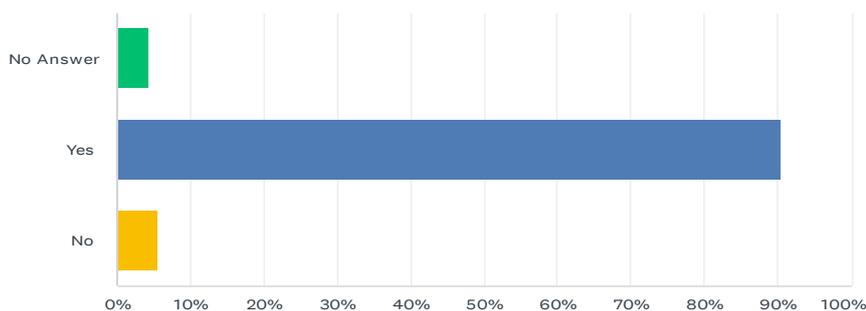
**Q22 12c. Did you find Key's housing or maintenance staff helpful or unhelpful?**

Answered: 239 Skipped: 5

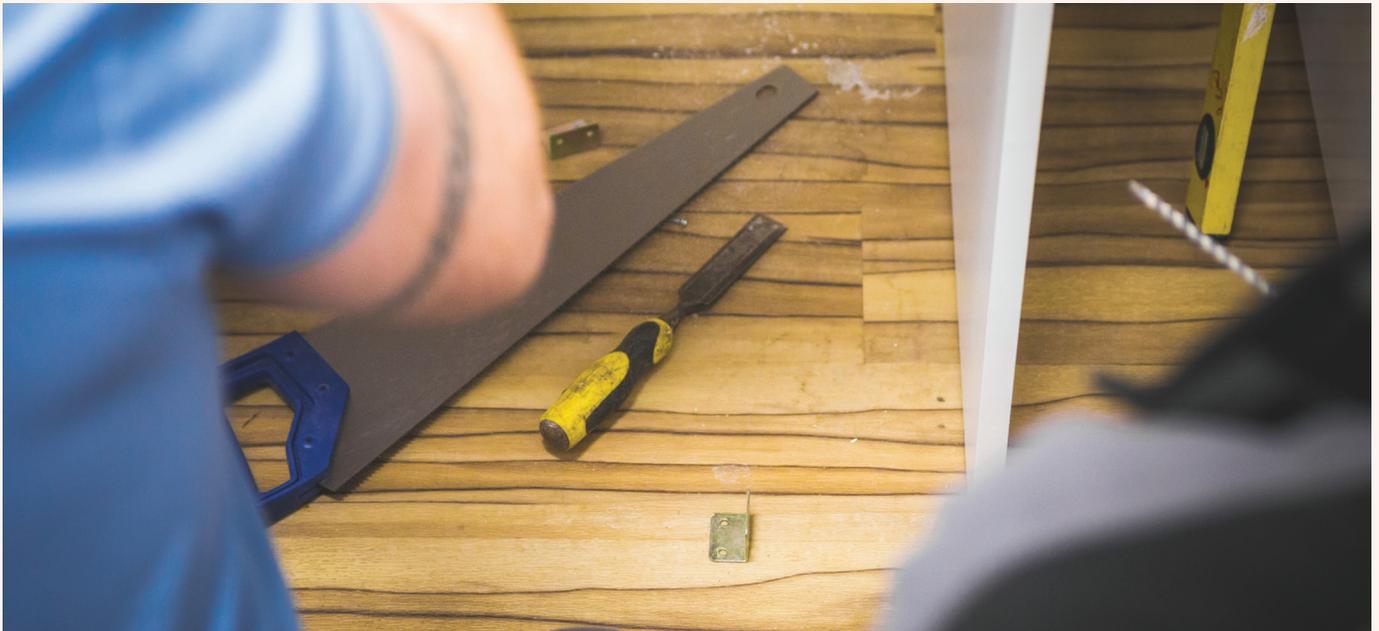


**Q23 12d. Was your query answered within a reasonable time?**

Answered: 239 Skipped: 5



## Your Maintenance Team



Our Maintenance Admin Team have managed to keep your repairs going throughout the pandemic and if you notice something that needs fixed then please call Emma, Linda, Kate or Naomi on 0141 342 1820 to report your repair.

Our planned maintenance programme is gathering speed again and although we have fallen behind our schedule we will get back on track over the next few years.

We will be adding a member of staff to help with this piece of work to ensure any work that has been missed is re-scheduled. You will see who this person is in our next edition of At Home.

Part of our planned maintenance work is the addition of fire monitoring to all of our properties. Key have always wanted our properties to be the safest that they can be and this is another measure to ensure you remain safe in your home.

Below is photo of the type of unit that will be installed in your home to keep you safe should a fire start.



## Best Wishes Eddie

Eddie Burr our property manager has retired.

Eddie has worked for Key for the past 30 years and will be dearly missed. He has spent most of his working career with Key and has been involved in all of our new build developments.

His knowledge of property maintenance and more importantly Key properties has been invaluable and he will be difficult to replace.

Eddie is looking forward to spending more time with his family and exploring the open roads on his motorbike (when its not raining).



**With Eddie retiring the Housing team will be changing, so watch this space for more news on our staff.**

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## Staff Update

### Frazer Lord - Maintenance Officer

Frazer joins the team as the new Maintenance Officer for North Central Scotland and Highlands. Frazer will look after our properties from Stirling all the way up to Thurso.

Frazer has worked in property throughout Scotland and Northern Ireland and is keen to make a meaningful contribution to Key Housing.

Frazer enjoys the outdoors and taking his dogs Lolly and Toffee for walks.

Say "Hi" to Frazer if you see him in your area to make him feel welcome.

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## Drains.....

# In the Bathroom

Here's an easy to remember rule of thumb: only flush the **3Ps**: pee, poo and toilet paper. Everything else should go in the bin, not down your toilet.

Help play your part in protecting our environment. Keep a bin in the bathroom for you to quickly, safely and hygienically dispose of all the 'do not flush' personal items.

### Your bathroom checklist of 'do not flush' items:

- any wipes (baby, facial, personal cleansing, surface cleaning) - even if the pack says 'flushable';
- sanitary items (sanitary towels, tampons, tampon applicators, panty liners, backing strips and wrappings);
- cotton wool, cotton buds, disposable nappies and nappy liners;
- condoms, incontinence pads, colostomy bags, used bandages and contact lenses.

Special disposable bags are available at most pharmacies and supermarkets.

### You should also safely dispose of:

- razor blades in a solid container before putting them in the bin,
- syringes and needles in a sharps box or take them to your nearest Needle Bank, and
- unused or unwanted medicines – return these to a pharmacy for safe disposal instead of putting them down your toilet or in your bin.

Even when you are out and about, make sure you use the bins provided in public toilets.

## Do not flush down



## Never pour down



## Down the toilet:



Nappies

Plasters /  
Bandages

Contact lenses



Condoms

## Down the sink:

Milk  
productsSauces /  
Gravy

Soup

## In the Kitchen



It may seem like fats, oil and grease (FOG) go down the kitchen drain with ease. However, once in sewers and pipes they cool and congeal. Then when these fats combine with other materials in the sewer system, they create blockages and nasty fatbergs.

Pouring hot water down your plughole will not help to dissolve any fats, oil or grease, and remember everything that you put down your plughole, toilet and drains all ends up in the drains and sewers.

All fats are equal. Whether it is saturated fat (like lard), mono-unsaturated fat (like olive oil) or vegetable oil – they all congeal and harden.

### Your kitchen checklist:

- Fats, oil and grease – if you can't reuse it, leave to cool and then scrape into a sealable container and recycle or put it in the bin\*.
- Give plates, pans, utensils and containers a quick scrape or wipe with some kitchen towel before washing and use a sink strainer in the plughole to catch any bits of leftover food going down the sink.
- Believe it or not soup, stocks, sauces and milk products all contain fat, which can also congeal and harden in your drains – leave these to cool/harden, scrape into a container and put them in the bin\*.
- Peelings – put any waste food and peelings into your household rubbish\*.

\* Please check with your local Council, oil recycling site or waste contractor for information on how to recycle or dispose of used fats, oil and grease in your area.



# 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

Our housing staff are beginning phased return to working in the office 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 was closed on Easter Monday but there are no upcoming closures until winter.

The office is open every weekday 9am - 5pm with access limited 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.