



My Home Group Minutes

Meeting held on Wednesday 17th September 2025, The Square at 11am

In Attendance

MHG Members

Doreen Kay
Caroline Kay
Wendy Hall
Christopher McMillan
Martin Sloss
Stephen Falconer
Colin Cooper

Other Attendees

Brenda Murphy (Housing Officer)
Alexandra Maxwell (Housing Services Assistant)
Aisha Tufail (Housing Services Assistant)
Robert Scott (Support Worker)

Minutes

Aisha Tufail

Welcome Introduction

Welcome extended to everyone

There was a warm welcome and members shared get to know me and news.

Charter Report

Charter Reports from other associations were shown to attendees. Tenants then discussed suggestions for the upcoming Key Charter report.

- Feedback from tenants
- More appealing front cover (like Queen's Cross front cover)
- More vibrant and more relevant pictures
- CEO report
- Photos on the front cover to be of tenants
- A montage of photos on front cover
- Clearer breakdown of what Key is and what they have been doing.
- Introduction to the board
- Front cover more colourful
- A description of the photos used in the report.
- Keep Key colours
- More value for money information, where is the money being spent.
- References to website and social media.

Easy Read Tenancy Agreement

The Easy Read tenancy agreement was shared with the tenants. Tenants were asked for feedback on the document and how it can be improved.

- Good layout
- 'being a good neighbour', change to a more relevant picture
- Close cleaning – define who is responsible
- More help with contacts and numbers

- Pictures/photos of what service charges there are.
- Website links to be on the agreement
- The Easy Read furnishings leaflet is on the website. Paper copies are to be sent to staff

Windows Upgrade

Paddy talked about the planned windows upgrade. The new windows are a Swedish design with an aluminium exterior and have a 50 year life span as compared to typical 20 year life span. The new windows are better sound proofed. Contractors have been found and contract has been signed. Tenants will be informed when their windows will be installed.

First installs will be in East Kilbride, Hamilton, Windsor Gardens

Paddy explained the procedure before the install. Before the install, rooms to be kept clear when fitting

Autumn Quiz

An autumn themed quiz took place to insert some fun into the meeting after the discussions on very serious and important topics.

Next Meeting

The meeting concluded at 1pm

Next meeting to be held Spring 2026.

If you have any questions about the My Home Group, please call
Alexandra Maxwell on 0141 342 1810 or email
alexandra.maxwell@key.org.uk