My Home Group

My Home Group Minutes

Meeting held on Wednesday 9th April 2025, Smithton Church, Inverness

In Attendance

**MHG Members – 18 attendees from Inverness, Alness and Invergordon**

Norma Upton

Chris Upton

Alexander McLachlan

James Taylor

Mhairi Hill

David Hill

Alexander Mcphee

Rosemary Morrison

Megan Thomson

Rosemary Maclennan

Margaret Maclennan

Emma Bidwell

Martin Forsyth

Kim Cousins

Tyler Tattershall

Iain Corkindale

Other Attendees

Abigail Turnbull (Tenancy Services Team Manager)

Mark Richmond (Housing Officer)

Emma Hughes (Maintenance Administration Team Manger)

Welcome/Introduction

All tenants were welcomed to the first Highland my Home Group!

Tenants were informed that these meetings will be a ‘bring a friend or neighbour’ event going forward.

Tenants and staff then took part in a ‘Get to Know Me’ exercise so that tenants and staff could familiarise themselves with one another.

Tenants were then shown minutes from the Glasgow My Home Group held in December so that they could get a taster of how My Home Groups run and what to expect during a My Home Group Meeting.

Tenants were then introduced what the My Home Group is and how the My Home Group started and has expanded with plans to host another My Home Group in the Highland sin August.

Estate Management

A discussion was then had about Estate Management and tenants were asked about Estate Management at their properties and developments.

**Feedback from Madras Court**

* Lights poor in garden
* Tenants would like to be more involved in gardening, but Key has advised no power tools

**Feedback from Montague Row**

* Tenants don’t like a company with multiple different people – don’t all know the expected standard/do it differently/having to constantly remind contractor what not to touch
* Emma agreed to meet tenants on site with new gardener
* All tenants @ Alness and Montague Row want a stair cleaning contractor rather than doing it themselves.

Tenants were then asked what they think should be in the new Estate management policy.

* In the policy tenant responsibility in regard to bins should be clear and what should go in bins should be clear.
* Tenant responsibility on bulk uplifts and not just putting stuff out because others are.
* Section in policy on fire safety in communal areas.

Staff Handbook

Tenants were then introduced to the idea of a staff handbook for supported tenants. Tenants then split into 4 groups to discuss what they think should be included in the handbook…

* Maintenance numbers
* Out of hours info
* Fire safety items (equipment/locations)
* Who to speak to about repairs issues
* Bin collections for different areas
* Details on the furnishings package
* Paying rent
* Energy bills – how to take meter readings
* Standard of home expectations
* Benefits info
* How to schedule a bulk uplift
* How to use heating systems
* Rent increase process

Tenants would also like:

* Photos in the handbook of real tenants & support staff
* To be kept in office, in homes, online

Free Discussion

The meeting finished with a free discussion about issues in their areas – bins & bin stores was the biggest issue. Emma agreed to bring a demonstration of what items go in each bin to the summer meet and greet. Another issue was out of hours repairs in the Highlands – Emma advised of the process for providing a new contractor and that this is in hand, only out of hours multi trade in the future.

Tenants then competed in an Easter Quiz to end the meeting in a nice and fun way

Next Meeting

Next meeting will be held in August 2025.

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