



At Home Winter 2025

The newsletter for tenants of Key Housing



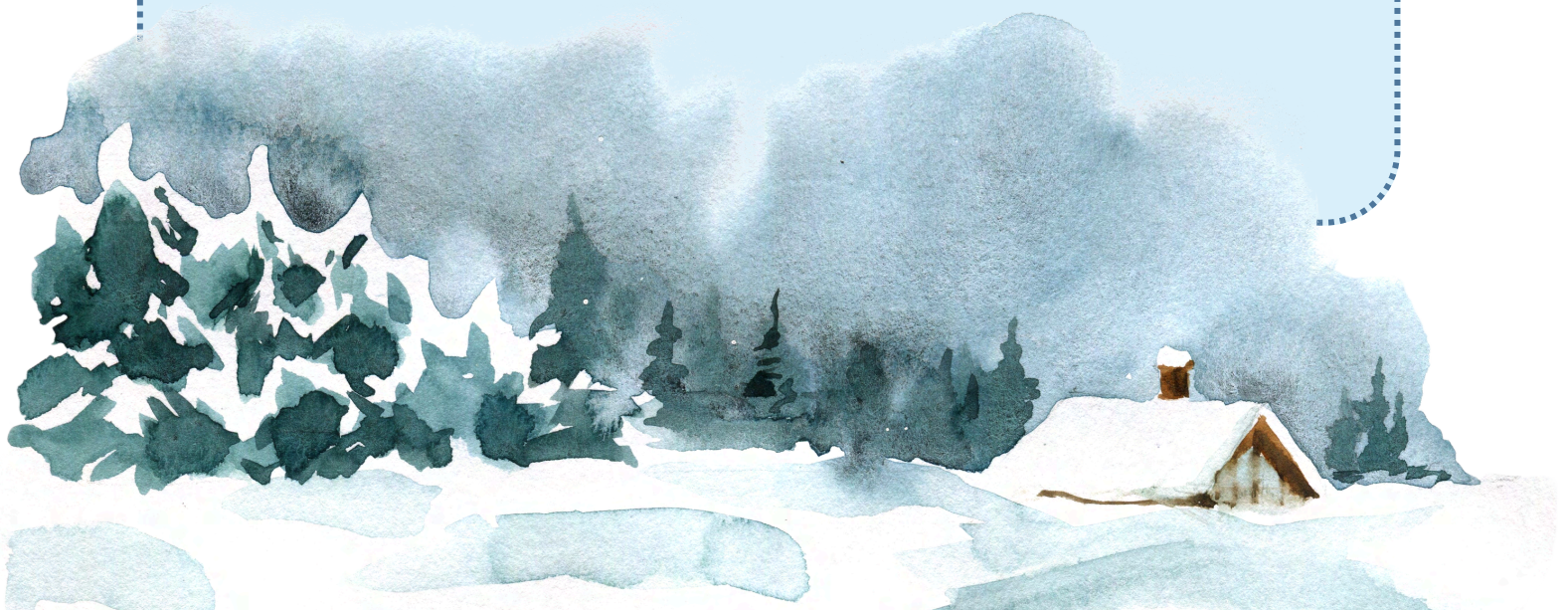
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Welcome

to our “At Home” Winter Edition

Inside you will find more information on our Charter Report, as well as important winter safety information and the highlights from our Tenant Engagement projects over the last few months.

Keep an eye out for the Christmas Competition on page 12!

We have loved hearing about some exciting activities our tenants have been up to over the last few months.

See below Alexander winning a golf medal and Jackie with some lovely diamond art.



We hope you enjoy the festive period and would like to wish you a very Merry Christmas and Happy New Year from all of the staff at Key.



Tips and Tricks



- Keep a torch at home.
- Make sure your pre-paid gas/electricity meters are topped up.
- If you have a gas boiler, check the pressure is between 1 and 2 bar. The gauge is usually on the front of your boiler.
- Know how to turn off water in case of a leak. Contact maintenance if you are unsure.
- Tell people your winter plans if you are leaving home.
- Keep friends and families numbers handy.
- Have some food in your home that doesn't need cooking.
- Keep paths clear of leaves, snow, and ice.
- Use salt bins if able. Please contact maintenance if bins need re-filling.
- Ensure kitchen and bathroom fans are working to prevent condensation. If you have no heating, frozen pipes, or water problems, call us for help.
- Use your emergency contractor list if the office is closed.



Key Maintenance

0141 342 1820





The Maintenance Officers have been busy working on the windows replacement programme.

New windows are being installed in

- Montgomery Place. Kilmarnock
- Glasgow Road, Hamilton
- Manse Lane, East Kilbride

The properties that are getting new windows installed have now been surveyed by our contractor Sidey and the windows are due to be installed very soon.

We will be installing NorDan Tech windows which have a longer replacement cycle (50 years), they don't require external redecoration and they have triple glazing which will help retain heat and reduce energy use. We have also specified acoustic glazing, which should reduce external noise levels in areas that require it.



Tenant Guide
Window Upgrade Works

September 2025

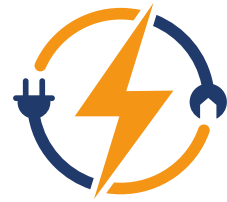
If you have any questions about the following information, please call Maintenance on 0141 342 1810 or email hello@key.org.uk



For any tenants who are getting windows installed we now have a window guide and timeline on our website. Thanks to the My Home Group for your feedback on this!



Scott is an electrician that has worked with Key for 24 years. We interviewed Scott to ask him about his time working with us.



What do you like about working with Key?

The people, the Support Workers and all the Staff at The Square and Kerr Street. I get to meet so many lovely people everyday.

What's your best memory with Key?

During lockdown, Key needed me to go to an emergency in the Borders. There was not another car on the road for the last 26 miles of the journey. Driving through the beautiful scenery alone and seeing the wildlife walking freely was a special experience.



Do you have a funny story from your time working with Key?

I bet my apprentice £20 that no one could fit through the floor socket cut out when working at The Square, and he did! I wasn't just upset at losing the money, but that I couldn't do it.

What advice would you give to a contractor working with Key?

The tenants at Key require and deserve the best. Make sure you deliver this.



Thank you Scott for all your hard work with Key over the years.



As you will have seen in our Summer Newsletter the Housing Services Team has been travelling around the country to meet tenants in their local areas.

In August, we visited Annan and Dumfries. Tenants got a goody bag and met new members of the Housing Services Team. Tenants showed us their new kitchens and told us how happy they were with them. Here are some snapshots from the meet and greet in Annan.



In September, we also visited Kirkintilloch and Milngavie. It was great to meet tenants there too.

Look out for the Spring 2026 newsletter. We will share our plans for more meet and greets next summer.





January Virtual	February Dumfries	March Glasgow & Stirling
April Highland	May Falkirk	June Glasgow
July Virtual & Stranraer	August Highland	September Glasgow
October Virtual & Stirling	November Falkirk	December Glasgow





Glasgow

The Glasgow My Home Group met up again in September. It was a great meeting with some new members. The topics we discussed were the charter report, easy read tenancy agreement and windows upgrade guide.



Virtual

We held another virtual My Home Group meeting in October. Topics we discussed were tenant satisfaction survey, easy read tenancy agreement and windows upgrade guide. We would love to see more of you at the Virtual My Home Group, if you have access to the internet come along to our next meeting in January 2026 to share your news and meet new friends.

Falkirk

In November we held our first My Home Group meeting in Falkirk. It was a fantastic day and we were thrilled to see so many of you there and welcome 30 new members to the My Home Group family. Topics we discussed were the tenant satisfaction survey and easy read tenancy agreement. The My Home Group is now bigger than ever!





Christmas Light Safety Tips

Check all your Christmas lights inside and outside. Make sure they are not broken and have no loose wires. Do not overload adaptors as they can get too hot and cause problems.

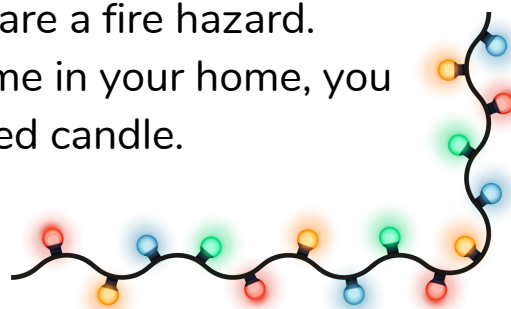
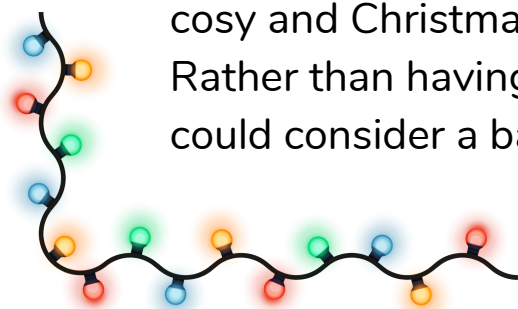
Bulk Waste Disposal

If you have large items such as furniture to throw away please keep them inside your home until your local council can collect them.

Do not leave these in hallways or common closes, in shared areas or outside the building. Leaving big items in these places can block emergency exits and cause a fire.

Candles

Candles and tea-lights may make your home feel cosy and Christmassy but they are a fire hazard. Rather than having a naked flame in your home, you could consider a battery powered candle.



You can ask for a copy
of our fire safety
leaflet from your
housing officer.



Annual General Meeting

On the 10th September 2025, the Key AGM took place. The meeting was held at The Square in Glasgow and lots of people came. We celebrated Key's achievements over the year and as always the review of the year video was a huge hit.



There was also a very special guest appearance from two of the My Home Group Members Christopher and Ewan. They spoke about the My Home Group and what the group had been discussing this year and encouraged new members to join the My Home Group. Christopher and Ewan did very well with their presentation.



You can become a member of Key which allows you to vote at the Annual General Meeting and have an influence on how Key is governed. Call housing on 0141 342 1810 for more information and find out how to join.





We treat all complaints as opportunities to improve our service and encourage our tenants and their support to raise any matter of concern. We aim to respond to all complaints quickly with the following procedure: Stage 1 (frontline response) and Stage 2 (investigation). Find out more by visiting our website <https://www.key.org.uk/key-housing/complaints/> or by requesting a copy of our complaints policy.

You can make a complaint:

In writing by posting to - Key, The Square, 70 Renton Street,
Glasgow, G40HT

In writing by email- hello@key.org.uk

By calling us- 0141 342 1810

In person- during a visit with your Housing Officer



Rent consultation

At the moment there is a team of staff from Housing Services and Finance meeting every few weeks to discuss the increase to the rent you pay for your home. We make changes to the rent every year in March.

We meet and look at how much we are spending on fitting things like new kitchens and bathrooms and the plans for the next few years. We discuss how much we are spending on keeping your homes repaired and meeting our legal safety obligations. We also look ahead at how much we think things will cost in the future.



Look out for our rent consultation leaflet with more details in the post. We send it out with a pre paid envelope so you can let us know how you feel about the proposed rent increase.



Christmas Competition Time!



Best Dressed Christmas 2025



Festive & Fabulous

Christmas Photography Competition 2025.



We're inviting everyone to wear their favourite Christmas jumper or outfit — the brighter, sillier, and more sparkly, the better!



This competition is all about celebrating all things Christmas and how our key tenants get dressed up for the festivities.



There are gift voucher prizes to be won.

Please submit your entries to our Housing Services Assistant at alexandra.maxwell@key.org.uk by January 2026.



The winner will be featured in our spring newsletter.





In October, you will have received the 2024-2025 Charter Report. This report provides information on Key Housing's progress throughout the year and an update on our housing stock, complaints, anti-social behaviour, replacement programme and much more. We would like to say a huge thank you to the tenants of Inverness, Glasgow, Dumfries and Annan for featuring in this years report. We would also like to say a huge thank you to the My Home Group who gave us useful feedback to give our Charter Report a refresh this year.

Recently you will have received our Tenant Satisfaction Survey 2025 in the post. This is for you to let us know your views on the housing service we provide, which is important for us to improve our service. You can either fill this in and return it to us or scan this QR code as a quick and easy way to complete the survey.

If we receive your response by 19th December you will be entered into a prize draw for a shopping voucher.

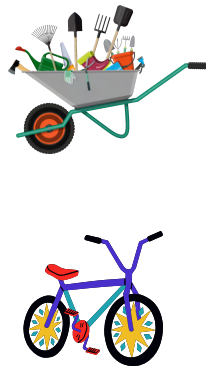




We interviewed a Team Manager about the Garscube Garden Project.

“This garden project has been a collective effort from tenants and staff. Many remembered how the garden at Garscube Road used to be a happy gathering spot for tenants to come together but it had deteriorated and was no longer used. Determined to bring it back to life, we set out to restore it together.

With help from TAG, Key Housing, and staff, we organised an afternoon lunch where everyone helped pulling weeds and jet washing the slabs and tidying up. Since then, further improvements have been made, including new slabbing and drain tanks, helping the garden return to a lovely outdoor space for our tenants to chat.”



Tenants and staff have also been enjoying cycling recently and they had asked for a safe place to store bikes in the back court. We are delighted to have been awarded support from Cycle Scotland for a covered cycle shelter, which will be installed soon. We look forward to seeing it and hearing stories of our tenants' cycling adventures.





Emma Hughes

Job: I am the Maintenance Admin Team Manager. I manage Key's repairs and servicing programmes. I also manage HMO Licenses, Office Leases and Procurement for Housing Services.

Likes: Holidays and spending time with my family.

Dislikes: Bad Weather.

Favourite thing about Key: When our work has a positive impact on our tenants lives and support.



Robert Miller

Job: I am the Property Maintenance Officer for Stirlingshire & Highlands. I help make sure our homes stay safe, in good condition and organise planned & unplanned repairs.

Likes: Holidays, gaming, and spending quality time with my family.

Dislikes: Roadworks and the long dark nights.

Favourite thing about Key: No two days are the same and knowing that what I do helps people feel comfortable in their homes. It's rewarding to make a practical difference.





At Home
Winter 2025

Contact

Repairs 0141 342 1820

If you have an emergency repair outside of office hours (Monday - Friday, 9am-5pm), please refer to your Emergency Contractors List. We usually post an updated list every winter.

This information is also on the Emergency Repairs section of our website www.key.org.uk/key-housing/maintenance-repairs/emergency-repairs/ or you can call 0141 342 1820 during office hours to get a replacement copy of the list.

Public Holidays

The office will be closed on Thursday 25th & Friday 26th December and Thursday 1st & Friday 2nd January.

**The office is open every weekday
9am - 5pm.**



**Key Housing, 70 Renton Street, Glasgow, G4 0HT
Telephone: 0141 342 1890**

Email: hello@key.org.uk www.key.org.uk/key-housing

A society registered under the Co-operative and Community Benefit Societies Act 2014, company no. 1938R(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.

Housing 0141 342 1810

Our **housing** staff are hybrid working which means they work some days at home and some days in the office. This does not impact our availability and you can still contact us by email or phone and there will be someone available who can help.

If you need to speak to someone urgently you can call reception on 0141 342 1890.

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 Glasgow office, calling 0141 342 1810 or through the Complaints section of our website <https://www.key.org.uk/key-housing/complaints/>

