



Key Housing Charter Report 2018







Welcome

This report looks at our performance as a landlord between April 2017 and March 2018.

It is split into 4 main sections:

- Value for money
- Tenant engagement
- Repairs and maintenance
- Neighbourhood and community

This year also marks 40 years of Key. We have been following the celebrations around the country as well as organising a few ourselves. You can find out more in this report.

About Key Housing



713
owned properties



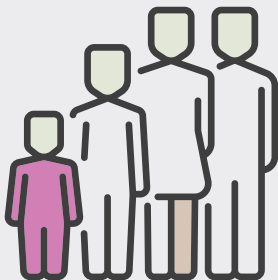
78
leased properties
from other landlords



722
supported tenants



15
Housing in 15
local authorities



862
tenants



89.6%
satisfied with our overall
housing service



55 days

average time to complete an adaptation



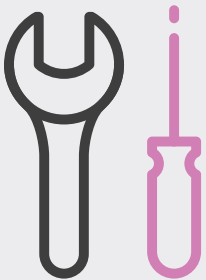
97.8%

properties meet the Energy Efficiency Standard for Social Housing



3 days, 13 hours

Average time to complete non-emergency repair



3 hrs, 34 mins

Average time to complete emergency repair



2.2%

average rent increase

1.1%

rent loss due to voids

Value for money

Providing tenants with a value for money service is important to us.

A big part of this is consulting with you about our rental and service charges.

This section looks at how we performed in these areas last year.





Rent affordability

We always aim to get the right balance between providing a good service and affordable rent.

Below is a table of our average weekly rents compared against the averages of other Scottish Landlords.

The specialist housing average is a more realistic comparison for our rents which reflects the additional costs around providing supported housing.

Rents in our largest properties are quite high in comparison as many of these are shared tenancies.

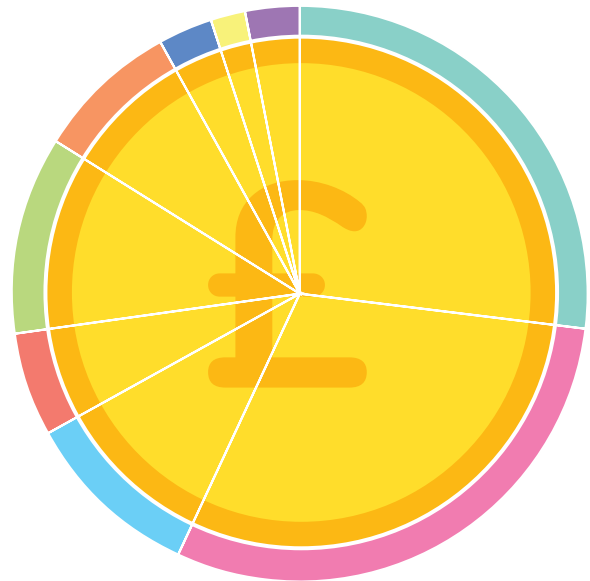
Number of Bedrooms	Number Owned	Key Housing	Scottish Average	Specialist Housing Average
Bedsit	8	£76.54	£67.44	£101.98
1 Bed	416	£83.93	£73.33	£104.08
2 Bed	183	£90.77	£74.94	£102.56
3 Bed	88	£100.21	£81.37	£101.40
4+ Bed	18	£151.73	£90.39	£105.25





How we spend your rent

Below we have broken down our main areas of expenditure for every pound of your rent.



Re-Lets

An important part of providing value for money is ensuring that properties are not left empty for too long. We took an average of 57.8 days to re-let a property this year; this is almost 5 days quicker than last year.

We are aware that this does not compare well against the Scottish Average of 30.7 days. It often takes some time to agree support arrangements.

Arrears

We work hard to help tenants make their rental payments and provide any benefits advice that can help.

Our overall rent arrears figure is slightly higher this year at 2.1%, although we continue to be lower than the Scottish Average of 5.18%.

Management Costs	27p
Planned Replacements	30p
Equipment Servicing	10p
Property Services.....	6p
Repairs.....	11p
Mortgage Repayments	8p
Voids.....	3p
Insurance.....	2p
Others	3p





Tenant engagement

We want tenants to give us their views and help shape the services we provide.

In this section we will look at our tenant engagement activities throughout the year.

Tenants satisfaction

We carried out a Tenant Satisfaction Survey in February and just over 40% of you responded. The overall satisfaction with our housing service is 89.6%, which is slightly lower than the Scottish Average of 90.5%.

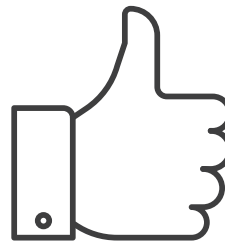


Keeping tenants informed

Providing you with up to date information on changes to our service is very important to us. This year 84.9% of tenants were happy with how we carry this out.

As this figure is lower than the Scottish Average of 91.7%, we are holding a consultation on how we communicate with you.

We hope this feedback can help improve our future communications. You can find out more about this in the 'Get Involved' section of our website.



84.9%

satisfied with how we keep you informed



75.3%

satisfied with opportunities to participate

Opportunities to Participate

In our survey, 75.3% of tenants were satisfied with the opportunities to participate in our decision making. This figure has decreased slightly from our previous survey, 77.3%, and it is lower than the Scottish Average of 85.9%.

We are continuously looking at ways to improve, and increase, the opportunities for participation. Our main tenant engagement panel is the 'My Home Group' which meets 5-6 times a year. It has been an important year for the group as they have finalised their constitution for the group. They have also been busy discussing our approach to fire safety, furnishings packages and our survey results.

We will be running our Repairs Satisfaction Survey in October this year, rather than February, as we hope that this will give tenants more of an opportunity to respond. We will monitor the results of this and potentially make this a permanent change.



Complaints

It is important that you let us know if there has been a problem with the service we provide. Last year we received 6 complaints and they were all dealt with within the agreed timescales. We agreed that our service could have been better in 5 cases.

As part of our commitment to provide a high quality housing service, all our staff will be getting refresher training on complaints handling this year.



Key is 40!

2018 marks 40 years of Key. It all started with a group of parents who got together with a vision for people with disabilities to live full lives at the heart of their local communities, close to family and friends.

Forty years later, Key has become a large, national organisation with 722 tenants and supporting almost 1600 people. Many things have changed but the vision and values of the organisation are still the same.

One constant is that people are the most important part of Key. Throughout the year we have been chatting to people and collecting their stories. These sessions have given people a chance to catch up with old friends and speak about topics that are really important to them.

We took this opportunity to catch up with some of our very first tenants and they shared how they felt about being part of Key.

Many other memories and stories have been collected so far and we will bring these together in a commemorative book. We are delighted to be working alongside IRISS (Institute for Research and Innovation in Social Services) on this and it will be launched at the end of the year.

In addition, there have been a series of local celebrations, quite often with the help of TAG (The Advisory Group). These have varied greatly from local fun days to fitness challenges.

There are plenty more events and opportunities throughout the year for people to participate and share their experiences. You can stay up to date through our website and Facebook page.

I remember when I was moving to Key. Mum looked at the house but didn't tell me for a few days.

Then she said "I've got something to tell you. You've got a place" and I said "Wahoo!! Fabulous!"

I was so pleased, so pleased.

Angela Milroy, Dumfries





Key means I have my own flat and coming and going when I want to. I feel relaxed and part of the community.
Shirley Lowrie, Inverness



The day I moved into Key was a happy day. I felt safe and enjoyed being independent.
Jeanette McGuire, Rutherglen



Repairs and maintenance

At Key we strive to build, maintain and adapt homes to suit your life.

This section of the report looks at the work we do to maintain, and improve your property.





Activate your FREE
1 year warranty extension
CALL FREE NOW
0800 519 2102
Customer Care
1800 844 347

Repairs

In our recent Tenant Satisfaction Survey we asked you how you felt about our repairs service and 93.2% of you are satisfied with it. Although this has dipped from last year's level of 96%, we remain in line with the Scottish Average of 92.1%.

We have been just as quick with our response to repairs this year:

3 hours, 34 mins

average time to complete emergency repair

3 days, 13 hours

average time to complete non emergency repair

91.57%

of repairs right first time

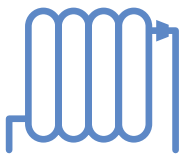
Planned Replacements

This year we spent £856,848 on our planned replacement programme.

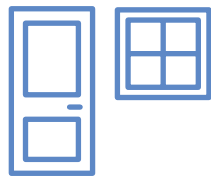
One of our larger projects for 2018/19 is to complete the installation of comprehensive fire detection in all our properties.

If you would like further information about our Planned Replacement programme, please visit our website.

Planned Replacements spend 2017/18



£65,000
Heating



£186,000
Windows & Doors



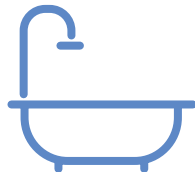
£14,000
Roofs



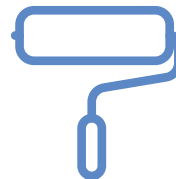
£16,500
External Works



£54,000
Kitchens



£65,000
Bathrooms



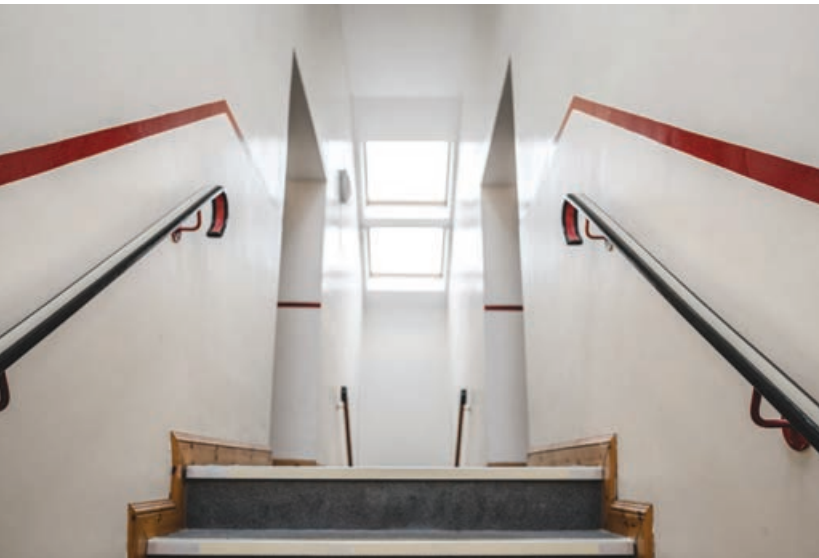
£121,000
External Decoration



£117,000
Smoke Detection

Quality & Energy Standards

We now only have 2 properties that do not meet the Scottish Housing Quality Standard (SHQS), meaning that 99.7% of our properties meet this standard. We are working towards the Energy Efficiency Standard for Social Housing (EESSH).



We have 16 properties to be brought up to this standard by the year 2020 and have plans to upgrade 5 of these this year. You can find out more about EESSH on the Energy Efficiency section of our website.

Adaptations

We often make changes to our properties to help your home suit your needs and we refer to these works as adaptations.

Last year we completed 52 adaptations and it took an average of 55 days to complete each one. This is slightly quicker than our average of 57.5 days in 2016/17.

In addition to these works we completed 46 adaptations, without an OT referral, to help people live independently in their homes.

These projects are made possible through grant funding from the Scottish Government and Glasgow City Council.



55 days

average time to complete an adaptation





Neighbourhood and community

We want all our tenants to enjoy living in their home.

A key part of this is feeling and happy and safe within your neighbourhood, as well as feeling a part of the community.

This section looks at how well we have managed our neighbourhoods and one of the great community projects that is happening in East Kilbride.

Neighbourhood Management

We are delighted to report an increase in satisfaction with how we manage your neighbourhoods with 89.4% of you satisfied. Our Housing Officers are committed to ensure that everybody is happy in their homes.



Anti-Social Behaviour

This year we had 42 cases of Anti-Social Behaviour across our properties. An overwhelming majority, 30, of these were not serious incidents. We are happy to say that we had no very serious cases last year.

As the majority of our anti-social behaviour incidents are small disputes we have started working on a new factsheet, 'Being a Good Neighbour'. This will highlight our policy and also some advice on what to do in certain, less serious situations.



89.4%

satisfied with how we manage your neighbourhoods

Community Initiatives

In East Kilbride there is a great example of a community initiative where some of our tenants have completed the first 12 months of a three year horticultural project with the Central Scotland Green Network Trust (CSGNT).



Using their communal garden, they meet every week to work on the garden together. Not only does the group work towards their joint goals but they incorporate everybody's individual goals as well. They have been able to do this with some help from the CSGNT. The first project was to expand upon an existing vegetable garden which had been set up by one of our tenants.

From these small beginnings it has really taken off and the members have doubled from 4 to 8, with more people interested. The most recent project was the creation of a small pond which has attracted some dragonflies and damselflies already.



They have also been recognised by winning a Wee Apple award at Holyrood Apple Day in November last year. This celebrates community groups that are helping create a fruitful Scotland. All these great results have given a tenant the final push to study Horticulture at college in the near future!

One of the best results from the group is the strengthening of community spirit amongst the participants. With another 2 years of their joint project with CSGNT, we cannot wait to see where it goes!

Cover art by
Doreen Kay

You can also view our Charter Review
on our website which gives access to
a range of accessibility options.

www.key.org.uk



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Key is a society registered under the Co-operative and Community Benefit Societies Act 2014, company number 1938 R (S) and with the Scottish Housing Regulator, registration number 141. Key and Key Housing are names used by Key Housing Association Limited, a charity registered in Scotland, charity number SC006652.