



NEWSLETTER FOR TENANTS OF KEY HOUSING

WE HAVE MOVED!

In June 2013 KEY's main office based in Glasgow moved to a new location, with our old home of 21 years closing its doors for the final time.

The new office is far more accessible for all our tenants and is still centrally located so it is not too difficult to find. We welcome any visits from our tenants!

Our new contact details are:

The Square T 0141-342 1890
70 Renton Street F 0141-342 1891
GLASGOW
G4 0HT

A photographic version of the directions can be viewed and/or downloaded by visiting:

www.key.org.uk/maps.html

If you are unable to access the website, a paper copy can be posted you by contacting Gillian at Housing Services on 0141-342 1815.



**GET IN
TOUCH**

Write to KEY, The Square, 70 Renton Street, GLASGOW, G4 0HT

Phone us on 0141-342 1890, email hello@keyhousing.org or find us online at www.keyhousing.org

KEY, KEY Housing and KEY Community Supports are names used by KEY Housing Association Ltd, a charity registered in Scotland, No SC006652

Welfare Reform: What You Need to Know

There have been a lot of changes within the welfare system this year and below is a brief summary of the main points. If you have any concerns about how you are affected by these changes, please speak to your Housing Officer.

Universal Credit

Universal Credit is one of the biggest changes to the benefits system for 50 years and the pilot scheme begins on 25th November 2013, in certain areas of the country. New claims in Inverness & Nairn will be part of this pilot scheme.

What does this mean for you?

Universal Credit combines, and aims to simplify, a range of working-age benefits. It will replace and combine:

Jobseekers Allowance

Housing Benefit

Child Tax Credits

Employment Support Allowance

Working Tax Credits

Income Support

The Key points of Universal Credit are:

- It is relevant to working age claimants
- Universal Credit will be paid monthly and directly to the claimant
- Pensioners will not be affected by these changes
- New claims will now be made online

Existing claimants will eventually be transferred to the new system by 2017.

We Are Here to Help

We can help you with the transition to Universal Credit.

Speak to your Housing Officer about the changes to your rental payments. If your rent is currently being paid direct to Key Housing this will change as your rent payment will be paid direct to you as part of your Universal Credit payment system.

Reductions of Housing Benefit due to Under Occupancy (Bedroom Tax)

Since April 2013, we have been helping our tenants adjust to the changes Bedroom Tax has brought. Most tenants at Key Housing who are supported are exempt from the Bedroom Tax and are not affected by these changes. Similarly, people over pensionable age are not affected. However, there are a very small number of tenants who have had their Housing Benefit reduced and are struggling to cope with the change. If you are in this position, please get in touch with your Housing Officer to discuss how we can help.

- **Discretionary Housing Payments**

We have helped several of our tenants apply for Discretionary Housing Payments (DHP) to help with the impact of Bedroom Tax. Discretionary Housing Payments are short term and applicants need to reapply at the end of the award term. They can be awarded for 3-6 months.

You may be eligible for a Discretionary Housing Payment if:

- o You are in receipt of Housing Benefit
- o Your benefits do not cover your rent
- o Having difficulty in paying the rest of your rent

You can request a DHP form from your local council office to apply yourself or contact your Housing Officer to discuss DHP and for any further assistance.

- **Downsizing**

Some tenants have considered downsizing their property as they no longer require the spare rooms and we have successfully helped somebody to do this.

If this is an option you are considering, contact your Housing Officer to discuss.



If there are any changes in your circumstances (for example, number of people in household), please get in touch with your Housing Officer to discuss.

Coatbridge Redevelopment

In October 2013, the redevelopment at Weir Street, Coatbridge was completed after 6 months on site. This project is the latest in a line of remodelling projects to adapt large occupancy houses into individual flats suitable to tenants needs. The project involved adapting some larger accommodation to create 4 individual flats.

The remodelled flats have sprinklers and are equipped to meet the needs of existing tenants. The tenants were able chose their new kitchens, carpets, white goods and furnishings.



Though the flats were completely remodelled the contractor did manage to keep a tenant's painting, which showed him singing with his hero Elvis. Now Elvis has not left the building but lives in the hall cupboard beside the sprinkler control gear!

Upon seeing his new flat for the first time, Willie said it was "Beautiful"!



Your Housing Team



In October this year we welcomed Gillian Conway who started as a Housing Services Assistant. She will be dealing with a range of tasks and will be your first point of contact for tenant's newsletter, survey and handbook. Gillian can be contacted on 0141-342 1815 or gillian.conway@keyhousing.org

Ellen Turner is the Housing Assistant. She will deal with any queries about your Concessionary TV Licence, Furnishings Package and Council Tax. If you would like to discuss any of these, contact Ellen on 0141-342 1859 or email her at ellen.turner@keyhousing.org

Below are contact details for the Senior Housing Officer & Housing Officers who are responsible for tenancy matters in geographical areas. Here is a quick reference guide of what areas they are responsible for.

Pamela Macintyre Senior Housing Officer 0141-342 1814 pamela.macintyre@keyhousing.org	Sandra Jackson Housing Officer 0141-342 1813 sandra.jackson@keyhousing.org	Flora Murray Housing Officer 0141-342 1812 flora.murray@keyhousing.org
Responsible For:	Responsible For:	Responsible For:
Glasgow West (Garnethill, Garscube Road & Maryhill)	Dumfries & Galloway (Annan, Dumfries, Kirkconnel & Stranraer)	North Lanarkshire (Bellshill, Coatbridge & Cumbernauld)
Renfrewshire (Erskine, Paisley & Renfrew)	Argyll & Bute (Dunoon & Helensburgh)	Glasgow South (Ibroy, Linthouse & Peat Road)
Glasgow East (Budhill, Reidvale & Riddrie)	Inverclyde (Gourock & Greenock)	Stirling (St Ninians & Stirling)
Highland (Alness, Fort William, Golspie, Invergordon, Inverness, Nairn & Thurso)	South Lanarkshire (East Kilbride, Hamilton, Lanark, Lesmahagow & Rutherglen)	Falkirk (Bainsford, Camelon, Laurieston & Stenhousemuir)
East Dunbartonshire (Kirkintilloch & Milngavie)	North & East Ayrshire (Ardrossan & Kilmarnock)	Clackmannanshire (Sauchie)
Community Lifestyles	Renfrewshire (Elderslie)	
	West Dunbartonshire (Dalmuir & Faifley)	



AGM 2013

The AGM for Key was held on Thursday 19th September 2013 at The Mitchell Theatre, Glasgow and it was well attended. Members of Key Housing had a chance to hear on the years progress and plans for the future.

To become a member and take part in the next AGM, please read the Membership information below.

Association Membership

We would actively encourage all our tenants to apply to become a member of Key Housing Association. It costs just £1.00 to join! Once a member, you will be invited to attend AGMs, receive a copy of our annual report and also receive a share certificate. Not only tenants can apply for membership, friends, family and interested parties can apply to be a member too!

If you have any further queries about becoming a member or would like a copy of the application material, please contact Gillian Conway, The Square, 70 Renton Street, Glasgow, G4 0HT or email gillian.conway@keyhousing.org

Tenant Satisfaction Survey

At the start of 2014, we will be sending you a short survey to find out how we are doing in key areas of service. This is known as a Tenant Satisfaction Survey and is also a requirement of the Scottish Housing Charter. It is important that we get your feedback so we are meeting your expectations.



Stay Debt Free This Christmas

With more and more people feeling the pinch, it is increasingly difficult to stay debt free over the festive period. We do remind you that your rent is due on the 28th of each month for the following month. It is important that your rent is paid on time.

If you are struggling with finances, please approach your Housing Officer. They can advise of any alternative arrangements that can be made with your rent payments or any assistance with regard to what benefits you are entitled to. Any given information will remain confidential.

We offer a range of payment options; contact your Housing Officer to discuss these.

Reporting Repairs



The maintenance team are here to respond to your repairs promptly and ensure the highest standard of work is carried out by our contractors. Response times for different levels of repairs are laid out in the tenant's handbook.

To report a repair, please call the Maintenance Line on

0141-342 1820

from 9am – 5pm Monday to Friday. Your repair will be logged and processed by the maintenance assistants who will be in touch to let you know when a contractor is expected to attend to the repair.

You will also be asked for your feedback on the timeliness and quality of your repair. If you return your completed slip, you will be entered into a prize draw for a gift voucher.

Emergency Repairs

If you have an emergency repair (refer to tenant's handbook for repairs defined as Emergency) and it is outside of office hours, you should refer to your emergency contractors list. This details which contractors to contact in your area. If you do not have a copy of this, contact maintenance on **0141-342 1820** and another copy can be sent to you.

Opening Hours

The main office in Glasgow is open:

Monday – Friday
8.30am – 5.00pm

Saturday – Sunday
Closed

Our Performance

All housing associations in Scotland provide details of their performance to the Scottish Housing Regulator. Details for 2012/13 have recently been published on the Regulator's website (www.scottishhousingregulator.gov.uk) where the full range of information is available for all landlords.

Some examples of these are as follows:

	KEY	All Landlords
Emergency Repairs Carried Out Within Response Time (8 hours)	100%	93.8%
Non Emergency Repairs Response Time	3 Days	7 Days
Rental Income Loss Due to Vacant Property	0.8%	1.0%
Rent Due in Real Arrears	0.7%	3.7%

Rent Consultation

We will be carrying out our annual rent review at the start of 2014 and will be consulting with all our tenants over any proposed changes to our rent and service charge which will be applicable from the end of March 2014.

Public Holidays

The main office in Glasgow will be shut on the following days:

Wednesday 25th
December 2013

Thursday 26th
December 2013

Wednesday 1st January
2014

Thursday 2nd January
2014

The office will be open
8.30am-5.00pm every
other day.

Major Repairs Programme



Each year a proportion of rent payments is set aside by KEY to fund a programme of major works. This is in addition to the work we do to keep your home in good condition.

KEY has now agreed its repairs and maintenance programme for 2014–2015. When major repair work is due to be carried out on your home, you will be notified in advance giving details of when the work will be carried out. You will have the opportunity to plan your new kitchen and choose the units, tiles and new flooring. This is also the case with replacement bathrooms.

Works will be undertaken at these locations in 2014/15:

Bathrooms	Erskine Renfrew Dunoon Elderslie Lincluden Golspie Coatbridge Gourock*
Central Heating Systems	East Kilbride Sauchie Kirkconnel Hamilton Gourock Dunoon* Garnethill Golspie
Kitchens	Lighthouse Dunoon* Faifley* Ardrossan*
Windows/ Doors	Kirkintilloch (External Doors) Erskine Fort William (Close Doors) Dunoon
Roofs	Dunoon* Rutherglen (Repairs)

* = 1 property only

In addition to the above, the 5 year external and common close decoration programme will continue and a number of repairs will be carried out to fences, gates, paths and roadways.

Tenants Handbook

We are going to be updating our Tenants Handbook with the aim of it being ready for summer 2014. We are looking for tenants to help us with this! This would involve you giving your opinion on what information is essential to the handbook, how the handbook reads and how we can improve it.

If you are interested in giving your views and ideas on the handbook, contact Gillian at Housing Services on 0141-342 1815 or gillian.conway@keyhousing.org



Complaints Procedure

As of March 2013, we have adopted the Complaints Procedure from the Scottish Public Services Ombudsman (SPSO).

If you would like a copy of our complaints procedure posted to you, contact Gillian Conway on 0141-342 815 or email gillian.conway@keyhousing.org

You will be able to obtain an electronic copy of the complaints procedure on:

www.keyhousing.org

We Want Your Feedback

This is a new style of newsletter for us and we would like your feedback on it. Also, any ideas you have to be featured in the next newsletter are welcomed. Contact Gillian at Housing Services on 0141-342 1815 or email gillian.conway@keyhousing.org