

At Home

Newsletter for the Tenants of KEY Housing



Winter 2016



Inside:

- Key's New Image
- SHR Landlord Report
- Key's Director Retires

Welcome

Welcome to the Winter 2016 edition of At Home, the Key Housing newsletter. This edition will look at an update about our Director, some information on keeping your home energy efficient and our landlord report from the SHR.

First, we have an update on Key's image and website.



A Fresh Image for Key

Over the past few years we have been looking at how Key talks to a wide range of people about our work and making sure we present a consistent, professional image.

As part of this we have been redeveloping our website, producing more regular newsletters like 'At Home' and are working on some new leaflets for the support part of the organisation.

This work has lead us to decide that a new logo could better reflect the work we do and present a friendlier, more people focused image for Key.

We will be featuring the new logo and colour scheme in the Spring edition of 'At Home'. We hope you will like it!



Website Update

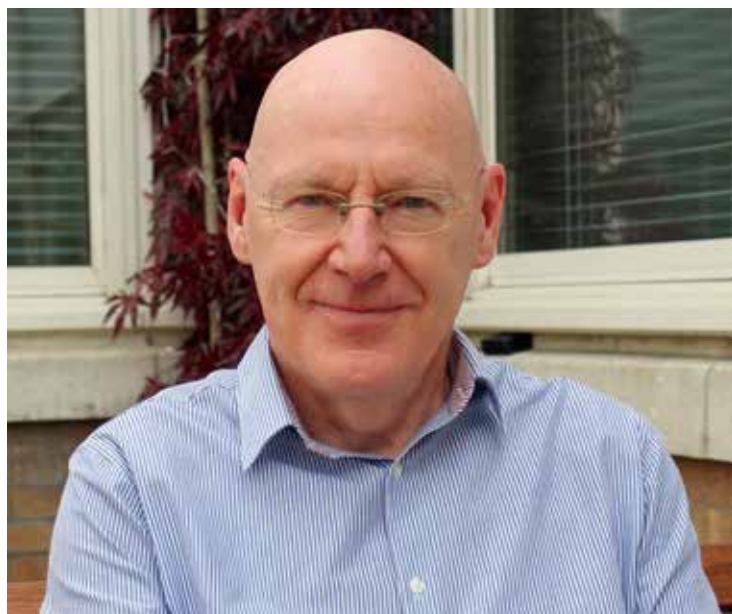
Readers of 'At Home' will know we have been redeveloping our website. Our new image has resulted in additional work for the new website and it should be ready to launch in the new year. The new website will be featured in the Spring 2017 edition of 'At Home'.



Key's Director Retires

After many years of leading Key our Director Malcolm Matheson has announced he will retire in March 2017.

Malcolm joined Key over 29 years ago and during this time has overseen the ongoing development of the organisation from its Housing Association roots to a modern dynamic organisation which supports people in their own homes and communities across the country.



“ It has been an enormous privilege to have been part of KEY over the past 29 years, and to have had the opportunity to work alongside people we support, staff and Board members to make what I hope has been a positive difference in the lives of many people. ”



Malcolm Matheson and Andrea Wood

Andrea Wood, currently Head of Personalisation, Policy & Practice, has recently been announced as our new Chief Executive. Over the coming months, Andrea will be working closely with Malcolm, the board members and the senior team in Key to ensure a smooth transition.

We congratulate Andrea on her new appointment and wish Malcolm a long and happy retirement.

Cosy Homes for Winter

Our major repairs programme has been in full force for the first half of this year and a lot of the main projects have focused on keeping your homes energy efficient and warm for the winter. Below is a snapshot of our main projects so far.

Thurso

One of our larger projects was to replace some of the heating systems in our most northern development in Thurso.

Thurso is an area without a gas supply so we need to look at alternative solutions to provide efficient heating systems. We installed Quantum systems, which we tried for the first time in our redevelopment at Golspie earlier this year.

These systems should improve the efficiency of heating these flats.



Richard is happy with his new heating.

Inverness

We mentioned in a previous edition of 'At Home' that one of our largest planned repairs was new windows in some of our Inverness properties. It involved replacing over 90 windows across the whole development. We installed thermally

efficient, double glazed windows; these should help towards keeping the flats more energy efficient and reduce energy bills in the long-term.



Shirley is delighted with her new windows.



Kenny is feeling the benefits.

If you would like further details on our planned repairs programme, please call Eddie on 0141 342 1822.

Take steps now to a warmer winter, with bills you can afford



As we enter the colder months we want to ensure you are aware of the support available to help you keep warm this winter at a cost you can afford. Key Housing is working in partnership with Home Energy Scotland - the Scottish Government's free, impartial energy advice service. You may recall their adverts on television and radio that feature energy mascot Doug the Draught Excluder Caterpillar.

Home Energy Scotland

Home Energy Scotland can help householders, regardless of tenure with:

- Energy saving tips to help you save money and energy
- Options to make your home more energy efficient – e.g. insulation
- Benefit and tax credit checks
- Access the lowest cost energy rates from your energy supplier
- Information about UK and Scottish Government funding and grants available to help install new boilers, insulation and heating systems
- Free Home Visits if you prefer to speak in person.



The Home Energy Scotland advice service is open Monday – Friday, 8am – 8pm and on Saturdays 9am – 5pm, and has already helped over 800,000 homes across Scotland.

To find out how Home Energy Scotland can help you, call the free advice service on 0808 808 2282. Alternatively, email adviceteam@sc.homeenergyscotland.org

Staying debt free this Christmas

With more and more people feeling the pinch, it can be difficult to stay debt free over the festive period. We would like to remind you that your rent is due on the 28th of each month for the following month.



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 information given will remain confidential.

Landlord Report 2015/16

Every year the Scottish Housing Regulator publishes a landlord report for all housing providers and on the following pages you will find what they published about Key Housing. The



**Scottish Housing
Regulator**

The SHR's role is to protect the interests of tenants and other people who use the services of social landlords. The Scottish Social Housing Charter sets out the standards and outcomes that landlords should achieve. Each year, Key must report on its performance against the Charter.

Homes and Rents

At 31 March 2016 Key owned 712 homes. The total rent due to your landlord for the year was £3,737,045.

Your landlord increased its weekly rent on average by 1.60% from the previous year.

Average weekly rents				
No. of Bedrooms	Number owned	Key Housing	Scottish average	Difference
Bedsit	8	£74.72	£65.94	13.3%
1 Bed	415	£82.43	£70.39	17.1%
2 Bed	181	£89.63	£71.55	25.3%
3 Bed	90	£98.41	£77.60	26.8%
4+ Bed	18	£145.35	£85.98	69.1%

Tenant Satisfaction

Of the tenants who responded to Key's most recent tenant satisfaction survey:

- 93.0% said they were satisfied with the overall service it provided, compared to the Scottish average of 89.0%.
- 89.6% felt that your landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of 90.6%.
- 77.3% of tenants were satisfied with the opportunities to participate in your Key's decision making, compared to the Scottish average of 81.3%.

Quality and Maintenance of Homes

- 99.3% of Key's homes met the Scottish Housing Quality Standard compared to the Scottish average of 92.8%.
- The average time Key took to complete emergency repairs was 3.1 hours, compared to the Scottish average of 5.1 hours.
- The average time Key took to complete non-emergency repairs was 3.6 days, compared to the Scottish average of 7.5 days.
- Key completed 88.8% of reactive repairs 'right first time' compared to the Scottish average of 91.3%.
- Key does operate a repairs appointment system. It kept 96.3% of appointments compared to the Scottish average of 94.4%.
- 94.6% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of 89.9%.

Neighbourhoods

- For every 100 of Key's homes, 7.0 cases of anti-social behaviour were reported in the last year.
- 60.0% of these cases were resolved within targets agreed locally, compared to the Scottish figure of 86.6%.

Value for Money

- The amount of money Key collected for current and past rent was equal to 97.6% of the total rent due for the year, compared to the Scottish average of 99.5%.
- Key did not collect 0.9% of rent due because homes were empty, compared to the Scottish average of 1.0%.
- Key took an average of 50.6 days to re-let homes, compared to the Scottish average of 35.4 days.

If you would like to find out more about how Key Housing performs as a landlord you can visit our page on the SHR website through the 'Find and Compare Landlords' tool.

Charter Update

In this section we will update you with how we are performing against the Scottish Social Housing Charter and how we aim to keep delivering a high quality housing service.



Charter Report 2016

We have now submitted our Annual Return on the Charter (ARC) for 2015/16. We submit all this information to the Scottish Housing Regulator (SHR). You may have noticed that we have included the annual landlord report by the SHR on the previous 2 pages. If you have any questions about this information, please call Housing on 0141 342 1815.

You should have received your copy of Key's Charter Report in October. It had information on our ARC return as well as some updates on our current projects. We hope to consult further over the information in our next report.

Consultations

Our anti-social behaviour consultation has now come to an end. Thank you to everybody who participated and gave their views. There is an update from these consultations on page 9. We will have further updates on this in future editions of 'At Home'. We will be meeting with some tenants in December to look at our website before its launch in January. A full update on the website will be in the Spring 2017 newsletter.

If you are interested in participating in this or future consultations please get in touch with Gillian on 0141 342 1815 or email

newsletter@keyhousing.org.



Rent Consultation



In January 2017 we will start our annual rent review. We will start consulting with you from then about any proposed changes to the rent and service charges that would apply from the end of March 2017.

You will then be informed of any changes to the rent in February 2017.

My Home Group

Since our last edition of 'At Home' we have held 2 meetings of the 'My Home Group'. We discussed our Charter Report for 2016, our anti-social behaviour policy and how we manage communal areas. The input from the 'My Home Group' has helped us to ensure we are delivering the housing service our tenants want. We look forward to our next meeting in January. Below are some more details on our anti-social behaviour policy consultations.



If you are interested in joining the 'My Home Group' then please call Gillian on 0141 342 1815 or email gillian.conway@keyhousing.org for more info.

Anti-Social Behaviour

As mentioned above, we have been consulting with tenants about our anti-social behaviour policy and what information tenants would like us to put into a factsheet.

We have spoken with the My Home Group and also consulted with TAG (The Advisory Group) groups in North Lanarkshire, Glasgow and Clyde Coast. Our focus was on how serious certain situations are and the timescales we should aim to resolve them in. We had some fantastic feedback from our consultation not only about the timescales but also about the type of information that would be useful to have.



We are now working on updating our anti-social behaviour policy with this feedback and the policy will soon be available on our new website.



Our consultation took us to (left to right): Glasgow South, Clyde Coast and North Lanarkshire TAG as well as the My Home Group

AGM 2016

The AGM for Key was held on Tuesday 20th September 2016 at our main Glasgow office at The Square. It was well attended with the audience getting a chance to hear about the year's progress future plans and the chance to view TAG's (The Advisory Group) video Review of the Year.

Joanna Pearson, Key's chairperson, took this opportunity to announce that Malcolm would be retiring in March 2017 (full write-up on page 2).

To become a member and have an opportunity to vote in the next AGM, please call Gillian on [0141 342 1815](tel:01413421815) to get more information.



Joanna Pearson at the AGM



Glasgow South BBQ

You may remember from the last Winter edition of 'At Home' we visited the garden community day in the south of Glasgow. This August they had another garden party and BBQ to celebrate their renewed garden space.

Although there was rain, it couldn't dampen the spirits and the party atmosphere continued through it. Brian, one of our tenants in the south of Glasgow, was back with his band to get everybody in the dancing mood.



Helping You Find Your Ideal Home

During your time as a tenant of Key, you may find that your current home is no longer suitable and we can help. Below are a few folk we recently helped move home when their circumstances changed.

Caroline (pictured right) had felt that she would better benefit from staying in a ground floor flat. As soon as one became available, we were able



Caroline is settling in to her new home

to help her get the right property. Since moving, she's managing the small amount of steps.



Raymond is delighted in his new home

Raymond (pictured left) wanted to stay a lot closer to his family. As we have developments across Scotland we were able to offer him a flat in another one of our Highland developments to be closer to them. He is delighted with his new home and it was definitely the right move for him.

You don't necessarily need to move home if your needs have changed. We can also help you adapt your current home; from grab rails to wet floor showers.

If you would like to discuss a change in circumstances call 0141 342 1810 and speak to your Housing Officer for advice.

We would like to wish all our tenants a very Merry Christmas and a Happy New Year.

Contact Us

Repairs 0141 342 1820
Housing 0141 342 1810

If you would like to contact someone directly, the numbers are:

Pamela	0141 342 1814	Senior Housing Officer
Flora	0141 342 1812	Housing Officer
Sandra	0141 342 1813	Housing Officer
Ellen	0141 342 1859	Council Tax & Furnishings
Gillian	0141 342 1815	Newsletter & My Home Group

If you do not get answer from these numbers, please call:
0141 342 1890

Public Holidays

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

Monday 26th December 2016
Tuesday 27th December 2016
Monday 2nd January 2017
Tuesday 3rd January 2017

The office will be open 9am - 5pm every other day

Emergency Repairs

If you have an emergency repair outside of office hours, please refer to your Emergency Contractors List. This is renewed and posted to you every year. If you cannot find yours, please call 0141 342 1820 during office hours to get a replacement.

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The Square Fax 0141 342 1891
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[Facebook.com/KeySupports](https://www.facebook.com/KeySupports)

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