



Key
Housing

Charter
Report
2024



Welcome! Our Charter Report looks at our performance as a landlord between April 2023 and March 2024.

There are four main sections:

Value for Money

Tenant Engagement

Repairs and Maintenance

Neighbourhood and Community



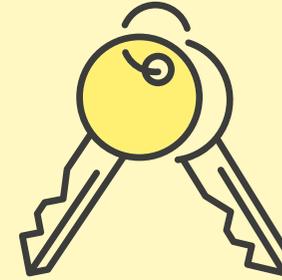


Key Housing. 2024 in numbers.



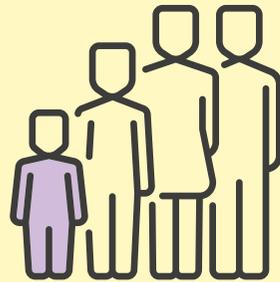
714

owned properties



101

leased properties
from other landlords



829

tenants



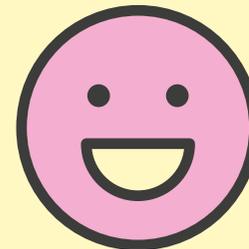
15

We have housing in
15 local authority areas



731

supported tenants



90.5%

satisfied with our overall
housing service



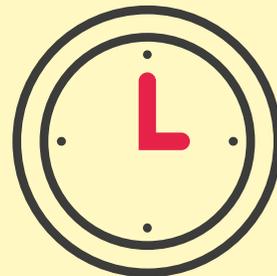
84 days

average time to complete an adaptation



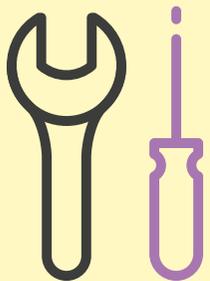
99.6%

properties meet the Energy Efficiency Standard for Social Housing



5 days, 10 hours

average time to complete non-emergency repair



3 hours, 38 mins

average time to complete emergency repair



6.4%

average rent increase

0.72%

rent loss due to property being empty

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 this last year.





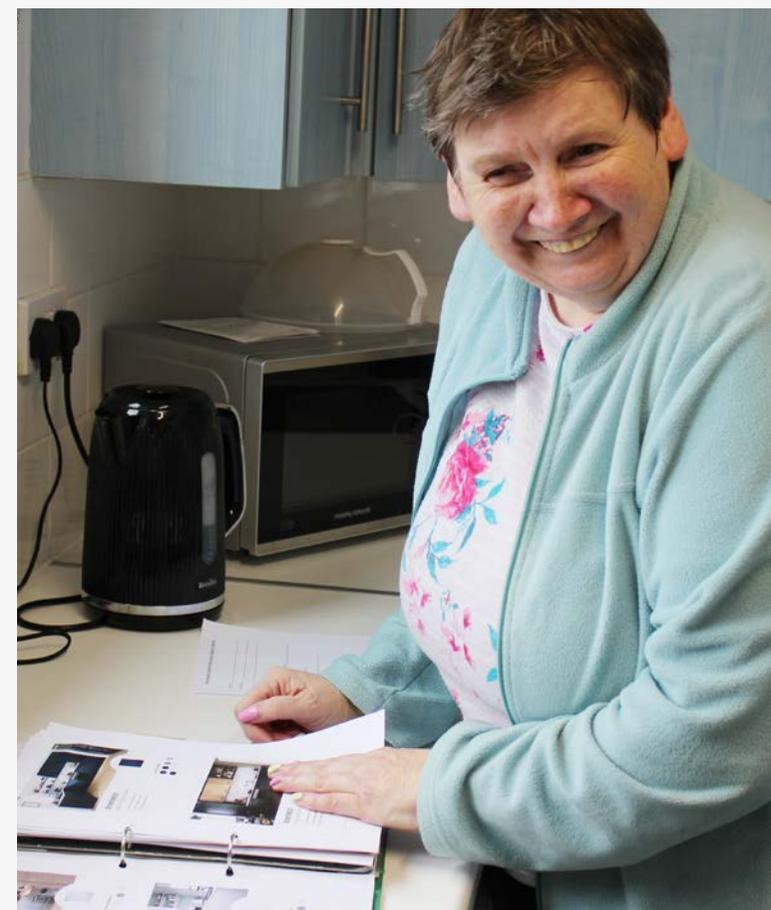
Rent affordability. We always aim to get the right balance between providing a good service and affordable rent.

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

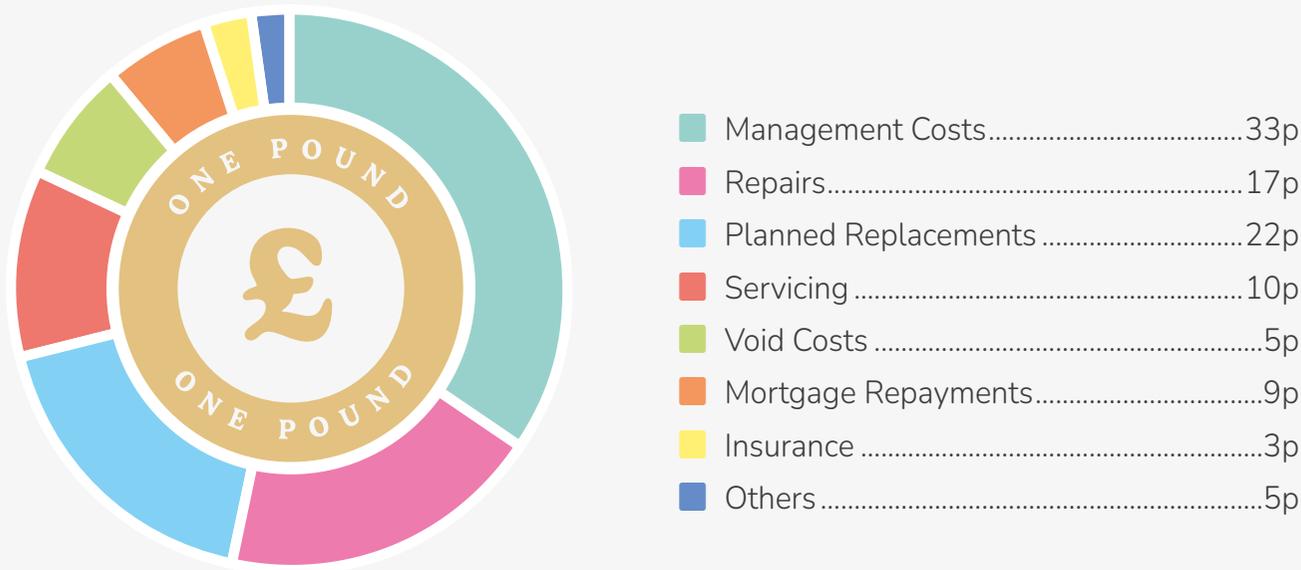
The specialist housing average is a more realistic comparison for our rent as it reflects the additional costs around providing supported housing.

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	7	£100.64	£82.24	£139.50
1 Bed	418	£105.41	£87.87	£147.44
2 Bed	182	£111.38	£90.29	£129.09
3 Bed	89	£120.17	£98.30	£140.18
4+ Bed	18	£196.08	£108.29	£141.07



Spend breakdown. We have broken down our main areas of expenditure for every pound of your rent.



1.3% is our overall rent arrears figure, this is lower than the Scottish Average of 6.7%

Re-Lets

An important part of providing value for money is ensuring properties are not left empty for too long. We took an average of 60.3 days to re-let 41 properties this year; this is slightly longer than last year.

We were slightly slower than the Scottish Average of 56.7 days.

We let much fewer properties than last year and had a larger number of properties waiting to be let at the end of the year. This was due to difficulties in recruiting support staff.

Arrears

We work hard to help tenants make their rental payments and provide support and any relevant advice on benefits which can be accessed.

Our overall rent arrears figure is 1.3%, this is lower than the Scottish Average of 6.7%.

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

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





Tenant satisfaction. Satisfaction with our housing service is 90.5%, which is higher than the Scottish Average.

Tenant Satisfaction

We carried out a Tenant Satisfaction Survey at the start of 2024 and just over 37% of you responded. The overall satisfaction with our housing service is 90.5%, which is higher than the Scottish Average of 86.5%.



Opportunities to Participate

In our survey, 75.3% of tenants were satisfied with the opportunities to participate in our decision making. This figure has increased a little from our previous survey at 71.4% but still remains lower than the Scottish Average of 87.7%.

75.3% are satisfied with opportunities to participate

We are always looking for ways to improve, and increase, the opportunities for participation. We would also like to increase our digital engagement with you.

Our main tenant engagement panel is the **My Home Group** which usually meets 5-6 times a year, see page 23 for more information.

Members of the group received a draft of this Charter Review to give their opinions and approval.

In addition to our usual Rent Consultation and At Home newsletter, we have started more focused surveys.

We carried out a Tenant Satisfaction survey in January 2024 and will follow this up with our Repairs survey in November 2024.

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

Keeping tenants informed

Providing you with up to date information on changes to our housing services is very important to us.

Last year 81.6% of tenants were happy with how we carry this out. This figure is lower than the Scottish Average of 90.5% and has decreased from the previous survey of 86.1%.

Please keep Key updated with how you would like to be contacted. We like to ensure we are communicating with tenants in the way that they prefer. We can send you a letter, email you, phone you or meet face to face.

You can find the contact information for the Key Housing Team on our website. We will be sending out an engagement and communication survey at the end of 2024.

We provide our **At Home** tenant newsletter three times a year to keep you informed with events and news.

Complaints

It is important that you let us know if there has been a problem with the service we provide. Last year we received 7 complaints and they were responded to within the agreed timescales.

You can also find more information on our website www.key.org.uk



81.6% of Key tenants are satisfied with how we keep you informed

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.





Repairs. In our most recent Tenant Satisfaction Survey 92% of you are satisfied with our repairs service.

Our emergency repair times have decreased since last year however the non-emergency repairs has increased slightly.

3 hours, 38 mins

Average time to complete emergency repair.

5 days, 10 hours

Average time to complete non-emergency repair.

86%

of repairs were completed right first time.

This means that the repair is fixed and doesn't need fixed again within 12 months.

How we compare

Scottish Average

4 hours

Average time to complete an emergency repair.

8.9 days

Average time to complete a non-emergency repair.

88.4%

of repairs are completed right first time.



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 38 adaptations and it took an average of 84 days to complete each one.

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



Quality & energy standards. 87.6% of tenants are happy with the quality of their home.

We now only have 3 properties that do not meet the Scottish Housing Quality Standard (SHQS), meaning that 99.6% of our properties meet this standard. We are working towards the Energy Efficiency Standard for Social Housing (ESSH).

We expect 1 property to be brought up to this standard by the year 2025 with 1 other property being identified as too costly to meet the standards.

You can find out more about ESSH on the Energy Efficiency section of our website.



84 days is the average time for Key to complete an adaptation to your home.

Planned Replacements

This year we have started to make progress with our planned replacement programme of kitchens, bathrooms and windows. We have a new team of maintenance officers who are working hard on planning more renewals.

Our newsletter will have up-to-date news on our plans for the coming year.



Planned replacement programme

Our maintenance team have been working hard to catch up with the post COVID backlog of kitchen, bathroom and window upgrades.

This year the focus has been on new kitchens, which are featured in this report.

Here are some photos of tenants making their kitchen choices and enjoying their new kitchen.





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

A important part of this is feeling 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.





Neighbourhood management. We are all committed to ensure that everybody is happy in their homes.

Anti-Social Behaviour

This year we had 68 cases of Anti-Social Behaviour across our properties.

These cases can be categorised as Nuisance, Serious or Very serious, with the majority being reported as low-level nuisance or noise. 98.5% of reported cases of Anti-Social Behaviour have been resolved by Key and 89% of these have been within our allocated timescale.



There are lots of reasons why Anti-Social Behaviour can occur and Key have been working hard to understand potential causes. This helps us to make plans to prevent further disruption in our neighbourhoods.

This often involves working together with support staff, Police Scotland, Social Work and other agencies.

An important part of our investigation into Anti-Social Behaviour is maintaining contact with the affected party and updating them following a complaint. Although we often cannot discuss what action we have taken, we want to make sure that tenants feel heard and we understand the impact any Anti-Social Behaviour has on them.

You can find our Anti-Social Behaviour policy on our website.



86.7% of Key tenants are satisfied with how we manage your neighbourhoods

My Home Group

The My Home Group have been meeting regularly this year, with meetings taking place in March and June and planned meetings for October and December.

This year the My Home Group have discussed the planned replacement programme and the tenant guide to new Kitchens and Bathrooms which is provided by Key. They have also looked at the results from the Tenant Satisfaction survey and discussed minimum void relet standards.

Two members of the My Home Group gave a fantastic presentation at the Key Annual General Meeting this year. They provided an update on what the My Home Group has been up to for the last year and encouraged new members to join.

This was a great success and there has been some interest from potential new members and the first Dumfries My Home Group will take place in November. The plan for 2025 is to take the My Home Group virtual and provide a different way for new members to join alongside the option of in person meetings.



Front cover artwork: The perfect garden designed by some of our tenants in Scott Street and appreciated by all who visit Scott Street.

With thanks to our tenants in Lesmahagow and Sauchie who have agreed to appear in the 2024 Charter Report. Check out our website for more brilliant stories from across the areas we work in.

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

www.key.org.uk



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