

At home

The newsletter for tenants of Key Housing

Summer 2017

Issue 10



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Welcome

Welcome to the August 2017 edition of At Home, the Key Housing newsletter. This edition will look at our most recent remodelling project in Fort William and some of the recent adaptations we have been able to make to people's homes. Firstly, we will have an update on our work towards the Housing Charter.

Annual Return on the Charter (ARC)

We submitted our annual statistics to the Scottish Housing Regulator at the end of May this year. It covers all the aspects of the housing service we provide and helps to show any areas in which we can improve. The results of this will be published in our Charter Report which will be sent directly to all our tenants by October this year.



Tenant Handbook

We have just started our consultation around the reworking of our Tenant Handbook. We have started the consultation with the My Home Group (see **page 6**) and will be opening it out wider to all our tenants.

We would like to get peoples ideas on all aspects of the handbook including:

- The topics to include
- Which formats we should make the handbook available in
- any other comments people may have.

If you are interested in getting involved by participating in a group or by written consultation, call or email Gillian using the details below.

Do you have a story that you would like to be featured in a future edition of At Home? Please call Gillian on 0141 342 1815 or email: athome@keyhousing.org

Fort William Remodelling



We started with 1 large 4 bedroom flat and remodelled it into a 2 bedroom flat and a 1 bedroom flat. This change allowed our current tenants to move into their own properties and live more independently.



We started work on the remodelling in December 2016 with the project finished in May this year. We received the funding from the Scottish Government to allow this project to go ahead. We worked closely with local support managers and the contractor, RE Campbell, to make this remodelling a success. We were also able to fit the energy efficient Quantum heating systems into these properties to help keep the bills low.

There will be more about this project in our upcoming Charter Report.

We have mentioned in previous editions of 'At Home' our remodelling in Fort William and we can now share the results with you.



Top to bottom: Our newly completed garden; Specially fitted lighting; the brand new living room

Middle left: Our remodelled kitchen

Adapting Homes to Suit You

We are able to provide aids and adaptations to your home, thanks to Scottish Government funding, to help you stay safe and independent in your own home. Below are some of our larger projects in 2017 so far.

Bathroom Solutions

In Ayrshire we provided a more accessible bathroom solution for one of our tenants. We were funded to fit a rise and fall bath (pictured right) which meant accessing the bath was far easier and also has the added therapeutic qualities of being able to bathe comfortably.

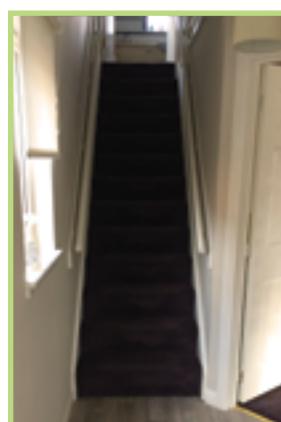


Stairlifts

Some of our adaptations involve more work than others to create the best housing solution.

One of our tenants in Glasgow needed easier access to their upstairs bedroom so we fitted a stairlift but the bathroom door at the top of the stairs made this difficult.

To make this happen, we moved the bathroom door to the other side of the bathroom and completely reversed the bathroom around. These changes allowed the stairlift to then be installed.



Pictured top right: The stairs before and after
Pictured bottom right: the completely reversed bathroom

Larger Adaptations

Sometimes we apply for additional grant funding for larger projects.

We did this for one of our properties in the Dumfries and Galloway area. The additional funding from the Scottish Government allowed us to change the layout and widen the hall, doorways and increase the size of the bathroom in this property (pictured below and right). This allows for wheelchair usage around the house. We also fitted a ramp creating wheelchair access to the front door.



Pictured above: The newly fitted kitchen and outdoor ramp

If you feel you would benefit from an adaptation to your home please contact your Housing Officer on 0141 342 1810.

Winter Fuel Schemes

Although it is still summer now is the time to check you have applied for all the relevant winter fuel benefits. Depending on what benefits you currently receive, you may be entitled to additional payments to contribute towards your heating costs over the winter. These schemes are: Cold Weather Payments, Winter Fuel Allowance and Warm Home Discount Scheme.

If you are unsure about your entitlement, you can call your Housing Officer or check the **Benefits Update** section of our website.



My Home Group



The 'My Home Group' is our tenant engagement panel that looks at various aspects of the service we deliver to tenants.

Since our last edition of 'At Home' we have held 2 meetings of the 'My Home Group'. We have started discussions around this years Charter Report and looked at which areas of our service we should look at

next. We have also started our tenant handbook consultation and discussed what the new handbook should include and its various formats. If you are interested in participating in our tenant handbook consultation you can get in touch through the **Get Involved** section of our website or email athome@key.org.uk.

If you are interested in joining the '**My Home Group**' then please call Gillian on 0141 342 1815 or email athome@key.org.uk for more info.

AGM 2017

We will be holding our Annual General Meeting (AGM) on Tuesday 19th September at 3pm.

At the AGM we will look at the happenings at Key over the last year and future plans. Anybody can attend the AGM but only members can vote.

You can become a member for just £1.00 and membership is open to any interested people, not just tenants. As a member, you would also receive your share certificate as well as a copy of our annual report.

If you would like apply for membership you can get more information by calling Gillian on 0141 342 1815, emailing athome@key.org.uk or visiting the **Membership** section of our website at: www.key.org.uk/key-housing.



Fire Safety

Following the recent tragic events of the fire at Grenfell Tower in London, we sent some information to you about fire safety in your home. This was to let you know what we currently do to keep your home safe from fire and also give some general advice to help you prevent fires in your home.

We also sent out some information regarding a safety problem with some fridge/ freezers. Anyone who has a white Hotpoint fridge freezer model number FF175BP or graphite fridge freezer model number FF175BG should register their appliance with the manufacturer to receive any updates. You will find the model number on a bar code sticker behind the salad container in the fridge. Owners should ring 0800 316 3826 or visit the Hotpoint website www.hotpoint.co.uk.

If you would like another copy of our fire advice leaflet or have any concerns about the fire safety in your home, please call your Housing Officer on 0141 342 1810 or visit the **Fire Safety** section of our website.



Our fire safety leaflet
has been circulated to all
tenants.

'No Place Like Home' Photography Competition



The Housing Support Enabling Unit (HSEU) has just launched the 2017 No Place like Home photography competition!

This photo competition is all about celebrating achievements and experiences of people who get housing support.

All housing support service users are invited, with the help of their support worker, to put forward photographs representing one of 3 categories - home, community and wellbeing.

The competition is free to enter and there are cash prizes for the group and individual winners in each category.

An entry form, a poster and further information about the competition can be found on the HSEU website: www.ccpscotland.org/hseu.

All entries must be submitted by Friday, 1st September 2017 to be considered.

If you have any questions about the competition or would like more information, please ask your support worker or contact the Unit at heather.mccluskey@ccpscotland.org or 0131 475 2676.

Contact

Repairs 0141 342 1820

Housing 0141 342 1810

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.

To speak to someone direct:

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 and Furnishings

Gillian 0141 342 1815

Newsletter and My Home Group

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

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