



# My Home Group Minutes

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Meeting held on Wednesday 10 October 2018 at 11am in Key's Main Office

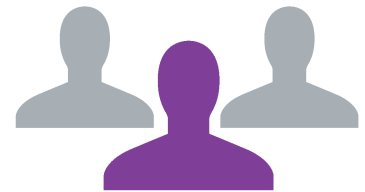
## Present

### Tenants

9 Tenants

2 Staff

2 guest speakers from Home Energy Scotland



## Home Energy Scotland

2 guests from Home Energy Scotland came along to talk about energy efficiency and saving money.

They gave some advice on smart meters, energy saving lightbulbs, switching providers and government schemes that help the cost of heating your home in the winter.

This information will be featured in the next edition of 'At Home' newsletter.



## Communication

The group started to look at our questions around communications.

We looked at what people expect Key to communicate about and what the best methods are. The main methods were:

- Group meetings or face-to-face
- Letters (with large print versions)
- Phone
- Newsletters

It was decided that we will speak to as many tenants as possible about communication.



## Surveys

We discussed some of our satisfaction survey questions as part of the communications consultation. The group felt that the 2 questions we looked at were quite complicated and clearer wording, and examples, could be used to make it easier to understand.



## Next Meeting

Our next meeting will be held on Wednesday 21 November 2018 at 11am in our Main Office at The Square, Glasgow.

If you have any questions about the My Home Group, please call Gillian on 0141 342 1815 or email [gillian.conway@key.org.uk](mailto:gillian.conway@key.org.uk)