



My Home Group Minutes

Meeting held on Wednesday 13 February 2019
at 11am in The Square, 70 Renton Street

Present

In Attendance
10 tenants

Other Attendees
3 members of staff



Scooter Policy

We discussed the proposed Scooter Policy. The main aims of the policy are to keep communal areas clear and safe and help provide safe charging points for any mobility scooters.



Value for Money

We continued our discussion around Value for Money with a visit from our Property Manager who focused on our Planned Replacement programme. The issues discussed were:

- Fitting energy efficient boilers and windows when their replacement time comes
- generally happy with the timescale for replacement
- the additional cost if we replaced items more often.

The group agreed to look at and discuss repairs timescales at the next meeting.



Housing Review Group

Our Head of Housing came along to the group to talk about the Housing Review Group. They are 4 member of the Board who meet 3 times a year to discuss Key's housing policy and performance.

The group want a representative from the My Home Group to attend future meetings and give feedback. We would want the same people to attend 3 meetings then we will allow other people to attend.

After 5 names were put forward, two were selected to attend with two others to deputise in their absence.



Jargon

We continued our discussion around Communications and looked at 'Jargon'.

We picked out some words that are commonly used by Key Housing & Support and looked at more suitable alternatives. We had the following feedback:

- Instead of 'Consultation' use 'Group Meeting' 'Chats, 'Have Your Say' or 'Discussions'.
- rather than using the phrase 'External Decoration' specify the work that is happening. For instance, painting the window frames.
- Although people are happy with the word 'Contractors', the phrase 'Emergency Contractors List' is slightly more confusing. Possibly use 'Emergency Repairs List' instead.

We will look at more jargon and how Key communicate in writing in future meetings.

National Panel

The National Panel, organised by the Scottish Housing Regulator, is looking for additional members and this was put to members of the group.

6 members of the group expressed an interest in going along to these meetings. It was agreed that they would be written out to separately about their application.





Next Meeting

Our next meeting will be held on Wednesday 20th March 2019 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