



# My Home Group Minutes

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Meeting held on Wednesday 23rd October 2019  
at 11am in The Square, 70 Renton Street

## Present

In Attendance  
11 Members

Apologies  
1 Member

Other Attendees  
Helena Bruce  
(Housing Manager)  
Alan Morris  
(Housing Services Officer)



## Freedom of Information (FOI)

The group were informed Key was due to be subject of FOI from November 11th and how this would affect the Association, its website and the members of the group. The group wanted to be kept informed on this subject.





## Strategic Plan

The group discussed their thoughts on what Key does well as an Association and where we could do better. The group raised some really good points like communication, appointment times being adhered to, response times and how important adaptations and upgrades are to them. We will be using these views when it comes to writing the new plan with the group being kept up-to-date on its progress.



## Assurance Statement

Our Housing Manager provided a brief overview of what an Assurance Statement is and why we need to produce one.



## Estate Management

The Housing Services Officer spoke of how Key will be gathering all recent information concerning Estate Management with the view to producing an all inclusive Estate Management policy. The group provided their views on what issues affected them the most with issues such as garden maintenance, close cleanliness, issues with bins and items being left in closes causing obstruction being discussed.



## Housing Review Group

The two members of the My Home Group were still keen to attend the meeting set for February 2020 and will be notified of time and date in due course.



## Next Meeting

Our next meeting will be held on Wednesday 11th December 2019 at 11am in our Main Office at The Square, Glasgow.

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