

# At home

Winter 2020

The newsletter for tenants of Key Housing



## Inside

Charter Report  
Calling All Gardeners  
Have Your Say

# Welcome

Welcome to the winter edition of 'At Home'.

This edition includes this year's Charter Report, which is a bit smaller than previous years and can be found in the middle of the newsletter. But first we have some winter weather advice.

Great news that a Coronavirus vaccine has been developed and authorised for use. Although we may not see a difference right away, it is looking like we will have a more normal summer in 2021.

## PAGE 6

'At Home with Alan' features a short extract of how our Housing Services Officer has found life at home during the pandemic.

## PAGES 8-11

You can read our Charter Report for 2020 to see how we are doing and how we compare to other landlords.

## PAGES 14-15

You will find an update from our Maintenance services and news of a member of staff who is retiring.

## PAGES 16-17

Calling All Gardeners - We have a two page spread of the photos that you sent in during the first lockdown.

Do you have a story that you would like to be featured in a future edition of At Home? Please call Alan on 0141 342 1815 or email: [athome@key.org.uk](mailto:athome@key.org.uk)

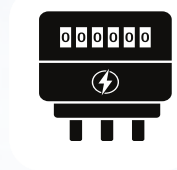
# Winter Weather Advice

As winter approaches and the weather gets worse, it's a good time to think about safety and maintenance in and around your home.

Here are some things to think about to keep yourself safe this winter.



Have a torch handy in your home in case there is a power or stairlighting failure. Check the torch is working regularly and keep some spare batteries should they need replaced.



If you have a pre-paid meter then make sure it is topped-up as should the weather get really bad you might need to use more heating and electricity than usual.

Make sure your Emergency Contractor list is somewhere that you can easily get to it.

It is your responsibility to keep paths clean and clear when conditions worsen during winter. If you are physically unable to do this and have no-one else to help then please call Housing or Maintenance for advice.



Know where your stopcock is so you can turn off the water if you get a burst pipe



Is your boiler working? If you have no hot water or the radiators are not heating up, then report any faults straight away to maintenance so we can get it fixed.



Make use of local grit bins should paths become icy and let Maintenance know of any outdoor leaks running from the building like pipes and gutters as these can get worse and cause major issues.



Maintenance  
0141 342 1820  
Housing  
0141 342 1810





## Helpful Housing Advice

We are here to help you and your tenancy, so if you have a change in circumstances for example; loss of earnings, change in benefit or change in your household then please call your Housing Officer for advice.

Citizens Advice Scotland provides a wealth of information including Coronavirus, scams, domestic abuse, tax and energy bills. You can find them online at <https://www.cas.org.uk/> or call them on 0800 028 1456 Monday to Friday between 9am and 5pm.



Breathing Space is a free, confidential phone service for anyone over the age of 16 living in Scotland who is experiencing low mood, depression or anxiety. You can call them on 0800 83 85 87 during these hours Monday to Thursday between 6pm and 2am and Friday to Monday between 6pm and 6am.

In times of difficulty they provide a safe and supportive space by listening and offering advice.

The Trussell Trust provides support to a nationwide network of food banks. Never go hungry, if you are in need of food for yourself or your family then please call your Housing Officer to discuss your options.



The Scottish Government has introduced a Tenant Hardship Loan for tenants who have and are accruing rent arrears as a direct result of the coronavirus pandemic. You can access information at <https://tenanthardshiploan.est.org.uk> There are various qualifying criteria and if you want any help then please call your Housing Officer

## Contact Details

### Call your Housing Officer

Pamela - 07471 141 669

Sandra - 07471 142 129

Flora - 07471 141 837

Should you not be able to get through then please leave a message or call reception on 0141 342 1890.

## Proposed Rent for 2021

We are currently working on our proposed rents for next year and will get the consultation out to you at the start of January.

It has been an incredibly difficult process this year as we have had to balance the affects Coronavirus has had on our finances and to ensure our rents remain affordable for you, our tenants.

## Beat the chill this winter with Home Energy Scotland

Home Energy Scotland is an energy advice service funded by the Scottish Government that provides free, impartial advice to help people stay in control of energy use and save money on their bills.

The service has no affiliation with energy suppliers and the team never cold call.

Home Energy Scotland can help in a range of ways including

- Help with making sure you are getting the best energy deal.
- Support for households with pre-payment meters who are worried about topping up.
- Checking eligibility for discounts from energy suppliers such as the Warm Home Discount Scheme.



### Win £500 towards your energy bills with Home Energy Scotland



How good is your energy saving knowledge?

Take Home Energy Scotland's quiz to find out. You'll pick up tips to help save energy and money in your home - and if you leave your details, you will be in with a chance of winning £500 towards your energy bills.

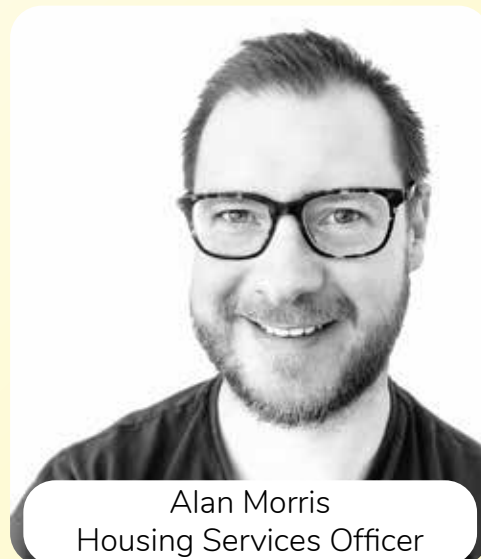
To enter the quiz please type this in to your address bar <http://bit.ly/energy-bills-quiz>

If you or somebody you know is worried about energy bills, call free 0808 808 2282 or email [adviceteam@sc.homeenergyscotland.org](mailto:adviceteam@sc.homeenergyscotland.org) and a friendly advisor will be in touch. Calls are free and lines are open Monday - Friday 8am to 8pm and on Saturday from 9am to 5pm.

## At Home with Alan

Hi everyone, life has gone on and we have all had to adapt to the restrictions that have been placed upon us. It has not been easy having to spend more time at home but when the restrictions were eased I got out a bit more with my family to go on some day trips. We went on a trip 'doon the watter', visited the Kelpies and went pumpkin picking for Halloween.

I have been fortunate enough to be able to visit The Square when I need to print letters and consultations and when I do go in to the office it is very quiet with the majority working from home. When I do get to visit the office I now walk to work instead of getting on the bus. Although at times I miss the bus especially when it is cold and wet.



Alan Morris  
Housing Services Officer

I have been busy with other members of the housing and finance teams getting the rent consultation ready. This year has been one of the most challenging and I hope we are clear as to why we have suggested the proposal..

My children have been in and out of school with various breakouts of coronavirus which has been a real struggle to balance working and home learning.



I hope you all have a wonderful Christmas and although it is different to most years it does not need to be worse so please find ways to get in touch with others and spread some cheer.

## What is your story?

**If you are a tenant or involved with supporting our tenants and want to share your story during the pandemic then please get in touch by emailing [athome@key.org.uk](mailto:athome@key.org.uk)**

## Coronavirus Update

It looks like Coronavirus is going to be with us for a while longer so it is important that we keep doing what the Government advises.

**Hands** - wash your hands with soap and water for at least 20 seconds, or using hand sanitiser, regularly throughout the day.

**Face** - Coronavirus is carried in the air by tiny droplets so it is important you catch coughs and sneezes and wear a face covering when you are in close contact with someone else.

**Space** - try your very best to stay at least 2 metres from other people.

If you are having to isolate please also inform your housing officer so we can notify others in housing should they need to make a visit to your home or building.



## Scottish Association for Mental Health (SAMH)

SAMH are Scotland's national mental health charity. They have been around for almost 100 years and work in roughly 60 communities. They work with adults and young people providing mental health services and run various campaigns including See Me, respectme, suicide prevention and active living.

Five ways to better mental health;

- **Connect**  
Stay in touch with people who make you feel happy and secure
- **Be Active**  
Go for a short walk every day
- **Take Notice**  
Stop and take a look around and appreciate all things good in your life

- **Learn**  
Rediscover an old interest or learn something new
- **Give**  
Giving can be very rewarding. Volunteer for causes you feel passionate about or spend time with someone you know is struggling.

You're not alone and SAMH are there to help - call 0344 800 0550



# Key Housing Charter Report 2020

As you can see the Charter Report is smaller and unlike previous years where it would be a separate publication, this year we have a feature insert in the middle of our newsletter.

This is partly because we would normally spend the summer months out and about collecting photos and stories which we could not do due to the restrictions. Should things get back to normal next summer then we plan to publish our usual Report once again.

## Tenant Satisfaction

We reported on our most recent tenant satisfaction survey in our last newsletter which was delayed due to Covid.

Below is a quick summary of the main satisfaction ratings.



We are pleased that the satisfaction level with the overall service provided is **95.1%** which is much higher than the Scottish average of **89.1%**.



**86.1%** of our tenants were satisfied with how we keep them informed about our service and outcomes which is lower than the Scottish average of **92.0%** but is higher than our peer group of **83.9%**

**76.9%** of our tenants were satisfied with the opportunities to participate in Key's decision making. This is less than the Scottish average of **87.2%** but slightly higher than our peer group of **76.0%**







## Repairs

### Emergency Repairs

**3.0 hours** is the average time Key took to complete emergency repairs, compared to the Scottish average of **3.6 hours**.

**95.5%** is the percentage of reactive repairs which Key completed “right first time”. This compares well with the Scottish average of **92.4%**



### Non-Emergency Repairs

**4.1 days** is the average time Key took to complete non-emergency repairs, compared to the Scottish average of **6.4 days**.

### Scottish Housing Quality Standard

**99.9%** of our homes meet the Scottish Housing Quality Standard in comparison to the Scottish average of **94.4%**

**95.7%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.3%**.

These figures are gathered from our tenant satisfaction survey and our maintenance survey.

**This level of satisfaction continues to be high and has been increasing for the past three years.**



## Home and Rents



Key owns **713** homes and rents a further **87** homes from other landlords.

Total rent due to Key during the financial year was **£4,864,137** with our rents increasing on average by **1.6%** from the previous year.

Below is a table showing how our rents compare per apartment size with the Scottish national average and with our peer group of specialist housing providers.

Size of Home	Number of Homes Owned	Rent per week - Key	Rent per week - Peer Group	Rent per week - Scottish Average	Rent Difference to Scottish Ave
1 Apartment	7	£80.79	£126.90	£73.47	+9.9%
2 Apartment	417	£89.23	£122.50	£78.02	+14.4%
3 Apartment	182	£96.52	£106.28	£80.10	+20.5%
4 Apartment	89	£108.52	£106.29	£87.08	+24.6%
5 Apartment	18	£168.11	£118.26	£96.18	+74.8%

## Value for Money

For the financial year 2019/20 Key had gross rent arrears of **1.88%**, this compares well with our peer group of **2.31%** and is even more impressive when compared to the Scottish average of **5.81%**.

We did not collect **1.0%** of rent due because homes were empty, compared to the Scottish average of **0.9%**.

Our peer group of housing association's rent loss due to homes being empty was **2.5%**.



It took us an average of **60.7 days** to re-let homes, compared to the Scottish average of **31.8 days**.

Our peer group of housing association's took an average of **48.2 days** to re-let homes.

Key Housing collected all of the total rent it was due in the year, compared to the Scottish average of **99.3%**.

## Neighbourhoods



**88.0%** of anti-social behaviour cases were resolved, compared to the national average of **94.1%**.

We have had a decrease in the number of anti-social behaviour cases for the past four years.





# Have Your Say

Since the last edition of 'At Home' we have been trying to find ways of getting your views on our housing service. We have provided a round-up below, as well as details of how you can get involved.

## My Home Group

It has been a difficult period for the My Home Group in that we have been unable to meet up in our usual way at The Square.

We have had discussions on the phone and through letters and are looking at other ways to communicate should access to The Square continue to be restricted.

We know that a vast majority of our tenants either cannot access digital services or do not know how to use digital devices, so we are going to look at ways to make digital devices more accessible.



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## Digital Inclusion Team

I am looking for tenants to be part of a Digital Inclusion Team. With only a small percentage of Key tenants able to use digital devices I need to find those who in the first place are confident of taking part in online calls.

If you are either a supported or unsupported tenant and are comfortable using computers, ipads/tablets and smartphones then I would like you to get in touch.

Please email me at [alan.morris@key.org.uk](mailto:alan.morris@key.org.uk) to let me know that you would like to take part and help make a difference.

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## Consultations

We are well aware that now may not be the ideal time to seek your views considering how hectic things are.

This said we do intend to consult with you in the new year. We will be sending our rent consultation out during January and are looking to produce a new furnishings guidance leaflet. We would like to thank those of you in our larger properties for taking part in a furnishings consultation during November.

Every year we ask for your views of our maintenance services but given the pandemic has severely restricted the services that we can offer, then this may be delayed.

Once we get back to as close to normal as possible we will be looking to increase the membership of our My Home Group so if you would like to get involved then please get in touch.

**If you would like to find out more about the My Home Group, or be part of our discussion about value for money, please call Alan on 0141 342 1815.**

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## Christmas Photos



We need to spread some cheer and raise all of our hopes so in the next edition of At Home I would like to include your Christmas photos.

These could be photos of your christmas

tree, your christmas decorations, wearing your christmas jumper or a photo of the christmas lights that you see when you are out.

Send your photos to [athome@key.org.uk](mailto:athome@key.org.uk)

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## Maintenance Services

Coronavirus has had a big impact on our maintenance services over the past year.

The introduction of restrictions under the new Level System has influenced the services we can provide and where we can provide them.

Currently we are unable to provide routine repairs in Levels 3 & 4 but we are continuing to provide emergency repairs, critical services and servicing of equipment such as gas servicing in all areas. We continue to review the situation and our most up to date position can be found on the housing page of our website.

We understand this has been difficult and we appreciate your patience.

As we are currently working remotely all maintenance repairs should be reported by calling 0141 342 1820 Monday to Friday



between the hours of 9am to 5pm.

Please leave your name, call back telephone number, the description of your repair and someone will call you back to discuss what can be done.

If you have an emergency repair outwith these hours then please refer to your emergency contractor list for who to call. This can also be found in the repairs section of our website.

## Staff Update



Our Maintenance Officer Ian Williamson is retiring.

Ian has been with Key Housing for 20 years and has mainly covered our properties in the Highlands, Stirling and Sauchie.

We would like to wish Ian well in his retirement and he will be dearly missed by us all at Key.

We are currently in the process of recruiting a replacement and will let you know of the appointment in the next edition of At Home.

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## Value for Money

In Key we are committed to getting better value for money and this includes getting a high level of service from our contractors and reducing the costs involved for repairs and servicing.

Housing Associations like Key have adopted rules set out by The Scottish Government regarding procurement of services. This is a big change for us and in order to follow these rules our maintenance team use an online portal called Public Contract Scotland to appoint contractors.

Already, we have used this system to appoint garden maintenance and gas servicing contractors. In the coming months we will be looking to appoint contractors for the bulk of our repair services. This is a big job and you may see a change in contractors used by Key.

We hope this new process will reduce costs and put less pressure on our rents whilst being able to provide the same or better level of repairs service and maintain the quality of your home.

## Christmas Wordsearch

M	H	E	R	O	S	T	H	G	I	L	T
O	M	H	R	E	I	N	D	E	E	R	U
C	D	P	J	L	C	D	O	N	D	E	R
E	T	W	R	O	E	N	E	W	G	I	K
E	E	R	E	P	P	E	A	L	M	F	E
N	L	E	D	H	R	F	E	D	R	A	Y
S	S	A	N	T	A	C	L	A	U	S	N
E	F	T	O	R	N	Y	O	E	D	A	E
C	N	H	S	O	C	T	E	M	O	C	N
V	I	X	E	N	E	Z	T	I	L	B	F
D	A	S	H	E	R	E	D	I	P	U	C
E	T	N	H	S	L	E	I	G	H	Y	E

Blitzen  
Comet  
Cupid  
Dancer  
Dasher  
Donder  
Elf  
Lights  
North Pole  
Prancer  
Red Nose  
Reindeer  
Rudolph  
Santa Claus  
Sleigh  
Snowman  
Tree  
Turkey  
Vixen  
Wreath



# Calling All Gardeners

Thank you to everyone who sent in photos of their garden and as promised we will showcase them on the next two pages. I hope when we return to normal or at least a new normal that we all keep our gardens looking magnificent.



John from Coatbridge grew strawberries during lockdown and gave them out to other tenants.



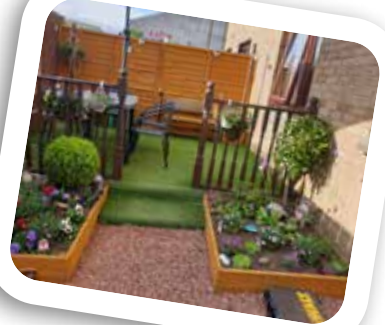
Stuart from East Kilbride spent lockdown growing some stunning flowers which included varieties of rudbeckia.



Tony in Falkirk found some peace when he visited the Kelpies







Angela in Dunoon  
wanted to thank her  
partner for transforming  
her garden.



We also had photos from  
members of the housing  
team at The Square





# Hate Crime

Police Scotland have launched a campaign focusing on disability hate crime.

Hate crime happens in many different ways, and can include damage to property, someone shouting and swearing at you, threatening or verbally abusing you, being physically attacked or receiving online abuse.



Hate crime can happen anywhere, for example, at home, on public transport, in the street, in school, college or at work. It can also happen online.

If you think you have been targeted because you have a disability then this is hate crime.

Police Scotland learned that many people

don't realise they have actually been a victim of hate crime. If you have been verbally abused or threatened because of your disability which has left you feeling scared, isolated or unable to go about your usual routine, you may have been a victim of hate crime. Please report it to the police on 101, or if you are hard of hearing use an online form or through one of their partners at <https://contactscotland-bsl.org/>

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## Complaints

If we have made a mistake or you are unhappy with our service, we want to make it as easy as possible for you to tell us. We will always try to deal with your complaint promptly and try to resolve it at the time, but sometimes we will need a little longer to investigate. You can make your complaint by phone, in writing, by email or completing the Complaints form on our website.

Since the start of April 2020 we have received **two** complaints; of which **one** required further investigation. We resolved **both** of these within the given timescales.



If you are unhappy with our service at any time, or would like a copy of our complaints policy, please call Housing on 0141 342 1810.

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# What's New!

We have been busy with all your fantastic news stories on our website, Facebook and Twitter accounts. Here's some of the things you may have missed.

## Virtual AGM

In these unprecedented times Key held its first ever virtual Annual General Meeting. The meeting went well and there is now scope to do this again in the coming years. You can find a recording of the AGM on our website.

## TAG

The Advisory Group (TAG) are running various programmes throughout the winter. Check out their twitter feed @NTAGtweets to see when online events are being held or to read fantastic articles like YourStoryinSport where people have achieved great things through sport.

## Happy 25th Birthday Community Lifestyles

That's right Community Lifestyles is celebrating its 25th anniversary this year. Unfortunately the circumstances this year has not allowed all the celebrations to take place but hopefully this can happen in 2021.



If you can access the internet, you can catch up on all the latest news through:



Facebook

KeySupports



Twitter

@keysupports



Website

[www.key.org.uk](http://www.key.org.uk)



# Contact

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## Repairs 0141 342 1820

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### Emergency repairs

If you have an emergency repair outside of office hours (Monday - Friday, 9am - 5pm), please refer to your Emergency Contractors List. This information is also on the **Emergency Repairs** section of our website or you can call 0141 342 1820 during office hours to get a replacement copy of the list.

## Housing 0141 342 1810

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### Calling Housing

All of our housing staff are working remotely from home so you may not get an answer when you call the office. You can leave a message, which we check regularly and we will get back to you.

If you really need to speak to someone and do not get an answer from 0141 342 1810, please call the housing mobile on 07436 266414 or reception on 0141 342 1890

## Complaints

If you feel that Key Housing have not dealt with something as well as we could have, please get in contact with us to discuss.

You can submit a complaint by writing to the address below, calling 0141 342 1810 or through the Complaints section of our website.

## Public Holidays

The office will be closed over the festive period on: Christmas Day, 28th of December and the 1st & 4th of January.

The office is open every other weekday 9am - 5pm with restricted access in accordance with government guidelines.

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Key Housing  
70 Renton Street  
Glasgow G4 0HT

Telephone: 0141 342 1890

Email: [hello@key.org.uk](mailto:hello@key.org.uk)

[www.key.org.uk/key-housing](http://www.key.org.uk/key-housing)



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