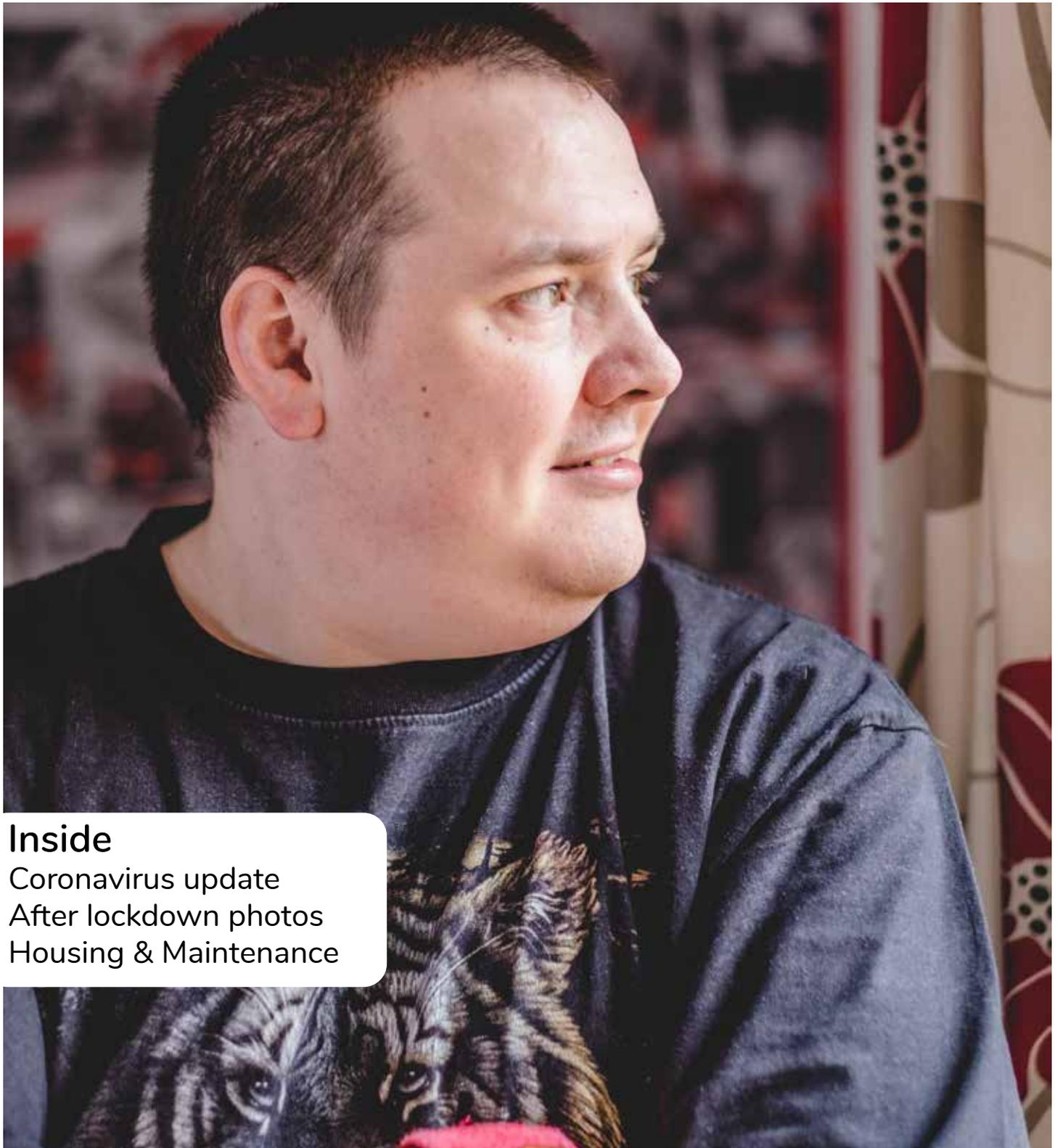


At home

Spring 2021

The newsletter for tenants of Key Housing



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Welcome

Welcome to the spring edition of 'At Home'.

This edition includes features on our Housing and Maintenance Teams and provides an update on what you can expect since lockdown rules have now been relaxed.

Great news that the vaccine roll out is going well and hopefully most of you have received your first dose and maybe even your second dose.

We started non-essential repairs to properties again on 26th April and we hope to quickly work through the back log which were reported during lockdown.

As the country moves out of lockdown we are hoping that our housing and maintenance staff will start regular visits again and that we will soon be able to have more face to face contact, while still taking precautions to stay safe.

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We have published the Scottish Government Route Map to let you know what will happen on specific dates

PAGES 4-5

All things Housing. Here you will find a refresher on our housing team and information for Post Office account holders.

PAGES 6-7

All things Maintenance. We have an update on our staff and works which are classified as non-essential. There is also an article regarding fire safety which we will be exploring further throughout the year.

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

Coronavirus Update

Scottish Government Route Map

The Scottish Government has produced a route map which provides details for when restrictions will be lifted.



We still must remain cautious as Coronavirus has not disappeared so keep wearing your masks, washing your hands often and maintain your distance from others to stop the spread of the disease.



26 April

Up to 6 people from up to 3 households can socialise outdoors . 6 12-17 year olds can meet socially from 6 households outdoors .
Travel within mainland Scotland allowed.
Up to 4 people from 2 households can socialise indoors in a public place such as a café or restaurant.
All shops, stores and close contact services can open.
Hospitality venues like cafes, pubs and restaurants can open until: 8p.m. indoors (no alcohol) 10p.m. outdoors (alcohol permitted).
Non-essential in-house work permitted
Tourist accommodation can open with restrictions in place.
Driving lessons and tests can take place.
Funerals and weddings including post-funeral events and receptions can take place with up to 50 people (no alcohol).
Gyms can open for individual exercise - numbers extended, subject to capacity constraints.
Indoor attractions and public buildings such as galleries, museums and libraries can open.
Takeaway food can be collected indoors.

17 May

Up to 4 people from 2 household can socialise indoors in a private home or public space.
Hospitality venues can open until: 10:30p.m. indoors (alcohol permitted, 2 hour dwell time) 10:00p.m outdoors (alcohol permitted)
Outdoor adult contact sport and indoor group exercise can restart.
Cinemas, amusement arcades, and bingo halls can open.
Small-scale outdoor and indoor events can resume subject to capacity constraints.
Face-to-face support services (where not possible to deliver remotely) can resume .
Universities and colleges can return to a more blended model of learning.
Non-professional performance arts can resume outdoors .
Communal worship open, subject to capacity constraints.

Early June

Up to 6 people from up to 3 households can socialise indoors in a home or public place.
Up to 8 people from 3 households can socialise outdoors. 8 12-17 year olds can meet socially from 8 households outdoors.
Hospitality can remain open until 11pm.
Attendance at events can increase numbers subject to capacity constraints.
Indoor non-contact sport can take place.
Increased numbers at life events and places of worship subject to stakeholder engagement.

From end of June

Up to 6 people from up to 3 households can socialise indoors in a home or public place.
A phased return of some office staff.
Events increase numbers subject to capacity constraints.
Increased numbers at life events and places of worship subject to stakeholder engagement.

Your Housing Team

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

There are seven members of staff in the Housing Team: Helena our Housing Manager, Pamela our Senior Housing Officer, Sandra and Flora our Housing Officers, Alan our Housing Services Officer and Gillian and Ellen our Housing Assistants.

Everyone has mainly been working from home during the pandemic which has its difficulties but we are committed to providing an excellent housing service for you.



Pamela looks after tenancies in parts of Glasgow and the Highlands. You can call Pamela on 07471 141 669

Flora looks after tenancies in parts of Glasgow, North Lanarkshire, Falkirk and Stirlingshire. You can call Flora on 07471 141 837

Sandra looks after tenancies South of Glasgow. You can call Sandra on 07471 142 129

Lockdown Life

Lockdown has been tough for us all and it was nice when we received some photos of our tenants in Christie Street, Bellshill.

It was welcome to see people with a smile enjoying themselves.

Support staff ensured Maxine could celebrate her BIG birthday in a safe and controlled environment.



Post Office Accounts

The Department for Work and Pensions (DWP) is writing to people who currently receive their state pension of benefit payments in to a Post Office card account (POCa).

The letter informs them the POCa service is closing and asks them to provide alternative account details.

DWPs dedicated customer service centre is available to take calls from POCa customers to accept new account details or answer any questions

Telephone 0800 085 7133
Textphone 0800 085 7146



The DWP will ensure all future payments are switched to the customer new account from the next available payment date and there will be no interruptions with their payments.

For anyone who is unable to open a different type of account or provide new account details, a payment exception service will be available.

Tenant Photographs

We are looking for tenants to take part in photoshoots that will feature in our publications and on our website. Should restrictions continue to be lifted and the vaccine rollout goes well then we want to put some time in to capture you and your home.

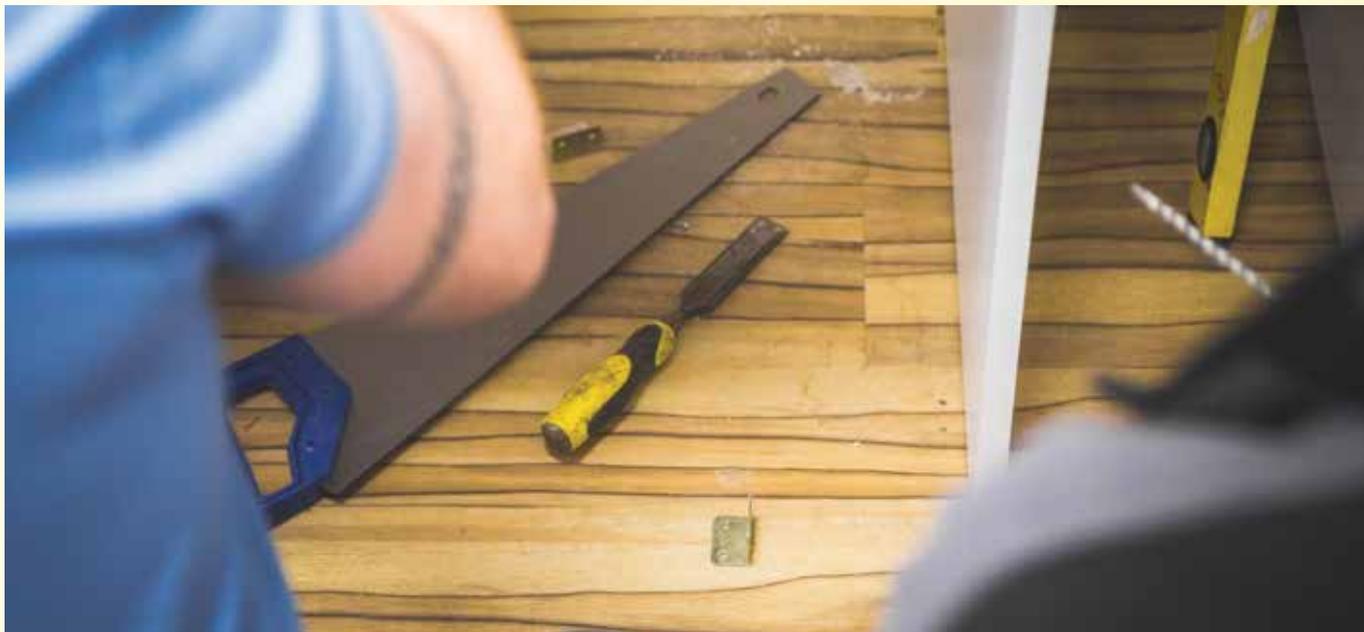
Let me know if you want to be added to the list of people and places to be visited by calling 07823 872 961 or by emailing alan.morris@key.org.uk



Annual Rent Review

It was agreed that our exclusive rent would be increased by 1.2% this year. You should have received letters during February and March detailing your new rent. The new rents went live on the 28th of March and you should make sure if you pay rent direct to Key or have outstanding arrears that you adjust your payments accordingly. You can contact your Housing Officer for more information.

Your Maintenance Team



Our Maintenance Admin Manager, Isabel Keir, has left after more than 30 years service and we would like to send her our best wishes.

You can still contact Emma, Kate and Linda should you need to report any repairs on 0141 342 1820.

The lockdowns have proved difficult for our maintenance teams as they have only been able to visit your properties for essential purposes such as your annual Gas Safety Check.

As of Monday 26th April our Maintenance Admin Team and Maintenance Officers will be working their way through the non-essential repairs that you have reported during lockdown.

We may need to book various visits to your property so we hope you can accommodate us and we appreciate your patience.

Our Maintenance department are here for you Monday to Friday between 9am and 5pm. If you have an emergency outwith these hours then please call the appropriate person on your Emergency Contractor list. If you do not have a list then please call us on 0141 342 1820 to get one sent out.

Going Forward

Our Property Manager Eddie along with our Maintenance Officers; Johnny, Ronnie, Scott and William are busy planning our major replacement programmes.

These works, such as new kitchens and bathrooms, have had to pause due to Coronavirus restrictions and can only take place when it is safe to do so.

When they feel it is safe then they will be in touch to notify you of the works to be carried out.

Fire Safety

All of Key's properties have comprehensive smoke detection meaning you should have a detector in every room of your home apart from the bathroom.

Sometimes we may miss a property if we were not given access. If you do not have a detector in every room apart from the bathroom then please get in touch so we can investigate.



We have plans in place to roll out telecare linked smoke detection systems to all of our supported tenants.

Unfortunately this has been delayed due to the Coronavirus pandemic.

Telecare linked smoke detection systems means that should an alarm go off then a notification would be sent to an appropriate person

Staff Update

We have a new Maintenance Officer

Taking over from Ian Williamson is Johnny Grey, our new Maintenance Officer for properties in the Highlands, Stirling and Sauchie.

Johnny grew up in the West Highlands and went to school in Fort William. He now lives just outside Inverness, so is well placed for looking after our Highland properties.

Johnny has worked in construction and civil engineering for many years and is confident his past experience will be useful.

He is looking forward to the current restrictions being lifted so that he can get round and meet you all.

He also said starting a new job during the lockdown has been very strange!





Contact

Repairs 0141 342 1820

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.

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.

Key Housing
70 Renton Street
Glasgow G4 0HT

Telephone: 0141 342 1890

Email: hello@key.org.uk

www.key.org.uk/key-housing

Housing 0141 342 1810

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

Public Holidays

There are no upcoming public holidays.

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



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