

At Home

Winter 2022

The newsletter for tenants of Key Housing



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Welcome

Welcome to the winter edition of 'At Home'.

This edition focuses on winter safety, our annual rent consultation, the repairs and maintenance survey and fire safety. It is still a tricky time with the cost of living and we want you to know we are here for you should you need us.

What a few months it has been since the last edition of At Home. We have another new Prime Minister, a King and a winter football World Cup. We are looking forward to hearing your festive stories which sounds like they involve a holiday, a trip to the Pantomime and spending some good quality time with your friends and family. Look out for the Christmas Elf and count how many teasers you get right. There is also a Christmas Word search on page 9. The answers for the riddle and word search are on page 11. From everyone at Key, we hope you had a wonderful Christmas and a Happy New Year.

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We have housing news and information regarding this years rent consultation.

PAGES 6-7

Here you will find the results and trends from our repairs and maintenance survey.

PAGES 8-9

Fire safety and a Christmas word search.

PAGES 10-11

We want your news and you will find the answers to the Christmas teasers and word search.

Do you have a story that you would like to be featured in a future edition of At Home? Please call Alan on 07823 872 961 or email: athome@key.org.uk

Winter Weather Advice

With the nights drawing in and the temperature starting to drop it is time to consider your health and safety in winter.



It is a good idea to keep emergency and friends and family phone numbers in a handy location in case there is a power cut or an emergency in your home.

We have a few tips for you, should there be a power cut.

Turn off all electrical items that should not be left unattended like cooking appliances and heaters. You don't need to unplug your fridge-freezer or your fire alarm equipment.

Try not to open your fridge or freezer too often as it will raise the temperature inside and could waste your food.

The Priority Service Register is a free UK wide service which provides extra help during power cuts or when there is an interruption to your electricity, gas or water supply.

Joining the register allows your utility company to set an adapted service, adjust communications and make amendments to keep you safe.

You can find out more at <https://psrscotland.com>



Christmas Teaser 1.
Which one of Santa's reindeer can be seen on Valentines Day?

It is good to have a battery powered or wind up radio so you can keep up to date with the local and national news.

A power cut will mean your heating will not work so look out blankets to keep yourself warm.

Make sure you have some food in your cupboard or fridge that will not require electricity to prepare it.

You can leave a light switched on so you know when the power outage has been resolved.

When the power comes back on it is best to turn on your electrical items one at a time to prevent any surges.



PSR
Scotland

Extra help with Electricity, Gas & Water

Your Housing Team

Cost of Living Payment

If you qualified, you should have received your cost of living payment and your winter allowance payment.

Disability payments have been devolved to Scotland and are now run by Social Security Scotland. The Adult Disability Payment has now launched and will replace Personal Independence Payment (PIP).

The changeover in all council areas should be complete and if you are currently on PIP or Disability Living Allowance (DLA) then you don't need to do anything and you will be automatically moved over to the new payment.

Hoarding

Hoarding is when someone gathers a significant amount of items



and stores them in a chaotic manner resulting in unmanageable amounts of clutter.

People with hoarding disorders don't usually see their way of living as an issue to themselves or others although some people know they have a problem but don't want to seek help.

Please reach out to us for help as it will not only improve your physical and mental wellbeing but will also make your home safer.

Staff Update

Our Housing Services team has been going through a transformation with staff retiring, so this means saying goodbye to some well known faces and the hiring of people who are completely new to Key.

We have new staff in maintenance administration and in our maintenance officer team and in housing we have had

one retirement and another due to retire next year. A new tenancy services team leader has been recruited and started in December and there is likely to be some movement in the new year. We will provide an update for you in next years edition of At Home. This will let you see who works where and may let you put a face to a name.

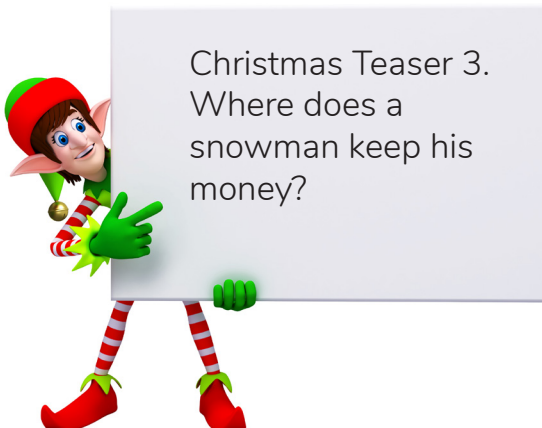


Rent Consultation

Our rent consultation will be posted during Christmas and New Year even though the Scottish Government has set a rent freeze for all landlords until the 31st March 2023. The Scottish Government has said we will be informed by 14th January 2023 as to what will happen after 31st March 2023.

The Scottish Government has a few options to consider: to keep the rent freeze in place; to cap the rents so landlords don't go above a certain percentage increase; or to let landlords continue their business as usual.

We have been working on our budget taking in to consideration the market increases that have been placed upon us. The high rate of inflation, 10.7% in November, means we are subject to an increase in our maintenance costs from contractors for servicing of specialist equipment like hoists and blender valves, raw materials like timber and steel for repairs and of course staff wages.



As you know, at Key we find a balance between viability, affordability and comparability.

Viability is where we prepare budget projections for the forthcoming financial year. We take in to consideration all of our projected costs like inflation, contractors staff costs and materials and our own costs to give an idea of what, if any, increase is required to our rents.

Affordability is where we consider the cost implication for you should we raise the rents. This is especially relevant at the moment due to the rise in cost of living. The cost of living has seen essential goods rise faster than household incomes. Factors that effect the cost of living include inflation, Brexit, Covid-19 pandemic and even the Russian invasion of Ukraine.

Comparability is when we compare ourselves against other landlords who provide similar accommodation and who work in similar localities to make sure our rents are comparable. Housing Associations all over the UK are facing the same issues.

We will take your comments to our Housing & Development Review Group for their consideration when agreeing our rents for 2023/24.

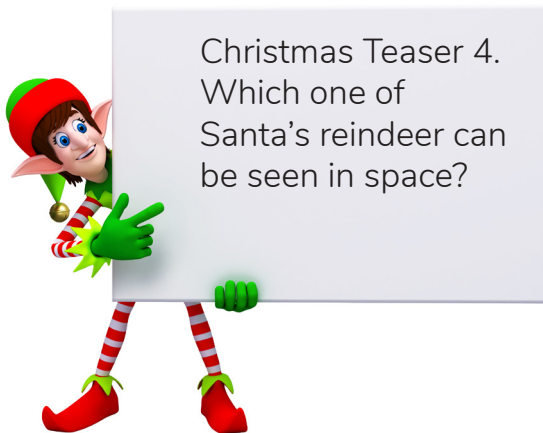
Survey Results

Thank you to everyone who completed and returned the Maintenance Repairs Survey.

Your participation is vital to ensuring we offer a high level of service and understand where we can improve.

For the first time we sent a digital copy of the survey to tenants who have provided us with their email address. Thanks to those who took part and if you want to be added to the list then please email alan.morris@key.org.uk with your name and address.

You will find the headline results below and on the page opposite.



The satisfaction rate with our repairs service has dropped since our last survey in 2021 when it was 92.41%. Some of you provided comments which we will address and reply back to you soon.



Please fill in the questions below by circling your answer. We have used a star guide to help you answer the questions with 5 stars being 'Very Happy' and 1 star being 'Very Unhappy'.

The survey should take no longer than 5-10 minutes to complete. There is space at the end to write any comments you may have. Your opinion is important to help shape our service.

1. Have you reported any repairs to your home in the last year? Circle either yes or no. If Yes, please go to question 2, if No, please go to question 6 on the back page.

YES NO

2. Thinking about the last time you had repairs carried out, how satisfied or dissatisfied (happy or unhappy) were you with the repairs service provided by Key?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied
★★★★★ ★★★ ★★★ ★★ ★

Thinking about your repair in more detail

3. During the pandemic we had to make changes to the way our phone lines operated. How happy or unhappy are you with leaving a voicemail when reporting a repair?

Very happy Fairly happy Neither happy nor unhappy Fairly unhappy Very unhappy
★★★★★ ★★★ ★★★ ★★ ★

4. How happy were you with Key's speed of response to your repair request?

Very happy Fairly happy Neither happy nor unhappy Fairly unhappy Very unhappy
★★★★★ ★★★ ★★★ ★★ ★

5. How happy were you with the overall quality of the repair?

Very happy Fairly happy Neither happy nor unhappy Fairly unhappy Very unhappy
★★★★★ ★★★ ★★★ ★★ ★

Just over 240 of you returned the survey which is roughly 34%. This return rate has been the norm for the past few years and we hope that more of you will return the next survey that we send out.

We can only improve our services if you let us know what we are doing right and where we can improve.

89.95%

Of respondents were satisfied with the repairs service provided by Key

Repairs Survey 2022

During the pandemic we changed how our phone lines operated. When calling to report a repair you are now met with a message to leave a voicemail: 70.34% were happy; 17.22% were neither happy nor unhappy; and 12.44% were unhappy with leaving a voicemail.

We understand that a change to the way we operate will never be perfect but hope our speed to reply makes up for this: 87.08% were happy; 6.70% were neither happy nor unhappy; and only 6.22% were unhappy with speed of response.

There was high satisfaction with the overall quality of the repair: 92.82% were happy; 3.35% were neither happy nor unhappy; and 3.38% were unhappy.

The vast majority of you were satisfied with the contractors who attended your property with less than 1% of those who responded saying they were unhappy.

Garden maintenance proved to be a thorny issue with most of you: only 59.09% of you were happy with the garden maintenance contractors and over one fifth of you; 21.49% were unhappy. Where there is dissatisfaction

with the work carried out, the association gathers round the relevant people to find a solution.

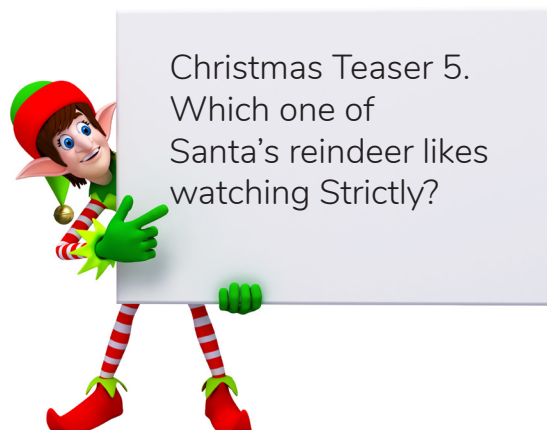
Common closes and stairwells can be a place for dispute with some tenants taking their turn to keep it clean, and others not so much. This occurs in many of our services where a common area is shared. Only 57.85% were happy with the common areas being kept clean and tidy. Where there is a stair cleaning service in place then we will take up your complaints with the contractor.

Finally, you were asked how happy or unhappy you were with the bin storage area and the collection service: 58.68% of you were happy; 21.49% were neither happy nor unhappy; and 19.84% were unhappy.

Thank you for participating.

Prize Draw Winners

If you completed a survey and sent it back, we promised to enter you in to a prize draw for one of four £30 supermarket vouchers. The housing team made the draw and we are delighted to announce the winners were Carol from Annan, Lyn from Thurso, Scott from Gourock and Georgina from Hamilton. We will be in touch with the winners soon.



Fire Safety

Bulky Waste

There is an increased risk of fire when tenants are disposing of bulky waste. Bulky waste is when you are throwing out larger items that are not suitable for the wheelie bin.

The items you want to dispose of should remain in your home until a collection date has been arranged. You should only put items out on the day of or the night before collection.


Nothing should be stored on your landing or in the common areas as this poses a risk for people getting out of the building quickly in an emergency.

Equally as important, nothing should be left outside up against the building. If this was to catch fire it could prove very damaging.

Membership

You can become a member of Key which allows you to vote at the Annual General Meeting and have an influence on how Key is governed.

Call housing on 0141 342 1810 for more information and find out how to join.




Christmas Teaser 6.
Which elf makes toy guitars and sings 'Blue Christmas'?

Candles

Candles and tea-lights may make your home feel cosy in the winter but they are a fire hazard.

Perhaps instead of having a naked flame in your home, you could consider a battery powered candle. They are certainly a lot safer and can create the same atmosphere.

Make sure you check your indoor and outdoor Christmas lights so that they are in good condition and have no loose wires.



Christmas Teaser 7.
We travelled from the East, following a bright star, bringing gifts for the new born king. Who were we?



Grit Bins

Key puts grit bins in place near the front door of your home. This is for use by everyone to keep your paths free from ice and snow.

Just like you would report an empty grit bin to the council for the ones they own, you must call maintenance on 0141 342 1820 when the Key owned grit bin is running low.

We can arrange for the grit to be topped up so you don't run out when you need it most.



Christmas Word Search



Can you find the words hidden in the puzzle?



- CANDY CANE
- CHRISTMAS
- STOCKINGS
- JINGLE
- SANTA
- MERRY
- CAROLS
- REINDEER
- PRESENTS
- JOY
- ELF
- TREE

Adaptations

We recently completed a bathroom adaptation in Stranraer for our tenant that needed help when bathing. We installed an Arjo Sovereign bath with chair lift which helps our tenant to get in and out of the bath much easier.



Christmas Teaser 8.
I am a ball that
doesn't bounce.
What am I?

Your News

Do you take part in an activity and want to feature it in the At Home newsletter? Or maybe you visited somewhere nice or have had work done in your home?

Send in your story and your pictures and we will let other tenants know what you are up to and how it makes a difference to your life.

It could be a club you go to or a class where you are learning something new.





Christmas Teaser Answers

1. Cupid
2. They keep losing their needles
3. In a snow bank
4. Comet
5. Dancer
6. Elf-is Presley
7. The three wise men
8. A snowball



Christmas Word Search



Answers

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

- CANDY CANE
- CHRISTMAS
- STOCKINGS
- JINGLE
- SANTA
- MERRY
- CAROLS
- REINDEER
- PRESENTS
- JOY
- ELF
- TREE



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. We usually post an updated list every winter. This information is also on the **Emergency Repairs** section of our website www.key.org.uk/key-housing/maintenance-repairs/emergency-repairs/ 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

Our housing staff are hybrid working which means they work some days at home and some days in the office. For this reason you may not get an answer when you call the office. However, 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

The office will be closed on Monday 26th & Tuesday 27th December and Monday 2nd and Tuesday 3rd January.

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



A society registered under the Co-operative and Community Benefit Societies Act 2014, company no. 1938 R(S) and the Scottish Housing Regulator, No 141. Key, Key Community Supports and Key Housing are names used by Key Housing Association Limited, a charity registered in Scotland, charity number SC006652.