

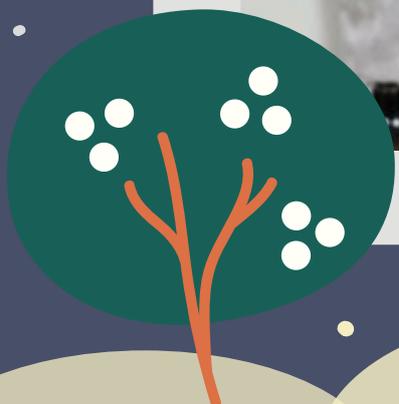
At Home Winter 2024

The newsletter for tenants of Key Housing



Inside

- My Home Group
- Planned Replacements
- Key Housing: Who are we?
- Christmas Competition





Welcome

to our “At Home” Winter edition

Inside you will find articles on our Kitchen upgrades programme, an update on our AGM, the 2024 Charter report and more.

We have an interview with our ‘Master Plumber Jim’ on page 6 and you will find an introduction to the Housing Services team on pages 18 and 19 so you will recognise them when they are out and about in your area.

Keep an eye out for the Christmas competition!

Festivities

We hope you enjoy the festive period and would like to wish you a very Merry Christmas and Happy New Year from all of the staff at Key.



May the melody and spirit of the holidays fill your home with love and peace.



We wish you a Merry Christmas and a Happy New Year!





Helpful Hints



- Have a torch handy in your home in case of a power cut.
- Make sure your pre-paid gas/electricity meters are topped up.
- If you have a gas boiler, check the pressure is between 1 and 2 bar (gauge is usually on the front of your boiler).
- Locate where to shut off the water in your flat in case of a leak, contact maintenance if you are unsure.
- If you are away for more than a few days, advise us of your emergency access arrangements.
- Keep friends and family phone numbers handy for emergencies.
- Have some food in your home which doesn't require electricity to prepare.
- If you have any faults with your heating, pipes freeze, or there are areas where water is not draining away, contact us for advice or use your emergency contractors list if it is when the office is closed.
- Ensure that paths are kept clean around your property; leaves, snow, and ice make paths slippery. Please use salt bins in your area if able.
- If salt bins have not been refilled or are running low, please contact maintenance.
- Condensation can be an issue in winter months, please ensure kitchen and bathroom extractor fans are working and in use.

HEAT

get support with
your energy bills

With the Home Energy Advice Team

HEAT provides mentoring support and advocacy to vulnerable households to ensure no one has to struggle between choosing to heat or eat.

0800 092 9002

heat@thewisegroup.co.uk

Key
Maintenance
0141 342
1820





Our planned replacement program is well under way with new kitchens being installed in Dumfries and completed kitchens in Lesmahagow.

James Purves, our Maintenance Officer travelled down to Dumfries recently to get tenant's choices for their new Kitchens. See below for Sandra and Stephen working hard to get their colour schemes right.



James then did a follow up visit and got some great photos of the completed kitchens, Alan is very happy with his new kitchen.





Abby Turnbull, our new Tenancy Services Team Manager then took a trip to Lesmahagow to meet some tenants and see their new kitchens. They were looking fabulous, and we have had some really great feedback. Abby loved getting out to meet the tenants.



"I'm so happy with my kitchen, it looked old before. I love the marble worktop I chose!"



"I'm delighted with my kitchen, it looks so much bigger!"

"I love my new kitchen, it's made such a big difference. I like that we got to pick our own colours!"



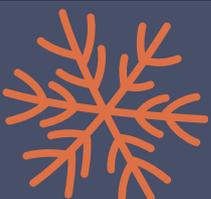


Jim is our longest-standing contractor and is a very much-loved member of the Key family. Jim has worked with Key for about 17 years and he covers areas all over Scotland. Being a Master Plumber means he is a professional tradesperson at the highest level of plumbing.

Jim said he has a great relationship with the tenants and sometimes even gets hugs! He commented on the great sense of humour tenants and staff have, one of Jim's favourite memories is support workers giving him a fright with a scary mask at Halloween.

Jim commented on how staff have changed a lot in all departments, but they are so lovely and there is always a welcoming atmosphere in the office.

Jim was asked for any advice to any future contractors working with key. Jim's response was 'One word- Honesty.' Which we think highlights who Jim is perfectly. Thank you Jim for all your hard work over the years! Make sure to give him a wave if you see him around.



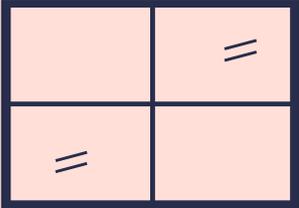


Planned replacement 2024-2025

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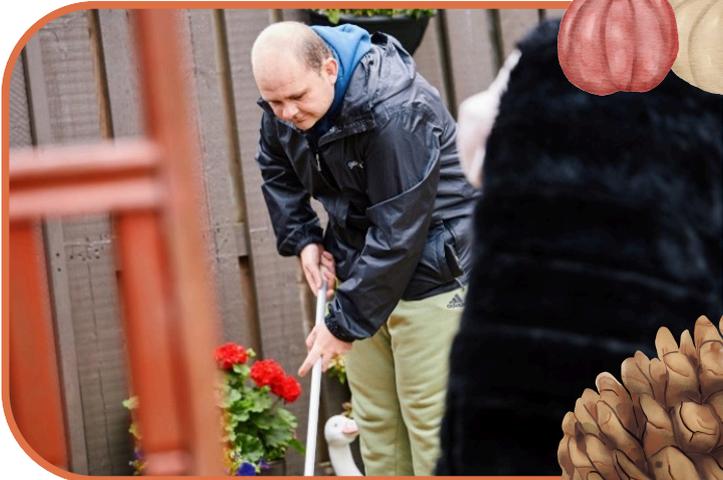
Our maintenance team are still working hard to catch up with the backlog on Window, Kitchen and Bathroom replacements. Looking forward to the new year plans are below. We will post updated plans for 2025-2026 in the Spring newsletter.

	Currently being installed	Awaiting start date	Still to be surveyed
Kitchens	Suspension Brae Annan Freeland Place Fort William Stenhousemuir	Riddrie East Kilbride Golspie Thurso Alness	Elderslie 
Bathrooms	Thurso (x3) Laurieston	East Kilbride Golspie Madras Court 	Lesmahagow
Windows		Nairn Alness East Kilbride Hamilton Kilmarnock Camelon Elderslie Renfrew	Montague Row





Housing Officer, Brenda Murphy recently visited Sauchie to chat with some of the tenants and see them hard at work looking after the plants and having fun in the garden, even on a cold and windy day! Sauchie is in Alloa and is known for the beautiful gardens the tenants look after. Brenda really enjoyed getting to know the tenants and staff and seeing how well they look after their surroundings.





Suited and Booted

On Sunday 29th September 2024, some of our Garscube Road tenants attended the Gala 'Glitter' Ball & Awards night at the Glasgow Hilton to celebrate 15 years of the 'Include Me 2' Clubs. Include Me 2 run an activity programme for Cared-for adults with a range of disabilities and additional support needs to improve their lives and reach positive outcomes. We're sure you'll agree that the guys looked amazing all dolled up and support staff scrub up not too bad as well!



Garscube Dream Team

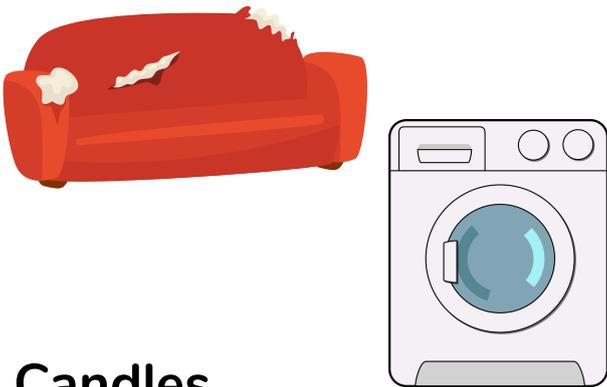
Finally, the housing staff have a huge Thank you to some of the tenants at Garscube Road who took it upon themselves to tidy up their back court area, sweeping and picking up all the litter. A very well done for all your hard work and a great example of looking after your surroundings and being a good neighbour.





Bulk Waste Disposal

There is an increased risk of fire when you are disposing of bulky waste (large items). These items should remain in your home until a collection date with your local council. Nothing should be stored in your landing, common area or outside the building. This poses a risk for people getting out of the building during an emergency or could catch fire.



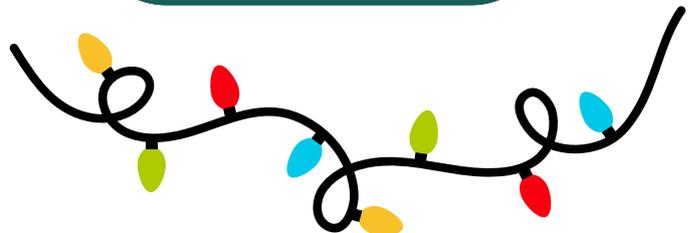
Candles

Candles and tea-lights may make your home feel cosy and christmassy but they are a fire hazard. Rather than having a naked flame in your home, you could consider a battery powered candle.



Christmas lights

Make sure you check your indoor and outdoor Christmas lights so that they are in good condition and have no loose wires. Avoid using adaptors for your decorations as they can become overloaded. If you see black marks on plugs, loose wires, or smell burning, switch it off and get a professional to inspect. We have recently had some reports of plug sockets being burnt by Air Fryers, as the heat comes out the back of your appliance, please ensure it is a reasonable distance away from the plug socket.



You can request a copy of our fire safety leaflet from your housing officer.





Annual General Meeting



On the 11th September 2024, the Key AGM took place. The meeting was held at the head office in Glasgow and had lots of attendees. It was a great opportunity to celebrate Key's achievements over the year and as always the review of the year video was a huge hit.

There was also a very special guest appearance from two of the My Home Group Members Wendy Hall and Caroline Kay. They came along to talk all about the My Home Group and what they had been discussing this year. It was a great opportunity for them to encourage new members to the My Home Group. Wendy and Caroline did an excellent job with their presentation.



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.





The My Home Group have been busy this year discussing Key publications and policies and give feedback to help the Housing Services Team improve the service we provide. There will be one more Glasgow My Home Group this year held on **Wednesday 11th December at 11am.**



In November we had our first MHG meeting in Dumfries. We really enjoyed getting to know some of the tenants better and introduce the work that MHG do. There were some great discussions from tenants and fun was had!



The MHG are looking to go the Highlands and go virtual in 2025. In the new year we hope to start MHG meetings online, as we know many people can't make it in person. Look out for the Tenant Engagement survey coming out and let us know if you're interested. On the next page is the proposed calendar for MHG in 2025, dates to be confirmed.

Contact us on 01413421810 or hello@keyhousing.org if you would like to get involved in the My Home Group.





My Home Group Calendar 2025

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January Virtual	February Dumfries	March Glasgow
April Highland	May Stranraer	June Glasgow
July Dumfries	August Highland	September Glasgow
October Virtual	November Stranraer	December Glasgow

Contact us on 01413421810 or hello@keyhousing.org if you would like to get involved in the My Home Group.



Winter Competition Time!

‘Is your tree the best dressed in Key?’

Christmas photography competition 2024

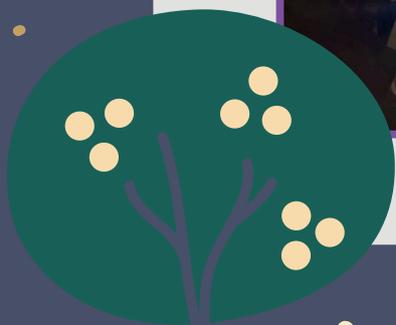
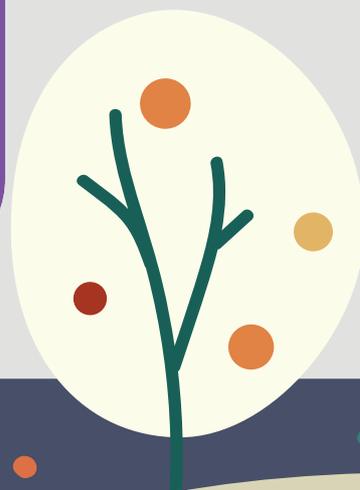
This competition is all about celebrating all things Christmas and how our key tenants get their home or building ready for the festivities.

There are gift voucher prizes to be won and you can enter as a group or individual.

We are looking for photos of your Christmas Tree decorated with whatever you wish.

Please submit your entries to our Tenancy Services Team Manager at

Abigail.turnbull@key.org.uk by January 2025.





Complaints

We treat all complaints as opportunities to improve our service to you and encourage our tenants and their support to raise any matter of concern. We aim to respond to all complaints quickly with the following procedure: Stage 1 (frontline response) and Stage 2 (investigation). Find out more about our complaints process by visiting our website <https://www.key.org.uk/key-housing/complaints/> or by requesting a complaints policy copy.

You can make a complaint:

- In writing by posting to- Key, The Square, 70 Renton Street, Glasgow, G40HT
- In writing by email- hello@key.org.uk
- By calling us- 01413421810
- In person- during a visit with your Housing Officer



This year we have had an increased number of complaints regarding garden maintenance. We have been meeting regularly both on site and in office with our contractor to improve garden services. We have now decided to put this contract out to tender and this is in process.

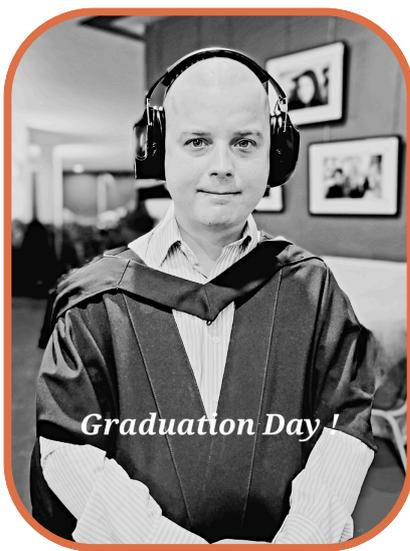




Your news... featuring you...

You will see throughout this newsletter lots of exciting activities that Key tenants get involved in. Please let us know what is going on in your area and invite your housing team along! We hope that our next issue of the At Home magazine will be filled with pictures of your winter and Christmas activities ready for some springtime fun.

Christmas PARTY



Congratulations

We love to find out about your achievements. The housing team want to give a huge congratulations to Shaun Cullen, who graduated with a Diploma of Higher Education Open at the Glasgow Royal Concert Hall in October 2024.

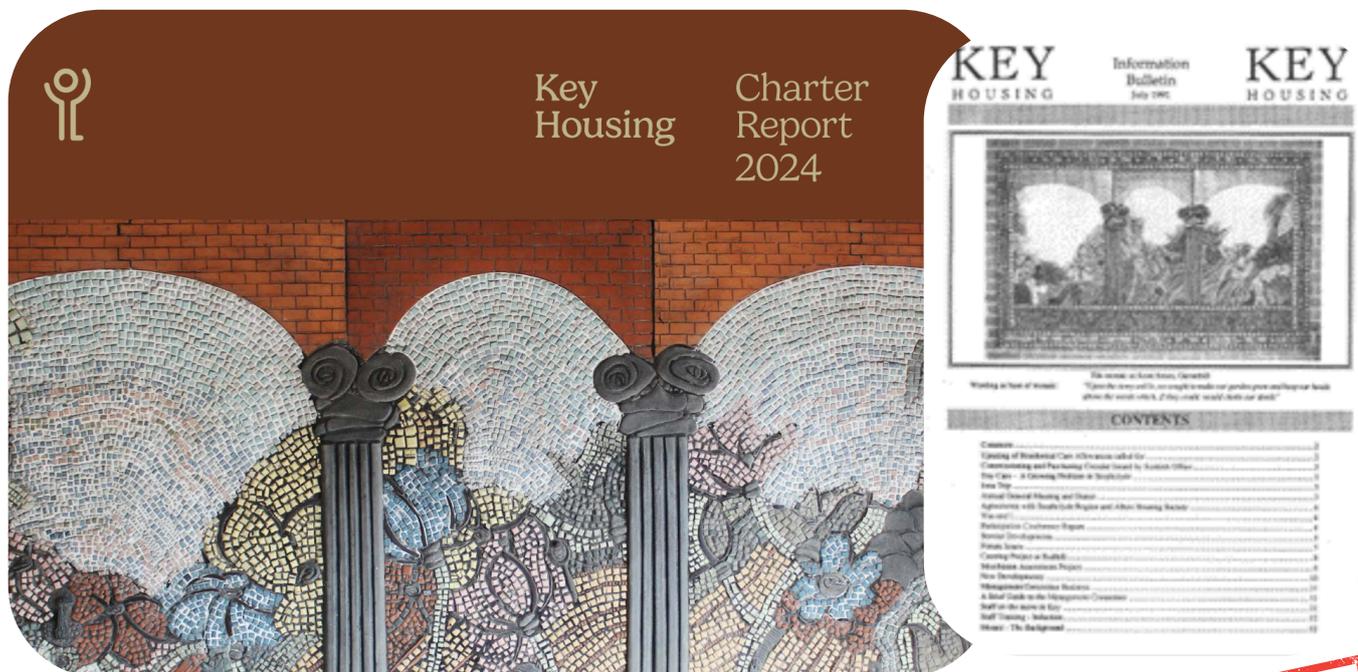
Benefits Updates

- The Scottish Government passed legislation to introduce Pension Age Disability Payment in June 2024, the pilot began in October 2024
- Scottish Adult Disability Living Allowance was announced in March 2024.
- All disability and carer benefits are expected to be transferred to Social Security Scotland by the end of 2025.





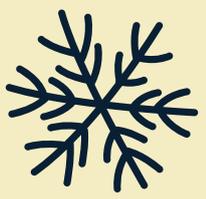
In October, you will have received the 2023-2024 Charter Report. This report provides information on Key Housing’s progress throughout the year and an update on our housing stock, complaints, anti-social behaviour, replacement programme and much more. We would like to say a huge thank you to the tenants of Lesmahagow and Sauchie for featuring in this years report. We were recently made aware of a Key Publication from 1990 featuring the same mosaic from Scott Street as this years Charter Report!



Upcoming Surveys

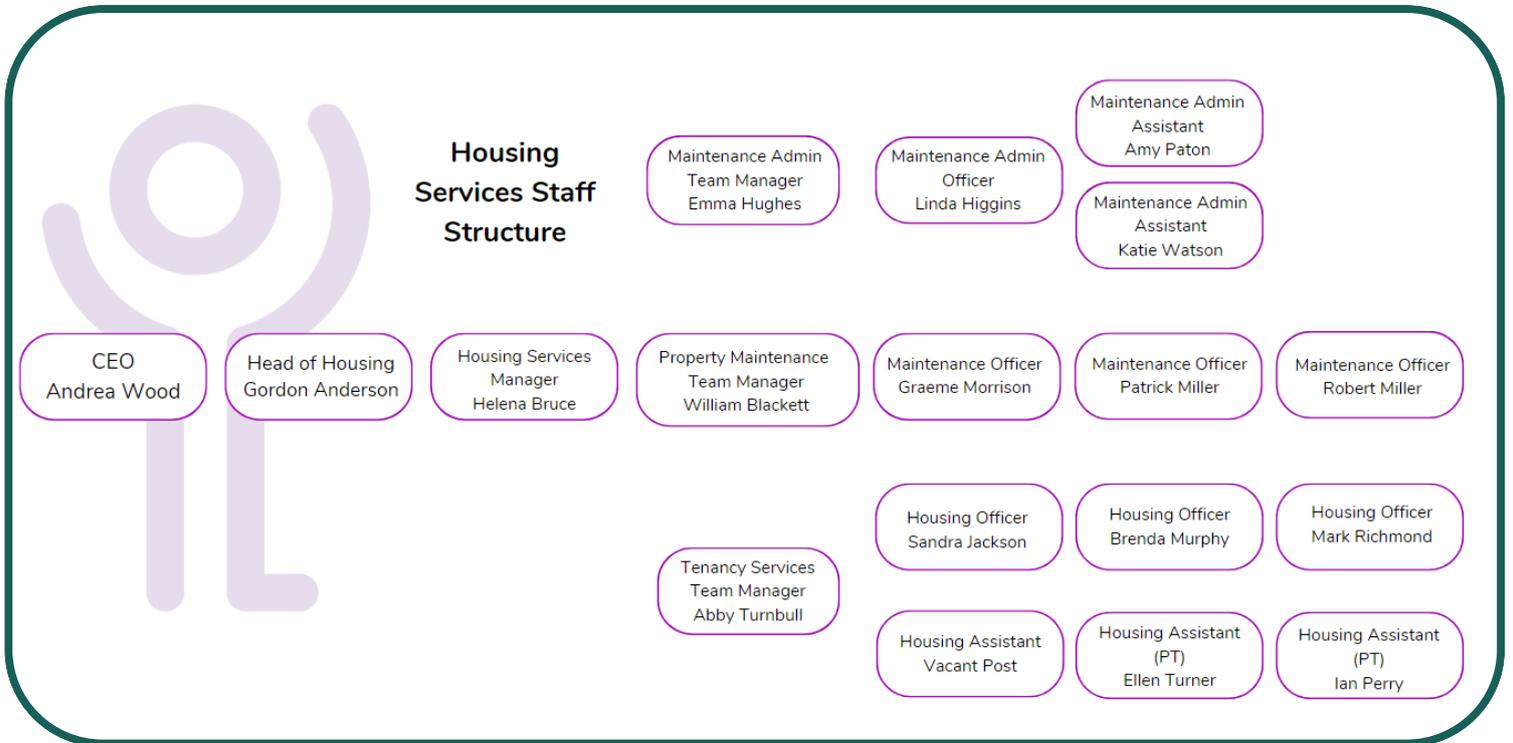
In November, you will receive our annual repairs survey. The information provided by our tenants in this survey helps us to review our repairs service, both good and bad. We can then discuss this with our contractors to help improve our service. Along with this survey, you will receive a Tenant Engagement and Communication survey, which will come with a My Home Group information leaflet. We want to reach as many tenants as we can in 2025 and hear your views, so please fill this out and let us know if you’re interested!





Who are we?

You may have noticed some staff changes over the last few years within the Housing Team. Below is an updated staff structure and a recent staff team photo. Over the next few editions, we will be introducing you to all of the staff individually to help you get to know us better. In the new year we are planning staff 'roadshows', allowing the Housing and Maintenance staff to come out and see all areas and making sure tenants know who we are.



Unfortunately a few members of our team are missing from this photo- Ian, Ellen, Amy and Linda.





Key Housing Team

Get to know me

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Job- I'm the new Tenancy Services Team Manager. I support the housing officers and will be taking responsibility of complex Anti-Social Behaviour and Tenant Engagement.

Likes- Dogs, Chocolate and family time.

Dislikes- The rain, traffic and early mornings.

Favourite thing about Key- Getting out and about to meet with tenants and getting involved in communities.



Abby Turnbull

Job- I'm a Maintenance Administrator. I assist with issuing property servicing and general repairs. I support tenancy services by providing up to date info for voids, repairs and adaptations.

Likes- Music, sun, dogs and coffee.

Dislikes- Cold weather and mess.

Favourite thing about key?– Interacting with tenants and working with my team to provide a valuable service, ensuring that homes are safe and suitable.



Katie Watson

Job- I'm a Housing Officer for Ayrshire, Inverclyde, Dunbartonshire and the Highlands. Being a housing officer includes signing-up new tenants, preparing properties for re-let, managing rent arrears and dealing with anti-social behaviour.

Likes- Hiking/Hillwalking and family time.

Dislikes- Dark mornings in the winter.

Favourite thing about Key?– Handing over keys to a new home, finding solutions to housing issues and the travelling.



Mark Richmond



Repairs 0141 342 1820

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.

Public Holidays

The office will be closed on Wednesday 25th & Thursday 26th December and Tuesday 1st & Wednesday 2nd January.

**The office is open every weekday
9am - 5pm.**

Housing 0141 342 1810

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 call you back.

If you really need to speak to someone urgently you can call 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 Glasgow office, calling 0141 342 1810 or through the Complaints section of our website <https://www.key.org.uk/key-housing/complaints/>

Key Housing, 70 Renton Street, Glasgow, G4 0HT
Telephone: 0141 342 1890
Email: hello@key.org.uk www.key.org.uk/key-housing



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