My Home Group

My Home Group Minutes

Meeting held on Friday 31st January on Microsoft Teams at 10.30am

In Attendance

**New MHG Members Apologies**

Caroline Tumath

Dylan Kelso

Mary Hughes

Sharon Monk

John Gallagher

Other Attendees

Abigail Turnbull (Tenancy Services Team Manager)

Helena Bruce (Housing Services Assistant)

Alexandra Maxwell (Housing Services Assistant)

Welcome Introduction

**Welcome** extendedto everyone and introductions to first Virtual MHG. An introduction to the running of MHG meetings was given and copies of the previous Glasgow MHG meeting minutes were shown and discussed.

There was three new members to the My Home Group.

Sharon is an existing member who attends the in-person Glasgow meetings and wanted to give the virtual meetings a try. Caroline has come to the in-person Glasgow meetings before but now in person meetings do not suit her so she is very happy she now still has the opportunity to participate!

Dylan Mary and John were new to the My Home Group. They have joined the my home group looking to learn more about what housing do, share their views, talk about housing issues and make new friends

We then asked everyone a few questions so we could all get to know each other better. One of the questions we asked was “What do you hope to get from joining the My Home Group. Tenants said they have joined the My Home Group looking to learn more about what housing do, share their views, talk about housing issues and make new friends.

My Home Group Update/ Tenant Engagement Survey Feedback

* Discussed the plan for MHG in 2025 and feedback on tenant engagement survey which brought together the first virtual MHG
* Members shared that Friday mornings would suit them going forward but agreed it would be a good idea to offer an alternative evening/weekend date
* Members fed back that they would like the virtual My Home Group meetings to take place more frequently than twice a year. Abby out the idea forward that an additional My Home Group virtual meeting may take place in July to break up the time between meetings.
* This feedback was very helpful in forward planning for My Home Group.

Website

We then let members know that new Housing Services Assistant Alexandra plans to update the website and we wanted to hear members views about what they think should be changed about the website…

* All members happy to be a part of a website working group to make improvements to the website, they would like a section of the website providing links to all useful documents rather than having to search through the site as some people find it difficult to navigate
* Option for bigger text on the website
* Ideas section on the website for tenants to make suggestions and share ideas on housing matters, traffic light system to give feedback
* Way of submitting survey responses online via website
* Improve digital technology- more videos like the complaints video

Estate Management

We then discussed estate management with members, the feedback surrounding estate management was…

* Gardening service is poor and untidy, the company leave leaves around creating slipping hazards, bin storage areas get full of dumped items.
* Abby explained that Key are to discuss with Councils about bin service.
* Close cleaning is poor- dirty mop is used, clients would like to meet with company on site to share feedback.
* Tenants think there should be leaflets for estate management on gardening, bins, bin collections (do’s and don’ts), repairs contact numbers.

Next Meeting

The meeting concluded at 12.30pm

Next meeting as of just now will be October 2025 with a potential virtual meeting being held in the summer due to tenant feedback.

If you have any questions about the My Home Group, please call Alexandra Maxwell on 0141 342 1810 or email alexandra.maxwell@key.org.uk