My Home Group

My Home Group Minutes

Meeting held on Wednesday 11th December 2024, The Square at 11am

In Attendance

**MHG Members Apologies**

Doreen Kay

Caroline Kay Wendy Hall

Ewan Hamilton

Christopher McMillan

Joseph McPhee

Sharon Monk

Other Attendees

Abigail Turnbull (Tenancy Services Team Manager)

William Blackett (Maintenance Team Manager)

Brenda Murphy (Housing Officer)

Mark Richmond (Housing Officer)

Sandra Jackson (Housing Officer)

Welcome Introduction

**Welcome** extendedto everyone and members were advised to invite friends (key tenants) to any meeting going forward to introduce new people to My Home Group.

An update on the My Home Group was given, with a summary and pictures shown from Novembers Dumfries My Home Group. Wendy and Sharon were thanked for coming along and introducing the work that the My Home Group does.

Octobers meeting minutes were discussed and actions taken forward highlighted.

New attendees

Following tenant engagement survey, new members for the new year:

Dylan Kelso

Brian McIlroy

Robin Anderson

Christina McKendrick

Tenant Engagement for 2025

Tenant engagement plans for 2025 were discussed. Members were informed that the plan is to have 1 meeting per month in 2025 in alternating locations. The plan is for 2 Highland meetings, 2 Dumfries meetings, 2 Stranraer meetings, 2 virtual meetings and 4 Glasgow meetings. The members thought this was a great idea and Christopher and Ewan offered to be involved in the first few virtual meetings to give an introduction to the My Home Group.

Members suggested that a virtual workshop take place before the meetings go ahead so that people can drop in and learn how to join a virtual meeting if they’re interested. All members advised they would like to continue attending in person meetings as they prefer the opportunity to see people and like the social aspect. We all agreed virtual meetings work for some people, where others prefer in person meetings.

The format of My Home Group meetings was also discussed. Members advised they like a mixture of group discussions, small group activities and handouts/physical document reviews and would like this to continue. Members requested that a calendar be published like the TAG calendar for proposed meetings in 2025.

Housing Strategy 2025-2030

An introduction to what our housing strategy is was given to the My Home Group. They were then advised of the main objectives of Key’s 2020-2025 Housing Strategy and recent discussions that the housing team had on what our objectives should be for the upcoming plan.

In small groups members were then posed 4 questions to ascertain what they think Key do well, what could be improved on and what members think Key’s priorities should be. Members made comment on the efficient repairs service Key has and the quality of housing service they receive. They felt that there could be improvements on communication and estate management. The main priorities that were highlighted were Estate Management, Tenant Engagement and Tenants welfare.

Rent consultation

An introduction to the rent consultation was then given to the My Home Group. It was explained why we do a rent consultation and a copy of the 2023-2024 rent consultation document was provided. Questions were posed to the My Home Group to help them generate understanding on what elements the housing team consider when proposing a rent increase and whether they thought the current proposal was fair.

Members then gave feedback on the current layout and style of the rent consultation document and requested that a more engaging and eye-catching format is used in the upcoming rent consultation.

Estate Management Policy

The My Home Group then had a discussion on Estate Management. It was explained that the plan is for the housing team to create an Estate Management policy in 2025. Members gave suggestions on what they thought should be included in this policy and what topics should feature an easy read leaflet. They reflected on Estate Management in their own areas and what parts of Estate Management they would like more information on.

Christmas Quiz

A Christmas themed quiz took place to insert some fun into the meeting after the discussions on very serious and important topics.

Next Meeting

The meeting concluded at 12:30pm.

Next meeting Wednesday 12th March 2025 at 11am.

If you have any questions about the My Home Group, please call Abby Turnbull on 0141 342 1810 or email abigail.turnbull@key.org.uk