My Home Group

My Home Group Minutes

Meeting held on Wednesday 13th November 2024, Dumfries office at 11am

In Attendance

**MHG Members Apologies**

Christopher Laverie

Angela Milroy

Wendy Hall

Sharon Monk

Other Attendees

Abigail Turnbull (Tenancy Services Team Manager)

Sandra Jackson (Housing Officer)

Brenda Murphy (Housing Officer)

Fiona McCulloch McCulloch (Stranaer)

Kacie Dunn (Dumfries)

Welcome Introduction

**Welcome** extendedto everyone and introductions to first Dumfries MHG.

An introduction to the running of MHG meetings was given and copies of previous Glasgow MHG meeting minutes were shown and discussed.

Discussion on plans to extend MHG members. With everyone asked to extend invite to friends (key tenants) to next meeting.

Wendy and Sharon were introduced (Glasgow MHG members) and spoke about what the MHG and their experience.

New attendees

Christopher Laverie

Angela Milroy

Kitchen Upgrades

No attendees had recently had their kitchens done, so were given a copy of the ‘Tenants guide to kitchen upgrades’ leaflet which is given out to tenants before work commences and the new ‘kitchen upgrades timeline’ which has been created to go alongside this. A photo timeline was requested by Glasgow MHG.

Feedback on the timeline was good- attendees felt it was easy to read and helped explain the process better. A suggestion for improvement was bigger photos- an A3 copy was provided and they thought this was much better. Another suggestion was a better photo for the ‘prepare and remove belongings from cupboard’ section as they didn’t feel this was clear.

Support staff Kacie Dunn has been supporting tenants at Suspension Brae recently and gave some feedback on her experience-

* Builders switched off everyones water rather than water to individual tenancies, tenants weren’t aware and struggled to get a shower/cook.
* Contractors told all tenants the same start date when work was to be done property by property
* Builders were great- very friendly, helpful and accommodating, went above and beyond.

Tenant Engagement

Plans for MHG in 2025 were discussed- option for a virtual meeting twice per year, 4 meetings in Dumfries, 4 in Glasgow and 2 in the Highlands. MHG will therefore run once a month.

Attendees requested that due to the distance between Stranraer and Dumfries for MHG meetings to alternate between locations- it was agreed this would be planned for 2025.

An example of the MHG calendar for 2025 was reviewed and discussed. Support suggested that MHG in Dumfries is ran later on a Wednesday as tenants have an art group and would attend afterwards (12:30 onwards).

Attendees reviewed the tenant engagement and communication survey- feedback was that the questions were straight forward but the sentences could be shorter to make it more easy to read.

The MHG leaflet to go alongside the survey was then reviewed- feedback was bigger pictures and more text, use bullet points.

This feedback was very helpful.

Housing Strategy

A discussion was then had on the Key Housing Strategy for 2025-2030. It was explained what the strategy does and the process involved. Examples of previous topics from housing strategy were also discussed.

4 questions were then posed to the attendees to help the housing team understand what key does well, what could be improved on, how tenants would describe key and what things tenants think the housing team should focus on in the next 5 years.

Feedback was that Key Housing;

* Gives tenants more independence
* Fast at repairs
* Respond well to emergencies

Attendees felt that Key Housing could improve on;

* Maintaining buildings
* Estate management
* More tenant engagement
* Would like each area to be a focus in the newsletters and publications

Attendees described key with words such as;

* Brilliant
* Positive
* Well informed
* Choice
* Staff listen to our needs.

Attendees suggested that the upcoming plan should focus on;

* Improving estate management
* Improvement tenant engagement
* Better communication between services

Winter Quiz

A winter themed quiz took place to insert some fun into the meeting after the discussions on very serious and important topics- all attendees won a prize!

Next Meeting

The meeting concluded at 1pm.

Next meeting Wednesday 26th February 2025.

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