My Home Group

My Home Group Minutes

Meeting held on Thursday 13th February 2025

Dumfries office at 11am

In Attendance

**My Home Group Members Apologies**

Helen Kinloch

Nicola (Support staff)

Other Attendees

Abigail Turnbull (Tenancy Services Team Manager)

Alexandra Maxwell (Housing Services Assistant)

Aisha Tufail (Housing Services Assistant)

Patrick Miller (Maintenance Officer)

Welcome Introduction

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

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

TAG meeting was also on same day so may have affected the attendance at this meeting. Note to check dates to avoid this in future.

New attendees

Helen Kinloch

My Home Group Update

The plan is to have 1 meeting per month in 2025 in alternating locations.

These will be 2 Highland meetings, 2 Dumfries meetings, 2 Stranraer meetings, 2 virtual meetings and 4 Glasgow meetings.

We have agreed to alternate the Dumfries/Stranraer meetings as requested last time.

We held our first virtual MHG in January 2025 and it as a great success- with 4 new members.

This will be reviewed quarterly for attendance/suitability. Feedback that My Home Group dates do not clash with TAG meetings.

Tenant Engagement Survey feedback

127 tenants responded to this survey. Information on tenants communication preferences shared.

In writing 28% and in person meetings 7%

My Home Group Survey Feedback

My Home Group survey feedback shared. More tenants replied **yes** they would like to be involved.

This has meant we have been able to expand the My Home Group to having them more frequently, in more locations and in different forms.

**For the My Home Group going forward, what would you like the format to be? Group work? Presentations? Meeting housing staff? Talking about housing issues? Policy review? Discussing changes to your housing service?**

Tenancy Rights Policy

KEY’s new tenancy rights policy was introduced.

A discussion was then had on the Key Tenant’s Rights Policy. It was explained what the policy is, and the process involved.

The draft was discussed. We will discuss what will be in the ‘easy read’ tenants handbook.

Abigail explained ‘Assignation, Succession, Sub-letting, Lodgers and Joint Tenancies’ and provide clear guidance on the rights of tenants in relation to all these matters and the process involved.

Helen has asked that a Tenant Handbook be posted out to her. She was also given a copy of the Tenant’s Rights Policy and asked to give feedback.

Estate Management – Patrick’s update

Tenant Helen and support staff Nicola informed about poor gardening maintenance by contractor.

KEY have complained previously to the contractor and a WhatsApp group was set up by contractor to check their staff had completed jobs satisfactorily. However, this has not improved their service.

Patrick informed that gardeners are given a map and list as the work required. Tender for gardening is going out soon.

Nicola said it would be helpful to know what level of work the gardeners are required to as to know if job was being completed correctly.

Nicola suggested locks on bins to prevent tenants from ‘diving’ into bins. A binstore was suggested.

Tenants were informed to put any requests for changes/improvements be put to Housing Officer first for permission to do so.

To call Maintenance admin 0141 342 1820

Abby asked for feedback on Estate Management Policy.

They would like more areas featured in the newsletter

Helen encouraged to submit artwork for the newsletter

Members informed of upcoming staff roadshows with Housing Officers and maintenance officers.

Support staff said more effective communication needed from contractors.

Furnishings Package Review

* **We propose to simplify the furnishings packages down to 4 options; 1 person partial, 1 person full, shared partial and shared full (see handout).**
* What do you think?
* Do you think the proposals look fair?
* Do you know if you’re on a furnishings package?
* Do staff know how to help you get new furniture?
* What do you think of the furnishings booklet?
* We also plan to publish this information on our website and in a staff guidance booklet- what do you think would be helpful to know?

Movie Quiz

A movie themed quiz took place to end the meeting with some fun and prizes!

Next Meeting

The meeting concluded at 1pm.

Next meeting

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