



 **key**  
Spring 2026

# At Home

The newsletter for tenants of Key Housing



## Inside

Tenant Satisfaction Survey  
Meet and Greet  
My Home Group  
Good Neighbour Award



# Welcome

## to our “At Home” Spring Edition

Welcome to the Spring edition of At Home. Inside you will find feedback from our recent Tenant Satisfaction Survey, as well as an update on the Garscube Road Garden Project and Planned Replacement programme for 2026-2027.

You will also see we have more plans to come and meet you in your communities in Summer 2026 on page 14 and there is news about our expanding our My Home Group on page 13.

Keep an eye out for the Good Neighbour Award 2026 on page 17.





Thank you to everyone who responded to our rent consultation. The housing team appreciate your feedback and take any affordability concerns seriously.

Following the Key Housing Board Review Group meeting in January 2026, the confirmed rent increase of 4.8% (to base rental charge) came into effect from 28 March 2026.

All tenants should have received a letter advising them of their new rent and we have also contacted Housing Benefit at all local authorities to inform them of changes.



Department  
for Work &  
Pensions

**UC** *Universal  
Credit*

If you are on Universal Credit you will need to either-

- Log into your journal (if you have an online claim) and use your rent increase letter to report a change of rent from 28<sup>th</sup> March 2026.
- Phone up UC (if you have a phone claim) and use your rent increase letter to report a change of rent from 28<sup>th</sup> March 2026.
- It is really important you do this within your assessment period to ensure rent is increased from 28<sup>th</sup> March because Universal Credit will not backdate if you report it late.
- We will then verify your rent on our portal.





We are delighted to share that the new cycle shelter at Garscube Road has now been installed, and both tenants and staff are already enjoying using it. A huge thank you to our funders, Cycle Scotland, for their support and for helping make this project possible.

Tenants have described the new shelter as ...



Some tenants have already taken advantage of the new bike shelter and enjoyed a couple of relaxing cycles along the canal, reaching as far as Old Kilpatrick and Bowling Harbour. They even stopped into the Chatty Café for lunch on the way.

With summer around the corner, tenants are looking forward to many more bike trips.

We’re excited to hear more about our tenants cycling adventures, and we hope the shelter will continue to support staff who commute by bike as well.





At the end of 2025, we conducted a full Tenant Satisfaction Survey to give you the opportunity to tell us what you think about your home and the services that we provide. We had 230 tenants respond.



**92.24%**

satisfied with the  
overall housing  
service

This is an improvement on our last survey result of 90.51%. We are pleased with this result.

This is a decrease on our last survey result of 75.27%. In 2025, we created more opportunities for tenants to engage with us as we expanded our My Home Groups. We would like to communicate these opportunities better and also focus on offering our unsupported tenants more opportunity to get involved.



**73.24%**

satisfaction with  
opportunities to  
participate in  
decisions



**84.68%**

satisfied with how we  
keep you informed  
about decisions

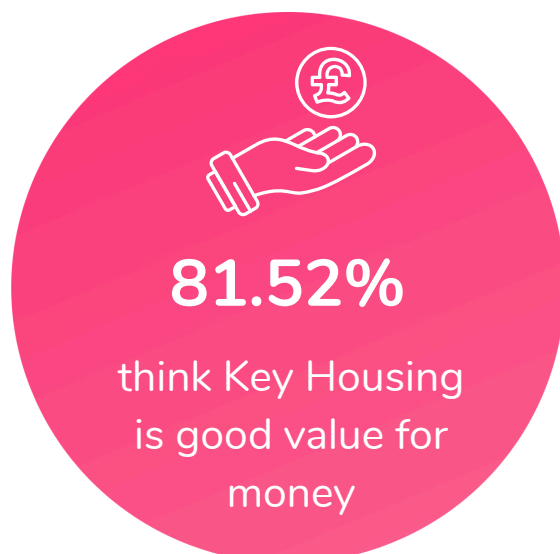
This is higher than the last survey result of 81.62%. We are always looking at ways we could improve our communication, with a focus on digital communication.





This is lower than the last survey result of 86.69%. Only 12 people were dissatisfied but a high number of people answered, 'neither satisfied or dissatisfied' (51). We would like to use tenant engagement opportunities this year to find out what people want us to do in their neighbourhoods.

This is higher than the last survey result of 87.64%. We are pleased with this result, but would still like to improve. Lots of comments mentioned new kitchens and bathrooms, these comments will be used to plan our 26/27 programme.



This is slightly lower than the last survey result of 84.36%. This means less people think their rent is good value for money. There has been a gradual decrease in satisfaction for the last 5 years as we have seen an increase in things such as the cost of living.





Only those who have had a repair carried out in the last 12 months answered this question. This is higher than last survey result of 87.5%. We are pleased with this result.

**93.38%**Satisfaction with  
our repairs service**70.62%**Satisfaction with  
garden  
maintenance

This is higher than the last survey result of 66.4%, but lower than we would like. We are currently going to tender on this contract.

This is slightly higher than the last survey result of 86.1%. We are always looking at ways we can improve how we deal with enquiries and provide staff with additional training.

**87.33%**Satisfaction with how we  
deal with  
your enquiries



This is slightly lower than the last survey result of 72.43%. Lots of local authorities are issuing more bins than they have done before and therefore there isn't enough space. This feedback will be passed onto our Maintenance Officers.



67.80%

Satisfaction with  
the bin storage  
areas

69.19%

Satisfaction with  
exterior decoration

This is higher than the last survey result of 65.3%, but still lower than we would like. We will use this feedback when making this years plans for external redecoration.

Thank you to all the tenants who filled out and returned their tenant satisfaction survey, your feedback is essential to improve services. Well done to those who got it back before 19<sup>th</sup> December, you were entered into a prize drawer to win a shopping voucher.



Here is a picture of one of our winners Lindsay and her Housing Officer Mark.





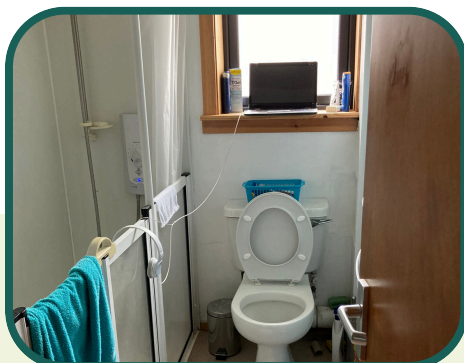
Our Planned Replacement programme has been very busy in the Highlands.

See below some before and after pictures of some kitchens and a bathroom!

**BEFORE**



**AFTER**





Completed in the last 6 months

Bathrooms

Kitchens

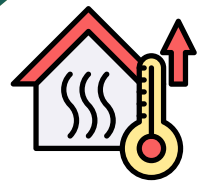
Windows

Golspie  
Thurso  
Inverness

Alness  
Golspie  
Thurso

Kilmarnock  
East Kilbride  
Hamilton

There was also a heatpump installed at in  
Renfrew as part of our heating improvements.



Planned for the next 6 months

Bathrooms

Kitchens

Windows

Riddrie  
Paisley  
Elderslie  
Inverness  
Nairn  
Invergordon

Dunoon  
Elderslie  
Bainsford  
Budhill

Camelon  
Nairn  
Alness





In our last edition we introduced you to Scott... and this time, we're delighted to feature Donnie, one of our long-standing electricians. Donnie works across planned servicing and reactive repairs and has been working with Key for more than 15 years. We asked him to share some highlights from his time working with us.



### **What do you like about working with Key?**

I love the environment. Over the years I've met some amazing people and built strong relationships with staff and tenants.

### **Do you have any funny stories from your time working with Key?**

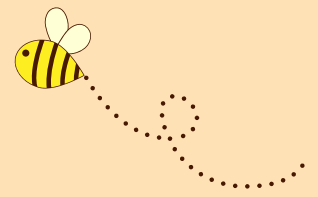
One that always comes to mind is when I was servicing smoke alarms in Gourock. I had taken my jumper off and accidentally left it in a flat. The tenant had gone out for lunch, so I carried on working my way round the building. Later that afternoon I saw her return... wearing my jumper!



### **What advice would you give to another contractor working with Key?**

Make the most of it, be approachable, communicate well and take pride in your work. The relationships you build with tenants and staff are just as important as the work itself.

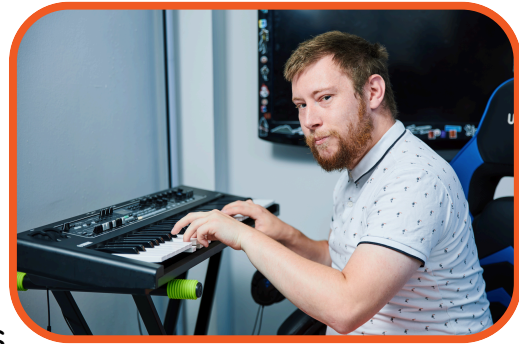




Our My Home Group has been busier than ever in 2026 and we are continuing to grow and welcome new members!

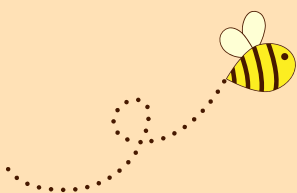
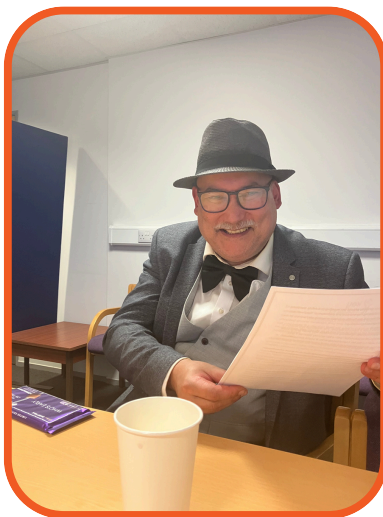
### Virtual

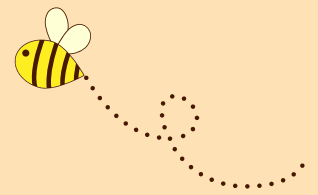
In January we held another Virtual meeting via Microsoft teams. This is a great alternative for tenants who are not able to make it in person. Dylan in Budhill played us a song on his keyboard. We run these meetings a few times a year along with our in person meetings.



### Dumfries

In February we travelled down to Dumfries to hold our fourth meeting in the area. It was a great day. Alan had his lovely suit on and Angela was very happy with her prize from the quiz.





## Glasgow

In March we held our first Glasgow meeting of 2026. It was lovely to see some long standing members and also some new faces to the My Home Group family.



## Stirling

We have just held our first meeting in Stirling and it was a great success. It was great to expand the My Home Group to a new area and gain new members to the group. Everyone had great feedback and we will definitely be back.



- Topics discussed at meetings were
- My Home Group Constitution
  - Rent Relief Fund review
  - Tenant Satisfaction Survey outcomes
  - A fun logo quiz!

Contact Alexandra on 0141 342 1810 or [alexandra.maxwell@key.org.uk](mailto:alexandra.maxwell@key.org.uk) if you would like to get involved in the My Home Group.



Our Meet and Greet went so well last year that we have decided to do them again this year in different locations so we can come out and talk to more of you this summer!

This will be an opportunity to

- Meet your housing officer
- Meet your maintenance officer
- Meet some of the team managers
- Discuss housing and maintenance issues
- Learn more about Key housing plans, policies and tenant engagement
- Receive some information leaflets and Key goodies
- Meet other Key tenants and eat cake



Montgomery Place  
(Kilmarnock)  
Park View  
(Ardrossan)



Dovecot Lane  
(Lanark)  
Woodside Close  
Lesmahagow



Ibrox  
Peat Road  
(Glasgow)



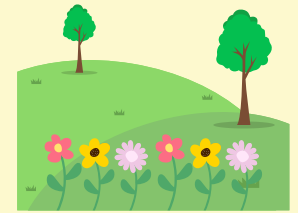
Photography day  
only- Renfrewshire



Camanachd  
Crescent  
(Fort William)

This is our plan so far, dates will be arranged closer to the time and all tenants will be sent an invite in the post.





We treat all complaints as opportunities to improve our service 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 by visiting our website <https://www.key.org.uk/key-housing/complaints/> or by requesting a copy of our complaints policy.

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](mailto:hello@key.org.uk)
- By calling us- 01413421810
- In person- during a visit with your Housing Officer

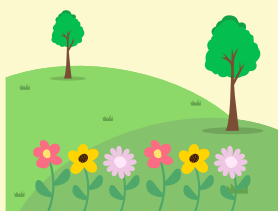
### Summary of Complaints

1st April 2025 – 31st December 2025

- 18 Complaints received
- 15 were frontline and 3 were investigation stage
- All complaints responded to within timescale



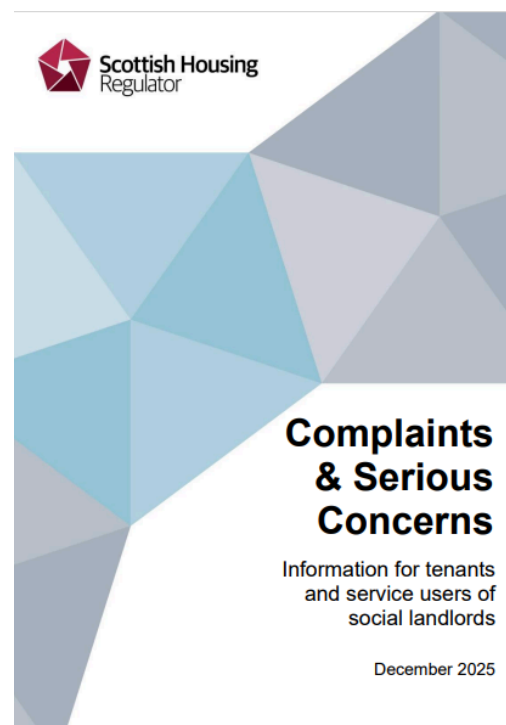
We have received a number of complaints regarding contractors turning up without a scheduled appointment or not turning up for a scheduled appointment. Please let us know if this has happened to you so we can get it resolved and speak with the contractor involved.





In December 2025 the Scottish Housing Regulator released further information for tenants on complaints and serious concerns.

The tenant guide (which can be found on our website here- <https://www.key.org.uk/key-housing/complaints/>) acts as a reminder to tenants on what they should be expecting from their landlord. It also sets out how a tenant should complain if they are not happy with the service they have received.



The Regulator say if the complaint is in relation to a group of tenants or if Key is not meeting its regulatory requirements, tenants can report a serious concern them.

Some examples of a serious concern are-

- failure to consult about a rent increase
- failure to do gas safety checks when required
- not responding formally to complaints

The Regulator will then investigate this and take the necessary action. A serious concern should be reported using the form provided at the back of the tenant guide and sent to [shr@shr.gov.scot](mailto:shr@shr.gov.scot).



# GOOD NEIGHBOUR AWARD



We're bringing back the Key Good Neighbour Award for Spring/Summer 2026!

We had some fantastic nominations and winners last year and looking to do the same this year.

We are looking for nominations from tenants (or support) for someone who you think should be recognised as a good neighbour. They must be a Key tenant.

We welcome nominations for all things good neighbour related, some examples are:

- Cleaning up the communal areas
- Being a green fingered gardener
- Helping with day to day living tasks
- A random act of kindness



Please make sure you have their permission to be featured in the newsletter — we'll contact them beforehand.

Please send your nominations to [alexandra.maxwell@key.org.uk](mailto:alexandra.maxwell@key.org.uk) by end of June 2026.





Here's a reminder of the areas our Housing and Maintenance Officers cover with some updated team photos.

**Mark Richmond**  
Housing Officer

**Robert Miller**  
Maintenance Officer  
East Dunbartonshire-  
(Milngavie)  
Highland

**Patrick Miller**  
Maintenance Officer  
East Dunbartonshire-  
(Kirkintilloch)

**Graeme Morrison**  
Maintenance Officer  
East Ayrshire  
Inverclyde  
North Ayrshire  
West Dunbartonshire

**Sandra Jackson**  
Housing Officer

**Graeme Morrison**  
Maintenance Officer  
Renfrewshire  
Dumfries & Galloway  
Argyll & Bute

**Patrick Miller**  
Maintenance Officer  
North Lanarkshire  
South Lanarkshire

**Brenda Murphy**  
Housing Officer

**Graeme Morrison**  
Maintenance Officer  
Glasgow City- North West

**Robert Miller**  
Maintenance Officer  
Clackmannanshire  
Falkirk  
Stirling

**Patrick Miller**  
Maintenance Officer  
Glasgow City- East &  
South

Mark Richmond - 07771 813122  
Sandra Jackson - 07471 142129  
Brenda Murphy - 07747 776529

Graeme Morrison - 07778 997455  
Robert Miller - 07385 006034  
Patrick Miller - 07385 006539





Alexandra Maxwell

**Job:** I process rent accounting and rechargeable repairs. I produce tenant publications. I assist with the organising and presenting of My Home Group meetings. I update the housing page of the website and our online pages such as the hub and viva engage.

**Likes:** Spending time with my dog Lizzy, reading and going to the cinema, exercising including swimming and playing in a wheelchair basketball team!

**Dislikes:** Early mornings, sauce and fish.

**Favourite thing about Key:** Engaging with tenants and building relationships with them.



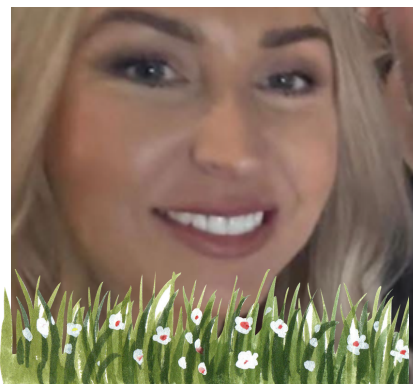
Aisha Tufail

**Job:** I deal with general enquiries, manage energy billing for landlord supply, manage water billing, manage council tax billing and deal with furnishings. I will soon be getting out and about to help with Estate Management.

**Likes:** Spending time with my family.

**Dislikes:** Undercooked pasta.

**Favourite thing about Key:** It feels like I am part of very meaningful work.



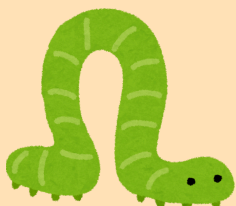
Nicola McDonald

**Job:** I provide support to the housing team. I deal with tenant enquiries, maintain accurate records, update records on management systems, prepare reports and assist with sign-up admin. I also assist with rent accounting and TV licences.

**Likes:** Holidays and spending time with family and friends.

**Dislikes:** Traffic and rain.

**Favourite thing about Key:** Being part of a team who supports tenants to live a fulfilled life.





## 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/](http://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.

**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. This does not impact our availability and you can still contact us by email or phone and there will be someone available who can help.

If you 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](mailto:hello@key.org.uk) [www.key.org.uk/key-housing](http://www.key.org.uk/key-housing)**

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