



At Home Winter 2023

The newsletter for tenants of Key Housing



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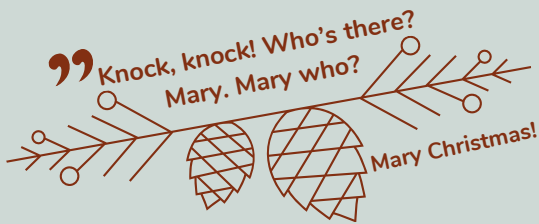




Welcome to our Winter "At Home"

We would like to wish you all a very happy Christmas and New Year!

We will soon be sending out our tenant satisfaction survey. We would like to hear your comments on the services we provide. Please fill in the questionnaire and return it to us in the enclosed envelope. Our next newsletter will have the results of the survey for you to read.



Rent Consultation

We are working on our proposed rent increase for next year. A group of us meet from late September through to mid December to examine all the costs from the last year and discuss how we think they will increase over the next year. The rent consultation document will be posted out to all our tenants between Christmas and New Year. We are happy to have your comments on this either in writing or you can call us on 0141 342 1811.



Benefits Update

Help & Advice – Universal Credit

The Department for Works and Pensions (DWP) who administer benefits for the UK government have started to move working aged people over to Universal Credit from what was called “legacy Benefits” such as:

Child Tax Credit
Housing Benefit
Income Support
Income-based Jobseekers Allowance (JSA)
Income-based Employment and Support Allowance (ESA)
Working Tax Credit

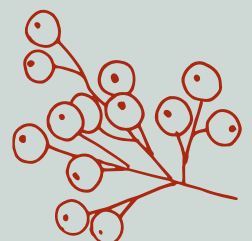
You will be invited to do this by letter from DWP called a “Migration Notice” and you will need to claim Universal Credit within 3 months of receiving the letter. Claiming Universal Credit is normally done online, but if you are unable to use the internet due to a health condition you may be able to claim by phone.

This information was correct at the time of publishing

If you are in receipt of Employment and Support Allowance (ESA) you will not move over to Universal Credit until **2028** at the earliest. However if you do receive a Migration Notice you should still contact DWP as this is an error.

Carers Allowance Changes in Scotland

Carers Allowance is changing in Scotland and the new benefit will be called Carer Support Payment. This is planned to start in Spring 2024. Eligible applicants will receive a payment of £ 76.00 a week.



New Beginnings for Mr and Mrs Pirrie



David and Laura Pirre have been tenants of Key at the Rutherglen service since 1999.

Recently they made the decision to move to Inverness to be close to family.

Key Housing Association would like to wish them every happiness in their new home.

Christmas Spirit

By Kelly Rope

The smell of pine boughs fills the air,
Pretty silver bells tinkle everywhere.
Sparkling snow covers the ground,
Christmas spirit is all around.





Winter Safety Leaflet

As Winter approaches and the weather gets colder, it is a good time to think about safety and maintenance in and around your home.

We understand that energy costs will be more expensive this year. However, it is important for your health that you heat your home. You could save on costs by not having the heating on as often and by reducing the temperature at the thermostat.

Helpful Hints:

- Have a torch handy in your home in case of a power cut or stairwell light failure.
- Make sure your pre-paid gas/electricity meters are topped up to keep them in reasonable credit in case of a sudden cold weather spell.

If you are planning time away from your home which will be more than a few days, advise the Association of your emergency access arrangements.

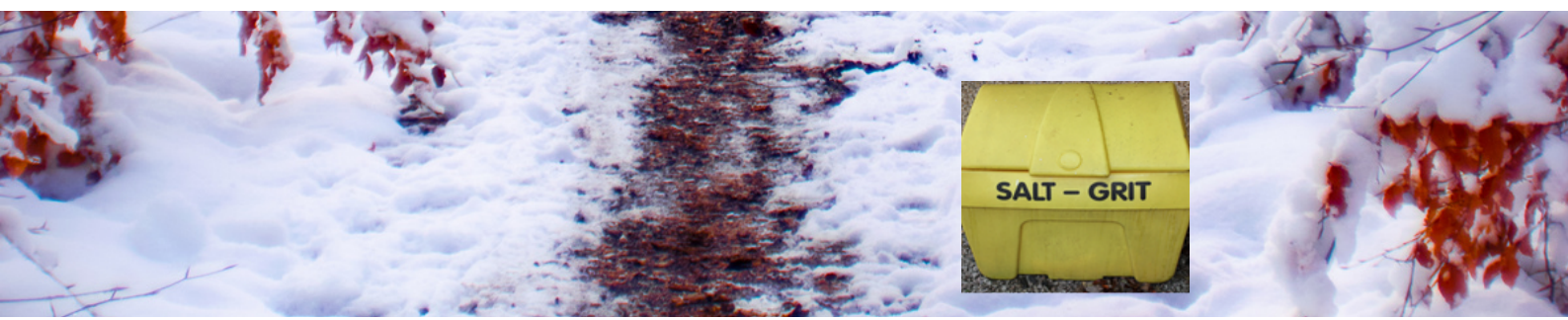
Report any faults with your boiler or radiator straight away so your home remains warm.

In frosty weather ensure that heat can spread to all parts of your home by not blocking radiators.

If pipes freeze, contact the Association's maintenance section for advise or use your emergency contractors list to contact a plumber if outwith office hours of Monday to Friday 9am to 5pm.

Ensure that paths are kept clean round your property. Leaves, snow, and ice can make paths slippery. Report any areas where water is not draining away.

If there is a salt bin at your development and you can access it, please use the salt to treat slippery areas. If the salt bin is empty, please, report to Maintenance 0141 342 1820.



Scottish Disability Payment

A new Scottish Benefit called the Adult Disability Payment is being introduced in Scotland. This payment is to provide financial support for people with a disability or long-term health condition between age 16 and state pension age that affects their everyday life.

The Adult Disability Payment is replacing PIP. Your Adult Disability Payment award will be the same amount as PIP. If you are currently in receipt of Personal Independence Payment (PIP) or Disability Living Allowance (DLA) you do not need to apply for the Adult Disability Payment.

The DWP (Social Security Scotland) will move your benefit to Adult Disability Payment without you having to do anything.

Our Garden Maintenance Service

Our garden maintenance covers the communal grass cutting, weeding, sweeping and tree and shrub maintenance. Contractors should attend every two weeks between April and October when growth is expected to be at its quickest pace. Between November to March they visit once a month for general grounds maintenance such as litter picking, weeding and sweeping.

This information was correct at the time of publishing



Scottish Child Payment

The Scottish Child Payment is for parents or Carers on low incomes who have a child under 16. It is a payment of £25 a week for each child under 16. It is paid every 4 weeks by Social Security Scotland.

Who Can Get The payment:

You can get Scottish Child Payment if all the following apply:

- You or your partner is responsible for a baby or child under 16
- You get certain benefits
- Nobody else gets Scottish Child Payment for the child.
- You live in Scotland.

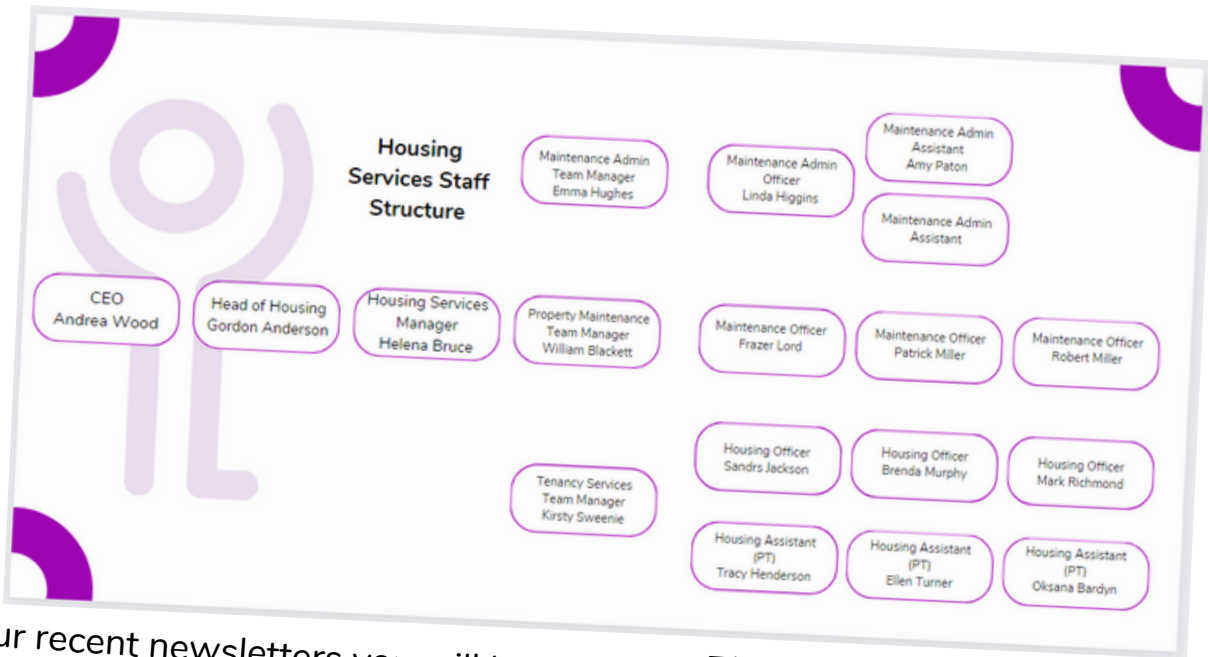


Sunny day in the garden

Our tenants in Riddrie had a fantastic garden party to say goodbye to support staff who were moving on to new jobs within Key and to welcome new staff. The sun was shining and there was plenty of good food to go around. A great time was had by all.



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In our recent newsletters you will have seen all the news about members of staff retiring. We are happy to say that over the past year we have had a lot of new members of staff joining us.

The group photo shows some familiar and some newer faces in the section. This page should show you which housing or maintenance officer is responsible for your home.



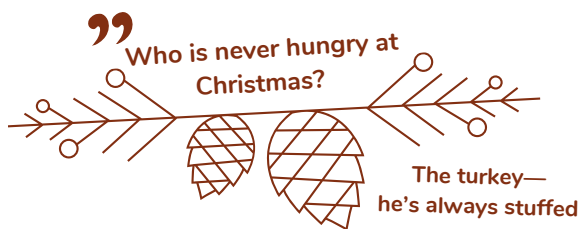
Housing Services areas covered

Maintenance Officer	Housing Officer/ Tenancy Services Team Manager
Frazer Lord	
Clackmannanshire	Brenda Murphy
Falkirk	Brenda Murphy
Highland	Mark Richmond
Stirling	Brenda Murphy
East Dunbartonshire	Mark Richmond
Robert Miller	
Glasgow	Brenda Murphy/ Kirsty Sweeney
North Lanarkshire	Sandra Jackson
South Lanarkshire	Sandra Jackson
East Dunbartonshire	Mark Richmond
Patrick Miller	
Argyll & Bute	Sandra Jackson
East Ayrshire	Mark Richmond
Glasgow	Brenda Murphy/ Kirsty Sweeney
Dumfries & Galloway	Sandra Jackson
Inverclyde	Mark Richmond
North Ayrshire	Mark Richmond
Renfrewshire	Sandra Jackson
West Dunbartonshire	Mark Richmond

Madras Court Visit

Over the summer we visited Inverness and had time to meet with tenants in Madras Court. We were able to answer questions on repairs and when the new kitchens would be fitted.

We are happy to say that there will be new kitchens being fitted here, in early 2024 and there will be some improvement to the paths in the courtyard area to remove any potential trip hazards. Next time we visit we are hoping that we will be invited in to see the new kitchens and enjoy the sunshine as we did this year.



Complaints Procedures

We treat all complaints as opportunities to improve our service to you and encourage our tenants and their families, friends, carers, and advocates to raise any matter of concern. We want to ensure you receive the best standard of service from us and our contractors. We aim to respond to all complaints quickly and our procedure has two stages:

Stage 1 Frontline Response – we try to resolve the complaint or respond to you within 5 working days.

These types of complaints are dealt with by any member of staff, or are referred to the appropriate person for a response.

The response is normally face-to-face or by telephone (though sometimes we will need to put the decision in writing)

Stage 2 Investigation – this is for any complaints that need fuller investigation or where the complainant is not happy with the response at Stage 1. We try to resolve the complaint or respond within 20 working days.

If you are still not happy with the response you can approach the Scottish Public Sector Ombudsman who will consider your complaint. We will provide you with the contact details on your response to the Stage 2 complaint.

We now publish a yearly performance report about the complaints received and resolved throughout the year. This report can be found on our website at [www.key.org.uk/about-us/publications/Annual Performance Report 1 April 2022 – 31 March 2023](http://www.key.org.uk/about-us/publications/Annual-Performance-Report-1-April-2022-31-March-2023). You can also request a copy sent to you if you would prefer.

We use our complaints to try to improve our service. This past year we have introduced new procedures to deal with void properties and have started regular meetings with our gardening contractor to try to improve their service.





Christmas Word Search



Find the following words in the puzzle.
 Words are hidden → ↓ and ↘ .

CAROLS
 CHIMNEY
 CHRISTMAS
 ELVES
 FRANKINCENSE
 HOLLY
 JESUS
 JOLLY

MERRY
 MISTLETOE
 MYRRH
 NATIVITY
 PRESENTS
 REINDEER
 RUDOLPH
 SAINTNICHOLAS

SANTACLAUS
 SCROOGE
 SLEIGH
 STOCKING
 TINSEL

Contact

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/ or you can call 0141 342 1820 during office hours to get a replacement copy of the list.

Housing 0141 342 1810

Our **housing** staff are hybrid working which means they work some days at home and some days in the office. For this reason you may not get an answer when you call the office. However, you can leave a message, which we check regularly and we will get back to you.

If you really need to speak to someone urgently call reception on 0141 342 1890



Public Holidays

The office will be closed on Monday 26th & Tuesday 27th December and Monday 2nd and Tuesday 3rd January.

The office is open every weekday 9am - 5pm with access limited at the moment in accordance with government guidelines.

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 address below, calling 0141 342 1810 or through the Complaints section of our website.

Key Housing, 70 Renton Street, Glasgow, G4 0HT
Telephone: 0141 342 1890
Email: hello@key.org.uk www.key.org.uk/key-housing

