



Spring 2025

At Home

The newsletter for tenants of Key Housing



Inside

My Home Group
Survey Feedback
Good Neighbour
Award

Welcome



to our “At Home” Spring Edition

Inside you will find feedback and results from our recent consultations; repairs survey, tenant engagement and communication survey and the rent consultation for 2025/26. You will also see the Key Housing have plans to come and meet you in your developments in 2025 and this is on page 14 and an introduction to some new members of staff on page 15.

Keep an eye out for our latest competition- The Good Neighbour Award.

The housing team at Key wish you all a lovely Easter when it comes.



HAPPY
EASTER

Rent consultation 2025

Thank you to everyone who responded to our rent consultation. The housing team appreciate your feedback and take any affordability concerns very seriously. Following the Key Housing Board Review Group meeting in January 2025, the confirmed rent increase of 4.61% (to base rental charge) will come into effect from 28 March 2025.



We held our first virtual My Home Group in January. A big thank you to the four new members who came along, the housing team really enjoyed getting to know you. This meeting went ahead following feedback and expression of interest from our recent tenant engagement and communication survey. We plan to have 2 more of these virtual meetings this year.



The housing team also travelled down to Dumfries in February to hold the second Dumfries My Home Group. We discussed Estate Management, Tenancy Rights and our Furnishings package review.

We are looking forward to our next My Home Group in Dumfries in June. We will also hold a My Home Group meeting in Stranraer in July and November.



Contact Alexandra on 01413421810 or alexandra.maxwell@key.org.uk if you would like to get involved in the My Home Group.



In November, the housing team sent out a Tenant Engagement and Communication Survey along with some more information on our My Home Group. We had over 100 responses, so thank you to everyone who took the time to give us feedback. The purpose of this survey was to help us better understand how you would like to be involved in the development of your housing service.

We want Key tenants to be involved as much as possible in the decisions we make about your housing. The tenant engagement and communication survey feedback has allowed us to expand the My Home Group and introduce additional meetings in new locations across Scotland. It also prompted the introduction of the virtual My Home Group and helping us to meet with more tenants than before.



It was also really positive to see that those who weren't interested in attending the My Home Group meetings were open to receiving consultations via post. This will allow us to get your thoughts, feelings and opinions on changes to your housing service.



The Radio Teleswitch Service (RTS) will end on the 30th June 2025. RTS is also known as Dynamic Teleswitch Service (DTS). What you need to know by 30 June 2025!

What is the Radio Teleswitch Service?

The Radio Teleswitch Service (RTS) uses a radio signal to tell some older electricity meters when to switch between peak and off-peak rates.

What Does the Radio Teleswitch Service Look Like?



What Does This Mean For You?

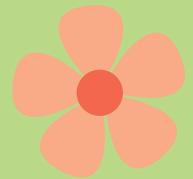
The switch off will affect energy customers that have an RTS meter in their home and may mean that their heating and hot water supply stops working as normal. Energy suppliers are to replace all RTS meters before the service ends in June 2025.

What You Should Do

Get in contact with your electricity supplier to find out when they can install your new meter. If you're unsure if you have RTS equipment, contact your electricity supplier who will be able to confirm for you.

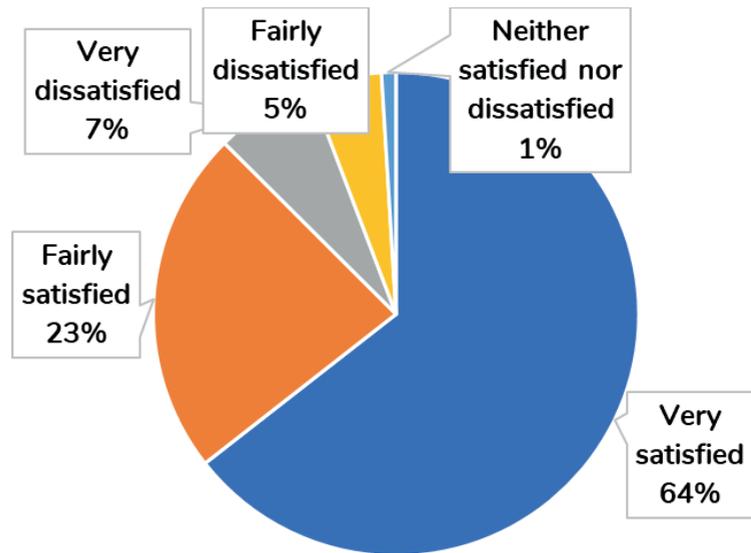
If you have any questions you can call us on 0141 342 1810.



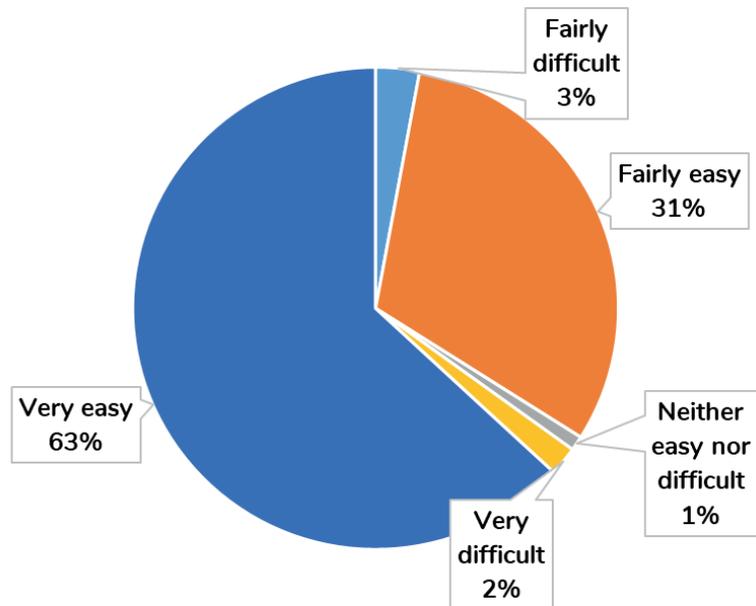


Thank you to the 125 tenants who responded to The Repairs and Maintenance Survey in November. Some responses are below.

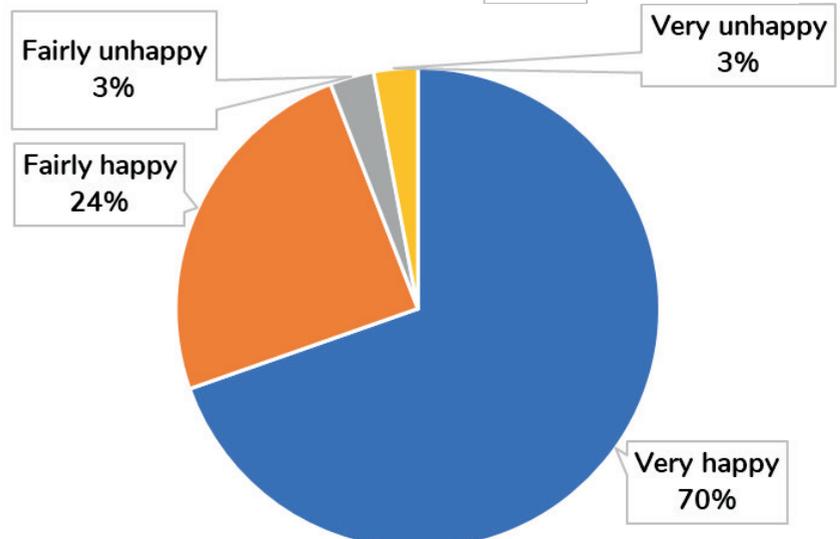
Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Key?

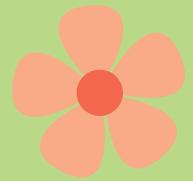


Thinking about your repair in more detail: How easy did you find reporting your repair request to Key?

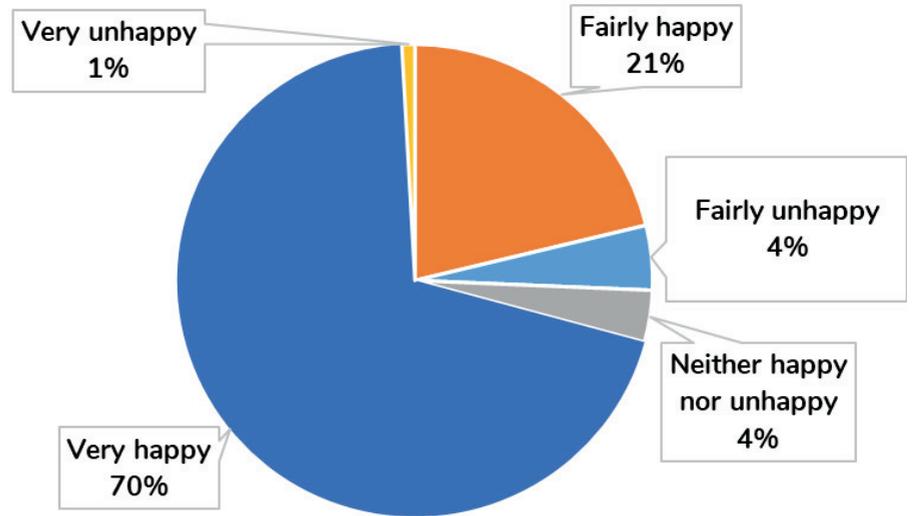


How happy were you with the overall quality of the repair?

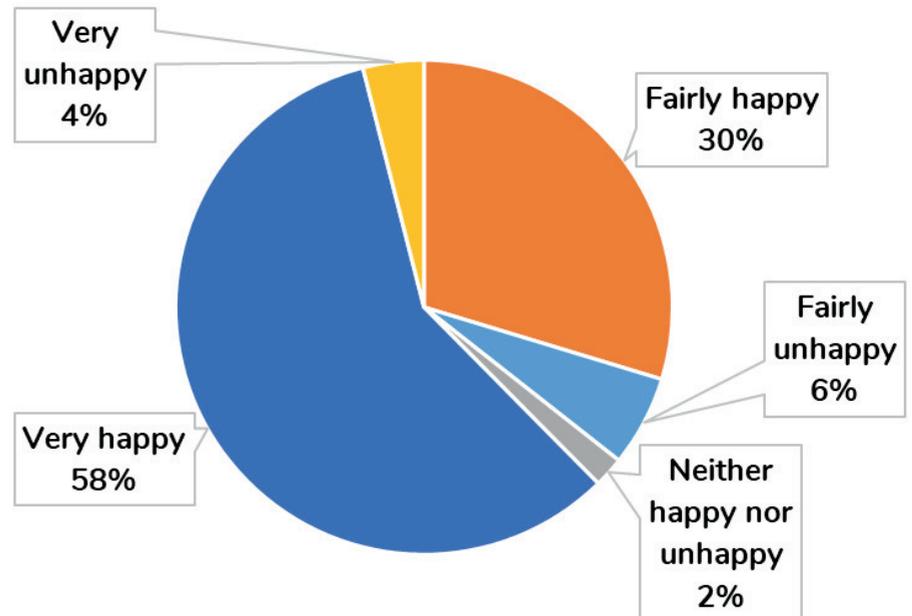




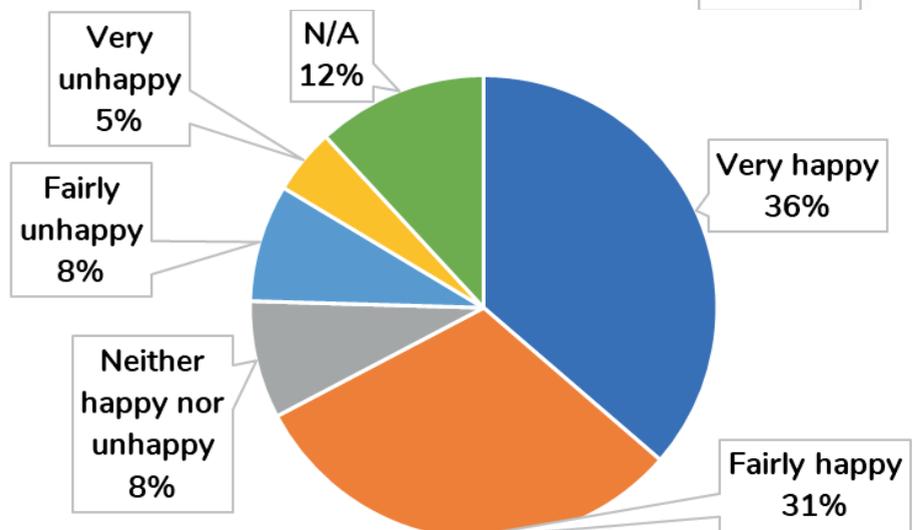
How happy were you with the attitudes of contractors (plumbers, electricians, joiners) who came to your house?



How happy were you with the contractor's speed in attending to your repair request?



If you share a stairwell/close or hallway with your neighbours, how happy are you that its being kept clean and tidy?



Our Response

We have listened to your feedback and are making changes to our services where we can. We have also made contact with tenants individually who have raised concerns.

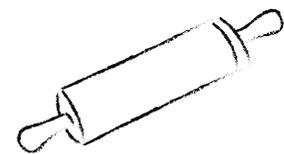




Our Planned Replacement Programme is in full swing!

December and January were very busy months with new kitchens being installed across the country.

Here are some pictures of the lovely kitchens that were installed and completed in Riddrie, Kirkintilloch and Fort William.



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At Home
Spring 2025

Planned Replacement Works Expected Over Next Three Months



Currently
being
installed

Awaiting Start
Date

Currently
Being Priced

Kitchens

Fort William

East Kilbride

Alness
Golspie
Thurso (ones that
have not been
previously
upgraded)

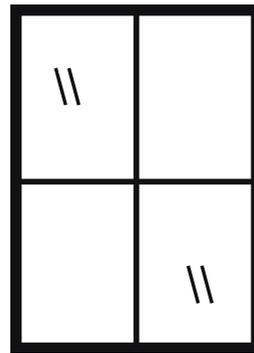
Bathrooms



East Kilbride

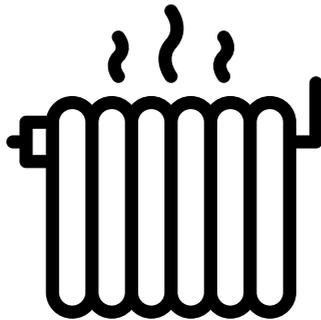
Golspie
Thurso
Madras Court
(Inverness)

Windows



Hamilton
East Kilbride
Montgomery Place
(Kilmarnock)
Nairn
Alness

Heating
Improvements



Mary Street



A further update for later in the year will be provided in the Summer Newsletter.



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
- By calling us- 01413421810
- In person- during a visit with your Housing Officer

Summary of Complaints for September - December 2024

- 6 Complaints received
- 3 were frontline and 3 were investigation stage
- 2 were upheld
- 1 was partially upheld
- 2 resolved and 1 not upheld



We have continued to receive complaints regarding the stair cleaning service across Scotland. We have liaised with the stair cleaning contractor and have made them aware of the complaints. The management team from the contractor has scheduled to meet with housing officers on site in problem areas to address poor service in an attempt to make improvements. Our stair cleaning contract will go out to tender in late summer.





Bins & Bulk Uplift Reminders



There has been a lot of reports recently of items being dumped around developments and within closes. This is a fire and health & safety risk. We ask that tenants disposing of bulky items arrange a bulk uplift date with their local authority and leave the items outside their home no longer than 24 hours before the collection.



Universal Credit Benefits Update

- DWP are currently undergoing a managed migration to UC
- Anyone can choose to claim UC, but tenants in supported accommodation should remain claiming housing benefit for your rent.
- Any change in circumstances will result in a move to UC.
- Once claiming UC you cannot be moved back to legacy benefits.

How your income may affect UC claims



- Benefits which are disregarded for your UC claim: child benefit, child maintenance, PIP, Scottish child payments, adult disability payment, child disability payment, DLA, AA, charitable/voluntary payments.
- Unearned income which will reduce your UC claim: ESA, JSA, carers allowance, pensions, spousal maintenance.
- Student income: counts over academic year, maximum available inc. student loan, £110 per month is considered.
- Earnings: 55% of earnings are considered as well as self-employed profits.

In our next newsletter we will provide housing benefit information. Please contact your housing officer if you need advice or support with your benefits and if you are having trouble organising a bulk uplift, please contact the housing team on 0141 342 1810.



We would like to express a huge thank you to tenants who entered our 'Best dressed tree in Key' competition and we hope you had a lovely Christmas!

Winner



The winner of the christmas tree competition was Tommy Johnstone from Bellshill. The staff in the Square loved the addition of Elvis. Well done Tommy!

Tenancy Services Team Manager Abby and Housing Officer Sandra visited Tommy to give him his prize- he won an Amazon Gift Voucher. Tommy is going to use his voucher to buy another record to add to his amazing collection!



Here are some other trees that tenants entered. Every Christmas tree was brilliant, and it was very difficult for our Staff at The Square to pick a winner as every tree was special in its own way.





We would like to introduce a 'Key Good Neighbour Award', which will be a feature in our Spring and Summer editions every year. We would like to welcome nominations from tenants (or support) for someone who you think should be recognised as a good neighbour. In our summer edition each year, we will announce 6 winners from-

Highland, Central Scotland, Clyde Coast, Glasgow, Dumfries & Galloway, The Lanarkshire's

All of these 6 winners and their stories will feature in the newsletter, with an overall 'Good Neighbour Award' (& prize) being given to 1 lucky winner drawn at random. 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 send your submissions to alexandra.maxwell@key.org.uk by 30th June 2024. Before you nominate a friend or neighbour, please ask them their permission to be featured in the newsletter, we will contact them beforehand.





A Huge Welcome to our Housing Services Assistants!



Aisha and Alexandra started as new Housing Services assistants' within the Housing Tenancy Services Team in December and January. You may have already met them at the My Home Group Meetings and if not I am sure you will get a chance to meet them soon. They are both very excited to be working at Key!



Housing Staff Meet and Greet



We are coming to meet you this year in your homes and neighbourhoods!

- 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

When and where?

May- Glasgow

(Garscube Road & Hallhill Road)

June- Falkirk & Stirling

(Camelon & Laurieston, Clark Street & Irvine Place)

July- Highland

(Madras Court & Montague Row)

August- Dumfries & Annan

(Suspension Brae & Longmeadow Avenue)

September- East Dunbartonshire

(Freeland Place & Clober Road)





Job: I am the Property Maintenance Team Manager. I manage the Maintenance Officers, we are involved in the Planned Replacement Programme (kitchens, bathrooms, windows, heating adaptations etc) and maintaining Key's properties.

Likes: Motorbikes, music, vinyl records, concerts, theatre, eating out, sports mixtures, and walking my dog.

Dislikes: Very cold, icy, and wet weather as I don't ride my motorbike in those conditions.

Favourite thing about Key: I love being involved in pieces of work that made our tenants happy, such as new kitchens or bathrooms, or make living in their home easier through adapting the property to suit their needs. I'm now approaching my 23rd year at Key Housing Association, I just couldn't see myself working anywhere else.



**William
Blackett**



Job: I am a Housing Assistant. I process rent payments that we receive from tenants and Local Authorities, to assist with managing rent arrears. I also process tenant's furnishing packages. I support our Housing Services by providing tenancy documents for new tenants moving in and out and also any administrative tasks that help the department as a whole.

Likes: Family, my dog and reading a good book.

Dislikes: Cold dark mornings.

Favourite thing about Key: Making a difference to someone's life in a small way; making them feel secure and comfortable when they move into their new home.



**Ellen
Turner**





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.

Public Holidays

The office will be closed on Easter Monday - 21st April 2025.

**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 www.key.org.uk/key-housing

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