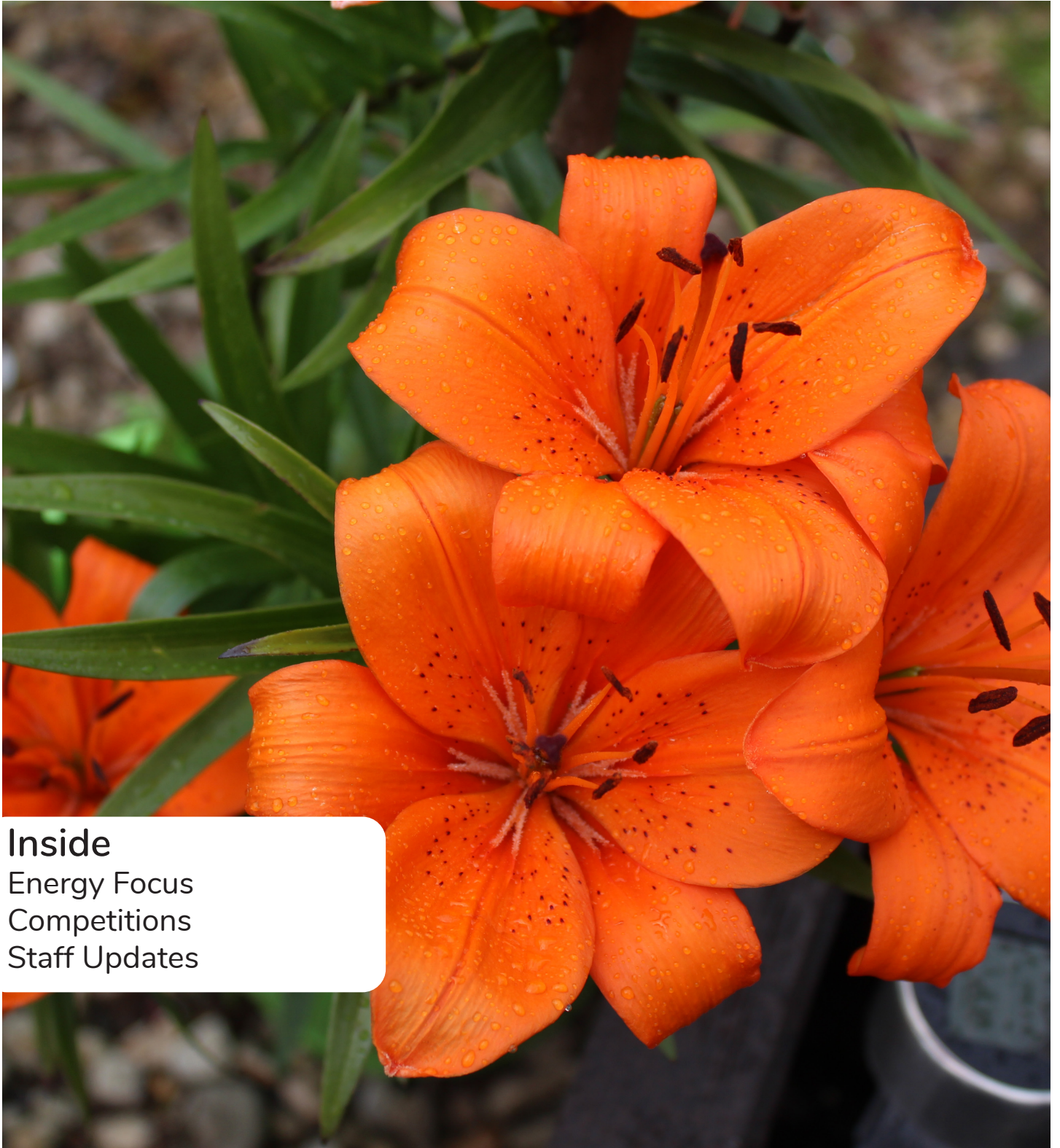


At Home

Summer 2022

The newsletter for tenants of Key Housing



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Welcome

Welcome to the summer edition of 'At Home'.

This edition focuses on issues affecting your homes now and in the future with some nice stories as well. There are two competitions to enter for your chance to win a prize.

What was the heatwave like for you? We experienced two hot days in Glasgow and in the office we kept some fans nearby to keep ourselves cool at our desks. There are concerns that the impending energy price cap may be too much for some of our tenants so please get in touch if you are struggling. The government has made a cost of living payment to help with this and it will be paid automatically if you qualify. Covid booster jabs will be available late Autumn for those who need them most so keep a look out for a letter dropping through your letterbox.

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Your housing team has information regarding the cost of living payment, surveys and staff.

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Here you can find information on decarbonisation and how it will affect the way we live and heat our homes.

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The Housing Support Enabling Unit is running its annual photography competition.

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Your maintenance team have an update on their services and how homes can be adapted.

Do you have a story that you would like to be featured in a future edition of At Home? Please call Alan on 0141 342 1815 or email: athome@key.org.uk

Fuel Poverty

What is Fuel Poverty?

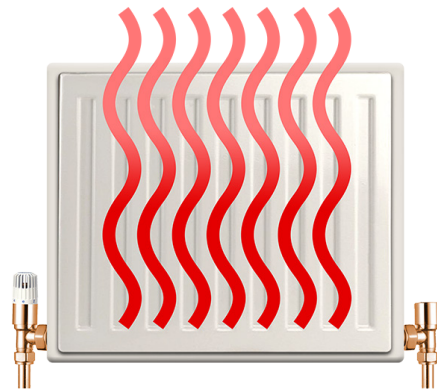
Fuel Poverty is caused by three factors: Low income, high fuel prices and poor household energy efficiency.

In recent years we have invested in making your homes energy efficient with good insulation and highly efficient heating systems.

We are concerned with the ever increasing cap on energy prices and that some of our tenants may have to make a decision of whether to heat or eat.

We want to be there for you this autumn

and winter, so if you find your finances are being stretched then please get in touch to see if we can help.



Competition Time

How Good Is Your Energy Saving Knowledge?

Enter Home Energy Scotland's quick quiz for a chance to win the first prize of £750 or second prize of £500.

All you need to do is go to the website below and answer five questions about energy savings, greener choices and carbon reduction - don't worry, they will help you along the way! You'll get some good advice and see that small changes can make a big difference.

To enter, visit

<https://www.homeenergyscotland.org/win-cash-towards-your-energy-bills/>

**HOME
ENERGY
SCOTLAND**

Your Housing Team

Cost of Living Payment

You do not need to apply for this payment, it will be paid automatically if you are eligible. Depending on your circumstances you could get three different types of payment:

A Cost of Living Payment, if you get a qualifying low income benefit or tax credits.

A Disability Cost of Living Payment, if you get a qualifying disability benefit

A Pensioner Cost of Living Payment, if you are entitled to a Winter Fuel Payment for winter 2022/23.

The payments are not taxable and will not affect the benefits or tax credits you get.

If you qualify via low income benefits and tax credits you should have received your first payment for £326 in July or August



and you will receive the second payment for £324 some time in the autumn.

The Disability Cost of Living payment may entitle you to £150 which you should receive from September onwards.

The Pensioner Cost of Living may entitle you to a further £300 which would be paid during your normal Winter Fuel Payment in November.

Coatbridge Survey

We are keen to listen to the views of all of our tenants and along side our usual large satisfaction surveys held near the end of the year we will also be carrying out smaller more focused surveys such as the one here in Coatbridge.

We wanted to gather the views of tenants in Coatbridge to see if there is anything that could be done to make the garden better for all those who use it.

Coatbridge Garden Survey

Name: _____

We would like your views on the garden area.
Please **circle** your response and provide comments to help us understand.

Do you use the garden area?

Yes No

How satisfied are you with the garden area?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Please comment on your answer

Please Turn Over

Staff Update

Flora Murray

Flora Murray, our Housing Officer for Central Scotland and North Lanarkshire retired on Friday 3rd of June 2022.

Flora had worked for Key for over 21 years and we want to wish her our fond farewells.

Flora wanted to say goodbye to all of her tenants individually but didn't quite have the time to do so. She had some great stories to share and will be missed by us all in the office and I'm sure you will miss her as well.

Flora is looking forward to spending more time visiting family members in the Outer Hebrides and to visit, much to our astonishment, as many football grounds as she can. Flora has been to Pittodrie in Aberdeen, St Mirren Park in Paisley and a few of the junior grounds closer to home.

With Flora leaving please direct all your housing calls to 0141 342 1890 and ask to get put through to the housing team where will get an answer to your query.

Sandra Jackson

Sandra Jackson, our Housing Officer for South Lanarkshire, Clyde Coast and Dumfries & Galloway has just celebrated her 40th year with Key Housing.

This is an incredible achievement and one worthy to be included in our newsletter.



Annual Return on the Charter

We gathered and prepared the relevant information for the Scottish Housing Regulator by completing our Annual Return on the Charter (ARC).

The ARC contains a lot of information about Key Housing such as our

satisfaction levels, how long it takes to carry out different types of repairs and how many tenants are waiting for an adaptation to their home.

The results will be published in our annual Charter Report later in the year.

Decarbonisation

You will have noticed decarbonisation in other areas for example transport where cars and buses are being built to run only on electric battery power.

But what does it mean for social housing?

The Scottish Government wants to cut the emissions from heating our homes and buildings before the legally binding deadline of 2045.

The first stage of the plan is to phase out new gas boilers by 2030 and to cut emissions by 70%. This is going to need radical thinking and also heavy investment as the alternatives to a gas boiler are quite expensive.



What is Decarbonisation?

Decarbonisation is the reduction of carbon dioxide emissions through the use of low carbon power sources which will achieve a lower output of greenhouse gases into the atmosphere.

You will notice more people talking about Air Source Heat Pumps which look like the picture below.



Air Source Heat Pumps transfer heat from the outside air to water which heats radiators and underfloor heating. It can also heat water stored in a hot water cylinder for taps, showers and baths.

Heat from the air is absorbed into a fluid. This fluid then passes through a heat exchanger into the heat pump, which raises the temperature and then transfers that heat to water.

The estimated cost for an Air Source Heat Pump is over £10,000 so you can understand why there needs to be significant funding from the Government or the cost to install these pieces of equipment would have a massive impact on the rent you pay.

Due to Scotland's location we can harness the power of wind and wave, and even the sun! This means there is less reliance on fossil fuels, like coal, to produce the heating and electricity for our homes.

According to Scottish Government data from March 2021, Scotland produced almost all (97.4%) of its gross electricity consumption from renewable sources. Scotland's last coal-powered station at Longannet in Fife closed in 2016.

Scotland now only has one nuclear power station in Torness, East Lothian, following the decommissioning of Dounreay in Caithness and Hunterston in North Ayrshire.

Although nuclear power has a very effective zero greenhouse gas emission, the process of mining and refining the uranium ore which is needed for making the reactor fuel requires a large amount of energy and emissions from the machinery involved.

Over the duration of the nuclear power station its carbon footprint is amazingly low but it is not without its dangers.



What can you do?

You too can help reduce carbon emissions into the atmosphere.

You can shop more local which reduces transport emissions and eat more plant based foods which reduces the number of animals that need to be reared for food.

Making small changes to how you get about by taking less journeys in buses and cars.

Change your energy usage by adjusting your thermostat to keep your home at a nice temperature which is not too hot or too cold.

Try to recycle and reuse more often. Some items can be fixed and do not necessarily need to be thrown away.

Reduce how much water you use by not leaving the cold tap running.

Inverness

Key tenant Norma, from Inverness, was featured in the local newspaper when she took part in the annual Big Spring Sing.

This was the first time the event has been held for the last few years and is an annual charity fundraising event with the money donated this year going to the Haven Centre.

Well done Norma!

The Haven Centre, run by the Elsie Normington Foundation, will be Scotland's first multi-purpose centre for children and young people with severe, profound and multiple learning difficulties and complex needs in Inverness.

It will provide an inclusive community space for people to have fun, play, socialise, grow in confidence and develop.

Key has been involved with this project for many years and cannot wait for the build to be complete, which should be early next year. Key are delighted to remain involved with the development of the three two-bedroom short breaks flats.



Birds

Every year Key receives calls from worried tenants regarding birds making nests in and around their building.

Nesting birds are protected by law so we cannot instruct a contractor to remove the nest until we are sure the birds have flown the nest which is usually September to March.

We call RSPB (The Royal Society for the



Protections of Birds) Scotland for advice regarding any issues we have with birds. We don't want to break the law and we certainly don't want our tenants breaking the law so please if you have issues with birds then get in touch for advice.

The RSPB continually run campaigns to fundraise and update the public's knowledge of birds and their habitat.

Complaints

If we have made a mistake or you are unhappy with the service provided by Key, we want to make it as easy as possible for you to tell us.

We will always try to deal with your complaint promptly and try to resolve it at the time but sometimes we will need a little longer to investigate.

You can make your complaint by phone, in writing, email or you can complete the Complaints form on our website at www.key.org.uk/key-housing/complaints



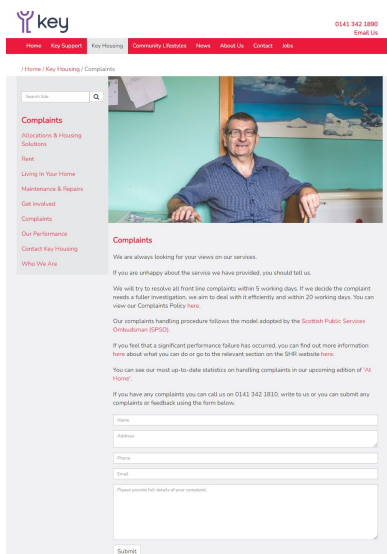
updated our policy to reflect changes introduced by the Ombudsman.

During 2021/22 we received a total of five complaints and two of these required detailed investigation.

These included a complaint about the cleanliness of a property which was about to be let, another about the operation of fire alarms and telecare, another about the quality of work undertaken by one of our contractors and another concerned damage caused by one of our contractors.

Three of the complaints were upheld, one was resolved and the other was not upheld. We resolved all of these complaints within the required timescales.

If you are unhappy with our service at any time, or would like a copy of our complaints policy, please call us on 0141 342 1810.



You can also find out how we handle complaints on the website, in line with the requirements of the Scottish Public Services Ombudsman. Last year we

TAG - The Advisory Group



The Advisory Group is a charity based in Scotland which is run by people with disabilities to fight discrimination and help promote social inclusion.

Some of Key's tenants are part of TAG and you can find the most up to date information on their Facebook page. www.facebook.com/theadvisorygroup

Competition Time



We'd like to see your
photos of home,
community & wellbeing



No place like home... Photography competition 2022

Are you a budding photographer?

The Housing Support Enabling Unit would like to invite everyone who uses a housing support or supported housing service to take part in the **No place like home** Photography Competition 2022.

The competition is all about celebrating the achievements and the experiences of people who receive housing support services in Scotland. We're looking for photos which represent what home means to you.

There are cash prizes of £50 for winning entries and you can enter as a group or as an individual.

You can find entry details at <http://www.ccpScotland.org/> and you have until the 12th of September to enter.



Out and About with Alan

Do you recognise your home?

With Covid cases falling I felt it was a good time to get out and visit some of Key's properties.

I got to visit Stenhousemuir, Laurieston, Coatbridge and Cumbernauld and got to see all the wonderful things that you have done to your homes and gardens. It was great to meet some of you and hear how you have been coping over the past few years and what your plans are for the years to come.

The pandemic highlighted the importance of a nice garden area and I know many of you have plans in place to ensure your garden is neat and tidy and welcoming to all.

If you are interested in becoming a member of The My Home Group can you please get in touch with me, your support or your Housing Officer.



Your Maintenance Team

Our Maintenance Admin Team are here for you so if you have an emergency or notice something that needs fixed then please call Emma, Linda, Kate or Naomi on 0141 342 1820 to report your repair.

If the team are busy and your call doesn't get answered then please leave your name, phone number and what you need repaired and a member of the team will call you back to make suitable arrangements.

Surveys

Remember to return the repair survey slip should you receive one after a repair has been carried out. It is essential that we get feedback from our tenants so we know the contractors are doing a good job.

We are starting to prepare the Repairs Survey which is sent to you every two



years.

This survey lets us know how satisfied you are with the repairs service, how fast we respond to your request for a repair and how happy you are with the externals of your home like the windows, doors, fencing and gardens.

We will include a free post envelope with your survey so you can send it back to us free of charge. When you receive the survey through the post can you please fill it in, it should take 5 to 10 minutes to complete which isn't long, seal it in the enclosed envelope and pop it in your nearest post box.



Adaptations

At Key we want you to be as comfortable in your home as is possible and one way that we can achieve this is for you to have a home that is suited to your needs.

Homes can be adapted to make your life easier. The pictures show a wheelchair accessible kitchen, a wet floor shower room and a modified home with ramp access for wheelchair users.

Your local Occupational Therapist can make recommendations if you struggle with an everyday activity in your home.



Staff

Scott, our Maintenance Officer for Central Scotland has left. Scott has been with Key for over three years and felt it was the right time to move on.

We wish Scott well in his new venture.

Sport

Have the Commonwealth Games in Birmingham put you in the mood to get back in to or try a new sport?

There are many sports that you can play and if you have a disability then don't be put off as there are sports for everyone.

Scottish Disability Sport (SDS) was formed in the 60's to encourage the development of sport and physical recreation for disabled people throughout Scotland and is the lead agency in disability sport in Scotland.

Their vision is to make sport and physical activity both welcoming and inclusive for participants with disabilities.



Like Key, SDS has facilities all over Scotland from the far north all the way down to Dumfries and Galloway with some of their members representing Scotland and the UK in national and international competitions.

The Commonwealth Games in Birmingham featured Scottish para athletes who collected a tremendous 12 medals across 5 different sports making it their most successful games.

Scotland had para athletes taking part in; athletics, basketball, cycling, lawn bowls, power-lifting, swimming and triathlon.



Scotland also has athletes who take part in Boccia, football, wheelchair curling, wheelchair tennis, clay pigeon shooting, table tennis and many more sports.

Why don't you give sport a try, you will get to meet new friends and it can improve your mental and physical wellbeing. It could be something you have played in the past or a sport that is entirely new. You can get information for what is available in your area at the below web-page.

www.scottishdisabilitysport.com



Specialist Equipment



Did you know there are specialist phones that are suited to the needs of people who are hard of hearing or visually impaired?

These phones, which are used by some of our tenants, produced by geemarc



allow you to increase the volume to much louder than a standard phone.

They also have photo buttons so you can store peoples phone numbers and have a picture of them to make dialing a lot easier.

We Want Your News

Do you have an activity you take part in and want us to feature it in our newsletter?

Send in your story and your pictures and we will let other tenants know

what you are up to and how it makes a difference to your life.

It could be a club you go to or a class where you are learning something new.

Send your story to alan.morris@key.org.uk



Contact

Repairs 0141 342 1820

Emergency repairs

If you have an emergency repair outside of office hours (Monday - Friday, 9am - 5pm), please refer to your Emergency Contractors List. 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.

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

Housing 0141 342 1810

Calling Housing

Our housing staff are beginning phased return to working in the office so you may not get an answer when you call the office. You can leave a message, which we check regularly and we will get back to you.

If you really need to speak to someone and do not get an answer from 0141 342 1810, please call the housing mobile on 07436 266414 or reception on 0141 342 1890

Public Holidays

There are no upcoming office closures until winter.

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



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