



Key Housing Charter Report 2022







Welcome

This report looks at our performance as a landlord between April 2021 and March 2022.

It is split into 4 main sections:

- Value for money
- Tenant engagement
- Repairs and maintenance
- Neighbourhood and community

You can find out more by reading on.

About Key Housing



713

owned properties



89

leased properties
from other
landlords



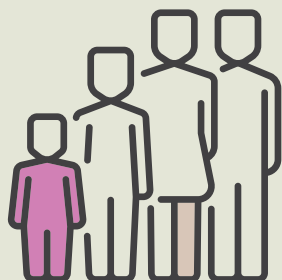
730

supported tenants



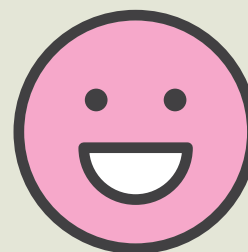
15

local authorities
where we have a
property



853

tenants



91.56%

satisfied with our
overall housing
service



81 days

average time to
complete an
adaptation



99.7%

properties meet the
Energy Efficiency
Standard for Social
Housing



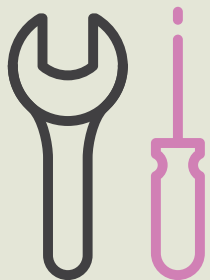
5 days, 5 hours

average time to complete
non-emergency repair



2.48%

average rent
increase



3 hrs, 39 mins

average time to complete
emergency repair

0.78%

rent loss due to
voids

Value for money

Providing tenants with a value for money service is important to us.

A big part of this is consulting with you about our rental and service charges.

This section looks at how we performed in these areas last year.





Rent affordability

We always aim to get the right balance between providing a good service and affordable rent.

Below is a table of our average weekly rents compared against the averages of other Scottish Landlords.

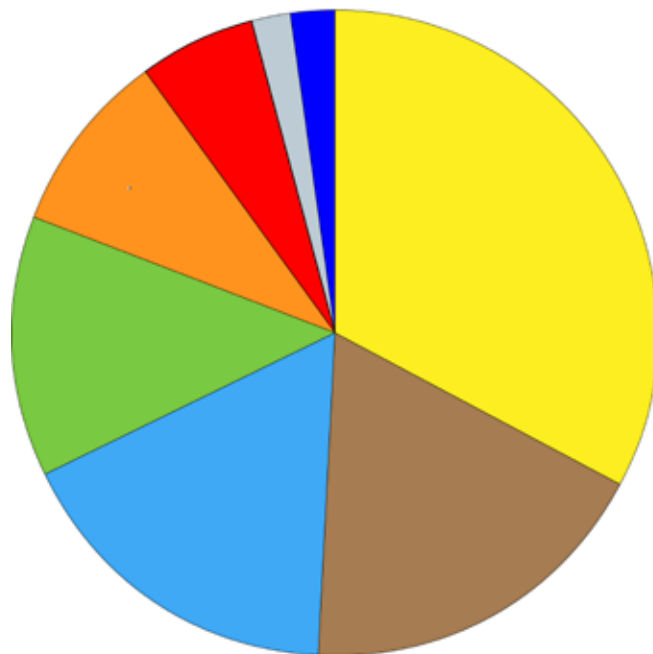
Number of Bedrooms	Number Owned	Key Housing	Scottish Average	Specialist Housing Average
Bedsit	7	£83.78	£75.95	£112.25
1 Bed	417	£97.16	£81.32	£116.45
2 Bed	182	£103.94	£84.18	£116.03
3 Bed	89	£113.42	£91.48	£117.20
4+ Bed	18	£189.37	£100.74	£111.97



The specialist housing average is a more realistic comparison for our rents as it reflects the additional costs around providing supported housing.

Rents in our largest properties are quite high in comparison as many of these are shared tenancies.

Spend Breakdown



How we spend your rent

We have broken down our main areas of expenditure for every pound of your rent.

Re-Lets

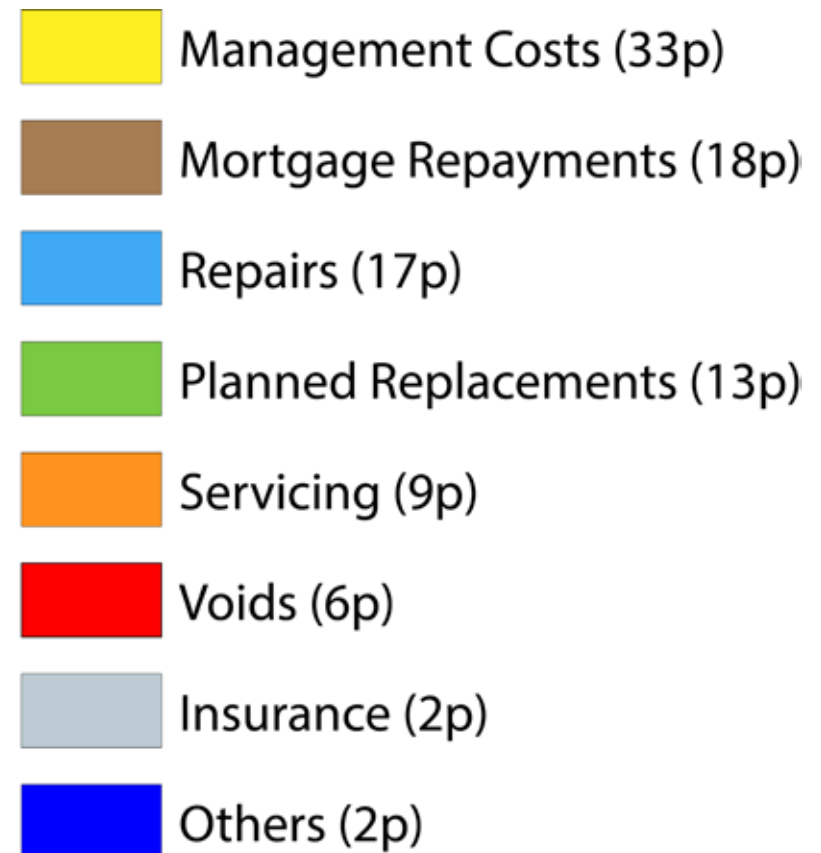
An important part of providing value for money is ensuring that properties are not left empty for too long. We took an average of 50.2 days to re-let 50 properties this year; This is 7 days less in comparison to last year.

This year we were slightly quicker than the Scottish Average of 51.6 days.

Arrears

We work hard to help tenants make their rental payments and provide any benefits advice that can help.

Our overall rent arrears figure is 2.31%, this is significantly lower than the Scottish Average of 6.3%.







Tenant engagement

We want tenants to give us their views and help shape the services we provide.

In this section we will look at our tenant engagement activities throughout the year.

Tenants Satisfaction

We carried out a Tenant Satisfaction Survey at the end of 2021 and just over 33% of you responded. **The overall satisfaction with our housing service is 91.56%**, which is higher than the Scottish Average of 87.7%.



71.4%

satisfied with
opportunities
to participate

Opportunities to Participate

In our survey, 71.4% of tenants were satisfied with the opportunities to participate in our decision making. This figure has decreased from our previous survey of 76.9% and still remains lower than the Scottish Average of 86.8%.

We are always looking for ways to improve, and increase, the opportunities for participation. We would also like to increase our digital engagement with you.

Our main tenant engagement panel is the 'My Home Group' which usually meets 5-6 times a year. Members of the group received a draft of this Charter Review to gauge their opinions.

In addition to our usual Rent Consultation and At Home newsletter, we have initiated more focused surveys to our services.

We will be sending out our Repairs Satisfaction Survey during October this year. We will monitor the results of the survey and are keen to see how our services have performed over the past year.

81.9%

satisfied with
how we keep you
informed

Keeping tenants informed

Providing you with up to date information on changes to our service is very important to us.

Last year 81.9% of tenants were happy with how we carry this out. This figure is lower than the Scottish Average of 91.2% and has decreased from the previous survey of 86.1%.

It has never been easier to keep in touch, we can mail you, e-mail you, meet you in person and talk to you over the phone.

We provide our 'At Home' tenant newsletter three times a year to keep you informed with events and news.

You can also find more information on our website www.key.org.uk



Complaints

It is important that you let us know if there has been a problem with the service we provide. Last year we received 5 complaints and they were all dealt with within the agreed timescales.

Key Partners

It has been a busy year in the Highlands with our involvement with The Elsie Normington Foundation's Haven Project, which will bring a purpose-built resource for children and adults with complex needs in the Highland and Islands.

The development in Inverness will include three short break flats as pictured on the right hand side of the picture on the opposite page, and will enable us to build upon the success of our current short breaks supports which are located in Nairn and extend the availability of the short breaks across the Highlands and Islands.

The Haven Centre will also include: an indoor specialist play centre for children and young adults; a community cafe; a community garden and meeting and social areas.

And of course, at the very heart of this work is the involvement of local disabled people, families and TAG (The Advisory Group) who are ensuring the resources are co-produced by those who will be accessing it.

You can find out more about the Haven Project and watch a video of the development so far by typing this web address in to your browser

<https://bit.ly/3TELzRS>





Repairs and maintenance

At Key we strive to build, maintain and adapt homes to suit your life.

This section of the report looks at the work we do to maintain, and improve your property.





Repairs

In our most recent Tenant Satisfaction Survey we asked you how you felt about our repairs service and 92.41% of you are satisfied with it. You can see below that our figures are better than the Scottish Average.

Our emergency repair times have remained consistent but the non-emergency time has increased:

3 hours, 39 mins

average time to complete emergency repair

5 days, 5 hours

average time to complete non-emergency repair

90.08%

of repairs right first time

How do we compare

Scottish Average

4 hours, 12 mins

average time to complete emergency repair

8 days, 22 hours

average time to complete non-emergency repair

88.3%

of repairs right first time



Planned Replacements

Although our planned replacement programme has fallen behind due to the impact of the pandemic, there is a plan in place to catch up with the work that has been delayed.

Quality & Energy Standards

We now only have 5 properties that do not meet the Scottish Housing Quality Standard (SHQS), meaning that 97.9% of our properties meet this standard. We are working towards the Energy Efficiency Standard for Social Housing (ESSH).



We expect 4 properties to be brought up to this standard by the year 2023 with 1 other property being identified as too costly to meet the standards. You can find out more about ESSH on the Energy Efficiency section of our website.

Adaptations

We often make changes to our properties to help your home suit your needs and we refer to these works as adaptations.

Last year we completed 42 adaptations and it took an average of 81 days to complete each one. This is closer to our average pre pandemic.

These projects are made possible through grant funding from the Scottish Government and Glasgow City Council.



81 days

average time to
complete an adaptation





Neighbourhood and community

We want all our tenants to enjoy living in their home.

A important part of this is feeling happy and safe within your neighbourhood, as well as feeling a part of the community.

This section looks at how well we have managed our neighbourhoods.

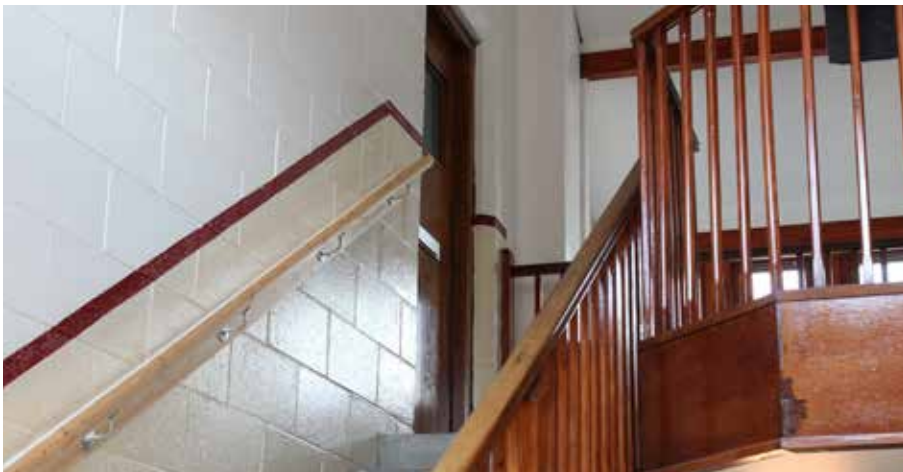
Neighbourhood Management

Your satisfaction with how we contribute to the management of your neighbourhoods has decreased to 83.26%. This decrease follows the trend for the Scottish Average which dropped by 1%. We are all committed to ensure that everybody is happy in their homes.

Anti-Social Behaviour

This year we had 14 cases of Anti-Social Behaviour across our properties which is a lot lower than 28 for last year.

The majority of our disputes are on a small scale and can be resolved fairly quickly with the cooperation of all those involved. That being said, there are occasions where the people involved do not cooperate leaving us little choice but to involve other agencies such as the police and social work.



83.26%

satisfied with how
we manage your
neighbourhoods



The My Home Group are meeting in person again, in smaller groups, and have been delighted to return. The group discussed the publications and surveys which Key sends out to tenants and over the coming months their attention will focus more on Safety in the Home.

Our Board meetings and AGM are once again taking place in person or as a hybrid event, where people participated in the office or online. Our Information and Communication Technology team have developed ways for this to happen.

Becoming a member of Key Housing Association costs just £1. Once joined you will receive a share certificate and a copy of our annual report. You will also be entitled to vote at our Annual General Meeting. Application forms are on our website or alternatively you can call us to get one posted out.

With the cost of living increasing, higher prices for fuel, energy, groceries and products, we have for the first time applied for the Social Housing Fuel Support Fund which will allow us to help our tenants who are in the greatest financial need to pay for heating and hot water.

The front cover art by our tenant John Coccozza is part of a bigger series about climate change called "**The Time Is Now**". You can see more artwork at Project Ability - www.project-ability.co.uk

Cover art by
John Coccozza

You can also view our Charter
Review on our website which
gives access to a range of
accessibility options.

www.key.org.uk



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Key is a society registered under the Co-operative and Community Benefit Societies Act 2014, company number 1938 R (S) and with the Scottish Housing Regulator, registration number 141. Key and Key Housing are names used by Key Housing Association Limited, a charity registered in Scotland, charity number SC006652.