



At Home Summer 2024

The newsletter for tenants of Key Housing



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Tenant Satisfaction Survey
Planned Replacements
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Summer Quiz

Welcome


to our Summer “At Home” edition

Inside you will find articles on our recent Tenant Satisfaction survey, our rent consultation and our planned replacement programme.

We now have 3 new Property Maintenance Officers and you will find their photos on page 15 so you will recognise them when they are out in your neighbourhood.

Rent Consultation

We carried out a rent consultation during December 2023. Your views were put to the Housing Review Group who with authority from the Board agreed a 6.43% increase to our base rents. Thank you to everyone who took the time to return the form.

Rent Consultation 2024/25 

Tell us your views using the feedback form on the back page and return to The Square in the pre-paid envelope.

We are consulting with you on our proposed rent increase from 28th March 2024 and this leaflet provides a background on the nature of our proposal. In particular we are very much aware of the impact that cost of living pressures are having on our tenants.

This year, we are proposing an increase of 6.43% on our rents.

The table below shows the change this would make to our base rents. During September to December we review all our costs, for example: our repairs and planned replacements; our insurance costs and our staffing costs. In particular our property maintenance costs have risen considerably over the past two years and we need to ensure that we charge enough rent to invest in maintaining and improving our properties. As part of our ongoing commitment we spoke in more detail with our My Home Group during their December meeting about the background to these proposals.

We would welcome your views by returning the form at the end of this leaflet. Alternatively you can call us and we will take a note of your comments. Your feedback will be considered by Key's Board in January.

Please get in touch with us on 0141 342 1810 if you are struggling with your finances and we will provide as much advice and assistance as we can.

Property Size	Current Annual Rent	Proposed Annual Rent from 28/03/24	Proposed Increase to Monthly Rent
Bedsit	£4,276	£4,551	£22.91
1 Bedroom	£4,751	£5,056	£25.46
2 Bedroom	£4,988	£5,309	£26.73
3 Bedroom	£5,226	£5,562	£28.00
4 Bedroom	£5,464	£5,815	£29.28

Tenants Satisfaction Survey 2024

282

Tenants
returned
our survey

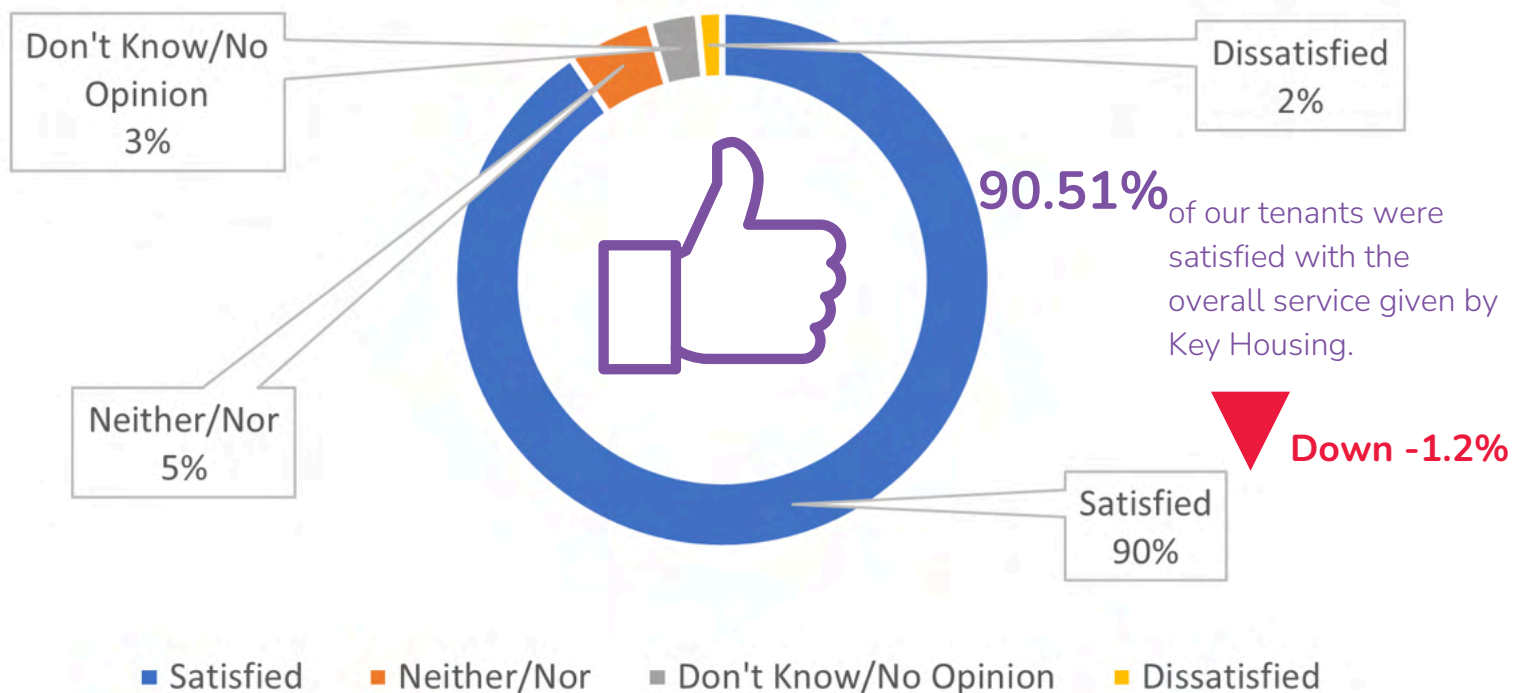
At the beginning of 2024 we conducted a full Tenant Satisfaction Survey to give you, our tenants, the opportunity to tell us what you thought about your home, and the services that we provide to you.

At the end of the survey there was a section for people to make any additional comments on our housing service. We will contact everyone who had a specific query to advise what have done or intend to do in relation to these comments.

Some of the results were lower than in previous years and we know that we have some work to do to improve your satisfaction in these areas.

What did you tell us?

Satisfaction with overall service



Arrows show % change since the last Tenants Satisfaction Survey with significant increases in satisfaction shown in **green** and decreases in satisfaction shown in **red**.

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Tenants Satisfaction Survey 2024

Overall, how satisfied or dissatisfied are you with Key's contribution to the management of the neighbourhood you live in?

86.69% of our tenants were happy with the way their neighbourhood was managed.

 Up +3%



How satisfied or dissatisfied are you with the opportunities given to you in Key's decision making processes?

75.27% of our tenants were happy with the opportunities they had in decision-making processes.

 Up +3.8%



Taking into account the accommodation and the services Key provides, to what extent do you think the rent for your property represents good or poor value for money?

84.36% of our tenants think their rent is good value for money.

 Down -1.3%



Overall, how satisfied or dissatisfied are you with the quality of your home?

87.64% of our tenants were happy with the quality of their home.

 Down -3.2%



NEW HOME TENANTS:
Thinking about when you moved in, how satisfied or dissatisfied are you with the standard of your home?

 Down -10%

77.4% of our tenants were happy with the standard of their new home.

Tenants Satisfaction Survey 2024

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

91.89%

of our tenants were happy with the repairs carried out in their home.

▼ **Down -1.9%**



How satisfied are you with the garden maintenance service provided by Key? e.g. grass cutting, hedge trimming & litter picking (in some areas), during growing season.

66.4%

of our tenants were satisfied with the garden maintenance service provided.

▼ **Down -3%**



How good or poor do you feel Key is at keeping you informed about their services and decisions?

81.62%

of our tenants feel they are kept well informed about services and decisions.

▶ **Same as before**



How satisfied or dissatisfied are you with the way Key deals with your housing enquiries generally?

86.1%

of our tenants were satisfied with the way housing enquiries were dealt with.

▶ **Same as before**



Was getting through to the right person easy or difficult?

81%

of our tenants found it easy to get through to the right person.

▲ **Up +5%**

We have seen in the Tenant Satisfaction survey that you are less satisfied with the quality of your homes. This may be as a result of the delay in the planned replacement programme. We have a three year list of work to do replacing kitchens, bathrooms, windows, doors and in some locations roofs. A lot of work goes into preparing the work before you see the transformation. Robert and Patrick are putting together specifications for window replacements and are busy counting all the different window types in this photo.



2024 Plans

We have just completed 20 kitchens in Madras Court, Inverness and 13 kitchens in Lesmahagow. New kitchens are being planned for Riddrie, Kirkintilloch, Greenock, Stirling, Annan, Dumfries, Fort William and Golspie. We are planning new windows in Hamilton, Kilmarnock, Nairn and Alness. New bathrooms are being planned for Stirling, Laurieston, Alness and Madras Court. We _____windows?????

Madras Court Kitchen

Old Kitchen



Work in Progress



Complete Kitchen



Some more photos of new kitchens fitted in the last six months.



Tenant Satisfaction Survey 2024 competition winners

The lucky winners (below) of our recent survey won £30 in shopping vouchers each.



- Moira from Stirling
- Alexander from Alness
- James and Anita from Falkirk
- Margaret from Coatbridge
- Brian and Isabel from Glasgow



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 year we have had more tenants telling us that garden areas have not been cut or kept the way that our specification asks or cut in time. We are working with our contractors, through regular meetings to ensure all areas are looked after as they should be and to make sure standards are met. Should you experience any issues, please email hello@key.org.uk or call Maintenance Admin on 0141 342 1820.

This information was correct
at the time of publishing



Bulk Waste Disposal

Key Housing Association have responsibilities to keep all their tenants and visitors safe. We also have duties laid down by the law such as the Fire (Scotland) Act 2005 to review risk presented by items left in the close and take action where necessary. Please do not leave bulky items inside the common close areas or next to our properties as this can create a potential fire hazard.

Charity Collection from inside your home

There are local organisations that would be pleased to receive suitable furniture items in a reasonable condition. These could be used by someone else.



Your Local Authority

From 1st April 2024 a charge will apply to all standard bulk uplift requests. A standard uplift includes the collection of a certain amount of items.

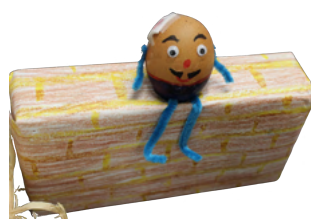
This may vary for each local Authority Area. The local Authority will only collect items listed in the bulk uplift form. Payments can be made online using a debit or credit card.





Our tenants in Lesmahagow organised a lovely Easter afternoon. This was thoroughly enjoyed by everyone who was able to attend. The selection of Easter bonnets on display was incredible. Lots of raffle prizes and food were enjoyed by all.

Winners of the Easter Bonnet Competition



Our tenants in Dunoon had a fantastic Easter Fun Day. This was a brilliant day and everyone involved in the treasure hunt and bingo enjoyed themselves. There was plenty of good food and lots of cakes to go around.

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Winners of the Cake Competition

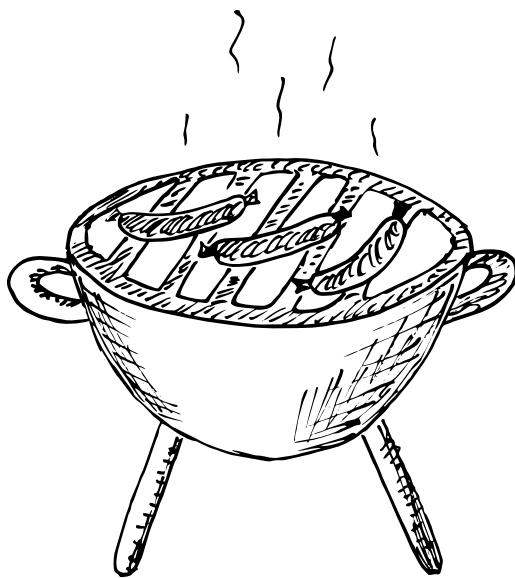


Having a party?

You will see from the past 2 pages that members of the Housing Services team were delighted to be invited to join in some Easter fun activities in Dunoon and Lesmahagow.

Let us know what is going on in your area. Are you having a fete, party or BBQ that you would like featured in the magazine.

We hope that our next issue of the At Home magazine will be filled with photos of you enjoying summer sunshine in your gardens. Fingers crossed for a little less rain and a lot more sunshine.



My Home Group

The 'My Home Group' are on the lookout for new members. Their meeting takes place every couple of months on a Wednesday, late morning and includes lunch. They discuss Key publications and policies as well as catching up with events in each others lives.

If you have any further questions about our tenant engagement 'My Home Group', please give us a call on 0141 342 1810.



We are hoping to hold a group outwith Glasgow in the near future. Look out for the My Home Group presentation at our annual AGM in September.

Complaints

Last year 2023/2024 we received 7 complaints.

We now have a YouTube video to help you if you wish to make a complaint. This can be found at <https://key.org.uk/key-housing/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.

SUMMER FUN

Word Search Puzzle



W	A	T	E	R	P	A	R	K	V	A	C	A	T	I	O	N
F	R	I	E	N	D	S	W	S	T	Z	G	H	N	A	I	G
T	S	A	Z	Q	P	A	B	Q	C	N	P	N	M	D	C	S
E	W	O	N	C	H	I	I	Y	I	A	S	U	R	X	E	N
B	I	C	Y	C	L	E	C	P	C	R	Y	O	Z	M	C	F
O	M	P	W	I	Z	J	M	N	E	F	J	A	A	P	R	R
U	M	E	I	F	M	A	T	L	I	U	I	G	M	O	E	I
T	I	H	G	A	C	O	K	X	C	C	B	S	N	P	A	S
D	N	N	J	X	O	N	P	S	M	B	K	E	H	S	M	B
O	G	W	V	F	I	I	P	X	D	R	T	R	A	I	X	E
O	O	U	E	R	R	O	C	O	O	K	O	U	T	C	N	E
R	A	R	P	T	L	F	U	W	S	S	C	V	Q	L	H	G
S	A	S	D	F	O	L	E	M	O	N	A	D	E	E	T	A
B	A	A	P	E	Q	R	S	U	N	S	H	I	N	E	M	N
W	O	I	F	A	I	R	G	R	O	U	N	D	P	X	B	M
R	L	W	N	F	E	K	N	B	A	S	E	B	A	L	L	X
F	B	B	M	Y	P	M	V	T	D	G	I	S	W	O	R	V



BAREFOOT	FISHING	PICNIC
BASEBALL	FLIP FLOPS	POPSICLE
BEACH	FRIENDS	ROAD TRIP
BICYCLE	FRISBEE	SPRINKLERS
CAMPING	GAMES	SUNSHINE
COOKOUT	ICE CREAM	SWIMMING
FAIRGROUND	LEMONADE	VACATION
FIREWORKS	OUTDOORS	WATER PARK

New Maintenance Officers

Graeme Robert Patrick



We are delighted to welcome the new Maintenance Officers in the Housing Services Department.

Maintenance Officers always carry identification with them when visiting tenants so please feel free to request this.

Graeme Morrison
Argyll & Bute
Dumfries & Galloway
East Ayrshire
<u>Glasgow</u> (Maryhill, Garscube Rd and Garnethill)
Inverclyde
North Ayrshire
Renfrewshire
West Dunbartonshire

Robert Miller
Clackmannanshire
East Dunbartonshire
Falkirk
Highland
Stirling

Patrick Miller
Glasgow
North Lanarkshire
South Lanarkshire



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.

Office Hours

The office is open every weekday
9am - 5pm.

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



A society registered under the Co-operative and Community Benefit Societies Act 2014, company no. 1938R(S) and the Scottish Housing Regulator, no. 141. Key, Key Community Supports and Key Housing are names used by Key Housing Association Limited, a charity registered in Scotland, charity number SC006652.

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 call you back.

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