



Summer 2025

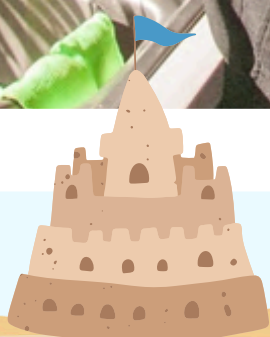
At Home

The newsletter for tenants of Key Housing

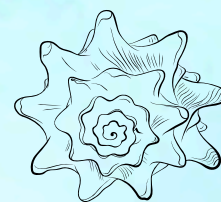


Inside

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Summer 2025



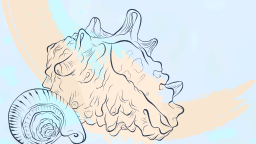
Welcome

to our “At Home” Summer Edition

Welcome to the summer edition of At Home - Inside you will find feedback from our recent kitchen replacement survey, as well as important benefit updates and the highlights of the housing teams recent Staff Meet and Greet.

You will also see the winner of our Good Neighbour Award on pages 11 & 12.

Keep an eye out for what our Key tenants have been up to this summer. See below Barbara and Sharon enjoying the sunshine and a lovely drawing done by Helen from Dumfries.



3 At Home Summer 2025 My Home Group Update



Since our last newsletter there have been five My Home Group Meetings, here are some of our favourite photos.



In April, we held the first meeting in the Highlands. It was a great success and we now have 18 new members in the My Home Group family. We're looking forward to the next Highland visit.



In May, we held the first meeting in Stranraer. After listening to member feedback that Dumfries was too far to travel to us so we came to them. Everyone had a great day and the My Home Group gained two new members. In June, we met again in Glasgow.



In July, we held our second Dumfries meeting and we gained another new member. Across all meetings we have discussed a range of topics; Estate Management, Support Staff Handbook, Planned Replacement publications, Website Review and the Charter Report to get members involved in the work we do.



If you're interested in finding out more about tenant engagement please contact alexandra.maxwell@key.org.uk

4 At Home Summer 2025 Photoshoot at Madras Court



Some of the Tenancy Services Team had a visit up to the Highlands and joined in on a photoshoot with tenants.



Tenants showed Emma, Mark and Abby around their homes and lovely gardens.



Tenants talked about what they like about living with Key, their love for their new kitchens, activities they like to get up to and any concerns they had about their development.





The Housing Services Team have been travelling across the country this year to meet with tenants in their homes and neighbourhoods.



The meet and greets have provided opportunity for tenants and housing staff to get to know one another. Tenants were able to collect information leaflets and Key goodies while learning more about housing and discussing any issues in their areas.



Main topics discussed were

- Universal Credit
- My Home Group
- Car Parking
- Bins and Recycling
- Gardening - on the back of the meet and greets tenants at Garscube Road are setting up a gardening project!

MEET
AND
GREET





The Housing Services Team have been working on getting feedback from you following new kitchens being installed. This feedback is really helpful for us to understand how you feel about the process from start to finish, the communication from Key and the finished product from contractors. We then use the feedback to improve the process.

So far, out of the 40 kitchens we replaced last year, we have had 24 tenants respond to our Kitchen Replacement Survey. 20 of these tenants have been 'very happy' or 'fairly happy' with their new kitchen. Some of the positive feedback is below:

- "Best kitchen I've ever had"
- "Good quality and well fitted"
- "Its nice and bright"



key housing
Planned Replacement Programme- Kitchen Upgrades Survey

We hope you are enjoying your new kitchen. We would like to know how you found the process and if you have any suggestions for improvement.

Name: _____
Address: _____

1. Overall how happy are you with your new kitchen? Please circle one.

Very happy	Fairly happy	Neither happy nor unhappy	Fairly unhappy	Very unhappy
★★★★★	★★★★	★★★	★★	★

2. Can you tell us the best thing about your new kitchen?

3. Is there anything you do not like about your new kitchen?

4. Did you have enough time to make your kitchen choices (colours, worktops, flooring)? Please circle one.

YES NO Not Sure

Please turn over

The majority of tenants informed us that they read our 'Kitchen Replacement Guide' before the work started and felt they were fully informed before the process started.

Tenants also appreciated being able to make their own choices for colours and finishes. Some of the feedback we are taking forward for improvement is:

- Mess left by contractors
- Poor quality paint
- Difficulty reaching top cupboards





Our Planned Replacement Programme is continuing full steam ahead. Here are some lovely finished results from new kitchens at Madras Court and Montague Row.



Here are some new bathrooms at Manse Lane and Woodland Crescent.

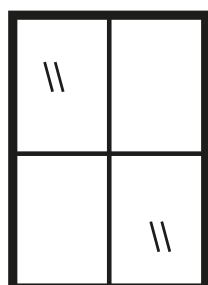




Currently Being Priced

Windows

Nairn
Alness
Camelon
East Kilbride
(Manse Lane)
Renfrew
Elderslie (partial)
Hamilton
Kilmarnock



Bathrooms

Golspie
Thurso
Inverness (Madras
Court)
Riddrie
Renfrew
(Espedair Street)



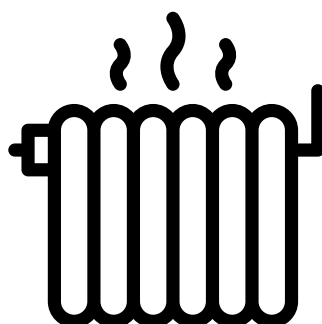
Kitchens

Alness
Golspie
Thurso
Budhill x 2
Dunoon



Heating Improvements

41 Craigielea Road
(Heat Pump)
19 Moss-Side Brae
(Quantum electric
heating)



A further update for end of the financial year will be
provided in the Winter 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 1st April 2024 – 31 March 2025

- 52 Complaints received
- 47 were frontline and 5 were investigation stage
- 51 complaints responded to within timescale
- Average time in working days for a full response to complaints at frontline line stage- 1.2 days
- Average time in working days for a full response to complaints at investigation stage- 14 days.

We are continuing to receive a high number of complaints regarding gardening maintenance. We have been working with the contractors to ensure they follow our specification and meeting them on site to check work carried out. We are putting our gardening contract out to tender later this year and will have an update for tenants in the winter newsletter.





State Pension

- In Scotland, the State Pension is a regular retirement income provided by the government. The amount you receive depends on your National Insurance record and other factors.
- The current State Pension age is 66, increasing to 67 by 2028.
- To claim the State Pension in Scotland, you need to apply for it, as it's not automatically provided. You should receive a letter from the Pension Service about 4 months before you reach State Pension age, explaining how to claim. You can claim online, by phone, or by post.
- The Housing Services Team are currently working on contacting tenants or support staff of tenants who are approaching 66 this year.
- When you reach state pension age your Universal Credit will be suspended and you should apply for housing benefit for your housing costs.

Pension Credit



- Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income.
- There are 2 types of Pension Credit:
- Pension Credit Guarantee - you receive this if your income is under a certain level so automatically get Housing Benefit.
- Pension Credit Savings - If you receive this you might not get full Housing Benefit: this will depend on the amount of savings you have.
- In Scotland, you can call the Pension Credit claim line on 0800 99 1234. The person you speak to will fill in the form over the phone with you and send it to you to check. You can't currently apply online, although this may change in future.



**If you need further advice or support you can
contact us on 0141 342 1810**



Thank you to all of the tenants and support staff who nominated an individual for the Good Neighbour Award 2025. It was lovely to hear how our tenants have positively impacted their communities. As promised, below is a feature on our two runners up and the overall winner. I'm sure you'll join us in congratulating them all on their achievement. Keep an eye out for next years Good Neighbour Award- we want to feature more tenants doing good work!

Alex McInnes- Fort William

Alex was nominated for taking the pressure washer to clean her own windows (no mean feat for a wheelchair user). With the help of support, Alex then cleaned all the neighbours windows too in an act of kindness. Well done Alex!



Chris Laverie- Stranraer

Chris was nominated for always ensuring that the paths and the parking bays are gritted in the bad weather and that the grit bin is filled. He also ensures that the communal area where he stays is maintained to a high level and sweeps up outside. Well done Chris!





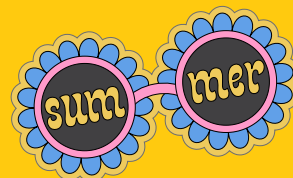
Gary Robertson from Dunoon!

The Housing Team would like to say a huge congratulations to Gary, who was drawn at random as the winner of the Good Neighbour Award 2025.

Gary was nominated for regularly taking his neighbours bins out, ensuring waste is managed in a timely and responsible way. He also keeps the car park tidy, taking pride in its appearance and cleanliness. Gary also takes pride in his communal garden area, keeping it clean and tidy. He does all the the yearly treatments for the fences and garden furniture and does it without any help.

“His dedication, reliability, and pride in the neighbourhood make him a valuable and much-appreciated member of our community.”

Gary has received his certificate and prize, Well Done Gary!



Furnishings

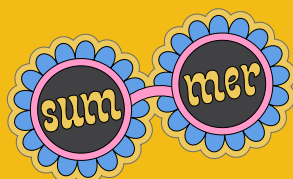
- Following our furnishings package review in early 2025, we have updated all of our furnishings package publications and these are on our website: www.key.org.uk/housing
- These leaflets feature information on what is a furnishings package, how to claim on the furnishings package, top tips and inventories for each package.

Support Staff Handbook

- We have been working on a guidance document for support staff working with tenants of Key Housing.
- We organised workshops with Support Managers, discussed it with the Housing Services Team and My Home Group. The final draft will be available in late August 2025.

Tenant Handbook

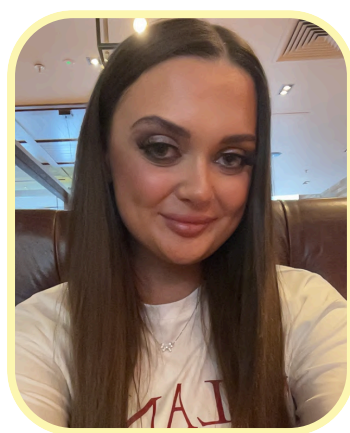
- We are now looking to start updating our Tenant Handbook.
- This will be given to all Key tenants.
- We will be taking our ideas and drafts to the My Home Group and it will be discussed at Housing Services Team meetings.
- We would like to set up a 'Tenants Workshop' to get your ideas and advice on this new publication- if you would like to get involved you can **contact the Housing Team on 0141 342 1810 or email housing.dept@key.org.uk**.





A Huge Welcome to our new Maintenance Admin Assistants!

Esna and Shannon started as Maintenance Administration Assistants within the Housing Services Team earlier this year. You may have already spoke to them if you have phoned in to report a repair. They are both very excited to be working at Key and will be joining some of the staff meet and greets and My Home Group meetings to meet some tenants over the coming months.



Fire Safety Training

The Housing Services Team were recently invited to the Scottish Fire & Rescue Service Headquarters in Cambuslang to participate in Fire Safety Training. We learnt about old and new risks and then had the opportunity to have a tour of their training village. A staff favourite was visiting the 'safe house' to identify real life risks.





Helena Bruce

Job: I am the Housing Services Manager and I am responsible for all the tenancy and property related functions.

Likes: Road trips with my very small van, swimming in Loch Lomond in winter and the sea in summer, cycling to work and spending time with family and new rescue dog Indigo.

Dislikes: Traffic and road works.

Favourite thing about Key: No two days/decades are the same.

Sandra Jackson

Job: I am the Housing Officer for North and South Lanarkshire, Dumfries & Galloway and Renfrewshire. I deal with all aspects of your tenancy from sign up to leaving Key.

Likes: Meeting up with my friends and family, travelling and exercise.

Dislikes: Bad weather and traffic.

Favourite thing about Key: I really enjoy being able to make a meaningful difference in people's lives. Supporting tenants, helping them feel secure in their homes, and resolving issues that impact their wellbeing gives me a real sense of purpose and satisfaction.

Brenda Murphy

Job: I am the Housing Officer for Glasgow, Falkirk, Stirling and Clackmannanshire. I deal with all aspects of your tenancy from sign up to leaving Key.

Likes: Holidays, music, football and spending time with my family.

Dislikes: Rudeness, following directions in the car, having my photo taken.

Favourite thing about Key: I like working for an organisation that promotes flexibility and a person centred approach.





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. 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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