



# At Home

Spring 2023

The newsletter for tenants of Key Housing

## Inside

Coronation  
Tenant Engagement  
Upgrades



# Welcome

Welcome to the Spring edition of At Home

Inside you will find articles focusing on energy advice, tenant engagement and property information.



## Rent Consultation

Thank you to everyone who returned a comment for the recent Rent Consultation. The majority of those who replied were happy with the proposal. We took into account the financial strains being put on households to moderate the level of increase.

Your views were put to the Housing and Development Review Group who under authority from the board agreed to a 4.5% increase to the exclusive rent.

## Rent Consultation 2023/24



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 April 2023 and this leaflet provides a background on the nature of our proposal. In particular we are very much aware of the impact that the cost of living crisis is having on our tenants and have moderated our rent increase to reflect this.

This year, we are proposing an increase of 4.5% on our exclusive rents. The table below shows the change this would make to our base rents.

This proposal is lower than the cost increases being faced by Key and we have done this because we are mindful of the pressure put on peoples personal finances at this difficult time. In particular our property maintenance costs are rising closer to inflation which is currently over 10%. As part of our ongoing commitment we spoke with our My Home Group during their December meeting to get their views on our proposal which was fed back to our rent setting working group.

As you may be aware The Scottish Government introduced a temporary freeze to all rents, which was applicable to private and social landlords, up until 31st March 2023. On the 21st of December the Scottish Government indicated there would be no rent freeze or cap for social landlords after March 2023.

Those who return their response will be included in a prize draw to win one of two £50 supermarket vouchers.

Please get in touch with us on 0141 342 1810 if you are struggling with your finances.

Property Size	Current Annual Rent	Proposed Annual Rent from 01/04/23 to Monthly Rent	Proposed Increase
Bedsit	£4,092	£4,276	£15.35
1	£4,547	£4,751	£17.05
Bedroom	£4,773	£4,988	£17.90
2	£5,001	£5,226	£18.75
Bedroom	£5,229	£5,464	£19.61
3 Bedroom			



## Coronation Party

Key tenants in Falkirk had a party to celebrate the coronation of King Charles III. They used the local hall as the weather on the day was a bit wet. The event was organised by their support and everyone had a ball.



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## My Home Group

The My Home Group are back in full swing attending meetings held at The Square. They have been discussing our new factsheets on Mould and Dampness and Adult Disability Payment. The group don't just concentrate on Key decisions, they also have time to discuss what is happening in their lives.

## Interviews

Our housing and maintenance team is going through a transformation at the moment with staff leaving and retiring and the hiring of new faces. Members of our My Home Group have been involved in the final stages of recruiting a Tenancy Services Team Manager, Housing Officers and a Maintenance Administration Assistant. Our thanks go to Caroline, Christopher, Doreen and Wendy for their assistance and input.



## New Members

The My Home Group are on the lookout for new members now that we have the freedom to meet again and in larger groups. Their meetings take place every couple of months on a Wednesday at lunchtime. They discuss what is going on in their own lives as well as Key publications and policies. If you are interested in getting involved, please get in touch with Alan Morris [alan.morris@key.org.uk](mailto:alan.morris@key.org.uk)

Did you know you can join the National Panel of Tenants and Service Users by providing your views to help the Scottish Housing Regulator focus on the things that are important to tenants?

If you have any questions regarding the panel you contact Engage Scotland, who manage the panel, on 0800 433 7212 or email [natpan@engagescotland.co.uk](mailto:natpan@engagescotland.co.uk)



Scottish Housing Regulator

**National Panel of Tenants and Service Users**

# Share your views...

Help to improve social landlord services, take the National Panel survey!

The Panel is a way for tenants and people who use social landlord services to share their views. We are always open to new members.

Take part now and have your say

Take the survey  
and join...

By phone

**0800 433 7212**

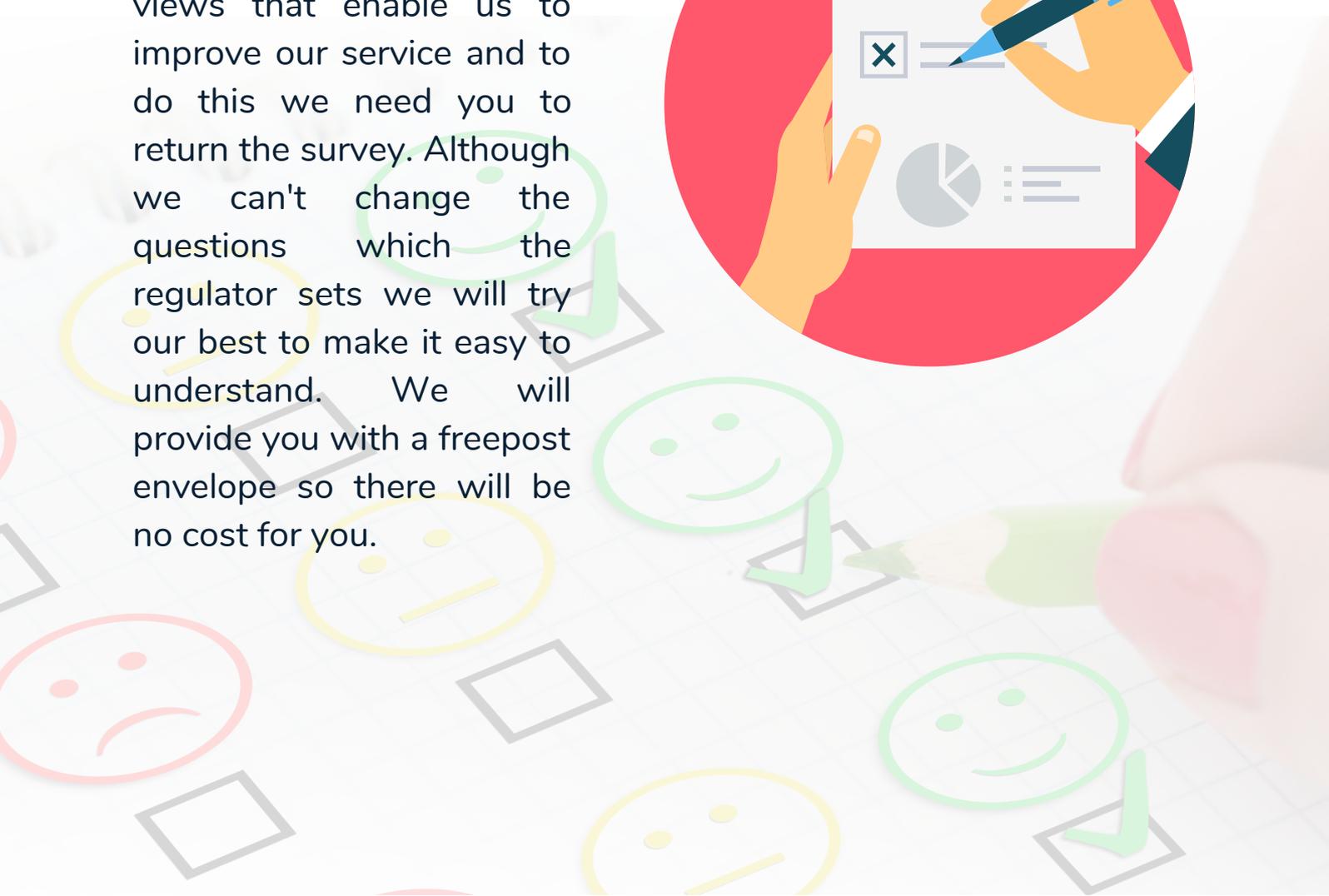
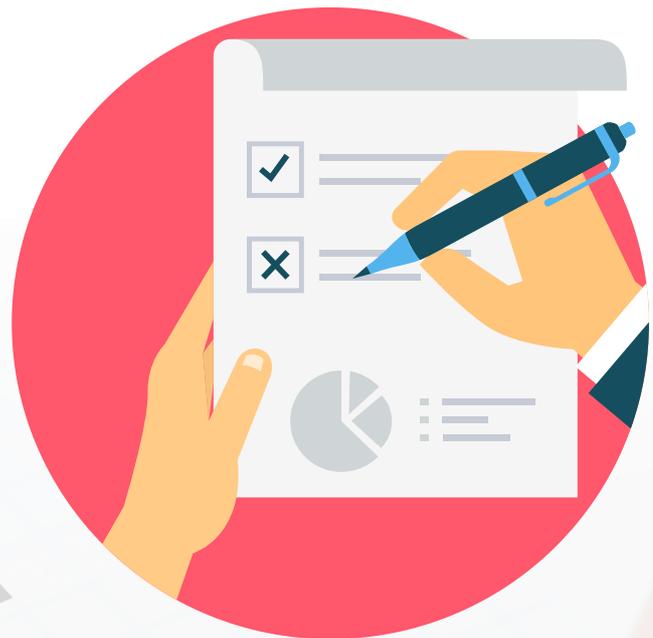
Online

**[bit.ly/shr-panel](https://bit.ly/shr-panel)**

## Housing Services

The housing team are determined to provide you with the best and most comprehensive service that we can offer. There have been changes in the department with a lot of new faces coming in and we will aim to provide you with an update in the next edition of At Home so you know who everyone is.

We will be sending out the Tenant Satisfaction Survey near the end of year and hope all of you will reply with your views. It is your views that enable us to improve our service and to do this we need you to return the survey. Although we can't change the questions which the regulator sets we will try our best to make it easy to understand. We will provide you with a freepost envelope so there will be no cost for you.



## Feet up for Pamela

Our Senior Housing Officer Pamela McIntyre has retired after over 30 years of service to Key. Pamela was the housing officer for the Highlands, a proportion of Renfrewshire and a proportion of Glasgow. We wish Pamela a happy retirement.



## Fairwell to Ronnie

It saddens us deeply to report the death of our much loved Maintenance Officer Ronnie Murphy. Ronnie was the maintenance officer for properties on the Clyde coast, Renfrewshire and parts of Glasgow. Ronnie's death came suddenly and was a shock to us all. Ronnie leaves behind his wife, children and grandchildren.

We miss him dearly.



## Mould and Dampness

It is vitally important if you come across any mould or dampness in your home you let us know. It can, in some cases, affect your health and it can also cause damage to the building. The quicker you report an issue to us then the quicker we can investigate to find the root of the cause. This may be how you live in your home or an issue with the building. We will work with you to find the cause and reduce the likelihood of it happening again.

**The images below show what you should be looking for**



Now that we are in spring and moving quickly into summer, it would be good to start thinking about drying your laundry outside again. This will reduce the level of moisture in your home for a while and you get the added benefit of the lovely outdoor smell.



## Bulky waste

Each year we receive reports from tenants, support staff and office staff for bulky waste being stored in closes or up next to the building like the picture. Storing waste like this puts yourself and your neighbours in danger as it is a fire hazard. Keep your waste in your home until the day of collection.



## Gardens

Do you or your neighbours have plans for your garden this summer? Please get in touch with Alan Morris so he can include an article in this years newsletters. A before and after picture would be great to show off the love you have for your garden.



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## Property Upgrades

The lockdown from Covid-19 meant our planned property upgrades such as kitchens and bathrooms had to be stopped until such times it was safe to visit tenants homes again. We have a plan in place to catch up with the ones that were missed and add them to the programme of works for the next few years.



What is the process when a new bathroom or kitchen is due?

We keep records of when bathrooms and kitchens are installed and know when they are due for renewal. You will be contacted by either your maintenance officer or a member of the maintenance admin team who will talk you through the process.



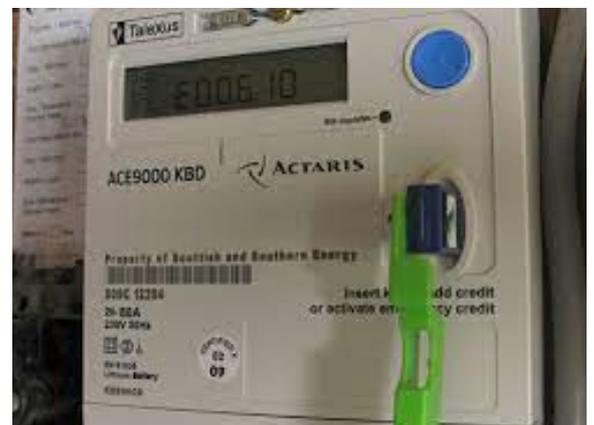
Provide free, practical advice and information on energy-related matters to the citizens of Scotland.

**They can provide information and advice if you**

- 💡 Have an energy enquiry relating to your supplier (no matter how complex)
- 💡 Wish to understand your energy suppliers complaints process
- 💡 Are experiencing any problems with your bills

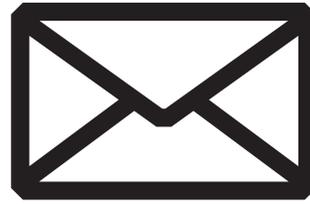
Do you have a pre-payment meter?

Every household has been granted £400 discount on energy bills. This is automatically given to most customers but if you have a pre-payment meter, you need to redeem a voucher. Each voucher is only valid for 90 days



Around 1 in 5 people have not redeemed their vouchers. Don't miss out on these payments. If you haven't received any vouchers, please contact Energy Advice Scotland on 0808 196 8660 or your energy supplier immediately.

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## Contact

To request a repair call  
0141 342 1820

If you have a repair outside of office hours (Monday to Friday, 9am to 5pm) please refer to your emergency contractors list. This is usually posted out every winter and details can also be found on our website [www.key.org.uk/key-housing/maintenance-repairs/emergency-repairs/](http://www.key.org.uk/key-housing/maintenance-repairs/emergency-repairs/) or you can call during office hours to get a replacement copy.

You can call housing on  
0141 342 1810

The housing services team are hybrid working meaning you may not always get an answer when calling the office. You can leave a message and we will call you back.

If you really need to speak to someone you can call reception on 0141 342 1890 or the housing mobile on 07436 266414

## Complaints

If you feel that Key Housing have not dealt with something as well as we could have then please get in touch to discuss.

You can submit a complaint by writing to the address below, by calling 0141 342 1810 or the Complaints section on our website.

**Key Housing, 70 Renton Street, Glasgow, G4 0HT**  
**Telephone: 0141 342 1890 Email: [hello@key.org.uk](mailto:hello@key.org.uk)**  
**[www.key.org.uk/key-housing](http://www.key.org.uk/key-housing)**



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