

Tenant involvement in Stock Transfers 12 December 2013

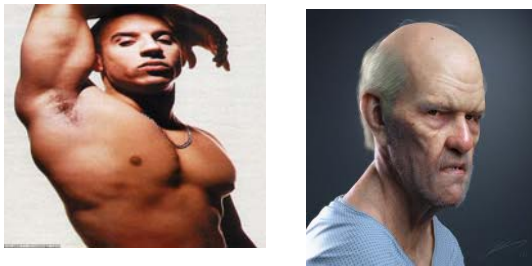
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Housing Transfers



Before and After



How did I end up like this?



- 25 appraisals for Scottish Homes
- Lead Consultant
 - Private Finance
 - Stock condition survey
 - Negotiated with Seller
 - Best Deal for Purchaser
 - Ultimately means best deal for Tenants
- 27 Lead Consultants for Scottish Council/ Scottish Homes Transfers
- 28 Second Stage Transfers- Lead Consultant
 - GHA
- 15 Independent Tenant Advisors
 - Panel of ITAs
 - Sunderland Council
 - Stirling Council
 - Highland Council



Housing Transfers



Housing Transfers



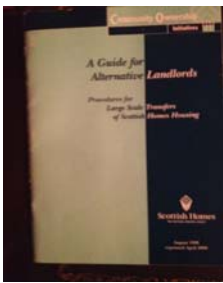
Housing Transfers



- Rents double
- House will be demolished
- All staff redundant
- Local offices close
- Repairs take longer
- Lose all your rights
- Evictions



Housing Transfers



Housing Transfers



- Have been successful in delivering transfer promises.
- Ballot commitments outperformed by transfer HAs have greatly outnumbered pledges delayed or unmet.
- Transfer HAs have typically implemented housing stock upgrades to standards appreciably higher than those officially prescribed
- Transfers have stimulated tenants' involvement in organisational decision-making, at both collective and individual level.
- Transfer HAs are more inclusive and more customer-focused corporate ethos than existed in former council housing departments.
- Most transfer HAs have become involved in neighbourhood regeneration – including social and economic renewal. Most have developed community facilities and contributed to community services beyond housing management.



Research into Scottish Homes Transfers

- succeeded in attracting private finance and contributed to instilling in the housing association sector a more business-oriented corporate culture.
- The transfers have raised housing quality standards and provided additional housing investment.
- Large Scale Voluntary Transfer (LSVT) associations have met or even improved on expected performance in their business plans.
- Increased tenant involvement at management committee level has created platforms for **community empowerment** and expansion of expertise into wider community activities.
- Wider action roles and community activities have increased.



Scottish Homes Transfers Opportunities and Benefits

- Increased tenant involvement in management
- Increased investment
- Increased repairs
- Enhanced local services and control
- Greater certainty for the future
- A greater variety of landlord



Scottish Homes Transfers Key Principles

- Tenant Involvement
- **Value for money**
 - £ receipts
- Competition
- Level of service
- Opportunities for staff
- Homes retained for social renting



Extending Community Ownership and Management

- A shared aim of the transfer process is to promote **community empowerment and control**
- Choices will be available to tenants in exercising greater devolved management and opportunities for **community ownership**
- From the outset, tenants will be offered advice and assistance about taking **ownership at a more local level**

Framework Document for Second Stage Transfer in Glasgow



Tenant Consultation



Tenant Consultation



- Starting Point
 - Social survey
 - Who are our customers?
 - What do they think of
 - Their house
 - Their cupboard spaces
 - Their backcourt
 - Local area
 - Housing service
 - What would they like to change



Tenant Consultation



- Should your house be demolished?
- Would you like central heating?
- A new roof?
- A new bathroom?
- A new kitchen?
- Environmental improvements?



Tenant Consultation



- Highland Council**
inflation only years 1 to 5
Inflation + 0.5% years 6 to 10
Inflation + 1% years 11 to 30
- Stirling Council**
Inflation + 1% years 1 to 30
- Scottish Homes**
Inflation + 1% years 1 to 30
- GHA**
Inflation only years 1 to 5
Inflation +1% years 6 to 8 (transferring tenants only)



Tenant Consultation



- Focus Groups
- Newsletters
- Drop in surgeries
- Twitter
- Facebook
- Internet
- ITA
- Ballots
- Properly funded



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