

Reporting Against Transfer Promises – Summary to 31/08/2021

It is important to understand that there is an ongoing commitment to retain the improvement made and Promises will be kept under review.

While the Covid 19 restrictions have impacted on what we have been able to achieve, a lot has still been achieved and Pineview is committed to continuing with improvements.

What has been delivered?	Why was this required?
<p>😊 <u>Rent reductions:</u> Pineview rent setting policy implemented from 01/04/21. More than 84% of tenants had a rent charge decrease in April 2021. Any rent increases due were capped.</p>	<p>Kendoon rents were high and greater than the Scottish averages, without value for money for tenants.</p>
<p>😊 <u>Improved repairs service:</u> Pineview systems implemented from date of transfer 01/02/2021. 97% satisfaction from Kendoon area to 31/03/21 (ARC reporting period). 52 repair satisfaction survey returns to 31/08/21 – 1 expression of dissatisfaction, and matter subsequently resolved to tenants satisfaction.</p>	<p>Kendoon tenants reported a history of Kendoon Housing Association (KHA) not actioning reported repair. There was a history of a lack of investment in tenants homes.</p>
<p>😊 <u>Loan debt paid:</u> Pineview repaid the bank loans outstanding against Kendoon stock, allowing investment in homes to be planned and savings made on interest payments.</p>	<p>The covenant requirements of some KHA loans created obstacles to investing in Kendoon homes.</p>
<p>😊 <u>Maintenance works to achieve health and safety compliance:</u> Work has been undertaken to ensure health & safety requirements met, for example, gas servicing brought up to date and planned in, checking roof anchors so work can be safely carried out. Smoke and heat detectors upgrades ongoing.</p>	<p>These requirements were not given due priority by KHA and could have endangered tenants and contractors.</p>
<p>😊 <u>Property asset management established:</u> Pineview's asset management system has been updated to incorporate stock in the Kendoon area. This will allow effective planning for future improvement works and investment in homes.</p>	<p>KHA had no effective asset management system or investment plans for future improvement works.</p>
<p>😊 <u>Community wider action funds set aside:</u> £10,000 per annum for 5 years has been set aside for community regeneration projects. Consultation started July 2021 on what tenants would like to have this money spent on, which will now be taken forward.</p>	<p>KHA had not invested in any wider action activities with the area, not had there been any meaningful engagement with tenants.</p>

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<p>😊 <u>Estate caretaking service introduced:</u> The Pineview estate caretaking service has been extended into the Kendoon area. This has created additional employment with a Drumchapel resident joining the team. Tenants have commented on the improvements this service is already making.</p>	<p>KHA had not invested in the estate caretaking of the Kendoon area, despite requests from tenants to do so.</p>
<p>😊 <u>Resident & Customer Forum:</u> Residents in the Kendoon area have been invited to join the Forum. The purpose of the Forum is to provide tenants with a voice in how services are shaped, determining priorities and holding the Association to account.</p>	<p>There had been no forum for KHA tenants and little opportunity for them to be involved and to shape service provision or give feedback on the work of their landlord.</p>
<p>😊 <u>Tenant engagement and consultation:</u> An engagement and consultation exercise started during the summer to get tenants views on priorities for spending, property improvements and services delivery. This will feed through to the service delivery priorities of the Association. Engagement and consultation will be ongoing.</p>	<p>There had been little engagement or consultation with KHA tenants and little opportunity for them to be involved and to shape service provision or give feedback on the work of their landlord.</p>
<p>😊 <u>Achievement of cost savings:</u> Secured gas maintenance contract savings which will take effect June 2021. Reduced costs with only having one office. Working to negotiate improved prices/service given strength of coming together. Reductions in combined overhead costs. From 2021 only one cost for committee appraisal as one organisation rather than two. Any savings help keep costs down and therefore rent charges. From 2021 only one cost for committee appraisal as one organisation rather than two.</p>	<p>As a small housing association KHA had less ability to try to achieve cost savings or improved services. There were many fixed overhead costs, without economies to minimise impact.</p>
<p>😊 <u>Performance management reporting:</u> Quarterly performance outcomes reported to Committee of Management and Forum to allow them to monitor what is being achieved and to determine remedial action where required. Quarterly reporting on performance to residents and customers. Performance, good or bad, reported quarterly through our newsletters.</p>	<p>There was little effective performance reporting to the KHA management committee or to residents or customers. This meant it was difficult to hold the Association to account.</p>
<p>😊 <u>Reduction in empty homes and improved standards:</u> In line with Pineview services, any empty homes are brought up to the Pineview standard and let to a housing applicant needing a home as soon as possible. This means someone who needs a home is housed quicker and there is less void</p>	<p>There was no urgency to letting empty homes at KHA, and no acceptable standard for the condition that homes should be in before let. This resulted in a lot of money being lost unnecessarily, which only costs other tenants eventually through rent increases to cover costs. It also resulted in low satisfaction from new</p>

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rent loss. It also means that homes are not left empty and are therefore less likely to attract vandalism.	tenants due to the condition of the property allocated.
<p>😊 <u>Home adaptations:</u> Extra grant has been secured to allow more adaptations to be carried out to tenants homes due to medical or similar conditions. Adaptation works have been undertaken for bathroom and access requirements.</p>	As a small housing association KHA had less access to grant monies for such work.
<p>😊 <u>Additional staff to assist tenants:</u> Pineview has recruited additional staff to ensure service delivery for tenants. The enlarged staff team means that customers should always be able to make contact and get matters dealt with quickly and effectively. Additional welfare benefits services have also been bought in to assist tenants with specialist advice.</p>	As a small housing association KHA had a smaller staff team and due to absences and holidays there was not always sufficient cover to deal with customer queries.
<p>😊 <u>Improved governance and management:</u> By becoming part of Pineview the ex KHA tenants now have a landlord who has high standards of governance and management. Pineview has been successfully governed and managed for a long time and the ex KHA tenants have the security of this now.</p>	The Committee of Management at KHA did not have the correct support, advice, and management support that they required to fulfil their role as committee members and charity trustees.
<p>😊 <u>Improved staff management and support:</u> There were no statutory redundancies as a result of the transfer, and no changes to the terms and conditions of staff who transferred. The transferring staff have joined Pineview which takes staff management and support seriously, which has been recognised through accreditations such as Investors in People. Budgets are in place to support staff training and development, and an initiative is underway with Skills Development Scotland. Investing in our staff team allows them to develop and improve services to customers.</p>	As a small housing association KHA had a smaller staff team and did not have, or did not provide, the resources to develop their staff team.

Whilst a lot have been achieved in the first four months since the transfer, there is still have much that Pineview want to do and want to achieve to improve the experience of our tenants and residents in the Kendoon area. Pineview will report every 3 months on what has been achieved against the transfer promises made. This quarterly update will be published on our website - <https://www.pineview.org.uk/2021-transfer-promises-outcomes/>