

## Reporting Against Transfer Promises Ongoing – outcomes as at 31/08/2022

Details the transfer promises that were ongoing as of 28 February 2022 and that will continue to be reported on quarterly during 2023. While many of the Transfer Promises have been achieved, it is important to understand that there is an ongoing commitment to retain the improvement made and Promises will be kept under review. 🚫 = not achieved; 😊 = ongoing; 😄 = achieved

Objective 1 – Improve rent affordability	
<b>Background</b>	Kendoon Housing Association rents were historically very high – 85% of rents were above the Scottish Average (2018/19). KHA had no option to reduce. Pineview rents below the Scottish average.
<b>Transfer requirement</b>	Address the issue of rents being higher than the Scottish average and inconsistencies in levels between house types and size along with affordability.
<b>Pineview Promise</b>	<b>Outcome</b> 🚫 😊 😄
CPI only increases for 3 years.	Year 1 & 2 Achieved CPI only increase of 0.7% applied to rent structure charge factor for 01/04/2021. Below inflation increase for 2022 rent increase for non-capped rents – 2.6% increase (CPI Oct 2021 4.2%, Jan 2022 5.5%, Mar 6.2%) Consultation for 2023 will begin in December 2022.

Objective 2 – Accelerate the Investment Programme and Commitment to Community Engagement	
<b>Background</b>	Kendoon Housing Association had not invested in maintaining stock over several years. Unable to fund investment to bring properties up to RSL expected standards. Kendoon Housing Association had to restrict spend due to loan covenant compliance issues (due to non-investment for years).
<b>Transfer Requirement</b>	Accelerate the investment programme in the short, medium, and long term. Support community engagement.
<b>Pineview Promise</b>	<b>Outcome</b> 🚫 😊 😄
Increase spending in Year 1 (2021/22) to ensure properties meet Pineview standard, meet health and safety compliance, and therefore demonstrate commitment to tenants.	Ongoing Work ongoing to bring properties to (and maintain) standard and ensure health & safety requirements met, for example, roof anchor checks completed; gas servicing procedures (including forcing entry or capping meters to make safe) implemented; periodic electrical checks being pursued etc. Roof anchors: 1 tenant no access being pursued; periodic electrical testing – 1 tenant no access being pursued; detectors upgrades: 100% compliance; gas servicing – 100% compliance.

## Objective 2 – Accelerate the Investment Programme and Commitment to Community Engagement

<b>Background</b>	Kendoon Housing Association had not invested in maintaining stock over several years. Unable to fund investment to bring properties up to RSL expected standards. Kendoon Housing Association had to restrict spend due to loan covenant compliance issues (due to non-investment for years).	
<b>Transfer Requirement</b>	Accelerate the investment programme in the short, medium, and long term. Support community engagement.	
<b>Pineview Promise</b>	<b>Outcome</b> 😞 😐 😊	
Spend an additional £1.25million on investment within period 01/04/2021 – 31/03/2026. Identify work in consultation with tenants.	Ongoing Funds set aside. Consultation with tenants on spending priorities started in July 2021 and will be regularly updated and used to shape investment plans. Additional kitchens & windows bought forward to 2022/2023 budget. SMO /MO to carry out surveys in next month to identify other potential works and then consult again with tenants.	😊
Survey stock and identify 5-year investment programme. Implement effective planned maintenance programme and comprehensive asset management strategy.	Ongoing Desktop work on reviewing stock details completed and Pineview asset management system (HUB) updated to incorporate ex KHA stock. This forms part of our five-year financial projections (the first 5 years of our long-term projections) and forms our base 5year investment programme proposals. This will be further shaped by the outcomes of our consultation exercise that took place with tenants July 2021 as well as ongoing consultation / communication exercises. This will be supplemented on an ongoing basis with stock survey work (in house and using asset management consultants) and further consultation with tenants to continually review and refine. In house survey work identified to be carried out in next couple of months re possible priority areas from tenant notifications. 2022/2023 works are being tendered and are due to be awarded in October / November 2022. Works to be completed before the end of March 2023. Outcomes to be communicated to tenants as soon as practicable.	😊
Commit £10,000 per annum for five years to community regeneration projects.	Ongoing Funds set aside. Consultation with tenants on spending priorities started in July 2021 and will be regularly updated and used to shape investment plans. Three key priorities identified in survey – youth activities, measures to prevent anti-social behaviour and environmental improvements.  Projects now being implemented including funding amenities for the Growchapel project and funding for environmental improvements in Cairnsmore area and G15 youth activities. Planters	😊

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<b>Pineview Promise</b>	<b>Outcome</b> 😞 😐 😊	
	<p>have been installed in Kendoon Avenue and, depending on resident feedback, the number may be increased.</p> <p>First sessions of football coaching and youth outreach work carried out and further sessions planned for the next few months.</p> <p>Pineview are also part of the planning group for the Drumchapel 70 celebrations in 2023 and we have identified a number of initiatives that we can participate in including clean up days and a possible street football tournament.</p>	

## Objective 4 – Provide Best Value

<b>Background</b>	Kendoon Housing Association had very high rents, little stock investment, high management costs, and little engagement with tenants.	
<b>Transfer Requirement</b>	Reduce costs without negative impact on services. Deliver value for money.	
<b>Pineview Promise</b>	<b>Outcome</b> 😞 😐 😊	
CPI only increases for 3 years.	<p>Year 1 &amp; 2 Achieved</p> <p>CPI only increase of 0.7% applied to rent structure charge factor for 01/04/2021.</p> <p>Below inflation increase for 2022 rent increase for non-capped rents – 2.6% increase (Published CPI Oct 2021 = 4.2%, Jan 2022 – 5.5%, Mar 6.2%).</p> <p>Consultation for 2023 will begin in December 2022.</p>	<p>😊</p> <p>😊</p>

## Objective 5 – Improve Performance

<b>Background</b>	Kendoon Housing Association had poor performance across Registered Social Landlord (RSL) sector key performance indicators (KPIs) – high levels of arrears, long void periods and associated void rent loss, low tenant satisfaction.	
<b>Transfer Requirement</b>	Improve performance in all areas.	
<b>Pineview Promise</b>	<b>Outcome</b> 😞 😐 😊	
Increase support to and interaction with tenants.	<p>Ongoing – tenants and residents in Cairnsmore area continue to be invited to join the Customer Forum.</p> <p>3 additional staff posts recruited to support service to tenants (1 estate caretaker and 2 housing assistants).</p> <p>Consultation with tenants started in July 2021 and will be carried out on a regular basis. Those who expressed an interest in being involved will continue to be encouraged to get involved.</p> <p>Additional welfare advice services available and Increased personal contact by Pineview staff to support tenants and applicants.</p> <p>We are in process of issuing an estate plan in the area summarising the services provided by Pineview and signposting to other organisations including Glasgow City Council for services which are provided by other agencies. This is an initial version which, subject to resident feedback, will be further developed.</p>	😊 😐

## Objective 6 – Develop New Services

<b>Background</b>	Kendoon Housing Association unable to develop new services (resource constraints – staff, financial and other).	
<b>Transfer Requirement</b>	Increase wider role activities. Help tenants survive and thrive in life.	
<b>Pineview Promise</b>	<b>Outcome</b> 😞 😐 😊	
Carry out comprehensive stock surveys and implement effective planned maintenance programmes and comprehensive asset management strategy to ensure homes comfortable and affordable to live in.	<p>Ongoing</p> <p>Desktop work on reviewing stock details completed and Pineview asset management system (HUB) updated to incorporate ex KHA stock. This forms part of our five-year financial projections (the first 5 years of our long-term projections) and forms our base 5-year investment programme proposals. This will be further shaped by the outcomes of our consultation exercise that took place with tenants July 2021 as well as ongoing consultation / communication exercises. This will be</p>	😊

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	<p>supplemented on an ongoing basis with stock survey work (in house and using asset management consultants) and further consultation with tenants to continually review and refine.</p> <p>In house survey work identified to be carried out in next couple of months re possible priority areas from tenant notifications. 2022/2023 works are being tendered and are due to be awarded in October / November 2022. Works to be completed before the end of March 2023. . Outcomes to be communicated to tenants as soon as practicable</p>	
Accelerate investment in homes and the environment - identify work in consultation with tenants.	<p>Ongoing</p> <p>Funds set aside. Consultation with tenants on spending priorities started in July 2021 and will be regularly updated and used to shape investment plans.</p> <p>Additional kitchens &amp; windows bought forward to 2022/2023 budget. SMO /MO to carry out surveys in next month to identify other potential works and then consult again with tenants.</p>	😊
Commit £10,000 per annum for five years to community regeneration projects.	<p>Ongoing</p> <p>Funds set aside. Consultation with tenants on spending priorities started in July 2021 and will be regularly updated and used to shape investment plans.</p> <p>Priorities identified in Cairnsmore area were youth activities, measures to prevent anti-social behaviour and environmental improvements.</p> <p>Projects now underway including providing amenities for local Growchapel Project, Environmental Improvements in Cairnsmore area and G15 youth activities.</p> <p>First sessions of football coaching and youth outreach work carried out and further sessions planned for the next few months.</p> <p>Planters have been installed in Kendoon Avenue to improve the appearance of the area and, depending on resident feedback, this may be extended to other areas in Kendoon.</p> <p>Pineview are also part of the planning group for the Drumchapel 70 celebrations in 2023 and we have identified a number of initiatives that we can participate in including clean up days and a possible street football tournament.</p>	😊 😊

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Consult and engage with tenants to understand needs, aspirations, and priorities, and to engender trust and confidence.	<p>Ongoing</p> <p>Tenants and residents in Cairnsmore area continue to be invited to join the Resident and Customer Forum.</p> <p>Consultation with tenants started in July 2021 and will be regularly updated.</p> <p>Housing services staff increasing visibility to tenants in estates as Covid restrictions have eased.</p> <p>Delivering services demonstrates Pineview commitment.</p> <p>Feedback will be requested on the planters we have installed and on the information residents would like to see included in future Estate Plans.</p>	😊