

Customer Factsheet – Kendoon HA Transfer of Engagements to Pineview HA – September 2020 Update




In August we wrote to tell you why the decision to look at a transfer had been made and how the transfer process works and most importantly how you can have your say on this proposal. We are now writing to provide an update and to tell you about some of the transfer offers being made to you.


Current Position

Before we can formally consult with you about the transfer, we have to get the go ahead from the Scottish Housing Regulator (SHR). They must be sure that the proposed transfer is in the best interest of our tenants. We have sent them our reasons why this transfer will provide you with the best future. We are waiting to hear back from them and if they agree we can then move on to the formal consultation stage.

Progress to date

As we wait for a reply from the SHR we would like to provide you with some information on the three areas you said were most important to you. These are rent affordability, investment in your homes and improved services.

<p>Rent affordability</p> 	<p>The Pineview Summary Offer</p> <p>From 1 April 2021 your rents will be based on Pineview’s Rent Setting Structure</p> <ul style="list-style-type: none"> ✓ 253 tenants will have lower rent charges ✓ 25 tenants will have an increase less than £10 per month ✓ 41 tenants will see rent increases capped at £10 per month until they catch up with the correct rent <p>Additionally, future increases will be capped at CPI for 3 years and then projected at CPI afterwards</p>
--	--

<p>Investment in your homes</p> 	<p>The Pineview Summary Offer</p> <p>From the date of transfer Pineview will implement their “homes standard” which are well maintained, safe and secure homes and surroundings. Pineview will:</p> <ul style="list-style-type: none"> ✓ Catch up of all outstanding reactive and planned works ✓ Survey homes to develop a plan of what works are needed to your home ✓ Spend £3.799m in the first 5 years improving your homes ✓ Roll out an Estate Caretaking Service ✓ Spend £10k per year on community regeneration in the Kendoon area for 5 years on projects decided by tenants
--	--

Improved Services



The Pineview Summary Offer

From the transfer date you will receive

- ✓ Access to wider services and contact methods
- ✓ A local and accountable service
- ✓ Services from an experienced, larger and diverse staff team
- ✓ Services from a high performing landlord with high tenant satisfaction levels
- ✓ Local welfare benefits advice service
- ✓ Access to a local tenants forum which helps shape services

More details will be supplied to you as part of the formal consultation exercise.

Next Steps

Once we receive the go ahead from the SHR we will send you what is known as a Notice of Proposal. This covers the offer to you, some of which is briefly described above but in more detail, information on Pineview and the steps in the process.

We are working on a timetable too and should be able to give you a rough idea on when the transfer is likely to happen, should the outcome of the formal, secret Ballot be **✓Yes**.

We really want to hear from you, and to hear your thoughts, view and opinions. Please do not hesitate to get in touch:



Telephone: 0141 944 8282

Email: transfer@kendoon.org.uk

Website: www.kendoon.org.uk



Email: tony.kelly@tpasscotland.org.uk

Freephone: 0800 049 5761 – leave a message, including your contact details.

Website: www.tpasscotland.org.uk

Facebook: TPAS Scotland – post your message

Please remember, the transfer will only go ahead if the result of the formal, secret ballot is **✓Yes. More details on the ballot process will be issued as we go through the process.**