



Edition 1 –  
November 2022

R E I D V A L E  
H O U S I N G A S S O C I A T I O N

# TRANSFER NEWS

EDITION 1 – NOVEMBER 2022

Welcome to our first Edition of a new newsletter that we will use to communicate and consult with our tenants, other customers, and key stakeholders on our plans to advance a potential partnership with another housing association.

I hope that you find this informative and that you take the opportunity to get involved in our work to shape a possible new future for this housing association to do much more for our current and future tenants and the wider community.

With best wishes

Eddie Marley, Chairperson *(on behalf of the Management Committee)*

We wrote to you in May this year to let you know that the Strategic Options Appraisal to look at the best shape of the association in the future to do more for our tenants and other customers concluded in March 2022. After detailed consideration, advice and assessment, the recommendation that was agreed by the Management Committee at its meeting in April 2022 was to seek another housing association as a transfer partner. This decision was taken in the best interests of our tenants and other customers, set against the real and serious challenges we face now and especially going forward if we were to stay a small independent housing association.

Rest assured that any change would only happen if we were able to bring forward an attractive offer from another housing association that would do much more for you than we would be able to, and ONLY if Reidvale tenants support the change through formal consultation culminating in a tenant ballot.

The change we plan is legally called a transfer of engagements. This would involve all of Reidvale's interests (our homes, factoring service, and staff etc) transferring to the other housing association which would then become landlord and factor for

the area and the employer of the staff team. Any partner would be just like Reidvale, i.e. a registered housing association, community benefit society, Scottish charity, and registered factor. All tenants' rights, factoring agreements and staff terms and conditions would be protected in such a transfer.

We are now beginning the process to try to find a suitable transfer partner and have just placed an advert in the Scottish housing press to invite any housing association interested in becoming our partner to express an initial note of interest.

Once these are received, we would plan to issue a detailed Prospectus to potential partners setting out our future priorities/transfer objectives that any future landlord would have to make detailed commitments against. We would hope to appoint the housing association offering most to our tenants as our preferred partner to move into the next stage of working with us to develop detailed proposals that would be shaped by tenant views. Based on our current challenges, satisfaction surveys and feedback from you, we have prepared a list of what we understand is most important to our tenants and other customers now and for the future overleaf:

**Objective 1 – Ensure strong governance and financial strength.**

- Ensure sound future governance.
- Ensure a strong and recognised new Reidvale community voice to monitor transfer promises, shape local services and agree future priorities.
- Ensure that the partnership is supported by a robust new Business Plan.
- Deliver best value for tenants using their money.
- Improve performance.

**Objective 2 – Improving rent and service charge affordability.**

- Improve affordability of rent and other charges for current and future Reidvale tenants.

**Objective 3 - Provide quality homes in an attractive environment.**

- Accelerate the investment programme to deliver much needed catch up work in our homes.
- Ensure energy efficiency to provide warm, energy efficient homes and support tenants with fuel advice and assistance.
- Improve the management and physical condition of the external environment to make the estate safe and attractive and provide a sense of community.
- Ensure contractors deliver quality services right first time, on time and at the agreed cost.

**Objective 4 – Deliver excellent and accessible services and more housing opportunities.**

- Ensure high quality service standards that excel in making tenants and other customers feel valued and cared for.
- Greater access to staff and services at a time, place, and manner to suit the needs of tenants and factored owners.
- Provide a quality factoring service that demonstrates value for money.
- Expand housing choice and housing options including access to new build housing.
- Continue to support our retirement homes.

**Objective 5 – Create greater opportunities and act as a community anchor.**

- Offer a range of wider action activity to help support our tenants and the wider community to feel safe, improve life opportunities and to meet changing needs.
- Partnership working with local community projects/public partners to support safety, tackle crime and anti-social behaviour, and deliver social, economic and health improvements.

**Objective 6 – Develop our people.**

- Ensure a strong and positive culture focussed on customer excellence.
- Provide strong strategic leadership to our local staff team.
- Improve opportunities for our local staff team.

Before we finalise these transfer objectives, we want to check that we have captured what matters most to you and to also invite you to become more involved in the process.

We therefore invite you to complete and return the attached short questionnaire to us by **Friday 25 November 2022.**



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