



Edition 4 –  
May 2023

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 4 – MAY 2023

## OUTCOME OF TENANT SURVEY AND NEXT STEPS

As you will know from previous Transfer News publications, we have been exploring becoming part of another housing association. We are doing this after careful review of the serious challenges that Reidvale faces if we stay as an independent housing association.

We updated you in Transfer News - Edition 3 in April 23 that following the competitive process to find the housing association that offered the best future for our tenants, Places for People Scotland (Castle Rock Edinvar Housing Association) were identified as our preferred partner. We presented the core details of the Places for People Scotland offer to you against the transfer priorities that we had set following earlier tenant consultation. You can access the newsletter with all of the details of the transfer offer and more about Places for People Scotland on our website <https://reidvale.org.uk/>

We also shared the facts with you on what we would be able to do about these priorities if we stayed independent. We told you that before we appointed Places for People Scotland to work with us on developing full and detailed transfer plans, we wanted to ask our tenants if they were supportive of this through a survey that was included in the newsletter.

We appointed the Tenants Information Service (TIS) as the Independent Tenant Adviser to Reidvale tenants to administer this survey for us and report the outcome.

The survey opened on 23 April and closed on 19 May 2023, allowing 4 weeks for tenants to think about the information, ask questions and come to the events that we held to meet and talk to us, TIS and Places for People Scotland directly. Our staff were on hand throughout the consultation to answer questions and encourage response as we wanted as many tenants as possible to have their say. We also held our first meeting with the new Transfer Focus Group to hear their views on the transfer offer and what they would like to see Places for People Scotland address if they were to become the landlord for the area. We will hold our next meeting with the Focus Group sometime in June. You can still get involved in the Group, so just contact us or TIS if you are interested.

The image shows a consultation survey form from Reidvale Housing Association. The form is titled "REIDVALE HOUSING ASSOCIATION Consultation Survey Form HAVE YOUR SAY - YOU DECIDE!". It contains a question: "Based on their initial transfer offer, do you support Reidvale HA appointing Places for People Scotland as the preferred transfer partner to then work with us and you on the next stage of the transfer process?". Below the question are two columns for "YES" and "NO", each with a box for marking an 'X'. There is a section for "Your Unique Identification Number:" with a text box. Below that, it says "Your identification number is unique to you and will allow TIS to record your preference. Please do not share it with anyone except TIS. You will need this number if you want to respond on-line or by telephone. How you respond will remain confidential." There are three ways to complete the survey listed: BY POST OR HAND IN YOUR ENVELOPE IN PERSON, BY TELEPHONE, and ONLINE. At the bottom, it says "SURVEY CLOSES 5PM ON FRIDAY 19 MAY 2023".

# OUTCOME OF TENANT SURVEY

After the consultation closed, TIS counted, verified and reported the survey outcome as follows:

Has a vote been received?	Number	Percentage (%)
Received	467	46.3
Not returned	542	53.7
Total surveyed	1009	100

Voting response	Number	Percentage (%)
Yes	358	76.7
No	109	23.3
Total voted	467	100

In their role as the Independent Tenant Adviser, TIS confirmed that the survey had been conducted appropriately, with ample opportunity and support for tenants to understand the consultation and respond. They consider that based on the response levels, the results are representative of overall tenant opinion and provide a strong level of support to the question asked by us.

We are delighted to see that so many tenants took the time to complete the survey. Thank you to everyone who submitted their form. Based on discussion with TIS, The Management Committee and the Transfer Focus Group, we had set a minimum response rate of 20% which for this type of survey, would have been considered enough to give us a representative picture.

With **almost half of tenants** returning the survey, we have real confidence in the result.

Of those who returned the survey, **over three quarters of our tenants are supportive of us appointing Places for People Scotland** as our preferred partner to move forward with us into the next stages of the process.

It is clear that at this very early stage of the process, our tenants clearly want change and like what they see from the initial offer that we have secured. With this strong and positive mandate to move forward into the next stages, **we have now formally appointed Places for People Scotland as our preferred transfer partner.**



## KEY THEMES FROM CONSULTATION

All feedback gathered will be used to shape the Frequently Asked Questions on our website and the next stages of consultation. Key points raised are as follows:

- *Tenants want more information on Places for People Scotland and want comfort that it will maintain its commitment to Reidvale as a distinct community.*
- *Tenants are happy that Places for People Scotland has committed to get the Neighbourhood Centre back open and saw this as a priority.*
- *Tenants were delighted with the rent freeze offer and the investment plans. Many tenants reported that they have been waiting years for work to their homes and are keen to know when work would start.*
- *Tenants want to know how the transfer commitments made by Places for People Scotland will be delivered and monitored?*
- *Tenants want to know what power the new Reidvale Customer Focus Group will have to set local priorities and ensure Places for People do all that they promise?*
- *Tenants want to be assured that Places for People Scotland will be able to match or exceed Reidvale on customer satisfaction and performance.*
- *Some tenants were sad that Reidvale would not be a standalone housing association in the future, given its proud history.*
- *Tenants want to see more detail on how Places for People Scotland would manage serious anti-social behaviour, as drug misuse and crime are growing issues of concern.*

# NEXT STEPS

We will now develop our detailed consultation and engagement plans to set out how Reidvale and Places for People Scotland will work with our tenants, factored owners, and other key stakeholders on the detail of the transfer plans. Consultation and engagement will be in two phases:

## Phase 1 –

### Informal consultation stage

This is a continuation of what we have been doing since November 2022. Now that we have support to appoint the transfer partner, we can begin working jointly with Places for People Scotland to consult with tenants and stakeholders in detail to shape the initial offer into detailed transfer commitments based on feedback. This will happen over the coming months and will inform the joint Transfer Business Case. We will be in touch shortly to publicise our consultation plans.

## Phase 2 –

### Formal tenant consultation stage

Once we have built in the feedback from the informal consultation into the joint Transfer Business Case and it is approved by both housing associations and reviewed by TIS and the Scottish Housing Regulator, we will begin a formal tenant consultation. This will involve further consultation on the final transfer package and will culminate in an independent tenant ballot where tenants will be asked to vote for or against the transfer. Phase 2 will also be conducted over several months, and only tenants will be consulted at this stage, in accordance with statutory and regulatory obligations. However, we will continue to include factored owners, leaseholder customers, shareholders, and key stakeholders into communications so everyone is informed.

For more information on the Scottish Housing Regulator's statutory guidance on tenant consultation, visit <https://www.housingregulator.gov.scot/for-landlords/statutory-guidance/tenant-consultation-and-approval>

TIS will continue to support and advise tenants throughout each stage. We will make sure tenants have ample time to shape and fully understand the final transfer plans before the vote in the tenant ballot.

Both Reidvale and Places for People Scotland will be commencing detailed 'due diligence' (detailed review) of one another. This is where we get the chance to fully explore any risks around the transfer before final commitments are made. This will allow us to assure ourselves that the eventual transfer commitments from Places for People Scotland have been costed and will be delivered. The Business Case is also reviewed by TIS and considered by the Scottish Housing Regulator to safeguard tenant best interests prior to beginning the formal tenant consultation. The Scottish Housing Regulator (SHR) will also consider the outcome of the tenant ballot.

There will be lots of opportunity to meet Places for People Scotland, see much more detail on the package being offered, ask questions, and input your views before tenants are asked to make a decision in an independent tenant vote. We estimate that, with tenant approval, the transfer would take place around Spring 2024.



# WHERE TO ACCESS THE **FACTS**



Throughout our initial consultations, there were attempts by parties from outside Reidvale to negatively influence the outcome of the consultation with incorrect and out-of-date information.

We have responded directly to those who have shared incorrect information in an attempt to influence our tenants. If you ever have questions about anything you read or hear, we are happy to discuss the facts and details with you.

The results from our Three Yearly Tenant Satisfaction Survey that was carried out in November 2022 are now on our website. They reveal significant drops in satisfaction levels across all key satisfaction indicators. The dramatic fall in our overall satisfaction rate (down 11% from 95% to 84%), coupled with our ongoing financial and governance problems has contributed toward our decision to explore a transfer of engagements.

We have shared the facts of what the future would look like for our tenants without a transfer. We feel we owe it to tenants and the community to be up front, however painful that may be to read.

We will continue to be clear and transparent and to work hard to make sure that our tenants, customers, and key stakeholders have all of the facts directly from this Association. We will do this through ongoing consultation, newsletters, and local events. Our website has a Frequently Asked Question page, which we will continue to update with the correct answers as and when we identify commonly asked questions. Remember you can also contact TIS for free and independent advice.

## YOUR INDEPENDENT TENANT ADVISER



The Tenants Information Service (TIS) is your Independent Tenant Adviser, there to work with Reidvale tenants and customers to ensure you have all the information you need and are supported throughout the process. TIS is a national organisation that has provided independent advice to a wide range of tenants of housing organisations in Scotland, including those considering this type of transfer.

TIS provide a free advice line, so if you have any questions about the transfer proposal or want to get more involved, **please call TIS on 0800 488 0982.**

**If you need this newsletter in another form or if you have any question, please do not hesitate to email us at [transfer@reidvale.org.uk](mailto:transfer@reidvale.org.uk) or call our office on 0141 554 2406.**