

Reporting Against Transfer Promises Ongoing – outcomes as at 31/12/2022

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	
Background	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.
Transfer requirement	Address the issue of rents being higher than the Scottish average and inconsistencies in levels between house types and size along with affordability.
Pineview Promise	Outcome 🚫 😊 😄
CPI only increases for 3 years.	<p>Years 1, 2 & 3 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 (CPI Oct 2021 4.2%, Jan 2022 5.5%, Mar 6.2%)</p> <p>Below inflation increase for 2023 rent increase for non-capped rents – 2.99% (CPI Oct 2022 11.1%).</p> <p style="text-align: center;">Promise met and will be removed from future reporting.</p>

Objective 2 – Accelerate the Investment Programme and Commitment to Community Engagement	
Background	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).
Transfer Requirement	Accelerate the investment programme in the short, medium, and long term. Support community engagement.
Pineview Promise	Outcome 🚫 😊 😄
Increase spending in Year 1 (2021/22) to ensure properties meet Pineview standard, meet health and safety compliance, and therefore demonstrate commitment to tenants.	<p>Properties brought up to required standards of compliance and health and safety requirements – e.g. roof anchors, gas servicing, electrical checks, smoke and heat detectors</p> <p>Fire Risk Assessments carried out.</p> <p style="text-align: center;">Promise met and will be removed from future reporting.</p>

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

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Transfer Requirement	Accelerate the investment programme in the short, medium, and long term. Support community engagement.	
Pineview Promise	Outcome 😞 😐 😊	
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 residents on spending priorities commenced July 2021 and will be ongoing. Feedback from residents has been taken into account to shape investment plans and will continue to shape future investment plans. Kitchens and windows were brought forward to 2022/23 and additional kitchens and boilers brought forward to 2023/24.	😊
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 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 part of the 2022 Tenant Satisfaction Survey as well as ongoing consultation / communication exercises. This will also 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. 2022/2023 works to be completed before the end of March 2023. 2023 + updated 5 year planned works being finalised and to be communicated to tenants as soon as practicable.	😊

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

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Transfer Requirement	Accelerate the investment programme in the short, medium, and long term. Support community engagement.	
Pineview Promise	Outcome 😞 😐 😊	
Commit £10,000 per annum for five years to community regeneration projects.	<p>Funding has been committed in 2021/22 and 2022/23 and included in 2023/24 budget. Consultation with residents on priorities for spending commenced April 2021.</p> <p>Three key priorities identified from tenants' feedback – youth activities, measures to prevent anti-social behaviour and environmental improvements.</p> <p>Projects now being implemented including funding amenities for the Growchapel project, for environmental improvements in the Cairnsmore area and G15 youth activities. Planters 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

Background	Kendoon Housing Association had very high rents, little stock investment, high management costs, and little engagement with tenants.	
Transfer Requirement	Reduce costs without negative impact on services. Deliver value for money.	
Pineview Promise	Outcome 😞 😐 😊	
CPI only increases for 3 years.	<p>Years 1, 2 & 3 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 (Published CPI Oct 2021 = 4.2%, Jan 2022 – 5.5%, Mar 6.2%). Below inflation increase for 2023 rent increase for non-capped rents – 2.99% (Published CPI Oct 2022 11.1%).</p> <p style="text-align: center;">Promise met and will be removed from future reporting.</p>	😊

Objective 5 – Improve Performance

Background	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.	
Transfer Requirement	Improve performance in all areas.	
Pineview Promise	Outcome 😞 😐 😊	
Increase support to and interaction with tenants.	<p>Ongoing – tenants and residents in Cairnsmore area continue to be invited to join the Customer Forum. Regular promotion / encouragement to participate. 3 additional staff posts recruited to support services to tenants (1 estate caretaker and 2 Housing Assistants) Additional welfare advice services available and increased personal contact by Pineview staff to support tenants and applicants.</p> <p style="text-align: center;">Promise met and will be removed from future reporting.</p>	😊

Objective 6 – Develop New Services

Background	Kendoon Housing Association unable to develop new services (resource constraints – staff, financial and other).	
Transfer Requirement	Increase wider role activities. Help tenants survive and thrive in life.	
Pineview Promise	Outcome 😞 😐 😊	
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.</p> <p>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.</p> <p>This will be further shaped by the outcomes of our consultation exercise that took place with tenants July 2021, as part of the 2022 Tenant Satisfaction Survey as well as ongoing consultation / communication exercises.</p> <p>This will also 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.</p> <p>2022/2023 works to be completed before the end of March 2023.</p> <p>2023 + updated 5 year planned works being finalised and to be communicated to tenants as soon as practicable.</p>	😊
Accelerate investment in homes and the environment - identify work in consultation with tenants.	<p>Consultation with residents on spending priorities commenced July 2021 and will be ongoing. Feedback from residents has been considered to shape investment plans and will continue to shape future investment plans.</p> <p>Kitchens and windows were brought forward to 2022/23 and additional kitchens and boilers brought forward to 2023/24.</p> <p>Promise met and will be removed from future reporting.</p>	😊

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Pineview Promise	Outcome 😞 😐 😊	
Commit £10,000 per annum for five years to community regeneration projects.	<p>Funds set aside. Consultation with tenants on spending priorities started in July 2021 and will be regularly updated and used to shape community projects.</p> <p>Three key priorities identified from tenants’ feedback – youth activities, measures to prevent anti-social behaviour and environmental improvements</p> <p>Projects now being implemented include funding for the Growchapel project, G15 youth activities and also for environmental improvements in Cairnsmore area.</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>	😊
Consult and engage with tenants to understand needs, aspirations, and priorities, and to engender trust and confidence.	<p>Tenants and residents in Cairnsmore area continue to be invited to join the Customer Forum.</p> <p>Consultation with tenants started in July 2021, continued via the 2022 Tenant Satisfaction Survey and will be regularly updated.</p> <p>Housing services staff increasing visibility to tenants in estates.</p> <p>Delivering services demonstrates Pineview commitment.</p> <p>Feedback mechanisms increased and outcomes / comments made will be considered in service provision.</p> <p>Promise met and will be removed from future reporting – integrated into normal Pineview ongoing consultation and engagement.</p>	😊