

Improving social housing transfer

Results of a survey of transfer RSLs

As part of the study, we carried out a survey of 60 RSLs that have received local authority housing stock to obtain information on the extent to which benefits have been delivered at the expected costs. There were 50 responses. We carried out a series of short visits to a sample of RSLs to validate responses and learn more about particular aspects included in the survey.

A. Delivery of promises to tenants

QUESTION 1

To what extent have you achieved each of the promises made to tenants before transfer **within their specified timeframe?**

(Please tick one box per line)

Promise(s) / objective(s)	Exceeded	Fully met	On schedule *	Delayed or not met	No promise set
a) Home improvements	15	22	11	0	1
b) Other works (including catchup repairs)	10	24	9	2	4
c) Repairs service	6	27	8	0	8
d) Other housing services	2	25	6	0	11
e) Rents – existing tenants	8	40	0	0	0
f) Rents – new tenants	8	25	0	0	12
g) Service charges	2	25	0	1	16
h) Tenant participation and representation	6	33	2	0	6
i) Development	10	14	5	5	12
j) Local regeneration	7	5	2	1	29

- *If still within specified timeframe*

Please supply a copy of the promises to tenants (as set out in the formal transfer consultation document) together with any report(s) that validate(s) their achievement or otherwise, such as:

- **any internal audit report validating the achievements;**
- **report(s) to local authorities on achievements;**
- **report(s) to tenants on achievements.**

QUESTION 2

Where any promises (from Question 1) were **delayed/not met**, why was this?

QUESTION 3

Do you provide feedback to the following stakeholders on the RSL's achievements compared with promises?

(Please tick at least one box per line)

<u>Stakeholder</u>	Yes, by report(s)	Yes, through meeting(s)	Yes, by other means	No, don't provide feedback
Tenants	38	32	18	2
Local authority	28	38	12	4
Other <i>(please specify)</i>	14	11	3	2
.....				
.....				
.....				

B. Works and stock condition

QUESTION 4

a) What percentage of transferred dwellings have benefited from improvement works since transfer? **72 %**
(average)

b) If this is less than planned or promised to tenants, please explain why:

QUESTION 5

a) Are there any major refurbishment/improvement works planned or undertaken that were **not** included in the original promises or business plan?

(Please tick one box)

Yes	No
36	14

b) If your answer to a) is "Yes", why were they omitted?

(Please tick one or more boxes)

Not identified by survey	Too expensive to include	Changes since transfer (eg in demand)	Other <i>(please specify below)</i>
15	2	17	9

c) What impact has this had on viability of your RSL and the quality of your housing and housing services?

QUESTION 6

Regarding spending on all works on transferred dwellings, including repairs and improvements:

a) How much did you **plan** to spend between the date of transfer and to the end of the last financial year according to your transfer business plan and how much did you **actually** spend in that period?

Planned spend:

£ 27.9m (average)

Actual spend:

£ 27.7m (average)

21 RSLs reported over or under-spend of more than 10%

(Note: include associated fees and VAT)

b) If the difference is more than 10% (over- or under-spent), please explain the main reason(s) why:

C. Rents and service charges

QUESTION 7

a) Throughout your rent guarantee period following transfer, have you kept all annual rent increases for existing tenants **within the guaranteed levels**?

(Please tick one box)

Yes

No

Not applicable – no
guarantee given

50

0

0

b) Since the end of your rent guarantee, have you kept all annual average rent increases **within the Housing Corporation's rent requirements** (Performance Standards section D)?

(Please tick one box)

Yes

No

Not applicable – guarantee
period is not over

29

6

11

c) If your answer to a) or b) is "No", please explain why your rent increases have been **higher than expected**.

QUESTION 8

a) Were guarantees on service charge increases given at transfer?

(Please tick one box per line)

	Yes	No	Not applicable – local authority did not levy any service charges
General needs tenancies	5	15	26
Sheltered tenancies	10	14	24
Other specialist tenancies	3	13	27
Leasehold flats	5	35	7

b) What is the **average annual increase** in service charges (if data are available) since transfer for management / ongoing costs? (i.e. excluding one-off costs for major repairs etc)

(Please complete each box)

General needs tenancies	6 %
Sheltered tenancies	6 %
Other specialist tenancies	6 %
Leasehold flats	1 %

D. Tenants

QUESTION 9

a) How frequently have you carried out “global” tenant satisfaction surveys since transfer?

(Please tick one box)

At least annually	Every 1-2 years	Less than every 2 years	Never
4	16	25	5

(please go to Q10)

Please attach a copy of the results of your latest global tenant satisfaction survey

b) Has the percentage of tenants satisfied overall with the landlord increased, decreased or remained the same **since the previous survey**?

(Please tick one box)

Increased	About the same (+/- 2%)	Decreased
13	10	2

QUESTION 10

How many members of your RSL Management Board are tenant representatives or leaseholder representatives? (Note: response should relate to RSL rather than group)

(Please insert numbers in all boxes)

AVERAGE

a) **Total number** of members of current Management Board

15 (max 21, min 9)

b) Number of tenant representatives on Board

4 (max 8, min 2)

c) Number of leaseholder representatives on Board

0 (max 1)

E. Finance and diversification

QUESTION 11

a) How many new homes has the RSL built or acquired since transfer, excluding those homes built as direct replacements for demolished homes?

356 (max 1676, min 3)

QUESTION 12

a) What percentage of the RSL's turnover currently comes from the transferred stock? **84 %**

b) What percentage of the RSL's turnover currently comes from social rented housing? **94 %**

c) If your answer to a) is under 80% or to b) is below 90%, please explain what impact, if any, this has had on existing tenants:

QUESTION 13

Which services for local residents were not provided by the local authority before the stock transfer but, since transfer, are now provided by your RSL?

(Please tick all boxes that apply)

Service now provided by your RSL	In original local authority area	In other local authority area(s)
a) Foyers	6	3
b) Special needs housing	29	15
c) Care and repair / staying put agency services	7	3
d) Housing management services for other organisations	16	10
e) Building / property services for other organisations	21	15
f) Housing development work for other organisations	12	15
g) Market renting	20	19
h) Shared Ownership Schemes	16	17
i) Other housing services (please explain below)	10	6
j) Care services	7	8
k) Training provision	11	4
l) Other non-housing services (please explain below)	9	2

OTHER COMMENTS

Do you have any other relevant comments to make on housing transfer – for example, the transfer pricing, other aspects of the transfer process, its contribution to local regeneration, or the likely impact of rent restructuring on delivering the promises to tenants? If so, we would like to hear them - please attach additional sheets.

Thank you for completing this questionnaire.

Please return it in the stamped addressed envelope, together with the supporting information requested and any additional sheets.