

IMPORTANT DOCUMENT

THIS IS YOUR PRE-BALLOT NOTICE



As you will know, Faifley Housing Association is proposing a transfer to Caledonia Housing Association that would bring more affordable rents, increased investment in your homes and improved services for local tenants.

The final decision on whether the transfer goes ahead is **yours** through a confidential ballot.

The tenant ballot will commence shortly on **10 January 2022**. This is our last opportunity to remind you of the transfer offer before the ballot gets underway. Please look out for your ballot paper arriving directly from Civic Election Services, the independent body who will run the ballot.

Our Management Committee and staff team urge you to vote **YES** if you want to see all that we have secured from Caledonia delivered.



Caledonia's Transfer Promises... A Reminder



If Faifley Tenants support the transfer and vote 'Yes' when the ballot takes place, we have negotiated an excellent package of benefits for our tenants and staff team. These reflect local tenant priorities and are set out below.

IMPROVING RENT AND AFFORDABILITY



PROVIDING QUALITY HOMES IN AN ATTRACTIVE ENVIRONMENT

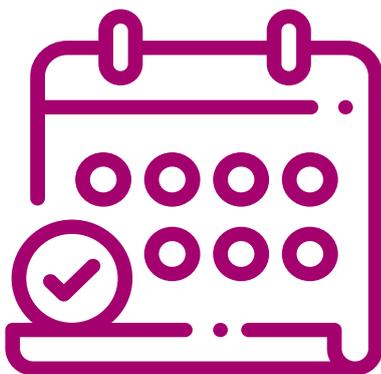


An accelerated major investment programme of £2.73m by the end of March 2027, supporting 2,220 improvements to Faifley tenants' homes.

£412,000 investment in the local external environment over the next five years, with local tenants consulted on the works programme.

Provide a high-quality, well managed and responsive reactive repairs service.

DELIVERING EXCELLENT SERVICES AND GREATER OPPORTUNITIES



Improved service access options for tenants including Caledonia's Connect online portal, local service delivery and mobile working capabilities for staff team members

A local office maintained in Faifley until 2025, with consultation with tenants on future service delivery needs

New wider role activities progressed to help support local tenants, with a programme confirmed within the first year after the transfer.

A new customer focussed service approach centred on modernised services, partnership working and achieving good outcomes for our tenants.

STRONG GOVERNANCE AND FINANCIAL STRENGTH



A new **Faifley Customer Review Group** established to provide a strong voice on local service and community issues.

Faifley will become part of a strong and well managed housing Association

A new **30-year business plan setting out how the package of benefits will be paid for** whilst ensuring long term financial strength.

An ongoing focus on value for money to benefit tenants through financial control, economies of scale and using money wisely and prudently.

DEVELOPING OUR PEOPLE



The provision of **strong leadership for the local team** as well as **access to a range of specialist support teams** within Caledonia.

Improved learning and development opportunities provided for team members, helping them to achieve their best.

Enhanced local service resilience through being part of Caledonia's wider service delivery arrangements and team.

These benefits will only be delivered if tenants vote 'Yes' for the transfer to Caledonia.

The ballot will be open between Monday 10 January 2022 and 5pm on Monday 7 February 2022.

**WHEN YOU GET YOUR VOTING PAPER...
DON'T DELAY, VOTE RIGHT AWAY!**

Consulting with you...

Over the course of November we consulted with Faifley tenants on the proposed transfer to Caledonia.

What you liked about the transfer plans.

Tenants are excited about the proposed transfer and tell us they are looking forward to:

- ✓ **Rent Freeze** – the 5 year rent freeze and lower increases in the future promised by Caledonia have been really welcome news with tenants saying that it will make their currently expensive rents much more affordable – something that is important to them given the financial challenges many face post-pandemic. The recent increase in the rate of inflation as measured by the Consumer Price Index (CPI) is also really important as this **could result in a rent increase of up to 4.7% for 2022/23 for Faifley tenants** based on our current inflation plus 0.5% rent setting plans.
- ✓ **More investment in homes** - Caledonia has promised a significant investment in tenants' homes and an accelerated programme of works for this, and this was viewed by tenants as much needed at this time.
- ✓ **More investment in the local community** - tenants say they want to feel the area around their homes is looked after as well as the homes they live in, and they were pleased to see Caledonia's promise to invest in improving the local environment.
- ✓ **Ensuring excellent services** – tenants liked the idea of services still being provided by the existing team, but with the support of a larger team. Proposals to offer on-line services, provide wider role services and work with local residents were welcomed.

Here is some of what you said on the transfer proposals in the consultation...

“ I agree it will be the best for Faifley Housing tenants ”

“ Looking forward to it, just hope Caledonia can keep all their promises ”

“ I think it would be a good idea, I was quite happy with the way things were, but I think it would be the way forward. ”

“ It sounds very promising with lots of benefits to existing tenants and the local area ”

“ Positive, good if all promises are met for tenants, community and current Faifley association. ”

“ The priorities made so far will help make the area a lot tidier and cleaner. When the transfer is completed hopefully the area will get back to what it was years ago. ”

Frequently Asked Questions

Do I need to sign a new tenancy agreement if the transfer goes ahead?

No. You will not have to sign a new tenancy agreement as this would transfer automatically to Caledonia Housing Association. Faifley tenants would retain all of their existing tenancy rights.

How can tenants trust that Caledonia will do what they say they will do?

The full business plan, including the transfer commitments has been provided to a full range of stakeholders, including the Scottish Housing Regulator, who will monitor the progress with the plans. The full proposals have been detailed as part of Caledonia's financial plans and approved by their Management Board, who will ensure the promises are delivered. As noted below the new Faifley Customer Review Group will also have a key responsibility to monitor the transfer promises to ensure Caledonia delivers on the commitments.

What happens if the transfer does not proceed? Can Faifley stay independent?

If tenants don't support the voluntary transfer to Caledonia, Faifley would continue to face serious and urgent challenges as it does not comply with the Scottish Housing Regulator's (SHR) standards. In order to protect the interests of tenants, Faifley would need to consider all its options and re-visit its strategic options appraisal before deciding on a way forward. Any future plans would not secure the range of benefits being offered by Caledonia at this time. The SHR could also consider its future regulatory engagement with Faifley in order to protect the interests of tenants in these circumstances.

If tenants vote 'No' to the transfer:

- ✗ The transfer to Caledonia wouldn't go ahead
- ✗ Above inflation rent increases for Faifley tenants would be required each year. Without transfer, Faifley have assumed CPI inflation plus 0.5% increases for the coming years
- ✗ There would be much less and slower investment in your homes than proposed by Caledonia
- ✗ There would be no investment in improving the local environment
- ✗ We would have limited ability to modernise our services, including providing on-line options
- ✗ We would continue to have governance challenges and would need to recruit a new senior officer and other specialist staff putting a greater burden on the Association's finances.

What will happen to my shareholding if the transfer goes ahead?

If you hold an existing £1 share in Faifley, if the transfer proceeds, you will receive a new £1 share in Caledonia. Caledonia will also welcome new £1 share membership applications from former Faifley current and new tenants post-transfer in line with its Rules.

Are the transfer promises too good to be true?

One of the key questions that tenants asked us through the consultation was whether Caledonia will be able to deliver on the promises, including how this will be monitored.

A joint Business Case has been agreed by both Associations and this has received a positive review by TIS (the independent tenants adviser) and the Scottish Housing Regulator. This sets out the savings that can be made from Faifley joining Caledonia and how these have been used to pay for the transfer promises over the next 30 years.

There will be close monitoring to make sure Caledonia deliver all that they said by:

- ✓ Reports to Caledonia's Management Board.
- ✓ Updates to the Scottish Housing Regulator on the progress being made.

- ✓ The new Faifley Customer Review Group that Caledonia will set up and support for tenants if the transfer goes ahead will also play a key role in monitoring the transfer promises.
- ✓ Progress updates provided in Caledonia's newsletter for tenants

Caledonia already has a strong track record of successful partnerships with other housing associations. This includes delivering on the commitments made to the tenants of the housing associations involved. Here's some key highlights from these.

2016...Bellsmyre Housing Association (Group Partnership)

Tenant Promise	Outcome
A 3 year rent guarantee including a rent freeze and inflation only increases	Promise delivered – rent guarantee implemented
Support provided to Bellsmyre to improve services to tenants	Promise delivered – services improved resulting in improved tenant satisfaction
Local team and office retained to provide services	Promise delivered – office retained and local team in place, and on-line service access also now made available to all tenants
Investment in homes - £1m per year for 5 years	Promise delivered – £4m invested in improvement works in 4 years
Consultation with tenants on garden maintenance and close cleaning services.	Promise delivered – after consultation, delivered a large scale estate and back court improvement programme and reviewed the estates service to deliver greater value for money

2018...Antonine Housing Association (Transfer of Engagements)

Tenant Promise	Outcome
A 5 year rent guarantee for tenants including rent freeze and inflation only elements	Promise in progress – rent guarantee implemented to date
Investment in homes – £3.8M over 5 years	Promise in progress – £1m invested in planned and cyclical Maintenance in the first 18 months
Service delivery from local office until 2023	Promise delivered – following consultation with tenants, the local office was retained on revised opening hours, and on-line service access was made available to all tenants
Access to on-line services for tenants	Promise delivered – on-line services provided for all tenants through Caledonia Connect
New Antonine Area Committee	Promise delivered – new local group set up with agreement to meet quarterly

2020...Bellsmyre Housing Association (Transfer of Engagements)

Tenant Promise	Outcome
A one year rent freeze guarantee for all tenants	Promise delivered – rent guarantee implemented
Delivering the regeneration of the Bellsmyre estate through a £30m investment in new homes over 5 years	Promise delivered – comprehensive plans in place for the regeneration that is now underway
£3m investment in improvements to existing homes over 5 years	Promise in progress – £670k investment being delivered over 2021-22
Options appraisal for non-standard construction homes	Promise delivered – options appraisal carried out and outcomes being considered
A strong local residents' voice on the regeneration plans.	Promise delivered – the Residents Forum have been actively involved in the plans

“ The transfer from Antonine to Caledonia was really good for me. Caledonia fulfilled their promise to freeze the rent and fit new windows and a new roof to my home ”

*Amber Pearson,
Kirkintilloch resident.*

“ Thankful to Caledonia to be getting a new house for my family. It was good to be involved in the planning stage of the regeneration of Bellsmyre. We are really excited to be moving soon ”

*Rebekah Gallagher,
Bellsmyre resident.*

Remember – this important decision on whether the transfer goes ahead is yours through the Tenant Ballot. It is really important to ensure that you use your vote.

Voting in the Ballot..... all you need to know

The Ballot will be conducted by Civica Election Services, the UK's leading provider of independent election services.

The Ballot will run from Monday 10th January until 5pm on Monday 7th February 2022.

You'll be sent your voting paper with detailed information on how to cast your vote. This will include the option to vote online, over the phone, by post or you can drop your ballot paper off at the sealed and secure ballot box in the local Faifley Housing Association office.

Throughout the period of the ballot, staff from Faifley and Caledonia will be out to visit you to encourage every tenant to have their say by casting your vote. As always, we will make sure we do this in a COVID safe manner to keep you and our staff protected. If you have any concerns or don't want staff to visit, just let us know by calling 01389 877 924 or email us at transfer@faifleyha.co.uk

Voting is really simple, but our staff will be available if you need any help.

Please just get in touch with us if you don't receive your ballot pack or if you lose or misplace it as we can easily arrange to get a replacement sent to you.



Also, if you want free independent advice on any aspect of the ballot you can also contact TIS – your independent tenant advisor.

 Freephone 0800 488 0982  info@TIS.org.uk

CONTACT US

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You can access Faifley's Privacy policy on our website:

<https://www.faifleyha.co.uk/privacy-policy1/>



INFORMATION IN OTHER FORMATS If you have difficulty in reading or understanding English and require help in translating or interpreting any information that Faifley Housing Association provides, or if you have other special requirements and need further help, please ask at reception or contact us on 01389 877 924.