

2011 events

Ian Rumsam

Head of Home Works,
Together Housing

1st Annual Tenant Panel Conference

Monday, 28th November 2011

York Racecourse

Quality
of Life



The Tenant Cash Back Scheme. What is it and can it work?

Making a better future together



Introductions

Ian Rumsam

Head of HomeWorks

**Berenice Leyland and Frank
Evans.**

**Greenvale Homes Tenant Board
Members**

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The Headlines

Grant Shapp's the Government's Minister for Housing recently announced the Tenant Cash Back Scheme.

“The scheme would allow people to ask their landlords for the chance to carry out DIY themselves, or pay someone locally to do the work, and keep any savings made”.

Mr Shapp's also said *“When tenants take pride in their home it saves the landlord cash, so I think it is only right that tenants should benefit too.”*



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The Outline

- The government says that landlords including local authorities and housing associations spend £1000 per property a year on repairs- and often tenants could do the work themselves.
- Grant Shapp's said he was talking about routine repairs like leaky taps or replacing locks but the responsibility for "big items" would remain with the landlords.
- HQN, each housing association carries out an average of 3.1 repairs per property per year @ less than £100 per repair.

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Objectives

- Resident empowerment
- Big society
- Community cohesion
- Save money
- Political appeal
- Develop Transferable Skills.
- Develop Pride, Empowerment and Rewarding Positive Tenant Behaviour.

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Look At

- Demand.
- Quality.
- Safety.
- Fairness.
- Budgeting.
- Insurance.
- Control.
- Scams/ Fraud.
- Tenancy Agreements.

Consider

- Tenant Profile.
- Scope of the Scheme.
- Accommodation of Works along side other work.
- Community based projects.
- Tenant Groups
- How are payments made, restricted to Budgets and reflective of the repair carried out?

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Tenancy Agreement

- Policy.
- Repairs are an integral part of the agreement.
- Statutory obligation.
- Can responsibilities be transferred.

- So how has the industry responded?.....

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What the industry has said?

The CIH

“An interesting idea that could increase tenants ability to influence performance”.

“Sends a strong message to landlords”.

“Many tenant prefer landlords to arrange repairs.”

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How have we responded?

- We designed a scheme with our tenants, an introductory phased approach.
- The first phase concentrates on ‘Rewarding Positive Tenant Behaviour’
- Our Tenants have been asked to manage their home in line with their tenancy agreement and we have set out what this means.
- We have provided basic DIY training in their home on a one to one basis at a time to suit them.

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Property on the Launch Day



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Same property two months Later



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The National Housing Federation

Three pilots

Together- Home- Hastoe

“Its an idea well worth testing”

“We welcome a rigorous pilot before
the plan is introduced across the
board”

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Our Approach

- Three specific diverse and targeted areas.
- We have had to take everything to our tenants on the estates.
- Could we actually make it pay?
- Sustainable Tenancies.
- More appealing properties.
- Reduced void cost.
- Pride in the community.
- Pride in the Home

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Advice and Help offered

- Advice on developing a CV.
- Applying for a job.
- Benefits advice.
- Accessing child care.
- Tenancy agreements.
- Maintaining your home. Decoration.
- Basic DIY.
- Health and Safety.

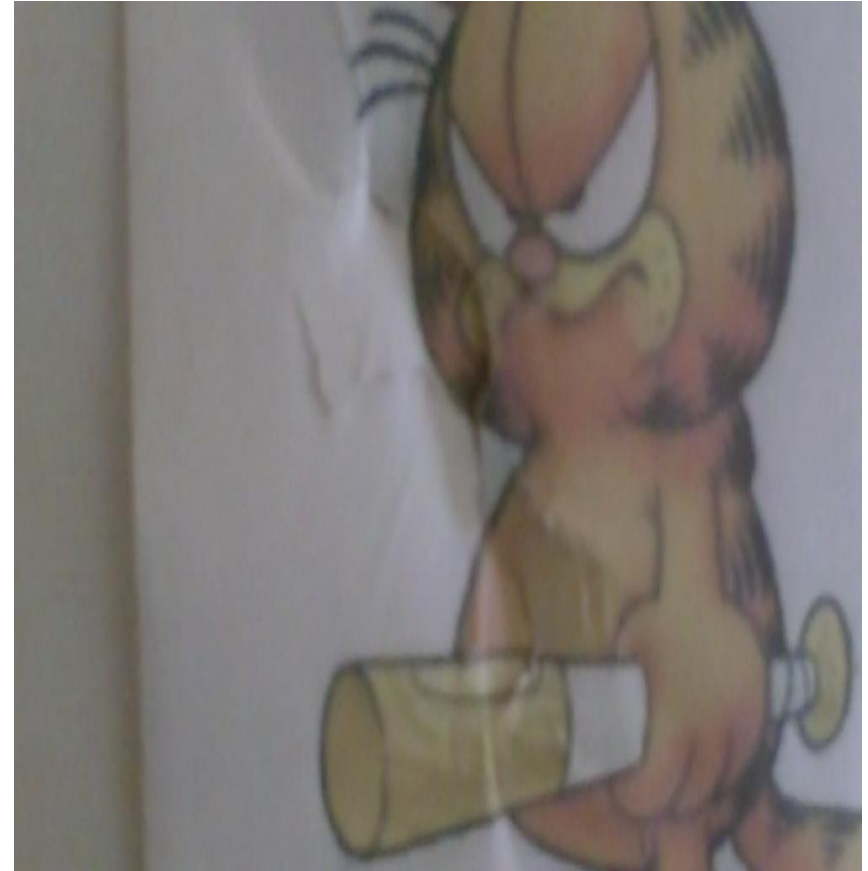
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Issues and Challenges

- Tenancy Agreements.
- Insurance.
- Funders.
- Stock Condition.
- Contractual Obligations.
- Engaging Customers.
- Costing more or cost neutral, can we actually save money?
- Attrition Rates.

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A poster on an internal door?



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The same door.



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Draft Policy – include;

- How are tenants engaged.
- Variance to Tenancy Agreement.
- Local Contractor approval or Community Groups.
- Valuation of Works.
- Works included in the scheme
- New Tenancies
- Value of Repairs budget allocated.
- Supervision.
- Commissioning.
- Payments.
- Work which is excluded.
- Records.
- Surveying.

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Rewarding Positive Behaviour

- What is in the scheme for our tenants?
- What could be the benefits for our tenants?
- Can we develop transferrable skills?
- Fewer recharges, better home and community?
- What is in the scheme for the Housing Association?
- What are the benefits of the scheme for us?
- Reduced Cost for Void properties?
- More appealing estates?

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DIY Model (introduction)

- DIY Model (level 1): This level is really just about looking after your home – cutting your grass, keeping your garden rubbish free, changing your light bulbs, and informing repairs promptly of any more significant issues to fix. Let the Housing Association know if there are any other repairs issues in your neighbourhood such as empty property break ins.
- A basic entry level along these lines is important:
- a) To ensure that the scheme can be seen to be relatively open to all; and
- b) To encourage all customers to look after their home.

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- DIY Advanced (level 2): Customers who successfully receive a training certificate having completed a short course e.g. over the course of a few hours (approx 10-15hrs) they would be taught a broad range of DIY skills eg how to fix a leaking tap, how to replace bathroom sealant, patch plaster, repair a burst, re-hang a door to name but a few. The training will be provided by a series of professionals/technicians and the tenants will undertake an assessment of their skills. This work will be more of the Responsive Repairs which traditionally would be carried out by the landlord

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The First Cash Back Payment



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How Could it Work- Level 3

- Tenant Commissioners (level 3): this would involve customers who have successfully receive a training accreditation. Having completed a longer course e.g. over a series of evenings or onsite training with repair practitioners. This would allow our tenants to train as community or individual commissioners. This approach would also allow us to train tenants as inspectors/ checkers .The course differs from the level 1 and 2 in that it is contains an element of theoretical and much less practical work. I have suggested a link to our group wide SME initiative.

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How Could it Work- Level 4

- Tenants Provide Repairs for Tenants (level 4): Higher level: Customers are trained and supported by the Together Housing Group and other partners to undertake a qualification recognised by our insurers e.g. A college certificate or NVQ in a particular skill set such as plumbing. Skill assessment could be made such as those currently in place for the multi-skilling accreditation.

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CAN THE SCHEME WORK?

YES.

WILL THE SCHEME SAVE MONEY?

IT'S UNLIKELY

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