

Report

Report Subject : Large Scale Voluntary Transfer- Formal Stage 1 Consultation

Report to : The Cabinet

Date : Wednesday 11 October 2006

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Cabinet Member for Community & Housing: Councillor John Cole-Morgan

1. Purpose of report

1.1 The purpose of this report is:

to describe the consultation process undertaken

to consider potential amendments to the offer; and

to recommend future action, including moving forward to the formal ballot if appropriate.

Under the provisions of Schedule 3A and 106A of the Housing Act 1985, the Council is required to consider representations made during the Stage 1 consultation and whether any changes should be made to the offer. The Council is also being asked whether to proceed to the formal Stage 2 of the Consultation process and whether to ballot the Council's secure and introductory tenants.

2. Background

2.1 At its meeting on 21 March 2005, the Council considered the report from the Head of Housing Management on Stock Option Appraisal. The Council resolved (minute no. 179) to support the proposal to consult tenants in respect of a large scale voluntary transfer of the Housing Stock.

2.2 Prior to commencement of formal consultation with stakeholders, it was necessary to promote the formation of South Wiltshire Homes Limited (as the prospective new landlord) and for South Wiltshire Homes Limited to adopt a number of key policies. At its meeting on 25 July 2006 the Stock Transfer Project Board considered the indicative valuation of the Council's Housing Stock prepared by Savills in conjunction with HQN and the final draft of the Formal (Stage 1) Consultation Document and resolved to proceed with consultation of the Council's tenants and leaseholders.



Awarded in:
Housing Services
Waste and Recycling Services



2.3 The proposed transfer of council housing to South Wiltshire Homes Limited has been the subject of wide ranging consultation with council housing tenants and leaseholders. The purpose of the consultation has been threefold:-

To make tenants and leaseholders aware of the proposed transfer and provide opportunity to voice concerns, opinions and queries.

To gauge an expressed preference of tenants and leaseholders so that the Cabinet can decide whether to go ahead and formally ballot tenants.

To establish if there are terms of the proposal or offer document which should and can be amended either to clarify the proposal or make the proposal more acceptable

3. Consultation

3.1 Written responses

3.1.1 The formal consultation or Stage 1 offer document contained a tear off sheet which allowed tenants to express their view and express a preference for or against the proposed transfer. The Stage 1 offer document was posted on 30 August 2006 and tenants were allowed a period of 4 weeks ending on 29 September to provide comments.

3.1.2 The table below sets out the preferences of tenants as recorded in the tear off slips..

For	Against	Not Sure	Total
334 (62.66%)	172 (32.27%)	27 (5.06%)	533 (100%)

3.1.3 The views of the tenants ordered by “For”, “Against”, “Not Sure” are reproduced anonymously in Appendix 1.

3.1.4 A formal consultation document was also provided to the Council’s Right to Buy leaseholders. This also contained a tear off sheet which allowed leaseholders to express their view and express a preference for or against the proposed transfer. The leaseholders’ Stage 1 offer document was posted on 30 August and leaseholders were also allowed a period of 4 weeks (ending on 29 September) to provide comments

3.1.5 The table below sets out the preferences of leaseholders as recorded in the tear off slips

For	Against	Not Sure	Total
6(67%)	2(22%)	1(11%)	9(100%)

3.1.6 The views of the leaseholders ordered by “For”, “Against”, “Not Sure” are reproduced anonymously in Appendix 2.

3.2 Meetings

3.2.1 All sheltered housing tenants were invited to meetings at their schemes to discuss the offer during this period

3.2.2 At all meetings a DVD explaining the Council's transfer proposals was shown, short presentations were made and an opportunity was given for questions to be asked.

3.2.3 In all 200 tenants attended the meetings. The Council's consultants have confirmed that this is representative of the experience of other local authorities.

3.2.4 Tenants' independent advisor

3.2.5 Aldbourne Associates, the Tenants' Independent Advisors, who were appointed by the Tenants' Panel were present at all those meetings

3.2.6 A full report of Aldbourne Associates on the Stage 1 process is attached at Appendix 3.

3.3 Leaseholders

3.3.1 As set out in paragraph 2 above, all of the Council's RTB leaseholders have been written to and Appendix 2 sets out the results.

3.4 Door step visits

3.4.1 From the 1 September staff from the Council's Housing Department started a programme of visiting all Council tenants' homes within the District. 60% of tenants households have been visited

3.4.2 The results of the survey up to the 2nd October are found in Appendix 4

3.5 Other initiatives

3.5.1 A 13minute minute DVD has been produced and widely distributed to tenants, i.e. everyone has been offered a copy but were not forced to accept it.

3.5.2 The Council and Aldbourne Associates have each operated a Freephone telephone helpline throughout the consultation. The Council's helpline has received over 400 calls, mostly concerning arrangements for visits.

4. Summary

4.1 The consultation process has been comprehensive. All tenants and leaseholders were sent the formal proposal documents and had the opportunity to return their written views (on a pre-paid card). All tenants have been contacted and given the opportunity to discuss the proposal with a council officer.

4.2 The Council can be confident that every reasonable opportunity has been given to tenants and leaseholders to express their views and fully understand the basis of the proposed transfer

4.3 The preferences expressed in written responses are statistically close to those received on the doorstep visits. What cannot be confidently predicted is how many tenants will vote in postal ballot.

- 4.4 Members will see that from our results there is a majority of tenants who have expressed a view in favour of the proposed transfer.
- 4.5 The comments that are listed in the Appendices have no indicative theme which would indicate any requirement to change the proposed offer as set out in the formal (Stage 1) consultation document.

5. **Conclusion**

- 5.1 The Council has now carried out detailed and meaningful consultation with the tenants and leaseholders in respect of large scale voluntary transfer to South Wiltshire Homes. Whilst indicative figures need to be viewed with caution it would appear that there is significant support from tenants for transfer
- 5.2 It is now proposed that the Council commissions Electoral Reform Ballot Services Ltd (part of the Electoral Reform Society) to carry out a formal postal ballot of all secure and introductory tenants and that the offer to tenants and leaseholders be confirmed.

6. **Recommendations**

It is recommended that:

- 6.1 the responses of tenants and leaseholders (as set out in this report) be noted.
- 6.2 a formal Stage 2 letter be issued to the Council's secure and introductory tenants confirming:
 - 6.2.1 the terms of the Council's offer as set out in the formal (stage 1) consultation document
 - 6.2.2 Tenants' right to communicate objections to the Council's proposals to the Secretary of State within 28 days from the Stage 2 Letter.
 - 6.2.3 the ability of the Secretary of State to withhold consent if a majority of affected tenants do not wish the transfer to proceed.
- 6.3 Electoral Reform Ballot Services Limited be commissioned to carry out a formal ballot of tenants in respect of a transfer to South Wiltshire Homes.

7. **Implications**

- 7.1 **Key Decision** : yes
- 7.2 **Legal** : set out in the report
- 7.3 **Financial** : By proceeding to ballot the Council will incur the remainder of the £600,000 approved budget which would be recoverable from sale proceeds if a transfer takes place
- 7.4 **Human Rights** : compliance with statutory consultation requirements should meet any obligations
- 7.5 **Environmental** : None
- 7.6 **Council's Core Values** : maintaining the housing stock
- 7.7 **Personnel** : None
- 7.8 **Community Safety** : None

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>You seem to have covered all the options about housing transfer proposal.</p>	<p>There is nothing that I can see that can be improved on. The only thing that I am worried about is the amount of rent I would have to pay being disabled I wouldn't want the rent to be too high for me to pay.</p>	<p>My name is on the transfer list to move. I have lived here for 5 years now and because of all the noise that I am experiencing I need to move to a more suitable accommodation for my needs as I am disabled and my flat has not been adapted for a disabled person like myself. I am all in favour of fair rent scheme. I am finding it difficult at the moment getting in and out of the bath and would prefer a place that has a shower. Overall all the information I have been given has been of the highest standard and has been well documented. The main thing I am worried about is the issue of fair rent and I would like to discuss this with someone if that is possible. Yours sincerely,</p>
<p>Your booklet provides a detailed summary of your proposals which appear to give a good overall view of the transfer.</p>	<p>I have been a tenant since 1970 but 18 months ago I was bereaved and as I'm getting older (aged 66) I'm very interested in the handy-man service, which to me is a positive move for people living on their own. I hope this scheme is mad a priority. Thank you for all your help.</p>	
<p>Better funds for improvements (repairs).</p>		
<p>All seems OK, can't see any downside.</p>		
<p>It means no change, I hope.</p>		
<p>I like the idea of less of our money going to the Government to waste on foreigners!</p>	<p>Seems OK to me</p>	<p>Keeping the same staff as we have now is a very good idea. You could say it is essential for a satisfactory transfer.</p>
<p>Improvement of houses within 6 years. My house is 32 yrs old, with a kitchen in a bad state of repair.</p>		
	<p>I think it would improve things as I hear Council have no money, but could spend it more wisely and affectively in some circumstances.</p>	

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>As a now elderly person, living above, and aged 79yrs, I like the idea of the newly proposed Housing services providing small repairs, gardening and decorating, at a small charge for the elderly.</p>	<p>I would like to see a Social Centre in each area of Salisbury - where the young and the elderly can enjoy their own forms of entertainment, interests & talks.</p>	<p>I agree with Councillor John Cole-Morgan that the downside advantages of transfer are far outweighed by the advantages. There will be more money available to spend on home improvements and security, causing higher standards of living and safety for all, in a healthier and cleaner environment. A centre in each area needs to be available for the use of the younger people (eg: two or three nights per week) for billiards, scouting, first aid, chess and other interests, RSPB. And for the elderly there could be whist drives, beetle drives, dances, colour slides, coffees & teas, bring and buy sales, plant sales etc, Bingo.</p>
<p>There should be more money available to replace old doors and for painting window ledges etc.</p>		
<p>I like the idea, it will give you extra money to let you do more of the little jobs that seem to take so long.</p>		
<p>I live in sheltered accommodation so I will be happy to go with majority.</p>		
<p>On the basis of the information supplied, it should improve the condition of the houses and general area.</p>		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>The amount being spend on garaging, fences etc, majority of tenants (me included) live in flats with no car or garden.</p>	<p>I have lived in my flat for nearly 7 years, with out-dated, outmoded bathroom & kitchen, why, if you have money allocated, do I have to wait another 6 years for improvement? Security is of utmost urgency - two flats in my block have recently been broken into. Living alone with my 15 year old son I find this extremely worrying - the council have done nothing (we don't even have a working entry system!) would you resolve this ASAP? We have a known drug dealer living in this block - the council are unable or unwilling to throw him out - would you? Answers please.</p>	<p>We also need more rubbish bins - we only have 8 at present, totally inadequate - there are certainly no recycling facilities, would you rectify this? The general area, Glyndebourne, Gainsborough, in my case, has a very run-down appearance, rubbish, overgrown paths, weeds etc - Do you have any ideas on rectifying this? I appreciate there are many problems in Bemerton Heath but I would like to know how or if you would resolve these?</p>
<p>Proposed improvements to properties & environmental projects.</p>		
<p>That the government would not get money back from the rents & more money would be able to be spent on repairs & improvements is the reason I will be voting for the transfer.</p>		
<p>I look forward to the transfer if it means I can have a modern kitchen and bathroom.</p>		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I have always been satisfied with the way I have been treated, as long as things stay as they are I shall be perfectly happy.	Showers for all thereby saving water.	When I moved here, I was allotted a parking space near my home, however, it is becoming increasingly annoying when other people use our parking spaces when we vacate them, especially Council Staff who come here on duty. We are lucky to have a small car park nearby and also plenty of legal kerbside parking, which could be used instead, further difficulty for me is that my knees are not too good and I now have a disablement parking disc, there are others who have these discs, and for good reason, although we can drive perfectly well, walking with heavy shopping bags should be kept to a minimum distance. Whereas I appreciate the use of our parking facility for emergency vehicles, I feel our spaces should be kept for residents only.
It looks all good, on all improving the homes and all items, if all goes through. Thank you.		
I support the concepts but distrust the present government who might try to recoup the annual £6.0 million, they will lose under the scheme.	I have concerns that staff may be reluctant to transfer their services without guaranteed retirement benefits comparable to the councils existing scheme. They may also feel their future promotions could be limited.	
I like everything about the transfer proposals, and I hope it goes ahead.		
As long as money is used to help tenants with repairs & internal decorating.		
More money spent on homes and improving services.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I like the transfer proposal because there would be more funds available for updating the properties. I think that in my area we are left behind in favour of any large estates, also our roads are deteriorating from poor maintenance & increased volume of traffic.	Don't know	
I like the idea of 24HR freephone repairs, reporting helpline, at the moment it is impossible to speak to anyone at weekends, and if you do manage to talk to someone it takes weeks for the repairs to be done.	Having read your book on the proposed transfer of Salisbury District Councils housing stock to South Wiltshire Homes, I am hoping the transfer will go through as quickly & easily as possible.	
After reading through your information, I think it would be a good thing for Salisbury District Council to be transferred to South Wiltshire Homes. At the moment, kitchens & bathrooms need updating & high security doors I think are very important in this day & age, also parking for cars could be improved.	I hope the transfer proposal will be accepted & will take place as soon as possible.	
I like the idea of repairs being done quicker, when you had your own plumbers & electricians things were good.	I would like to have a warden again, a lot of us don't feel safe. Are our gardens going to be taken away, mine is not very big, but two of my sons came from Australia & Dubai and bought a few plants. I should be sorry to loose them.	
I would like my kitchen modernised to a decent standard so hopefully this may happen if the stock is transferred.		
It seems to be to the tenants benefit, plus it will enable at least some of the people from the existing council owners to keep their jobs.		
The advantages of transferring far outweigh the disadvantages.	None - set out well & straightforward.	
I have no problem with it.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
That there is more money to spend on improvements.		
The extra 6 million pounds per year would make a big difference in the maintenance of housing stock.		
It appears to me to be a very good idea.		
The better local services, ie: environmental schemes & off road parking schemes. The plans to tackle anti-social behaviour.		
Any improvement, services or financial must be of advantage.		
Why stay in the past, one must realise that to go forward is in all our interests.	Can only be improved by results.	
I am pleased to see that rent increases are still controlled as before.	I am happy with the proposals.	
I am happy with the proposals as long as they keep them.		
I would like a modernised kitchen, bathroom & front door. I do not know of any dislikes at the moment.	No idea.	
I like the fact we could have more work on the property we rent. But I have been more than pleased with Salisbury Council in the past.		
As I have been a Council Tenant for 55yrs I feel "comfortable" with the Council - but I can see that with the government claiming back so many millions from the rent - we are never going to get the vital repairs and refurbishment needed - as in these bungalows the bathrooms and kitchen are in need of renewal, they are 25yrs old now. I therefore think it would be the right time to go over to the Housing Assoc.		
The benefits seem to be good, I would support transfer.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I like the fences & gates arrangement & also internal decorating for small charge & gardening.		
I like the arrangements for fences & gates, internal decorating for a small charge & also the gardening for a small charge also for security and peaceful living.		
	My husband died on August 21st 2006, so I am now sole tenant.	
It sounds like a step forwards and more help for the elderly re gardens.		
As one gets older you find it harder to accept change, but as long as the promises are honoured and they keep to the proposals that they (South Wiltshire Homes) have made.	There is always room for improvement in most things but speaking from a pensioners point of view time is not always on our side so some of us will be around to benefit from the up-date of our homes (Bathrooms. Kitchens etc, 6 years is a long time to wait).	
I consider it to be to everyones benefit (very good).		
A great idea, providing the new "South Wiltshire Homes" keep to their promises.	Just make it work. *These are the views of my wife who is blind and dictated to me. JW*	
The transfer proposal seems to be going in the right direction, but what worries me is that after a while Aldbourne will go the same way as Council.	When having read all the housing needs, you intend to make it seem, that they as like local Council seem to only want to do large estates, you forget that there are council properties dolled around in villages which are always left out of any modernisation, pathways, parking, grass cutting & local repairs, improving kitchens, bathrooms etc, doors front and back, that the large housing estates get on a regular basis.	
Obviously the fact that 5 or 6 million pounds would not have to be paid to government.		I am a little concerned that our repairs and general conditions will not change for the worst. I work at the NHS and I have seen standards deteriorate noticeably with Private Contractors, so I am obviously worried. However I am giving my support to S.W. Homes Ltd and I hope my fears will be unfounded.

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I like the fact there will be more money to spend on modernising the properties and keeping them in good repair, and more plans for sheltered housing as I got MS and I'm getting older.		
Hopefully, any extra monies available could be used in part to upgrade older properties eg: kitchens and bathrooms.		
I am supportive if we are going to get more done but the council has already done kitchen & bathroom in my house in Olivier Close, we only need the back toilet done & new front doors so unless they are going to do them I am generally happy to stay with council.		
I like the idea of funds being put back for housing repairs etc.		
I think in all probability the government would make huge increases elsewhere to make up the shortfall of £6 million which would be lost to them, consequently leaving us with less income. The building of new homes under council control on future revenue as now?	Would like more direct answers and information. At present I don't see too much of a problem.	
It makes sense from the financial side of the change.		
That these houses will be improved.	By letting us be as informed as soon as possible.	How long will this take? How much notice will we be given on the transfer?
I am very keen on the improved kitchens & bathrooms, as my kitchen is very poor and I have been told on several occasions this would be done.		Could you inform me if my kitchen is one due to be re-done, most people seem to have had theirs updated where I live at some point but mine isn't even what I would class as basic.

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
It seems if we do transfer they would be above to do more repairs as they would have more money to spend on alterations, which we desperately need done.		
I like the idea of people getting new kitchens and bathrooms replaced as the ones we have at the moment are falling apart and not enough storage places.	More CCTV cameras to try and catch the people that try to start fires and terrify all the old people.	
I think it sounds fine as it seems they will be able to afford to do more for the tenants.		
It will be good to change as it's a better service and more care.		
I think the transfer proposal is a very good idea, I am very happy with the transfer proposal.		
Hopefully thing regarding the house I live in will be looked after regarding breakdown of items.	I think they should consider putting walls or fences around front gardens to prevent vandals ruining gardens.	
That things seem to be the same generally with better prospects.		
I feel under these proposals, more is likely to get done in regard to modernisation etc and as I see it nothing, as far as I can see changes. I would however change the noise rules so that record players - radio - television were not heard outside the premises they were on all day - not just between 11pm-7am especially in flats where everything can be heard through the walls.	As far as the proposals are concerned for transfer I think they are about right. I certainly have enough information to vote on the proposals.	
		I basically understand the transfer process and have no questions to ask.
Sounds like a good idea and a benefit for all concerned.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
The 'tone' of the information supplied seems biased, do we <u>really</u> have a choice? A general comment is that South Wilts Homes seem to be big on saying they would do something. It would give greater assurance if they can say they <u>will</u> , subject to the transfer taking effect. The main reason I support the transfer is the reassurance that the current housing staff will transfer and also the projected capital expenditure plans.		
I like the housing proposal to go ahead as it means that when you need repairs done they will be done.		
No views	No views	
Before living here I was with a Housing Scheme and had no complaints whatsoever so I am fully in favour.		
	Do jobs on time. I want new front door and back door and new windows so you can get out when there is a fire and locks on windows.	
That more properties would have improvements made each year than by the council.		
Improvements to property		
Improvements to property		
I like the thought of having a decent working kitchen before 10 years time.		
I endorse the proposal because money allocated to housing stock will be wisely spent on updating or refurbishment on a non-profit making scheme.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>What is printed in this brochure all sounds very good, but will they put the statements into action. We have a Government who has talked big, made promises, but failed to deliver. How can we be sure that all these modernizations will be carried out and a better service provided.</p>		
<p>There is always a fear that rents will soar but as in my property improvements are needed and hopefully these would be done.</p>	<p>Some worries about leaseholding. The council should have had a proper leaseholders handbook a long time ago so that we knew exactly what is expected of us & you (regarding 16 Millstream App).</p>	
<p>I am quite happy to go along with the transfer to South Wiltshire Homes.</p>		
<p>The fact we will be getting more things done, without rents going up, not in the near future.</p>		
<p>I like the idea of the transfer, because it will be doing more for the elderly than is done now.</p>		
<p>I like the idea of using the extra money for housing, instead of going back to the Labour Government.</p>	<p>To help the aged (OAP's) a lot more than is being done at the moment.</p>	
<p>Proposed sheltered housing changes will go some way to help make things easier for the elderly, but the whole sheltered housing system needs a thorough overhaul.</p>		
<p>All tenants will receive greater short, medium & long term benefits although it will take longer for many to accept change & overcome suspicions. This is a sound business strategy that should be accepted by all - some much sooner but as many only later!</p>	<p>On-going cost effective communications concentrating on what has been & is planned for benefiting all. Messages should be positioned as it coming from tenants to tenants - not from "them in council".</p>	
<p>Spending more money on improvements.</p>		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
Although most people dislike change, after reading everything and watching the video I have changed my mind about the "switch". I fully agree with the transfer. I think that we will all benefit in the long run. I apologise for the late reply!!		
I hope by signing this will not mean higher rents.		
I like the fact that all of the money that is collected locally stays locally.	I am hoping that the response to any repairs to the properties will be much quicker, at the moment there seems to be lack of communication.	
I am supportive of the transfer but I think it would need a resident warden on site as we had when Mrs Harris was here.		
As I am a widow aged 73 I think that the housing transfer will be able to help pensioners more.		
I am totally in agreement with all the promises that SWH has pledged if all these pledges are kept I see no reason why we cannot accept the transfer.		
I like the prospect of all the modernisations taking place.		
I feel that the transfer would be a good thing, as it seems these will be more money available for improvements etc.		
I think the transfer is a good idea, first because I was approached in a friendly way and no pushing one way or the other was applied and we have been waiting some time for our kitchen and bathroom need renovating. I believe this will be possible under new management.	In my view the proposal is a big step forward in repairs which is our main worry otherwise I think it is quite a good idea to change over.	
I like the idea that more money will be available for improvements to properties.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
	<p>There have been reports both in the Journal and the national press that a review is under way re existing funding requirements as between central government and local councils. In my view, therefore, it is relevant to the ballot that (1) the following information should be made available to all tenants before they are asked to vote:- (a) the terms of reference of the review and (b) by which date the review has to be completed. (2) All independent opinion should be obtained, and made available to all tenants, as to any impact the review's recommendations are likely to have on the kind of stock transfer the tenants are now being asked to consider.</p>	
<p>Its good to know that more money will be spent on upgrading the houses etc.</p>		
<p>I am in favour of the transfer providing <u>ALL</u> of the promises are kept.</p>		
<p>I am quite happy with the change over, hope it will be as good as Salisbury Council that I have been with for 74 years.</p>		
<p>I like the idea of the transferring all types of housing to South Wiltshire Homes. 1) Better maintenance 2) Better response to having repairs done 3) I believe the people in charge are far friendlier.</p>		
<p>I think being able to have money for extra repairs is a great help to us. All those against should think again. I know our council cuts corners.</p>	<p>I am sure anti-social behaviour will be tackled better than now. Improvements will be a godsend. The elderly helped more against vandals. Yes I do believe it will be better for all concerned and know you will do your utmost for us.</p>	
<p>If this means more repairs such as fences etc, I like the idea of transfer.</p>		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I like the improvements such as new kitchens, help for the elderly ie: gardening for small fee, home decorations painting etc, fences. I don't like council homes sold unless new ones are made with money from sale.		The roofs of some of the bungalows need new ones, as some homes have ceiling damp from tiles missing or loose. Some homes have no parking because others (who don't live in the street) park in their spaces and not in the surgery car park.
I am supportive of the transfer to South Wiltshire Homes because they have the money for repairs and modernising. Why muck about and just change over.		
I can't wait for the bathroom, kitchen to be modernising my kitchen is terrible. We have never had a thing done, the sooner the better for me.		
I like the promise that the tenancy will be secure, as was from the council, and also the housing & C.Tax benefits will be maintained, as before.	I hope all the promises read in your book will materialise, and improvement on the "promptness" of repairs, when required, will be an advantage.	I have already contacted your "independent" adviser, and found her very eager to clarify any questions and points which have convinced me in your favour - Thank you.
I think that from what I have heard of the transfer proposal I am very happy.	The only thing that would make it complete would be to have a live on site warden.	
Long term investment for the council and more affordable housing for young people.		
I have been a resident here since April 1980 so the transfer is out of my hands.		
A great improvement in upgrading properties.		
The way it should improve services and maintenance. As a disabled person who is totally dependent on wheelchair perhaps my pathways would be improved. The state of repairs is shambolic now.	You should promote it more, but at the end of the day, actions speak louder than words.	If the proposal goes ahead you need to act quickly to do the upgrades as you have mentioned so people can see you are totally committed to what you have said. Disabled and elderly people should have their properties done first. This dwelling has not been painted on the outside for <u>ten</u> years now. As I said shambolic.

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I think the Housing Organisation could concentrate on the properties whereas the council have many other projects to attend to.		
I very much like the idea of your security measures and the setting up of a handy person also the possibility of having a shower installed as some of the disabled need assistance to get into the bath.		
I like the improving of homes and the area where we live and delivering better local services.		Here in Spracklands there are lots of cars but no garages. I am sure people would be willing to pay the rent for a garage to get their cars off the road.
I have heard and seen how some housing transfer systems benefit tenants a lot and hope Salisbury will be the same.		
	It will be a good thing for all. Good Luck.	
I cant find fault with anything and agree with the housing transfer. The fact that £6 million stays with the new landlords is good. The housing handy person and gardening scheme for elderly are long overdue.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
We may get repairs done quicker.		My biggest concern - and that of many more here at Horsehill Place - is the parking problem. We are all elderly and majority of us are disabled in one way or another. We go out and when we get back we find, on occasions, 3 or 4 council workers vans parked in the RESIDENTS spaces, also "visitors" or health visitors. There is a car park 50 yds up the road but these people seem too lazy to walk down this distance. We would all like some sort of "priority" for us (car spaces marked <u>RESIDENTS ONLY</u>) would keep all of us happy and free from bad feelings.
Repairs and modernisation carried out quicker.		Designated parking spaces for residents. Terrible parking problems. Please see my husband's comments.
It seems as though we might get some new kitchen and bathrooms a lot sooner than we thought.	Although not everybody in sheltered housing needs that extra help, it would seem like a very good idea, that when our bathrooms are updated, that we had walk in showers instead of a bath, in my opinion they'd be a lot safer.	
I like the whole idea of it - allowing the association being responsible for the upkeep of housing and general needs.		
I like the whole idea.		
I believe more repairs would be attended to quickly and the overall presentation would be better and people would take a pride where they live.		
Rents are not affected able to claim benefit still plans for improved services on housing maintenance etc. Right to Buy still not affected.	There only seems to be advantages to this transfer with a few disadvantages mapped out. I just hope it all comes good and it all goes smoothly for everyone.	
The upgrading of my home.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>More money for maintenance, car parking etc. Not having to use part of the rents for nationwide projects. These are all positive changes.</p>	<p>I would like to be able to share a tenancy with my son, which I am unable to do at the moment under the council. This would ensure that he and his brothers would not be homeless if I then wished to move away. He (& they) would have rights to still live there. This is particularly because of the huge difficulties young people have in being able to afford their independent homes. There is a district lack of low-rent social housing; even when young people are working, the wages are generally too low to enable them to rent privately or buy, especially in this above-average priced area for housing. I think there should be provision for young adults who have lived in a house most of their lives to succeed to a tenancy, but <u>not</u> necessarily through a parents death. Living tenants should be able to hand their tenancy to a family member through choice, <u>not</u> just death.</p>	
<p>The idea of my kitchen and bathroom will be updated. Also most important front and back doors.</p>		
<p>I like the idea that we shall have our homes updated (new kitchens bathrooms and most important doors.</p>		
<p>I think the fact that more money will be available for maintenance and repairs can only be a positive move. Other than better the devil you know I see no negative reasons.</p>	<p>I think its important that the decision is taken quite quickly. As people get fed up when these things drag on and are likely to lose interest in the whole process.</p>	
<p>Generally there are not many differences between the two. Although overall the transfer would suit us personally slightly better.</p>	<p>We really won't know until it happens. If all proposals are carried out as stated I don't foresee too many problems.</p>	

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
This seems a sensible - indeed, the only solution - to the series of financial problems concerning housing now facing the council.	Any assurance that can be given, by SWH (not the Council), that residential wardens will be reinstated under the financial savings resulting from the transfer, would almost certainly settle minds and result in a Yes Vote!	
	I am happy with the information received on the transfer proposal.	
I like the Programme of Modernisation and improvement works in the first 6 yrs and also get the same time targets for repairs, as are used by the council.	The council does not have the money needed to improve all homes to the Decent Homes Standard, but I have also found that any repairs that I have needed have always been done in good time. But on further reflection of the matter I think I'd prefer to stay with the council.	
I like the idea that our repairs would be done ie. Fitting new external doors (which at the moment are in a very sorry state) also kitchens and bathrooms, for which the council never was able to find the money, and it has been put off year after year.		
Like the sound of home improvements and being outside of Government subsidy rules.		
I like it that things will stay as they are with council tenants. I particularly like that money above the government proposal stays in the area and more houses will be built for rent.		
	Reduce cost of information brochures. Up market high quality print not necessary.	
The improvements to facilities for the elderly in sheltered accommodation.		
I am living in a sheltered housing group and am concerned that we will still get the level of support and help that we do now.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
It seems that everything has been covered very well. As an elderly tenant and registered disabled I feel quite satisfied that my needs will be covered.		
I think it may be the only option, seeing as the Government are not doing their bit to help councils maintain existing homes or building new, to help cover the ever growing needs of people relying on reasonable houses.	I believe you are doing all you can.	
The only thing is if it will help the council all the better.		
Unnecessary brochure. High cost colour brochure not relevant - information could have been given in more economic form.		
Garden and decorating scheme.	No	
If the housing transfer goes ahead it will be a very good thing if they keep to all their promises.		
Items D,E,F will be beneficial and look forward to its conclusion.		
I've got no like or dislike.	I've been with the council for <u>many many</u> years and never had any complaints but as I am 82 years old, nothing concern me very much but if it is all for the best, the change would be very acceptable and would be ok by me.	
Not in favour of right to buy.		
On the face of things, the proposals sound good providing, if the transfer goes ahead, you abide by <u>all</u> you propose really does happen. I particularly like the idea of a handyman for small jobs, especially for us elderly tenants.	I do not have any improved views just now. One thing I would like to see happen, is that the village banks and verges be kept tidy, at the moment they are a disgrace.	

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>Many years ago, the rent officers inspected gardens whilst rent was being collected. Gardens not maintained to a reasonable standard were expected to be improved within a timescale and offending tenants given a warning - this practice should be re-introduced - it is very frustrating to find many tenants don't bother or care - many front gardens are utilised as used car lots, or scrap yards with grass a foot long - I rather doubt if anyone, the council or South Wiltshire Homes, really care as long as rents are paid!! After all, the directors/senior staff are unlikely to be living on a public housing estate. I would suggest converting some of the high maintenance cost grass areas to tenants parking areas with a charge levied - kids aren't allowed to play on the grass anyway!!</p>		
<p>Nice to have Kitchens and Bathrooms modernised.</p>		
<p>I like the thought that the houses are being made liveable and after about eight years we are having a safe front door.</p>		
<p>Double glazed doors, showers for elderly, fence and gates, security.</p>		
<p>As described by Mr. Greenwood on his visit to our home.</p>		
<p>Because the proposal would be a good idea because the rent would stay the same and it is affordable.</p>		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I cannot think of anything that I don't like about the transfer, I think it all sounds very satisfactory with all your proposals. It all sounds perfect.	I cannot think of any improvements you could make, apart from what you have stated. It all sounds perfect, especially after the way we were treated by the council, by taking away our Warden, since then it is just going from bad to worse, we just want peach and happiness again.	
I like the fact that Wiltshire Homes will have £6 million pounds each year to spend on the people of Wiltshire, and that tenants will retain almost all of the rights they now have with Salisbury District Council.	Stick with the promises South Wiltshire Homes make and believe in yourselves. Good Luck	
	I would like to see some speed cameras or the equivalent in White Road, as it is very dangerous with the amount of speeding cars and heavy traffic and would be beneficial to <u>all</u> residents of Mere.	
I am pleased to see we would be given a choice of bath or shower when bathroom replacements are carried out, I would be pleased with a shower. If kitchens are replaced, I would welcome one or more drawers - at present I have none - so nowhere for cutlery.	I am pleased with your proposals for the Housing Transfer.	
I like the idea that everything will remain the same.		
I support the idea of everything remaining as now.		
All very democratic as it should be, but is it ever going to go through? It seems years that the issue has been going on and never come to fruition. Good luck this time!		
I like the idea of savings against the council tax by not having to pay the annual subsidy to the government.		
We hope to get new bathrooms (with a shower!!) and kitchens, which we know we won't get with the council.	More truthful information	

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
Its good.		
I've been waiting for a new bathroom for years - this might be my only chance of getting one in the next 10 years.	Stop messing about with glossy expensive brochures, make a decision and get on with it.	
A new perspective/approach to a long term problem would be very welcome. Good to hear that tenants views and wishes have been taken into consideration.	NO: needs to be 'Realistic' at this stage. P.S. I like the consultancy document - user friendly.	
New kitchens & bathrooms!!		
Think the presentations have been generally good and that most queries are small.		
Accepting change is not easy for those of us who are of a certain age, however this transition appears to be painless with benefits for all tenants. I love my little house, it is my home, I trust it will remain so.		
That more money will be spent on the external doors and boundary fences of the property. Also the cutting back of branches and brushwood which overlap the gardens.		
More help be given to O.A.Ps with regard to decorating internally.		
You have covered everything very well. I believe this move can only be an improvement but only time will tell! You have my support to go ahead with the transfer.		
I like everything I was told.		
Hope they will use the money they make to keep up repairs and tenant priorities.		
The housing proposal is very attractive if you plan to keep the promises proposed.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I like the idea of all rents being retained in the Salisbury area instead of being siphoned off to Labour heartlands. Also I might get my kitchen, bathroom and front door updated as you keep promising!!	Nil	
I think the housing transfer would prove to be beneficial, the DVD clearly explained the reasons for it.		
I live in a pensioners' bungalow which has a kitchen over 20 years old which is falling apart, has dangerous corners and is unhealthy. Hopefully the transfer would mean the chance of a new kitchen and possibly bathroom, which is also in a bad condition.		
I like the idea of improved estate security measure including security lighting and the provision on gates and alleyways, parking improvements, upgrading emergency lighting, fire alarms, taking care to meet the needs of all groups within the community.		
If you can save me and the rest of Salisbury's housing tenants £6.5 million a year please go ahead with my blessing.		
The proposals sound good in theory but what about in practice. Will South Wiltshire Homes do <u>all</u> they say they are going to do.		
With still many questions and answers to think about and not many answers.	Better response from those concerned. I have had many floods of water from tenants, in the flat above me. Contractors never bother to inform me, where water has come from, having made a point of asking them. This is a big worry for me!!	
The fact that most things stay the same and the availability of a bigger budget for repairs etc is good.	Keeping people informed in <u>simple</u> terms so that people understand fully.	

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
Have some reservations, concerning same senior management, with an admitted "track record" of inactivity, failures when implementing changes, etc. being in office, albeit under a different name. I have experienced a properly organised, efficient H.A.	Recognise that sheltered housing is a specialised field, therefore would like to see a greater degree of separation (in administration system) from the general needs housing.	
More money to update to a good living standard of today.	I can't think of any. You are all doing a good job on what must be a great task for you all.	
If as suggested it means more money available for repairs and major improvements, kitchens, bathrooms etc. it has to be a good thing.		
Much has been made of this £6 million jackpot but how much of this will be frittered away on start up costs? New offices / furnishings / secretaries computers and the like!! On the upside - looking forward to having some refurbishing work done.		With start up costs running into many thousands of pounds (£'s) there won't be much left to update / refurbish current stock, and you are only talking about 50% of stock getting any chance of update in first 3 years. Having seen money wasted, first hand, at S.D. Hospital start up and beyond, and offices and furnishings / fitments etc., I very much fear that the same will apply in this case. How do you propose to prioritise repairs etc.? It is easy to say "run down" areas but what about vulnerable people, who require new doors etc.?
Don't dislike any proposal.		
None		
	By giving us back our Wardens, what's the use of H.S.O. coming 4.30 pm and just saying how are you. We want them here at all times.	
We can see the council are having problems with the governments demands, but the transfer seems almost to good. We are about to retire from work and have always found the council very good landlords.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
For the last seven years we have been promised new front doors, bathrooms & kitchen. Hopefully under the proposed transfer this may happen.	We are always hearing the council is short of capital, can I ask why we are sent two proposed transfer booklets when one would have been ample.	
We are open minded about the entire proposal.	We feel all that could be done has been done. We are quite happy that all will be well in the final transfer and look forward.	
We welcome the change.		
Like the idea that kitchen and bathrooms will be upgraded sooner if the transfer goes ahead.		
Like / All rents staying with Association and not going to government, also the fact of it being a registered charity. Our dislikes of rent increases and maintenance not carried out have been dispelled by a visit from Mr. Carter on his recent visit.	With the booklet d.v.d. and personal visits we cannot see how the proposal could be improved and explained any better.	
No dislikes		
No comments	No comments	
With what we have read and been told, we are pleased with everything at the moment.		
I like the idea for the proposal because money from rents would be put back into upgrading housing, which is what is desperately needed.	If places like the Friary (block flats) are to be kept then we need urgent security to stairwells, better cameras in use 24/7 or better still, knock all blocks down and replace with houses with gardens, also in all housing, I think we should all have the right to have the type of heating changed to central heating, as I find that storage heating is rubbish and affects breathing, plus it cant be turned on and off when needed, so then it costs a fortune!!	
We like the idea of bringing the homes up to scratch, eg new doors, kitchens, repairs, also tackling the anti-social behaviour problem, which can make peoples lives unbearable, especially the older people.	More buildings made available for people with medical problems, and their families. Making it easier to acquire homes when they are already under stress and don't need hassles, just making life easier.	

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>It seems like the only way forward to keep improving services and housing in the area. As long as the services we get already don't change then it will be fine.</p>	<p>N/A</p>	
<p>I/We like the fact that we can maintain our rights as tenants. I/We like the idea that more money will be available for future social housing needs. There appear to be more advantages than disadvantages.</p>		
<p>On the face of it the proposals put forward are more than acceptable and we will be protected by a legally binding contract.</p>		
<p>We have always been happy with the council, but stock transfer to South Wiltshire Homes would also be in the interests of tenants as it was with the council.</p>	<p>No improvement needed.</p>	<p>Mr. McKee gave us a visit to discuss our views on the housing transfer. He went through everything and pros and cons of the transfer. Of course we would prefer the council to carry on providing us with housing service, but after Mr. McKee explained everything in clear terms the housing transfer seems to us would be the only solution for the interests of tenants. Yours faithfully</p>

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>I am generally supportive BUT most elderly people like ourselves prefer the saying "better the devil you know than don't know" so prefer to stay with the council. But life goes on and it should be better for future generations but with reservations.</p>	<p>Eliminate a lot of unnecessary expense advertising now at this late stage.</p>	<p>We have relations in both Lancashire and Sussex who have all ready been through this procedure but agree with us, that here in Salisbury all of these expensive brochures and glossy paper are a complete waste of money. A married couple in an old people's bungalow receiving two copies of everything? Who thought that one up? What is wrong with <u>one</u> brochure with two or more forms in per household and on a lesser quality paper. The bottom line for me is what is this all for. It is not the ballot so why are we doing it? As an ex builder I only ever got paid for what li did. This to me is just jobs for the boys. Get on with the ballot and truly stand up to the result. There are and have been good and bad housing associations. If Wiltshire Homes do not make it pay they will sell out and that can only be to the detriment of the tenants. I have worked with housing assoc. and have seen what goes on, and some of it is not very good at all. I doubt if mine will get read, because there are too many to read.</p>
<p>It makes sense and all money is used for repairs and have more housing for the young.</p>		
<p>I think South Wiltshire Homes has more money to spend. So will be able to help more tenants update their homes.</p>		
<p>I like the idea of South Wiltshire Homes providing gardeners, decorators etc. regularly, especially for those who live alone, or who are disable.</p>	<p>In addition to improvements and modernisation stated, I would like to see installation of good quality doors (interior) inside the house.</p>	
<p>People will have more houses to live in at a more affordable prices. Money is the problem for more people these days.</p>	<p>If people lives are going to improve then we must change to make thing better is always to communication and good planning.</p>	
<p>All the proposals seem quite satisfactory.</p>		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
Dislike change		
Only the case for transfer has been presented, the case for remaining with the council has been confined to terror tactics and horror scenarios.	Give a balanced appraisal of both options or allow other biased bodies the chance to do so. In this publication 3 pages are allocated to staying with the council out of a total of 90, is this balanced??	
So sorry to have to say, that I am quite happy with the council. I have lived here since 1990, and I have found that our council have been very good to me, and I am too old now (85yrs) to change. Best of luck to you all. I hope everything turns out alright.		
Having lived in this property for 48 years we can see no advantage to a housing transfer. Heating / doors and windows in site now, kitchens and bathrooms currently in progress etc. We still like to be controlled by democratically elected council as against an unknown consortium.		
Stay with devil you know. Yours respectfully,		I am 81 Years old, have lived in council property for 77 years. So my life as man and boy has been lived in council property and me and my parents have always been well satisfied.
Stay as you are, I know what housing assoc are like from previous experience.	Don't do it.	
My wife and I are happy with what the council provides and see no need to move.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
Do Not Trust. Housing Transfer + <u>Loss of jobs for present employees</u> + Rent increase in future. So certain people can gain wealth from transfer.		
We are not in favour of any change. My husband is housebound now and is not very good at making any		
I am of the opinion that SDC are doing a first class job of looking after its tenants. I see no point in changing just for the sake of change. It seems rather foolish to tamper with something that's working very well.		
I've been a tenant with Salisbury Council since 1958. Very satisfied with service, see no reason to change.		
I feel the council understand people. The council have always been excellent landlords. I am concerned rents might alter after a few years (go up)	Not sure	
I have been with Mary Wingrove since 1990 and have been more than satisfied with S.D.C. and do not wish to change.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>Like the government ... is it false, empty promises?</p>		<p>On page 33 of the booklet (Your Home Your Choice) Section F - A person is talking to an elderly lady obviously friendly banter has been passed between the two of them, but aha, I have noticed that the person on the right is wearing someone else's I.D. card. It clearly states on the I.D. card - Alison Richards, with a picture of a pretty lady, so how did it fall into that young mans hands?! Now, we are warned time and time again about this, check there I.D., keep the chain on the door until we are satisfied, this lady has obviously forgotten these simple rules. Of course I could be wrong and the elderly lady may be the visitor and has forced her way into the younger persons house. Why are we not warned about this? Bogus O.A.P. callers! What next, gas men on time? Pleasant goodies!</p>
<p>Your books and information are totally misleading. You explain the positives of a transfer but none of the negatives, and there are loads? Perhaps if you saved the money on producing these booklets, we would be able to have a new kitchen!</p>	<p>Leave control to the local council.</p>	<p>I object to the council selling my home to a housing 'company' at a cut price in which some 'fat cat' is going to make a huge profit? For you to say in these booklets, which are a total waste of money, that things like electrical inspections and repairs in general would need to be reduced, is total rubbish as you have a legal obligation to do so as landlords. It also mentions in the book about cleaning services, we pay our council tax for this, and for the police to tackle anti-social behaviour. This has nothing to do with council housing what-so-ever!</p>

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>Personally, I should prefer things to stay as they are for the remainder of my lifetime. My main concern, as throughout these transfer discussions, is for Local Authority housing to remain AFFORDABLE. This glossy, probably expensive, publicity material is wasted on me because I am at this moment recovering from a cataract operation and still cannot read print - neither can I see to write any better than this. (But I do consider H.S.Ds a <u>waste of time and money.</u></p>		<p>As stated, I cannot wade through all this publicity because my eyesight is not up to the task. This is too much. Quite a lot of ? material, much of it repetitive, has already been issued. It ceases to have much impact, mainly because it tends to be repetitive, hard work to plough through it at the best of times. I, too, shall be repetitive, i.e. in PLEASE, PLEASE, PLEASE - No matter what authority runs these dwellings, keep them AFFORDABLE - Money for maintaining the individuals shown in this issue has to come from somewhere - guess where?? Now age 78, I hope I shall be dead before any drastic changes occur. Just let me know when transfer, if any, happens - no further info required. Can't cope with any way. As for many old people - life is struggle enough without threat of change and possibly unforeseen consequences.</p>
<p>I have been tenant for 56 years and always satisfied with Salisbury District Council.</p>		
<p>Uncertain as to what different conditions Housing Associations will impose. I would like to see the Housing Associations Terms and Conditions before agreeing to anything.</p>	<p>By having local community meetings so that we can ask Housing Association and Council representatives questions that are of concern.</p>	
<p>I am satisfied with the service I receive from Salisbury District Council.</p>		
<p>I do not like the way you seem to be pushing forward the Housing Association. I do not feel as though I can trust them. I have been a council tenant for about 46 years and have been quite satisfied with them.</p>	<p>I think for the cost of this over the top glossy magazine you could have knocked a few pounds off every persons council tax bill.</p>	

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
My knowledge of other housing groups have higher rents than council tenants and don't have a repair service as good as council services.	A proposal of minimal rent increase and some sort of proposal that 99% of existing policies to stay the same as Salisbury District Council.	
I have read all the Grand Promises that they intend to carry out and I do not honestly think it will never happen if they take us over. I do know some Counties are not satisfied with them.	No comments.	I am a 73 yr old lady. I have been a council tenant for 50 yrs this Dec. and I must say I have been treated in all aspects of calls repair improved of my home to make it nice to live in and for the rest of my life I sincerely hope the Salisbury Council will always be my Landlord.
We have voted this out twice before! The council has given us Kitchens, Bathrooms, Doors, Windows and Heating so we see no reason for change. Whatever Housing Association we hear about the council has a say in what happens. <u>So why change?</u>		
I am satisfied with the service I receive from Salisbury District Council.		
Because, I feel that the council is more secure as it is.		
The amount of money being wasted when 2 other attempts have failed. Complete waste of time and our money, the ones that pay full rent every week and your wages.		
Total reject. IT STINKS. I feel that we are being taken for fools. Someone behind the scenes has a big financial interest, and who is paying for the bombardment of glossy propaganda Dr. Goebels style?	Previous ballots Reject. DO YOU NOT BELIEVE IN DEMOCRACY? YOU ARE WASTING COUNCIL TAX PAYERS' MONEY.	
Doubt the integrity of a private landlord in today's climate where it has been proved that there is no care for the tenants.	By not transferring: listening to the wishes of those opposed.	

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>1) Selling off of properties at unreasonable prices, too cheaply. 2) Wasting money on publications etc. (such as this) and using council staff to do cold calling. 3) There is no going back.</p>	<p>Cancel the proposed ballot, stop wasting money.</p>	<p>Please do not call at my home without a prior appointment. As an employee of a Housing Association which was taken over by a larger H.A. earlier this year, I was informed that my Contract of Employment would be protected under TUPE. I have now been informed that new structures are in force (as from 1st Sept) including the "Bedford Factor". Tenants, such as myself, will face changes to the Agreements because South Wiltshire Homes (sic) are not a viable organisation. Therefore like Shaftesbury Housing Association will be consumed by a larger H.S. and as a result my tenancy agreement (with the council) means nothing if transfer goes ahead. Current S.D.C. staff will lose jobs through employment changes.</p>
<p>I have always been very happy with the Salisbury Council, all repairs are well done and on time, the council staff are very nice to deal with, I don't think I want this to change.</p>		
<p>As far as I am concerned my dealing with the council have been ok so that is why I am against transfer.</p>		
<p>Have been a council tenant for over 20 years, have never had any problems. There will be a huge rent increase even though you say not.</p>	<p>If we were to transfer, how about more bungalows for the elderly or disabled tenants.</p>	

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>Because all the improvements you have mentioned, most tenants have already had done. Also you promise things won't change and there will be no major rent rises but it is only a way to make people agree.</p>		<p>We wish to remain anonymous. Also the tenants who have already had all the improvements on kitchens, bathrooms and doors would like to have new windows to replace their old ones. You also promise some many other things but it will not happen once you have the go ahead with the transfer. Give it a year or two maybe not that long and the rents will go sky high and the tenants won't be able to do anything about. I am therefore in favour with the labour councillors that are against the stock transfer. I feel we should stay as council tenants and not become another statistic.</p>
<p>I have been a tenant of the council for well over 50 yrs and always been happy that way. I feel all these proposals South Wiltshire Homes are making may not be kept and at my age (I am in my Eighties) I want to feel secure.</p>		
<p>I have always been satisfied with the council as my landlord and would prefer to stay that way. Everything looks alright on paper, but can the council guarantee that everything stated will be adhered to at all times.</p>		
<p>I don't believe the information you have given: if you pay the government £6 million out of rent now why don't you get it back. The new landlord isn't going to pay it (apparently). If the new landlord can spend £50 million so can the council. You will not convince me that a change is for the good. Do you just want to get rid of council staff.</p>	<p>Stop paying the government £6 million. This would help. It appears they won't get it off the new landlord. What is the truth. If one landlord can do it so can you. How much have you wasted so far trying to change our minds.</p>	
<p>I would like to stay council. I happy as it is.</p>		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I'm hoping the Transfer doesn't take place. I have lived in a council house since 1929, and cannot complain about how things are.		
I like to be with Salisbury Dist Council who I know and trust. Lots of places have transferred over to other agencies but I would be against it.	Leave well alone	
Stay with S.D.C. as always.	Leave alone	
Everything looks good on paper, but I can't help but think that if the housing transfer goes ahead (along with other Councils), the Government will become extremely worried by the loss of Revenue. Given the legislation, what will stop the Government penalising the Associations to retrieve the situation, therefore back to square one. Surely no business conducts itself without making profits a total waste of time and money if it doesn't. Who pays? - the tenant.		
I have been a tenant to Salisbury District Council for a number of years now and I hope it will remain as Salisbury District Council.	I do hope it will remain with Salisbury District.	
I don't feel we will get the same privileges, I have been happy over 43yrs with the council and don't feel I can cope with all the transactions.		
	I hope it stops council, why change now, after all these years.	
I don't want to change to the housing with South Wilts Home.	Very happy with council, don't want the change, did not want it before.	Will the South Wiltshire Homes improve my house, one which has been refurbished? NO - DO NOT want the transfer of housing stock.
I am wholly against the transfer proposal.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
Members of family in housing assoc homes and the response from them is not good.		
The S.W. Homes seems to be able to do a lot of work in the first 6 years, if they are not out to make a profit they will only have an extra 6million a year the Sal Council have, where will the money come from that they say they will spend.		
I've been on the Salisbury District Council for the past 14 years and have always been satisfied with the service I have required, and at my time of life I feel there is no need to change.		
We have been with Salisbury District Council for the last 14 years and we are happy as we are.		
According to relatives and friends who have transferred to "housing associations" many of the promises to their advantage are not fulfilled. Rents have increased with poorer services in general.		I have been a tenant with the local council since 1946 and am satisfied with the services given and have no desire for any change.
Better the devil you know		
Please see attached letter.	Please see above letter.	
We have heard so many different things about housing association, what's going to be different about this one.		
I have been a council tenant for over <u>60</u> years and wish to remain a council tenant.		
I do not wish to change. 53 years I have been in my house since it was built. Salisbury District Council has been very good to us with help and repairs. I will remain with S.D. Council (74 yrs old)		
Too much changing of minds.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I have been with the council for 50 years and I think they are EXCELLENT		
I have reread all of the Tenancy Agreement in the book, which seems the same as the council. I have been happy with the council for the last 60 years, so if we have to change so be it.		
Never have agreed to Stock Transfer, never will.		
		Ann Coombs called to talk about the possible transfer of council homes, and was very informative, "also very pleasant" with all the answers to my questions.
Quite happy with the way things are.		
I do not know what I like or dislike about the transfer proposal.	No comments	
I dislike the one sided and bias presentation of the proposed transfer of housing stock which leads me to suspect that tenants are being misguided on the consequences of the transfer.		
Well I can't see any sense to the change other when you say it will make no difference to us or the council. I have no player to play the disc that was left for me so I don't know what is said.	I just don't understand any of it.	
Happy with Salisbury District Council		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>I read in the council's fancy worded glossy brochure that introductory tenants (page 90) will have the right to vote in the transfer. This contravenes the winter 2002 unified tenancy agreement - page 7(6) introductory tenants only - do not have the right to vote prior to a transfer to a new landlord. From question 2 - the standard tenancy agreement number (6) introductory tenants only - do not have the right to vote prior to a transfer to a new landlord. Furthermore I read in the tenancy agreement of South Wiltshire Homes reads and I quote page 68 - If the transfer goes ahead introductory tenants would become assured tenants of South Wiltshire Homes from the date of transfer in exactly the same way and with all of the same rights as secure tenants. Therefore introductory tenants on the probationary period would be granted an assured tenancy. This is the complete opposite of the present council tenancy agreements and would mean introductory tenants causing misery to their neighbours would have a free hand to carry on. Please reply.</p>		
<p>I'm sorry if they have to change, but I have always been satisfied with the Salisbury District Council, so I do not really know about this South Wiltshire Homes transfer, what I like or dislike.</p>		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>Better the devil you know than the one you don't. The council have been very careful and devious in only telling one side of the story. We (tenants) have only been told the good points not the bad points. How many of the current board members have actually lived in council accommodation with noisy anti-social neighbours making their lives a misery.</p>	<p>Stop wasting council tax payers money on lavish brochures and jobs for the boys, bullying tenants about the transfer and get on and manage the housing proper.</p>	
<p>I dislike the use of the words could be on how some of the money will be spent, also on page 14 you say all rent paid to S.W.H. will be spent on S.W.H and Housing Services. But on page 7 no claw back to gov. you say could be spent on housing services and improvements but that is rent money. It must all be paid to SWH.</p>	<p>1*. Money paid to Government. S.W.H. No claw back to gov. Every penny in every £1 you say could be spent on housing service and improvements to homes. Why not say will be 2. Right to buy sales if we go over to S.W.H. Why should S.W.H give money from the sale to the council. Again the word could be is used. 3. Value added tax S.W.H would benefit from savings on VAT why share it with the council. 4. On page 14 60 sec. summary you say every penny of rent received by S.W.H. would be spent running S.W.H. and housing service it provides. On page 7 see my No (1) you say again could be spent. To me it looks like a bail out plan for the council over spend.</p>	<p>You say in Dec and April there are rent free weeks, it is not, the rent is calculated over 50 weeks.</p>
<p>According to the radio, we would have to pay VAT on services. As I'm a pensioner I can't afford to pay this.</p>		
<p>Stay as Salisbury District Council so we know where we are. We don't know about South Wiltshire, looks as if they promise us a Good Deal. Will it be carried.</p>	<p>Stay with Salisbury District Council. I have been a tenant over 50 yrs. I have been treated fair. Salisbury is one of the Best Council around. I'm 84 yrs, I can't cope with wanting to change.</p>	
<p>We cannot see any reason why the housing transfer is needed.</p>		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>I have attended more than one meeting and although I am satisfied with the change over, I am still aware that not enough attention is incorporating the elderly into the change over "SHELTERED housing".</p>	<p>Reference my above statement; When and if there is a review for "Sheltered Housing", we must have notification before the review, of the intentions they would apply. Just to say review is not enough. Information is what we need.</p>	<p>I have been a council tenant since 1950 to 1955 then from 1960 to 2006. I moved into Sheltered Housing Oct 1991. "Graham House" is a unit building with 20 flats. I represent the tenants on the New "Forum". We do need extra care generally. The reason I mention this is because: 2 alzheimers - carer, 3 mental patients - carers, 1 blind 91 yrs old and upstairs - carers, 1 wheelchair bound upstairs age 94 - carer pm, 4 over 80 yrs deaf hearing aids - 3 carers, 1 severely disabled - carer, 1 disabled - carer. Several have difficulty working the intercom, front door etc. There should be a CARER on duty during the night. I do not mean an H.S.O. We need a person of nursing qualifications.</p>
<p>I feel Salisbury District Council provide a good service to its tenants. Although there are some areas for improvement which South Wiltshire Homes would provide e.g Fences and gates etc., I feel reluctant to change as there is no guarantee that the promises made would be kept.</p>		
<p>Not democratic. All unelected committee, with no means of removal if dissatisfied.</p>	<p>Elected committee.</p>	
<p>I have been with the Salisbury District Council since nineteen sixty. I am completely satisfied with the present set up and I can't complain about services received in the past.</p>		
<p>Whilst I understand about the financial implications of staying with the council, I do believe that confidence in my landlord is more important. Salisbury District Council has served us well for 45 years.</p>		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
Better the devil you know.		
It is very provocative - assuming that the transfer will take place. It gives no information where failures have occurred nor that Housing Associations make cut backs of their own.	Again - assumption it will take place.	I have worked with a few Housing Associations and in time, cut backs have been made. Short term it may relieve council problems but long term it may not benefit tenants. No other options have been looked at and the against staying as council is based on 'may be'. Also, if information given to leaseholders is incorrect - increase in service charges etc - what has been omitted for tenants!
Happy with Salisbury District Council		
Sorry. I do not like change.		
Why can we not be offered to buy the house at the same cost as the South Wiltshire are going to pay for them.		
I understand about the transfer. But I have been with the council for fifty years, and have always been very satisfied. I would like to stay with them.		
Why change something that has worked in the past, and still working well now!!		
Better the devil you know.		
All these housing exchanges make promises they do not keep, they will keep the rent to whatever the council charges for a certain time, then about 5 or 10 years later they are to expensive in which time we will be on pension. I do not trust them.		
As at present I am very happy to stay with the council rather to swop and change.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I am totally against this transfer. I feel these desperately needed homes should stay under public ownership so I will not need any more information. If anyone should have these homes for <u>£5,000</u> then let it be us council tenants.		
I am very happy with things as they are.		
Total mistrust, more so in view of V.A.T. costs which have come to light recently and the cost of this magazine.		
I am totally in agreement with my husband's views.		
		I wish to stay with Salisbury District Council.
		A gentleman came to my home earlier in the year from the council, and I gave my views to his questionnaire then.
Not sure, no complaints with council so far.		
I think the council do a great job. I have never had any problems if any jobs need doing, they are very prompt.		
My views are to say as we are, but my views don't mean a thing.	We have any repairs we need done as soon as the council have a man free to do so, but we are down for bathrooms and kitchens to be done some time.	
Happy with landlord.	N/A	
I see no valid point to this. The council are competent enough. They maintain my property to very high standards and my rent is reasonable. I don't want to go with Housing Asscoc.	I do not feel that the transfer should happen at all - therefore the proposal could not be improved unless it ceases! What a waste of time, money and resources.	Enclosing Aldbourne Consultancy apology letter !! Already they are passing the buck to the council ! The council already provide high standard quality properties which are well managed and well maintained at reasonable rent - why try to fix something that is not broken and works well to high standards? NO - to this proposal.
I just think that I would like to leave things as they are.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I am totally satisfied and happy as a Salisbury District Council tenant for over 30 years and have lived in council property all my life and see no need for change. I like Salisbury District Council.		
I feel its much too big an undertaking for South Wiltshire Homes to take on. Can forsesee problems in future if it goes through.		
Nothing but promises.		
I have always been satisfied with the way the council have looked after my needs and do not want a change.		
I would prefer to stay with Salisbury Council. I like being a council tenant.		
P.42. Quote "The rights of an assured tenant can be less than for a council secure tenant. (Not good) <u>Some</u> figures quoted a few weeks ago did not add up (for me) P.60 raised a laugh - none of this will be <u>new</u> its been happening for years - some improvements are 10 years overdue and 47 year old taps in this house still drip with <u>new</u> washers, they've been reseated so often. They waste water <u>all</u> the time.	I fail to see how SWH can pay back money borrowed (with interest) <u>and</u> pay staff - <u>and</u> build more houses or buy council stock!	
I am not pleased with this transfer because on thing is how can you change with the same staff as what you have now and same Repair Staff. If South Wiltshire Homes is having £50 million what is Salisbury Council doing with £44 million after paying the Government.	According to your DVD video about Housing Being Run Down, I think you should send staff round to check on households more often according to the DVD one house said about cupboards being eleven years old, mine is 29 years old and good as new.	As you have staff to make videos and out of this world magazines I think it would be better using this money on better things and keep to promises made by Salisbury Council. The Council Houses were built for lower and middle class people what could not afford to buy privately. If you took the time to read the tenancy agreements it states that certain things belong to the tenant to keep in good <u>ORDER</u> like gardens etc.

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
Apology over V.A.T. bills in the Salisbury Journal ! Oh yes ! Little doubt that salaries will increase of "management". Thank you, but <u>no</u> thank you. Typical of "expensive - colour/and wasting" of usual brochures.		
I do not think the housing will work better than Salisbury District Council is doing at the moment.		
Rents are generally higher under Housing Associations and there is a danger that Housing Associations are private and therefore don't have much accountability as councils do.	The Housing Transfer in my view would be a morale crime. The fact that my flat would be sold by S.D.C. for £6000 (approximately) to a housing association makes me think that my home would have the same status as an item of bankrupt stock.	I feel powerless to stop the transfer and will just have to adjust myself to whatever happens. I am very much against the stock transfer but feel that the fact we have come this far suggests that we are just trying to stop the inevitable. People opposed the poll tax and look what that did! My council tax goes up every year at a higher rate than inflation so just what affect if any does the "peoples voice" have?
The only people to benefit from transfers are people that are on benefit. They don't pay nothing.	Public Licensed Company. Where the Tenants can make decisions and the Panel. Licensed Company where you will be making profit. Which is it going to?	
It talks muc of extra money being available but this is mainly borroed, with the contry being almost a trillion in debt already this is a wrong step. A simple act of government policy would release an extra 6 million.		To ask people what they would like is a recipe for desires needing a bottomless pit of money. Generally speaking leaders of these affairs know the needs and need to be firm but fair in implementing them. People should as the Bible says "be content with such things as they have" thus earning respect and await improvements as and when affordable.

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>Total distrust. The video so biased. For staying with the council all negatives. For transfer all positives. It sounds too good to be true, which means that it is.</p>	<p>FORGET IT. Would be the only improvement.</p>	<p>With the South Wiltshire Homes run by volunteers, they are a must be retired people - volunteers do not get paid, so who takes over when these people retire for good. Who will pay the "new people's" salaries? Why cannot I / we buy my place for the same price they will be sold to Wiltshire Homes? After all the council would not loose by it and you (the council) would be rid of us for good. Why do we need a new tenancy agreement -after all it is only <u>supposed</u> to be a transfer.</p>
<p>Load of rubbish. I wish to stay with council not stay with people who can please themselves what they do onlce they have your home that you have lived in for years.</p>	<p>If you can sell it to them at £6,000.00 why can't we as tenant pay that and own our own.</p>	
<p>I am happy and secure with the council and do not want to go to housing association.</p>		
<p>I am worried that the tenants will not have the guarantee of their tenancy under South Wiltshire Homes.</p>		
<p>I have lived at this address since 1968, and have no complaints to make; I consider the property to be well-managed and well-maintained. I suspect that most people will feel as I do: a desire to remain with the council, I.e. tried and trusted. However rosy and alluring the picture painted of S.W. homes, it nevertheless menas a leap into the dark which I, for one, feel very relectant to take. I am sorry to give this answer, as the information one has received was clearly designed to persuade tenants to make a positive response to the proposal.</p>		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
Don't want to be associated with a charity. Have always lived in a council house, have paid rent, council tax, income tax, I don't feel like a charity case.	Why sell a house that's worth £200,000 for £6,000? Where is the money going from that sale?	
<p>* Too expensive - gives the impression that it is a "done deal". Wasting council-tax money.</p> <p>* In future it could set up non-charitable subsidiary - does this mean profits could then be made and spent on management consultants fees for instance? Or salary increases for H.A. senior managers?</p>	Could give us information from <u>all</u> other areas that have transferred to H.A.'s - successes, failures and those in between. Also tenant's views from those areas. Local H.A.'s have poor performances - show evidence that this one will be different.	* £6million going to Government for other councils - presumably going to areas of greater need and deprivation, rents are higher here than other areas reflecting local cost of living, earnings etc. This is about social housing. * I would be willing to pay for non-emergency repairs e.g. replacing tap washers etc. * Nothing has been mentioned about plans for building new homes, profits made from the sale of council houses should have been invested in provision of more social housing. Will there be more houses provided?
What I like about the transfer is "NOTHING". What I dislike about the transfer "LACK OF SECURITY"	Spend less on advertising and glossy magazines - two to our household why not one magazine with two forms.	I feel with the housing transfer it does not offer us tenants much future security. At a late date we could and probably would be sold off to the highest bidder with little regard to our welfare and rent increases, lack of maintenance
Happy with our council as they are		
No comment.		
In the beginning you led us to believe 'all' houses would be modernized, this has now reduced! Where will the money come from for SDC when they no longer own the homes, because not all the rent goes on the council homes.	Perhaps if the council pay less for all the leaflets and books + postage for this project which to my knowledge is the second time. Where is the money coming from to fund this and what happens if it all falls through. Who is accountable for the waste of our money!	
I am not satisfied to think you can sell property to South Wiltshire Home for 4000 to 6000, why don't you sell them to the tenants at this price.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I dislike the idea of a housing transfer proposal because I don't like change. I am perfectly happy with the way that it is. If its not broken don't fix it (as the old saying goes). In my experience no good comes from these types of changes.	You could stop wasting time and resources on dvd's, long-winded bible sized books that you need a degree to understand and huge patience to finish. Get to the point in simple english with the real reasons in a simple letter/leaflet.	
We feel that the proposal isn't explained enough, we aren't that bright but there are things in the proposal that still unclear. So we are not for the transfer.		
My husband and I have rented from Salisbury District Council for nearly 38 yrs and have always been satisfactory, no complaints, and we wish to stay with the Council.		
Being asked to make a decision I don't want to make. Happy with service from the council. Confusing information, press information, also confusing. Are we being given all the information available, to make correct decision? Feels like a no-win situation.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
	I would like to think we would get our repairs done. Such as my front door, and also the new kitchens we were promised at least 4 years ago.	
Will feel better when we have another 11 visit from you about everything on 'home visit' as last one was Oct.05 with a Mrs Bullen.		
Would prefer live in wardens on site. Bungalows require decoration outside and want to know we will be able to keep our communal room.		
		I feel that if I vote towards the transfer, the likes of my home is not going to get a new bathroom etc. For example I moved into this property in February 2003 and the shower was continually dripping, such that my living room ceiling is down to bare plaster in places. It took 3 years of constant battling to now be told that the council will not repair it as it is now not their policy. But it obviously was their policy prior to this year so why was it not fixed. Will the new housing owners remedy this, probably not.
From what I understand it doesn't seem to make any difference to my situation. I am 75, living alone (my husband has just passed away) and I am satisfied with things as they are.		
What happens to my contents insurance I pay in with my rent? Will this still be the same.		
Will you do the modernisation to the kitchen and bathroom as promised by SDC for five or six years.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I am a single parent with a six year old and have lived in this house for six years and have always found the council to be helpful and kind and where there has been a problem they have mended it so I am unsure whether it would be good to change when I haven't a problem how I am treated now.		
I am worried that if this transfer goes ahead after a few months things will change and the tenants will suffer, although you have said this is not so I am still unsure.		
The plans for improving property, but as I am in sheltered housing, I feel that we should all get showers, as the danger of stepping into a bath to have a shower is still dangerous as we get older, and although a lot of us are not disabled at the moment, the time will come. Other plans seem very good.		
I am worried about reselling to other associations after transfer. Need reassurance.		
I have had a visit from a gentleman at the council, who was extremely interesting and very helpful.	I have not made my mind up yet.	
I would prefer to stay with Salisbury Council. I realise that there is no way they can continue because of financial problems to upkeep the housing stock for us the tenants.		
I think it might be a good idea.		

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
<p>To be honest it all sounds to good to be true. It will be interesting to see if when the transfer goes ahead (we obviously don't get any real say in the matter) any improvements are made to homes and rents do stay at the same rate.</p>	<p>At the present I can't really think of any. However I am concerned that council tenants are being forced to accept something that may turn out badly and we could be worse off than we are with the council. Our last house was with a housing association which did less than the council. Interior repairs were our responsibility and any improvements to gardens such as fencing. As for maintaining communal areas - I don't remember this occurring at all. Hopefully this organisation will deliver what it promises but so I am not convinced and I know several people who have doubts about it as well.</p>	
<p>Would the new landlords keep to their word about improvement to council houses. Will we still have the same rights as we do with council. Will they still keep to affordable rents without raising them like other landlords. Would we still be able to do house transfer like you can now.</p>	<p>Will there be parking and fencing like they have said and will repairs still be carried out the same as they are now. What is the tenant liable for in their own homes. Do we have to pay for repairs to taps and things or will the new landlord carry on to repair them still.</p>	
<p>This is the 3rd time that we council tenants have had to face thies transfer, I voted for it the first time, but now am undecided as to what to do.</p>	<p>I have been a council tenant for nearly 46 years having moved in to this house just after they were built. The proposals sound very nice, but at the age of 84, I am wondering on my death if this house could be passed on to my daughter who has lived here also for nearly 46 years.</p>	<p>My daughter is living with me, we lost her mother and my dear wife nearly 8 years ago. She is not married and has looked after me so well since her mum died. Now she wonders that when I die this house can be passooed on to her. I read in the brochure that you snet me tht tenants can poss on their home to their relatives. Would this still apply to us. We would like some clarification about this. My daughter gets very worried as to what will happen when I die, as she loves this home and will not want to move. I hope that you will help us, as to what will happe, very many thanks. Sorry to be a nuisance. All best wishes.</p>

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I can not make an opinion at this stage until I know in full your proposals and further information. I will say up to now the SDC have been very good. I have made some request, but might have been over and above for them to honour.	I rather answer this question at a later date, on the outcome of the result.	

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
I like the fact that South Wiltshire Homes will have more money available to pay for improvements to the outside of the blocks of flats, maintenance of the grounds and improvements to the door entry systems, shared hallways, stairs, lighting and safety equipment.	1. Ensure outside of flats maintained in good order and fix any damp patches on external walls. 2. Good, regular maintenance of grounds including pruning of trees. 3. Improve door entry systems including installing louder bells. 4. Decorate hallways, improve lighting (tidying up wires) check safety equipment (fire alarms)	
	Reasonable acceptable as it is present now. Would like guarantee that it will not change conditions for leaseholders particularly?	
I like having the option of being able to modernise my flat to the same standard as "South Wiltshire Homes" when work is being carried out in the areas.		
Better service to tenants		
I can find no fault with transfer of council homes. The information leaflet for leaseholders was very informative, and the communication with leaseholders planned sounds excellent.	No comment	Once produced the Leaseholders Handbook would be greatly appreciated.

Like / Dislike about housing transfer proposal	How transfer proposal could be improved	Further comments
1) I am of the opinion that local housing needs should be in local hands. 2) The inability to reclaim VAT is going to make a large difference to costs. Nearly 20% increase. 3) This has come from our bad government.	Not interested.	I think you have wasted a lot of money with this very expensive document. No doubt dictated by the government as well.
I just don't adjust to any changes Due to my understanding and I'm happier without the stress.		

Stage 1 Leaseholders' Responses
NOT SURE / NEED MORE INFORMATION

Appendix 2 (c)

Like / Dislike about housing transfer proposal	How transfer proposal could be improved
Dislike: a) Having VAT charged on service charges b) Interest, if paying over 10 months for major works. Like: good idea to develop leaseholders handbook.	Leaseholders should be able to obtain their own insurance - not be forced to insure through council/SWH. Copy of policy could be sent to Council/SWH. What will council use the money for if transfer goes ahead & they no longer have to spend budget on repairs.



**REPORT BY
ALDBOURNE ASSOCIATES - THE TENANTS'
INDEPENDENT ADVISERS**

**CONSULTATION WITH
SALISBURY DISTRICT COUNCIL TENANTS
ON THE HOUSING STOCK TRANSFER
PROPOSALS**

1. INTRODUCTION	2
2. ACKNOWLEDGEMENTS	3
3. OUR MAIN FINDINGS FROM THE CONSULTATION	4
4. CONCLUSIONS	5

APPENDIX ONE: PRIORITY SURVEY

APPENDIX TWO: ANALYSIS OF FREEPHONE CALLS

1. INTRODUCTION

Aldbourn Associates were appointed as Independent Advisers to Salisbury District Council tenants and leaseholders throughout the consultation process to ensure that they have all the advice, support and information they require in order to make a decision on the transfer proposals.

This has involved:

- holding meetings with members of the Tenants' Steering Group and at regular intervals throughout, and meetings with the Tenants' Panel as required. These meetings concentrated on obtaining tenants' views on the various documents, in particular the Formal Consultation Document and offer to tenants and the proposed tenancy agreement
- attending regular meetings of the Stock Transfer Project Board to support tenant representatives
- regular meetings and liaison with the Council team and their consultants to ensure tenants views were fully represented during the development of the transfer proposals
- commenting on Council documents
- attending a Tenants' Conference to provide information on the transfer process and encouraging more tenants and leaseholders to get involved
- providing newsletters updating tenants throughout the process, which were distributed to every Council home
- making available a freephone number for tenants and leaseholders to contact us for independent advice and information
- providing a specific page on our website with information for Salisbury tenants and an email link for enquiries
- attending drop in sessions around the district to answer questions and provide information
- visiting each sheltered scheme within the district twice, to provide information and answer questions
- a home visiting service for tenants where they were unable to attend sessions.

This report contains the findings of our work with tenants in Salisbury which the Council needs to be aware of when considering whether to progress to the ballot stage.

2. ACKNOWLEDGEMENTS

Many people have been involved in helping us to do our job as Independent Advisers during the consultation period.

Our thanks go to the following:

- the Council's project team who have assisted with information and who have worked with us, the Steering Group, the Tenants' Panel and the Leaseholders' Forum
- the Tenant Participation Team at the Council who assisted with arrangements for meetings and have helped develop the Steering Group
- the Stock Transfer Project Board which included a representative from the Tenants' Panel
- members of the Shadow Board of South Wiltshire Homes who have attended Steering Group meetings to provide a direct link to the Board

A very big thank you also goes to the members of the Steering Group and Tenants' Panel who have committed themselves to many long hours of meetings, getting to grips with the issues and the detail, negotiating on behalf of tenants and leaseholders and making sure that everyone would receive documents that could be easily understood.

3. OUR MAIN FINDINGS FROM THE CONSULTATION

An analysis of the issues raised by tenants on the freephone is given in the appendices. Issues raised at the sheltered scheme meeting and home visits were similar to those raised via the freephone. It should, however, be stressed that due to practical difficulties in recording every point raised this list is not necessarily exhaustive.

TENANTS PRIORITIES

Using information gathered from the Tenants' Panel and Steering Group and the aspirational survey carried out in Autumn 2004, we undertook a survey of tenants priorities for improvements. Tenants were asked to rate a number of improvements in order of importance. Kitchens and bathrooms emerged as most important, followed by windows and doors and then fencing and gates, Full details of the survey can be found in Appendix One.

PROVISION OF INFORMATION

The Council have endeavoured to make information accessible and understandable to tenants through fact sheets, a question and answer booklet, the formal consultation document, newsletters, and a video/DVD.

On the whole, the final version of the Formal Consultation Document and the proposed tenancy agreement were felt to be very well presented and readily understandable by the Tenants' Panel and Steering Group. These documents also generally seem to have been well understood by tenants across the Salisbury District.

The video/dvd also appeared to be very well received by sheltered housing tenants and it was considered that the message was expressed clearly in this format.

In addition, Council officers are visiting every council home and talking to individual tenants about the proposals, giving out videos/dvds and answering questions. Tenants have told us that they have found the home visits helpful and informative and they have generally welcomed the contact with housing staff.

SHELTERED SCHEME MEETINGS

The Council and Aldbourne visited all 22 sheltered schemes around the district with 200 sheltered tenants attending meetings and a further 115 being spoken to on the doorstep or in their homes. The remaining 228 sheltered tenants were left a card and a copy of the dvd.

ISSUES ARISING

Questions about the proposals have been wide-ranging and have shown that secure tenants have a good grasp of the issues surrounding the proposed transfer.

Although the number of calls to our freephone were relatively low, tenants told us that they have found the information from the Council comprehensive and that many of their questions have had been answered by Council staff carrying out home visits. Details of the freeophone calls can be found in Appendix Two

We have not come across any new issues or real concerns that would lead us to suggest that the proposals need to be amended or added to.

FURTHER CONSULTATION

The Council and Aldbourne are holding a series of drop in sessions for general needs tenants around the district. This consultation will run from 5th October to 19th October. Issues arising from this consultation will be reported separately.

4. CONCLUSIONS

Our programme of work with the tenants of Salisbury District Council lead us to conclude that they have been given sufficient information to assess the proposals for the transfer of the Council's homes to South Wiltshire Homes.

The majority of people that we met and spoke to on our freephone did demonstrate a reasonable grasp of the proposals and the issues surrounding transfer.

We can therefore be reasonably confident that the majority of tenants have had sufficient time and information to consider the advantages and disadvantages of potential transfer.

APPENDIX ONE

PRIORITY SURVEY

Tenants were asked to say what they would like to see included by rating the following in order of importance with 1 being the most important and 8 being the least important.

We received 328 responses in total

Review of sheltered housing – rated top priority by 56 people

Kitchens and bathrooms – rated top priority by 104 people

Windows and doors – rated top priority by 31 people

Gardening and decorating service for the elderly – rated top priority by 47 people

Handyman service – rated top priority by 7 people

Parking/estate improvements – rated top priority by 22 people

Fencing and gates – rated top priority by 13 people

Shower over the bath – rated top priority by 35 people

Overall results

1 – Kitchens and bathrooms

2 – Windows and doors

3 – Fencing and gates

4 – Fencing and gates

5 – Handyman service

6 – Fencing and gates

7 – Fencing and gates

8 – Review of sheltered housing service

Other improvements specified by tenants

More services for elderly/vulnerable tenants – 6

Grass cutting – 5

Security – 5

Central heating – 5

Walk in shower – 4

Lighting – 4

Residential warden – 3

APPENDIX TWO

ANALYSIS OF FREEPHONE CALLS

COMMENT /QUERY	NO OF TIMES MENTIONED
Please note: queries raised can be categorised as follows(some callers have more than one query)	
1 Not happy that cant buy house for what HA would	2
2 What is the difference between Secure and Assured tenancy?	6
3 Will I still have the Right to Buy?	12
4 Request a home visit	5
5 What is happening with the transfer?	9
6 How will it affect leaseholders?	8
7 Will I have to move out if there is a new landlord?	5
8 Apologies unable to attend meeting	9
9 How are board members chosen and are they paid	1
10 Wants warden reinstated	1
11 How long will it all take?	1
12 TPO and Tenants Panel not in jargon buster	1
13 What is the process for a TMO	1
14 How much will the HA have to borrow?	2
15 Queries regarding sheltered housing	2
16 Not yet received phone call from the council	1
17 What is Salisbury's annual rental income?	1
18 If transfer happens what would the council do with the capital receipt?	1
19 Prefer to remain with the council	4
20 Transfer would make a lot of people unemployed	1
21 What would stop the HA from developing to increase stock and income?	1
22 Is it all of the properties or just the brick ones?	1
23 Newsletter does not say why considering transfer or name of HA	1
24 Would like to get involved	4
25 I've had a visit from the council saying some repairs won't get done if transfer does not go ahead	2
26 Queries about succession	4
27 Would like a call from a consultant	3
28 Tenant has died please remove from mailing list	1
29 Wants address for the Ombudsman	1
30 Concerned about the removal of wardens prior to the transfer	1
31 How does this affect introductory tenancies?	1
32 Concerned that there are no younger people on the shadow board	1
33 Will HA be doing kitchens and bathrooms?	1
34 Will it affect rents?	7
35 Could I still claim housing benefit	3
36 What does LSVT stand for?	1
37 Worried about apathy at the ballot	1
38 Queries about the handyman service	3
39 Want fences and gates	2
40 What plans are there to regenerate my area	1
41 Information received is all one sided	2
42 What will be the ASB policy of the new HA	1
43 What is the right to manage	1
44 Query about giving address details to the Labour party	4
45 Would like some information on the RTA	1
46 Feels excluded from her landlord	1
47 What will happen with warden services be like with the new HA	1
48 What would happen to repairs	3

49	What will happen to the housing staff	1
50	What does the right to manage mean	1
51	SWH say they won't use extra grounds for eviction – what does this mean	1
52	Concerned about article in Times and parish magazine	1
53	Is this happening all over the country	1
54	Are Salisbury going for an ALMO	1
55	If transfer goes ahead what will happen with allocations?	1
56	Worried about the cost of the process	2
57	Husband and wife received separate offer documents – this is a waste of money	2
58	How many properties will transfer if it goes ahead?	1
59	It's a done deal	1
60	Page 83 para b says that anyone that has a home adapted for the disabled and they die we will repossess your home	1
61	If there are abstentions in the ballot will they count for or against?	1
62	Does vote apply to all tenants	1
63	Could SWH be swallowed up in the future and who decides if this can happen?	1
64	If transfer goes ahead what happens if we refuse to sign a new contract	1
65	I've had the DVD and think transfer is a good thing and will be voting yes	1
66	No mention of heating anywhere – want central heating	1
67	Will they offer me a chance to buy the house before the HA does?	1
68	Leaseholder query re VAT	6
69	Why haven't I heard about DCH before now?	1
70	How much will it cost to set up SWH?	1
71	How can you complain about the new HA?	1
72	Will immigrants jump the queue with regard to housing?	1
73	Tenant query re VAT	5
74	What would HA use the £6million for	1
75	I think the council already charge VAT so there would be no change	1
76	I want to move area – who should I contact?	1
77	I think transfer is a rip off and won't be voting for it	1
	Total	168

Home Visits

Very For	For	Against	Very Against	Not known	Unlikely to vote
323 (9.95%)	1393 (42.9%)	248 (7.64%)	128 (3.94%)	1090 (33.57%)	65 (2%)

Please note that tenants were not asked whether they supported transfer or not, this table reflects the opinion officers had of whether tenants were for or against transfer based on the course of the conversation. If no indication was given officers have recorded it as unknown.