

# ancho

Completing the journey, securing the future  
Transfer to Cairn Housing Association



# cairn

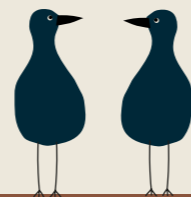
The proposed transfer to Cairn is an exciting time as we aim to come together to create a stronger, more efficient housing association committed to serving you better.

We believe that by joining forces, we can create a brighter future for all our tenants. The transfer is an exciting step towards improving the quality of our services, expanding housing options, and fostering stronger community connections.

This formal Stage 1 notice sets out the partnership so far and what we intend to do to serve you better in the future.

We are inviting you to read through our proposal and let us know what you think by 27th August 2023.

The final decision on whether the transfer goes ahead will be through a formal tenant ballot, which will be held later in the year.



## The story so far

Ancho tenants voted to become part of the Cairn Housing Group in 2018, in what is called a constitutional partnership. 94% of tenants voted yes to join Cairn. Ancho is still a formally registered housing association but is part of the Cairn Housing Group. Ancho has access to many of the Cairn staff skills and experience that a small housing association does not have. Tenants voted based on a number of promises, which included:

- Keeping the local office and local staff
- Investing £4.5 million in your homes
- Keeping rent increases lower for five years following the transfer
- Building new homes
- Reviewing the relationship after 5 years

These promises have been kept, and additional support has been given to tenants such as help with the cost of living, where we gave out air fryers, food vouchers, fuel vouchers and so much more. All of this was delivered because Ancho is part of the Cairn Housing Group.

## About Cairn

Cairn have been serving local communities across Scotland for over 30 years. They are a not-for-profit registered charity and housing association, just like Ancho, with over 4,000 homes, and offices in Bellshill, Inverness, Thurso and Edinburgh. Cairn are committed to creating thriving, well run and sustainable communities that people are proud to call home.

Cairn have been on an improvement journey in recent years, with a focus on modernisation, efficiency, value for money and better customer services. To find out more about Cairn please visit [cairnha.com](http://cairnha.com) or call Ryan Morgan, Strategic Projects Manager, on **0800 990 3405** for a chat.

*“Cairn and Ancho have been working closely together in partnership for the last five years. This has meant the delivery of over £7 million of extra investment into Ancho homes including new kitchens, bathrooms, rewiring and wall insulation. As part of the Cairn Housing Group we have also kept rent increases down and made sure housing services stayed local. The planned transfer will protect these improvements and provide security and stability for tenants in North Ayrshire for many years to come”.*

**Jason MacGilp, Chief Executive**

## Our commitment

The proposed transfer will bring many benefits to you, including:

### Local services

A continued local office with the same local team. Back-office support from IT, finance, HR, etc, will be provided by current Cairn staff across Scotland.

### Rents

A commitment to keep rents affordable. We will link rents to average regional prices and local housing allowances.

### Investment in your home

A commitment to spend £5million on your homes over the next five years, including work to make your homes more energy efficient and meet green targets

### New homes

An expansion of our housing stock, offering a wider range of affordable homes to meet the diverse needs of our community. By combining our resources, we can build more homes and make a positive impact on local housing. Our goal is to ensure more people have a safe and comfortable place to call home.

### Access to additional services

More Welfare Benefits Officers to support and improve your quality of life. We are dedicated to ensuring that you have the tools and support you need to flourish.

## How will this affect my tenancy?

Rest assured, the proposed transfer will not affect your tenancy rights or agreements. All existing tenancies will be honoured, and your rights and responsibilities will remain unchanged. Our goal is to make the transition as seamless as possible. The only change is that your tenancy agreement will be honoured by Cairn Housing Association instead of Ancho.

## Open communication and feedback

Transparency and open communication are essential to us. We are committed to maintaining regular channels of communication with you, ensuring your voice is heard and your concerns are addressed. Your feedback is invaluable in helping us shape our services and ensure they meet your needs. We encourage you to reach out to us and share your thoughts, suggestions, and ideas. We have partnered with the Tenant Participation Advisory Service to provide independent advice to tenants.

## Who are TPAS?

TPAS Scotland are an independent tenant-led organisation, who we have worked with for many years to give tenants independent advice and information.

Their job is to:

- Provide independent information and advice about the proposed transfer
- Make sure your views are being listened to
- Answer your questions
- Find out your priorities
- Assess the business case, including the business plan and financial plans, to make sure that our proposals are robust
- Clarify any issues or concerns you may have
- Support the creation of a Tenants Panel

You can contact TPAS:

- Emailing [lesley.baird@tpasscotland.org.uk](mailto:lesley.baird@tpasscotland.org.uk)
- Phoning - **0800 049 5761**
- Going to TPAS Scotland on Facebook – there is a tab for Ancho tenants

They can also arrange video calls and face to face meet ups and drop ins.

## What happens next?

This formal Stage 1 Notice marks the start of a four-week consultation process where we are inviting you to share your views on our transfer proposals. You have until the 27th August to get in touch.

Staff from Ancho and Cairn will be out and about in your community over the next month chatting to you about the transfer. If you have any comments on the commitments set out in this document there are a variety of ways you can get involved.

- We have included a postage paid feedback form which you can complete and return
- Email [mail@ancho.co.uk](mailto:mail@ancho.co.uk)
- Call **0800 990 3405**
- You can arrange a suitable time for one of our team to come to your home and talk to you about the transfer
- Contact TPAS (see contact details in previous section)

Ancho's Board will meet to consider your feedback before we write to you with details of the next consultation stage.

The final decision on the transfer will be yours. All Ancho tenants will receive a ballot later this year. The ballot will be run by Civica Election Service, who are an independent provider of election and voting services.

### BUSINESS CASE - MARCH TO JUNE 2023

Business Case is prepared in consultation with tenants



### STAGE 1 - JULY / AUGUST 2023

Tenants issued with Stage 1 Notice and invited to make representations

### STAGE 2 - SEPTEMBER 2023

Tenants issued with stage 2 Notice with details of any changes and their right to object to the transfer

### TENANT BALLOT - OCTOBER / NOVEMBER 2023

All Ancho tenants balloted on the transfer.  
Final consent to proceed with the transfer from Ancho Board and shareholding members

As part of the proposed transfer arrangements, all current Board members of Ancho who are in post in April 2024 would transfer into the Cairn Board to form a new combined voluntary Board. On 1st April 2024 Ancho would cease to operate and would no longer be registered with the Scottish Housing Regulator. The new combined Cairn Board would be responsible for all aspects of governance and decisions for the new merged association (Cairn and ex-Ancho combined).

All current Ancho shareholding members will become shareholding members of Cairn in April 2024. Any tenants wishing to become shareholding members can contact us on **0800 990 3405** to speak to our **Governance Services Manager, Carolyn Owens**.

### **OUR HEAD OFFICE:**

Bellevue House  
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Edinburgh  
EH7 4GH

### **OUR EMAIL:**

[enquires@cairnha.com](mailto:enquires@cairnha.com)

### **OUR PHONE NUMBER:**

0800 990 3405

### **OUR WEBSITE:**

[www.cairnha.com](http://www.cairnha.com)