

# Answers to your questions from the Stage 1 Consultation

## Will Sanctuary Scotland keep the dedicated caretaker service in the multi-storey blocks and the current laundry facilities?

Sanctuary Scotland has no plans to end or change the caretaking service in these blocks. Current facilities will be retained if they continue to be needed, ensuring all facilities are checked regularly from a health and safety perspective.

## Would Sanctuary Scotland consider introducing a stair cleaning service in the common blocks?

If the transfer proceeds Sanctuary Scotland has committed to investigate the introduction of this type of service in Toryglen. This might involve a pilot project to see how it would work.

## Will Sanctuary Scotland install new heating and boilers where current systems are failing?

Sanctuary Scotland has provision in the transfer business case for improvements of this nature. All tenanted homes will be surveyed before the transfer takes place so that Sanctuary Scotland is clear on the improvements each home needs. Sanctuary will then develop a 4 year programme so tenants know when to expect their improvements to take place.

## Has Sanctuary Scotland set aside enough money to resolve the issues in the E.ON contract, including asbestos removal?

Yes. Sanctuary is confident it can fully address this important transfer promise. If this work does not need all of the money set aside for it, Sanctuary will invest the remainder of these funds in Toryglen.

## If you have recently had a new kitchen, will you not receive this improvement?

The planned inspections will help Sanctuary develop a detailed programme around what each home needs. Sanctuary's specification for new kitchens is higher than Thistle's. Even if you have recently had a new Thistle kitchen installed, Sanctuary will look at additional improvements to bring your kitchen up to Sanctuary's standard.

## Will Sanctuary Scotland address the poor environment in Toryglen and deal with residents and others who dump rubbish?

Sanctuary Scotland agrees issues with the local environment need to be addressed. Indeed, Sanctuary's estates team has made multiple visits to Toryglen in recent weeks to clear areas where rubbish had been dumped. If the transfer proceeds Sanctuary is committed to leading a collaborative effort to make Toryglen look better. Sanctuary will work with the local community and other agencies to develop an environment strategy to improve Toryglen.

## Do Shareholders have a role in making the transfer happen?

Yes. If the ballot result is positive shareholders will be invited to two Special General Meetings, the first in November to approve a resolution to transfer to Sanctuary Scotland and the second in December to confirm their decision. The transfer will then be registered with the Financial Conduct Authority, allowing Sanctuary to take over Thistle business and start delivery of their promises from 1 February 2021.

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# Sanctuary Scotland's Transfer Promises



## If tenants vote YES and the transfer takes place, Sanctuary Scotland promises to:

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**1.** Spend more than £11 million improving Thistle's homes by the end of 2024 (please see pages 2 and 3 for more information on Sanctuary's plans).
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**2.** Improve rent affordability by committing to RPI inflation increases plus 0.5% for 3 years capped at a maximum of 3%. (Thistle plan on RPI inflation plus 1%). This commitment is predicted to save on average £220 per household. From 2021 Thistle's rent policy would change. Increases will take effect on 1 July instead of 28 March, effectively freezing rents for 3 months in 2021.
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**3.** Keep Thistle's Toryglen office open and retain your local staff, including the caretaker role. Senior Sanctuary staff will lead and support the local team, manage contractors and ensure your home complies with safety regulations.
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**4.** DOUBLE Thistle's current community investment budget to £50,000 a year, bringing twice the benefit to Toryglen.
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**5.** Create a new Toryglen Customer Review Panel to oversee delivery of the transfer promises and shape local services. Tenants will also have an opportunity to join Sanctuary's influential central Area Committee and National Review Panel.
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**6.** Introduce its dedicated in-house factoring service, saving factored owners money on their annual insurance premium.
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**7.** Explore development and regeneration opportunities to increase Toryglen's housing options.
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**8.** Provide strong and stable governance. Sanctuary Scotland's board of management will ensure the Association is well managed and complies with legal and regulatory requirements.

# Guaranteed investment if tenants VOTE YES



If tenants vote YES Sanctuary Scotland will **invest £11.2 million in Thistle's housing stock by the end of 2024.**

That amount is **more than three times** the £3.6 million Thistle plan to spend during that period and has immediate benefits for YOU.



## Almost £7 million

will be spent replacing kitchens and bathrooms in all of Thistle's homes (except those already renewed).



## Almost £600,000

will be spent on landscaping and environmental improvement works in line with resident priorities.



## More than £500,000

will be spent on new windows and doors.

Improvements will include:

**857**  
new  
bathrooms

**894**  
new  
kitchens

**428**  
new heating  
systems



## £2.3 million on roofs/renders/asbestos

Fixing the roof and render issues that relate to the major works contract, and removing the associated asbestos in affected roof spaces, will be a priority for Sanctuary. If this costs less than £2.3 million the money saved will be used to improve the local environment.

**Compared to Thistle's reinvestment plan Sanctuary's transfer promise will provide a more pleasant living environment in a much shorter timeframe.**

# Let's Get Ready for Transfer

As we prepare for tenants hopefully voting **YES** in the ballot, Sanctuary Scotland wants to get preparations underway to ensure it can meet its ambitious investment commitment to your home and Toryglen. Although the proposed improvement work is wholly dependent on tenants voting **YES** to the transfer, surveys are needed to establish exactly what work is required and then to plan all of this much needed work over the 4 years of the transfer promises. The great news is that surveys will begin this month.

## E.ON Surveys – Remedial Work and Asbestos Removal



From Monday 19 October 2020, Sanctuary's building consultants will carry out a condition survey of the full external building fabric of the properties involved in the E.ON contract. For some buildings and particularly tenements these inspections will require access to high areas via a 'cherry picker' (an access platform).

Chimneys, vent tiles, rainwater goods, soffit and fascia panels plus flashings will all be inspected on a visual, non-disruptive basis. These surveys will help to determine if roofing products have been installed in line with manufacturer guidelines. If we remove a roof tile it will be reinstalled correctly. If damaged, it will be replaced with a match.

The External Wall Insulation will initially be examined on a non-intrusive basis, while a visual survey will check on the operational condition and ventilation of windows. All building elements will be reviewed against the building regulations at the time of installation with comment made on their compliance and suitability. This information will help Sanctuary fix the issues relating to the major works contract.

The removal of insulation and redundant water tanks in 13 affected attic spaces will begin in January 2021. As the attic spaces are locked and should remain so, there is no risk to public health from the asbestos.

## Kitchen, Bathroom and Heating Surveys



If tenants vote YES we will pre-survey all 947 tenanted properties to identify which require a new kitchen, bathroom and/or heating system. These surveys will help Sanctuary plan the work over the 4 years. These home visits are due to begin in November 2020, enabling replacement work to begin in April 2021. Every tenant will be given prior notice of this visit which our surveyors will carry out in line with the Scottish Government's COVID-19 guidance.

## Fire Risk Assessment (FRA) Works



We are finalising the appointment of a contractor for FRA work within the multi-storey blocks. These works will improve current standards and ensure the areas comply with fire safety requirements. Fire doors and signage will be replaced and emergency lighting will be installed within communal areas. Our multi-storey residents will be given notice before this work begins.