



## The Impact Riverside Partnership – your questions answered

During the tenant consultation process, 94% of those who responded did so in favour of the partnership. A number of tenants also took the opportunity to ask questions about a range of issues from rents and repairs through to how joining The Riverside Group might affect leaseholders or those wishing to buy.

We have responded directly to everyone who raised an issue and a summary of the main question topics and answers are shown below.

Questions raised	Response
As Impact is absorbed into Riverside will personal knowledge and contact disappear?	Both organisations are committed to a local and personalised service. We envisage the current neighbourhood approach with accessible and knowledgeable staff continuing within the partnership.
Could the grounds maintenance contract be combined? Will grounds maintenance improve?	Impact currently has grounds maintenance contracts for 2018 which will continue. Combining the contracts is an option that will be explored in the future, along with other options e.g. growing Impact's in-house landscaping team. We have revised the current grounds maintenance specification and made some other changes to improve the service in 2018.
If Impact becomes part of Riverside when will tenants reap the benefits?	Benefits should become apparent in year one. For example, the repairs investment programme will be agreed. Tenants will be consulted on the repairs investment programme prior to formal agreement.
Leaseholders - will our homes/investments continue to be looked after?	Leasehold contracts and arrangements will be unaffected by the partnership. Leasehold properties will continue to be looked after as per current arrangements.
Right to buy - where do I stand?/what will happen?	The partnership will not affect anyone's Right to Buy or Right to Acquire.
Shared ownership - what will be the impact/what will happen? Will I be able to fully purchase my property, will I be able to sell my property?	There will be no change as a result of the partnership and shared ownership terms and conditions will remain the same.

What is Riverside's policy on ASB issues?	The approach to anti-social behaviour is similar across the two organisations. Riverside has a Community Safety Officer post that assists with more serious ASB incidents and an in-house legal team.
What will happen to the current contractors?	Impact will continue to use existing contractors for the period of the current contracts. These will be reviewed as the partnership progresses.
What will happen to the jobs of staff?	The Riverside pledge includes a commitment to no compulsory redundancies for 3 years as a result of the partnership.
When will new builds in Kendal begin? Will more bungalows be built for disabled persons and pensioners?	A key objective of the partnership is to develop more housing. However, the location and type of new development is still to be decided, informed by current housing needs across Impacts area of operation.
Why are tenants not able to have a vote?	There is no requirement under English regulation for a tenant ballot or vote on the proposals.
Why has there been silence from local councillors on the takeover and why does Impact not return its stock to the local authorities that the stock was acquired from?	We cannot comment on communication from local councillors. Most Impact properties were not previously local authority owned.
Why is Impact no longer accepting tenant applications to be shareholders?	As permitted under the terms of the Shareholding Policy, Impact has suspended all new applications for shareholding whilst the association works through the requirements of the Voluntary Undertaking and is in Partnership discussions with the Riverside Group. Both Impact and Riverside have signed a Standstill Agreement which prohibits any action that might materially affect the outcomes of the negotiations. This includes admission of new shareholders. We apologise for any inconvenience this causes.
What is the impact on rents?	There will be no change to way rents and service charges are set (these are regulated by the government). The type of rent charged as detailed in individual tenancy agreements e.g. social rent, affordable rent, fair rent, intermediate rent etc. will remain the same.
Will Impact retain its own name or take on a new one?	Impact will keep its own name for at least the next 3 years. This may change after 3 years following a review of the partnership.
Will promises made in the information booklet actually be delivered?	Both organisations are fully committed to delivery of the pledges made. Impact will have a Board that will monitor delivery of the pledge and we will report progress on the pledges in our Annual Report to tenants.

Will repairs be improved?	A key commitment is to improve the repairs service and to modernise/improve Impacts properties where this is required. The large investment in repairs (up to £25m), along with other changes should bring significant improvement to the service,
Will the £25 million be spent on properties that need money spent on them, and not just those in the west?	The repairs programme will be based on a range of factors including existing property condition. There will be no bias towards a particular area. We will consult with tenants on the improvement programme.